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# Home Energy Plus Program Services Manual Referral Form-Electronic

**Program Service (check one)**  **Furnace Program  Water Conservation Program**

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| **Customer Information** | | | | |
| Date of Manual Referral: | WHEAP Worker’s Name: | | WHEAP Agency/Tribe: | |
| Customer Name: | | | PID #: | |
| Customer Phone Number: | | Alternate Phone Number: | | |
| House Number: | Street: | | Unit#: | City: |
| Ownership verified? | Is the home a rental? | Owner’s PID#: | | |
| Housing Type: | Fuel Type: | Heating System Type: | Age of system: | |
| **Troubleshooting** | | | | |
| Brief description of reported problem: | | | | |
| Is there a health and safety issue for the family? | | | | |

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| Is there moisture in the area where the system is? | Is there a clear path to the heating system? |
| Is there anything in the home that may prevent the contractor from assessing the heating system? | |

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| **Heating System Referrals: Additional Information** | | |
| Does the home have backup heat? | Type of secondary heat source: | Are space heaters needed? |
| Has breaker switch been reset? | Have thermostat batteries been replaced? | Is gas turned off to furnace? |
| Is furnace under warranty? | Are exhaust pipes covered with snow? | How much bulk fuel is in tank? |
|  | | |
| Additional WHEAP comments: | | |
| Additional WX comments: | | |