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