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# Home Energy Plus Program Services Manual Referral Form-Printable

**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:**  |