

Heating Assistance Vendor Frequently Asked Questions

Q: I need to return a benefit to the State, where do I send it?

A: State of Alaska
Department of Health & Social Services
Division of Public Assistance
PO Box 110640
Juneau, AK 99811-0640

Q: How do I return the money?

A: Make a check payable to the State of Alaska Heating Assistance Program and follow the Directions above. Please include the clients' name, year of the award, and reason for returning the payment on the note line on your check.

Q: What do I do if someone hasn't used their benefit for 2 years?

A: Heating Assistance funds should be used the year they were issued or the following year. If a balance remains after 2 years, please return those old funds to the state. These funds will not be reissued as they are too old.

Q: I'd like to e-mail my vendor confirmations instead of mailing them. Where can I e-mail them?

A: dpapolicy@alaska.gov. Please keep a copy for your files in case we don't get them.

Q: How do I talk to a real live person?

A: Our contact in Administration is currently Kari Lindsey. Kari can be reached at 465-3348.

Q: What can a heating assistance grant be used for?

A: Please see the vendor manual – page 10, Allowable Purchases with HAP Funds. If you have additional questions, please contact the program coordinator, Susan Marshall, at susan.marshall@alaska.gov or 465-3099. Please note that the Vendor Notice of Action will list the primary fuel type the household was approved for.