

# Frequently Asked Licensing Questions

- Most answers to your questions (as well as licensing services) are available on our website 24/7/365.
- <https://www.maine.gov/pfr/professionallicensing/professions/maine-fuel-board>
- Or search for “Maine Fuel Board” on the web.
- Online application through the website is the fastest way for processing licenses and exams.

## Online Licensing

- If you don't know your password or need it reset, email us at [fuel.board@maine.gov](mailto:fuel.board@maine.gov) or call 624-8627.
- Email is usually the fastest way to reach us.
- If you have problems uploading documents on your application (like education documents, work experience affidavits, or supervision forms), please email them.
- Applications can average around a three to five business days to process. Longer if we are missing any information needed for processing the application.

## Your License

- Your license is issued to you, NOT your employer.
- **It will be emailed** to the email provided on your application, from [noreply@maine.gov](mailto:noreply@maine.gov).
- If you don't see that email address in your email inbox, doublecheck your junk or spam folder.
- Save that email address to your contacts and make it a “favorite”. Your license expiration notice will come from that email address, 60 days before expiration.

## Examinations

- License examinations are conducted by Prov, not the Fuel Board.
- Once approved, you will need to wait at least 24-hours before you can schedule the examination through Prov.
- **Please read all** the instructions on your approval letter for the exam. It will provide you with everything you will need to know.
- If you don't pass and need to retake the exam, contact Prov to schedule another exam.
- Once you pass the exam, you must wait at least 24-hours before you can apply for the license.

**If you have any additional questions, please email us at [fuel.board@maine.gov](mailto:fuel.board@maine.gov) or 624-8627**