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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? |
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| Additional WHEAP comments:  |
| Additional WX comments:  |