



NEW YORK
STATE OF
OPPORTUNITY.

**Low-Income
Forum on Energy**

Welcome!

We will be starting soon.



Low-Income Forum on Energy

The Low-Income Forum on Energy Presents:

HEAP Updates for the 2015-2016 Heating Season

Andrew Bryk, HEAP Bureau Chief
Center for Employment and Economic Supports
NYS Office of Temporary and Disability Assistance

October 27, 2015

1:00 p.m. – 3:00 p.m. ET



Low-Income Forum on Energy

Working to help low-income New Yorkers address energy issues.

LIFE, the Low-Income Forum on Energy, is a unique statewide dialogue that brings together organizations and individuals committed to addressing the challenges and opportunities facing low-income New Yorkers as they seek safe, affordable and reliable energy.

Supported by the New York State Public Service Commission and the New York State Energy Research and Development Authority (NYSERDA), the LIFE dialogue encourages an interactive exchange of information and collaboration among the programs and resources that assist low-income energy consumers.



Low-Income Forum on Energy

→ Monthly webinars

Tuesday, November 17, 2015 @ 1:30-2:30 p.m. ET

Zero Net Energy Affordable Housing in Vermont

Vermont Energy Investment Corporation

→ Monthly email newsletter

Sign up at lifenynews.org

→ Social media

LinkedIn: Low-Income Forum on Energy

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Low-Income Forum on Energy

Find more information on the website

www.lifenynews.org

Join the mailing list

www.lifenys.org/signup

Share article suggestions, webinar ideas, events

www.lifenys.org/share

Contact LIFE

1-877-NY-SMART, Option #5

LIFE@nysesda.ny.gov

Asking and Responding to Questions

The screenshot displays the Cisco WebEx Event Center interface. The main content area shows a slide with the New York State logo and the text "NEW YORK STATE OF OPPORTUNITY. Low-Income Forum on Energy" and "Welcome! We will be starting soon." The right-hand sidebar contains a "Participants (1)" list with "NYSERDA Events (Host, me)" listed. Below this is a "Q&A" section with a text input field and a "Send" button. Two red arrows point to the "Send" button and the text input field. The bottom of the interface shows a "Connected" status indicator.

Type into the text field and click “send.”

Technical Difficulties or Contacting the Host

The screenshot displays the Cisco WebEx Event Center interface. The main content area shows a slide with the text: "NEW YORK STATE OF OPPORTUNITY. Low-Income Forum on Energy. Welcome! We will be starting soon." The right-hand sidebar contains several panels: "Speaking:" with "NYSERDA Events (Host, me)", "Panelists: 1", and "Attendees: 0 (0 displayed)"; "Chat:" with a "Send to:" dropdown set to "All Participants" and a "Send" button; and "Q&A:" with "All (0)". The "Chat" icon in the top navigation bar is circled in red, and a yellow arrow points to it from the right. Another yellow arrow points to the "Send" button in the chat panel. A red curved arrow also points from the chat panel towards the bottom right.

Click on the “Chat” icon to activate the chat function.



Office of Temporary
and Disability Assistance

Home Energy Assistance Program 2015-2016 Update

LIFE Webinar

November 5, 2015

Agenda

Home Energy Assistance Program (HEAP) Overview

2014-2015 Program in Review

2015-2016 Program Updates

2015-2016 Payments and Vendors

Questions

HEAP Overview

What is LIHEAP?

The Low Income Home Energy Assistance Program (LIHEAP) is a federal social services program established in 1981 and funded annually through Congressional appropriations.

What is LIHEAP?

The mission of LIHEAP is to assist low income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy, primarily in meeting their immediate home energy needs. The program is overseen by the United States Department of Health and Human Services (HHS).

New York State HEAP

The New York State Home Energy Assistance Program (HEAP) assists low-income New York households in meeting their heating energy costs and to weatherize their homes.

NYS allocates a portion of its funding to the NYS Homes and Community Renewal for its Weatherization Assistance Program (WAP) and the NYS Office for the Aging.

2014-2015 Program in Review

2014-15 Statistics

New York State's final allocation was \$381.3 Million from a \$3.0 Billion federal appropriation.

42,000 Applicants applied Online at www.mybenefits.ny.gov

2014-15 Statistics

| Component | Benefits | Opening Date | Close Date | Average Benefit |
|--------------------------------------|----------|-------------------|-----------------|-----------------|
| Regular Benefit | 1.48 M | November 17, 2014 | March 27, 2015 | \$363 |
| Emergency Benefit | 132,806 | January 2, 2015 | March 27, 2015 | \$420 |
| Second Emergency Benefit | 23,336 | March 9, 2015 | March 27, 2015 | \$488 |
| Heating Equipment Repair/Replacement | 1,501 | November 10, 2015 | January 9, 2015 | \$2,086 |
| Cooling Assistance | 4,143 | May 1, 2015 | August 31, 2015 | \$699 |

2015-2016 Program Updates

Projected HEAP Funding for 2015-16 Planning

| 2015-2016 President's Proposal | NYS's 2015-2016 Funding Projection | Decrease from 2014-2015 |
|--------------------------------------|---|----------------------------|
| \$3.2B | \$352.3M | \$28.9M |

2015-16 Eligibility Guidelines

The applicant must be a US citizen, US National or meet the qualified alien rules.

The applicant must be a NYS resident and the address provided on the application must be the applicant's current and primary residence.

Application must be filed in the applicant's county of residence.

2015-16 Eligibility Guidelines

The applicant must pay a vendor directly for heat for actual charges incurred or pay rent which includes heating costs.

The household's gross income for the month of application must be within the established income limits for the household size.

2015-16 Income Guidelines

| Household Size | Tier I | Tier II | Annual | Increase |
|----------------|-----------|---------------|----------|----------|
| 1 | 0 – 1,275 | 1,276 – 2,244 | \$26,931 | \$50 |
| 2 | 0 - 1,726 | 1,727 - 2,935 | \$35,217 | \$68 |
| 3 | 0 – 2,176 | 2,177 – 3,625 | \$43,504 | \$81 |
| 4 | 0 – 2,627 | 2,628 – 4,316 | \$51,790 | \$97 |
| 5 | 0 – 3,078 | 3,079 – 5,006 | \$60,076 | \$112 |
| 6 | 0 – 3,528 | 3,529 – 5,697 | \$68,363 | \$128 |
| 7 | 0 – 3,979 | 3,980 – 5,826 | \$69,917 | \$130 |
| 8 | 0 – 4,430 | 4,431 – 5,956 | \$71,470 | \$134 |
| 9 | 0 – 4,880 | 4,881 – 6,085 | \$73,024 | \$136 |
| 10 | 0 – 5,331 | 5,332 – 6,215 | \$74,578 | \$139 |
| 11 | 0 – 5,782 | 5,783 – 6,671 | \$80,055 | \$137 |
| 11+ | 451* | 520* | \$6,240 | \$12 |

Regular Benefit Component

2015-16 Component and Dates

Regular HEAP benefits assist eligible households in meeting their annual heating costs or to supplement rent which includes the cost of heat.

This component will open on November 16, 2015 and is scheduled to operate until March 15, 2016.

Program dates may be shortened or extended based on federal funding and demand.

Regular Heaters Benefit Amounts

Benefit amounts have not changed.

Base Amount:

| | |
|-------------------------------|-------|
| Oil, kerosene, propane | \$575 |
| Wood, coal, other deliverable | \$500 |
| Natural gas or electric | \$350 |

Regular Heater Add-ons

Heater households:

| | |
|-------------------------------------|------|
| Households with income in Tier I | \$25 |
| Households with a vulnerable member | \$25 |

Regular Heat-Included Benefit Amounts

Heat included in rent:

\$35 for households with income in Tier I.

\$30 for households with income in Tier II.

Heat and Eat:

\$21 for households in subsidized housing, group homes and congregate care facilities.

There are no add-ons for Regular heat-included or heat and eat benefits

How to apply for Regular benefits

Applicants may apply for Regular benefits with a paper HEAP Application (LDSS-3421) by mail, fax, or in person at their local Social Services District (SSD) or Certifying Agency.

Applicants in counties outside of New York City may also file online at www.myBenefits.ny.gov.

At this time New York City does not accept applications via myBenefits.

How to apply for Regular benefits

Households that received a Regular HEAP benefit during the 2014-15 season, and that contain a vulnerable household member (age 60 or older, under age 6, or disabled as defined by HEAP), will receive an Early Outreach HEAP Application.

The Early Outreach mail out began August 24, 2015

How to apply for Regular benefits

Recipients of ongoing Temporary Assistance (TA) or Supplemental Nutrition Assistance Program (SNAP) will have their HEAP eligibility determined by the Automatic Eligibility Determination (Autopay).

TA and SNAP recipients in receipt of ongoing benefits at the time of the Autopay consent to apply for Regular benefits via the Autopay when they complete and submit either LDSS-2921 or LDSS-3174 for TA or SNAP.

Emergency Benefit Component

2015-16 Component and Dates

Emergency HEAP benefits assist eligible households which do not have resources above the established limits in meeting their immediate heat or heat related emergency.

The Emergency component will open on January 4, 2016 and is scheduled to close on March 15, 2016.

Closing date may be extended based on federal funding or demand.

Emergency Benefit Eligibility Criteria

In addition to the basic eligibility criteria applicants must:

- Be experiencing an emergency situation as defined by HEAP:
 - The household's utility service is terminated or scheduled for termination.
 - The household is out of or has less than a quarter tank of fuel or less than a 10-day supply of wood or coal.

Emergency Benefit Eligibility Criteria

- Be the customer of record with their energy provider or the vendor must be willing to put the bill in the applicant's name and,
- The household cannot have more than \$2,000 (or \$3,000 if the household contains a person 60 or older) in available liquid resources. There are allowable exclusions for monthly expenses.

Emergency Benefit Eligibility Criteria

- Households in good standing on a budget plan and/or on automatic deliveries may not qualify. Households with prepaid commodity also may not qualify.

Emergency Situation

A “life threatening emergency” is when a HEAP applicant or recipient household is without fuel or utility service to operate a heating source.

This is when the customer is out of fuel, utility service is terminated, or disconnection is scheduled within 72 hours from the time the SSD is notified of the emergency.

Emergency Situation

A “Crisis Emergency” is when loss of heat is imminent.

Loss of heat is imminent when the household has less than a ¼ tank of oil, kerosene, or propane, less than a 10 day supply of other deliverable fuel types, or when the household’s heat or heat-related utility service is scheduled to be terminated.

Emergency Situation

The following may also be considered emergency situations:

- Household needs a propane tank deposit to switch vendors when the current vendor has terminated the account.
- Household needs temporary relocation.

Emergency Benefit Amounts

Oil, kerosene, propane = \$575

Wood, coal, other deliverable = \$500

Heat-related electric = \$140

Natural gas heat only = \$350

Natural gas and electric = \$490

Electric heat = \$490

Temporary Relocation up to \$500 per program year

Propane Installation/Deposit up to \$500 per program year

How to apply for Emergency benefits

Applicants must contact their local SSD either by telephone or in person.

Applicants may not apply online for Emergency benefits.

Heating Equipment Repair and Replacement Component

2015-16 Component and Dates

Heating Equipment Repair and Replacement (HERR) benefits are available to assist eligible homeowners in replacing or repairing inoperable primary heating equipment.

The HERR component will open on November 9, 2015.

Local districts will be notified of the program's closing date.

HERR Eligibility Criteria

In addition to all basic eligibility criteria, HERR applicants must also meet and document the following:

- The applicant must be the homeowner and must have owned and resided in the dwelling for the 12 months prior to the month of application and,
- The heating system that will be repaired or replaced must have been the primary system for the 12 months prior to the month of application.

HERR Eligibility Criteria

Households applying for replacements cannot have more than \$3,000 in available liquid resources.

HERR Benefits

The maximum benefit amount for Heating Equipment Repair is \$3,000 per program year. This may be accessed several times during the HEAP season, but the total repair amount may not exceed the maximum benefit amount.

The maximum amount for Heating Equipment Replacement is \$6,500 per applicant in a 10 year period.

How to apply for HERR benefits

Applicants must apply in person at their county Social Services office.

An in-person interview is also required.

Cooling Assistance Component

2015-16 Component and Dates

Cooling Assistance Component benefits assist eligible low income households in which a household member has medical condition that is exacerbated by extreme heat.

The Cooling Assistance Component will open on May 2, 2016 and is scheduled to close on August 31, 2016 or until funding allocated to this component is exhausted.

Cooling Eligibility Criteria

In addition to basic eligibility criteria:

- The household must have a member with a medical condition that is exacerbated by extreme heat and that condition must be documented, in writing, by a physician, physician's assistant, or nurse practitioner.

Cooling Eligibility Criteria

- The household must not have a working air conditioner that is less than five years old, as determined by the vendor.
- The household must not have received a HEAP funded air conditioner within the past ten years.

Cooling Benefits

The maximum benefit amount for labor and materials is \$800.

There is no Cooling benefit paid directly to the client, and only one air conditioner or fan will be provided per dwelling.

How to apply for Cooling benefits

Applicants may apply for the Cooling Assistance Component by mail, fax or in person at their local SSD or Certifying Agency.

2015-2016 Payments and Vendors

2015-16 Payments

New York State elects to issue payments directly to vendors. Payments are authorized by each local SSD and paid centrally through the Office of the New York State Comptroller (OSC), except in New York City.

Vendors outside of New York City have two payment options, paper checks or electronic deposits.

New York City sends all heating payments to vendors.

Statewide Financial System (SFS) Vendor Portal

Vendors may utilize the Vendor Portal to access payment remittance information, and also to make updates to their contact information. The Vendor Portal may be accessed at the following web address www.sfs.ny.gov.

Vendor forms may be found at www.osc.state.ny.us/vendor_management/forms.htm.

Vendor Agreements

Vendors and energy suppliers who wish to participate in HEAP and receive payments must sign a Vendor Agreement and agree to abide by the provisions outlined within the agreement.

Households receiving assistance from HEAP will not be treated adversely because of such assistance under applicable provisions of State law and public regulatory requirements.

Vendor Agreements

The NYS HEAP Vendor Agreement will not be revised for this upcoming season.

However, there will be an addendum to the current HEAP Vendor Agreement that select vendors will need to sign and return to NYS OTDA HEAP Bureau in order to participate in the program and receive payments.

Questions?

Contact Information

NYS Office of Temporary and Disability Assistance
Center for Employment and Economic Supports
HEAP Bureau, Floor 11B
40 North Pearl Street
Albany, NY 12243

Email: NYSHEAP@otda.ny.gov

Telephone Number: (518) 473-0332

Fax Number: (518) 474-0985 or (518) 474-9347

Contact Information

Website: www.otda.ny.gov/programs/heap

Vendor Hotline: (866) 270-4327 (HEAP)

Client Hotline: (800) 342-3009

Online HEAP Application/MyBenefits Website:
www.mybenefits.ny.gov



Low-Income Forum on Energy

Join us for the next webinar:

November 17, 2015 @ 1:30 p.m. – 2:30 p.m. ET

Net Zero Energy Affordable Housing in Vermont

Vermont Energy Investment Corporation

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