



NEW YORK
STATE OF
OPPORTUNITY.

**Low-Income
Forum on Energy**

Welcome!
We will be starting soon.



Low-Income Forum on Energy

LIFE Webinar Series Presents:

Home Energy Assistance Program 2016-2017 Update

Emily Maher Cmaylo

New York State Office of Temporary and Disability Assistance
Center for Employment and Economic Supports

October 26, 2016

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 15, 2016 @ 1:30-2:30 p.m. ET
Emerging Low-Income Clean Energy Solutions
Rocky Mountain Institute eLab Leap Team

→ Monthly email newsletter

Sign up at nyscrda.ny.gov/LIFE – “Join the email list.”

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Low-Income Forum on Energy

Find more information on the website

nyscrda.ny.gov/LIFE

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LIFE@nyscrda.ny.gov

Contact LIFE

Phone: 866-697-3732 – Request “Low-Income Forum on Energy”

Email: LIFE@nyscrda.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 several panels: "Participants (1)" showing "NYSERDA Events (Host, me)", "Q&A" (highlighted with a red circle and yellow arrows), and "PPT Notes". The Q&A panel includes a list of questions (currently "All (0)"), a text input field with a 256-character limit, and "Send" and "Send Privately" buttons. The bottom status bar indicates "Connected".

Type into the text field and click “send.”

Technical Difficulties or Contacting the Host

The image shows a screenshot of the Cisco WebEx Event Center interface. The main content area displays a slide with the following text:

NEW YORK
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The interface includes a top navigation bar with options like "Participant", "Event", and "Help". A "Chat" icon is circled in red, with a yellow arrow pointing to it from the right. Below the main content, a chat window is also circled in red, with a yellow arrow pointing to it from the right. The chat window shows a "Send to:" dropdown menu set to "All Participants" and a text input field with the placeholder text "Select a participant in the Send to menu first, type chat message, and send...".

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



Office of Temporary
and Disability Assistance

Home Energy Assistance Program 2016-2017 Update

LIFE Webinar

October 24, 2016

Agenda

Home Energy Assistance Program (HEAP) Overview

2015-2016 Program in Review

2016-2017 Program Updates

2016-2017 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.

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.

Ten percent of New York State's funding is allocated to the New York State Home and Community Renewal for Weatherization Assistance Program

Additional funding is allocations to the New York State Office for the Aging.

2015-2016 Program in Review

2015-16 Statistics

New York State's final allocation was \$364 Million from a \$3.35 Billion federal appropriation.

33,394 Applicants applied Online at www.mybenefits.ny.gov

2015-16 Statistics

Component	Benefits	Opening Date	Close Date	Average Benefit
Regular Benefit	1.4 M	November 16, 2015	April 8, 2016	\$446
Emergency Benefit	100,501	January 4, 2016	April 8, 2016	\$400
Heating Equipment Repair/Replacement	1,771	November 9, 2015	January 29, 2016	\$2096
Cooling Assistance	4,883	May 2, 2016	July 29, 2016	\$702

2016-2017 Program Updates

Project HEAP Funding for 2016-17 Planning

The 2016-17 Program was planned using the President's proposed budget which appropriated \$3.2 billion for LIHEAP.

LIHEAP is currently being funded under a Continuing Resolution.

- New York State expects to receive the same initial grant award that we received in 2015-16 of \$325 million

2016-17 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.

2016-17 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.

All applicant household members must provide a valid Social Security number.

2016-17 Income Guidelines			
Household Size	Tier I	Tier II	Annual
1	0 – 1,287	1,288 – 2,300	\$27,597
2	0 - 1,736	1,737 – 3,007	\$36,088
3	0 – 2,184	2,185 – 3,715	\$44,580
4	0 – 2,633	2,634 – 4,423	\$53,071
5	0 – 3,081	3,082 – 5,130	\$61,562
6	0 – 3,530	3,531 – 5,838	\$70,054
7	0 – 3,979	3,980 – 5,971	\$71,646
8	0 – 4,430	4,431 – 6,103	\$73,238
9	0 – 4,880	4,881 – 6,236	\$74,830
10	0 – 5,331	5,332 – 6,369	\$76,422
11	0 – 5,782	5,783 – 6,671	\$80,055
11+	451*	520*	\$6,240

Regular Benefit Component

2016-17 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 14, 2016 and is scheduled to operate until March 15, 2017.

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

Regular Heaters Benefit Amounts

Benefit amounts:

Base Amount:

Oil, kerosene, propane	\$575
Wood, coal, other deliverable	\$525
Natural gas or electric	\$350

Regular Heater Add-ons

Heater households:

Households with income in Tier I	\$26
Households with a vulnerable member	\$25

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

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.

How to apply for Regular benefits

Applicants may apply for Regular benefits with a paper HEAP Application by mail, fax, or in person at their local Social Services District 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 2015-16 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 the week of August 22, 2016

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 apply for Regular benefits via the Autopay when they complete and submit the Statewide Common Application, the Recertification Application, or the SNAP Application/Recertification.

Emergency Benefit Component

2016-17 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 Tuesday January 3, 2017 and is scheduled to close on March 15, 2017.

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 10-day or $\frac{1}{4}$ tank of deliverable heating fuel.

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 or utility service is terminated. An applicant's life threatening emergency must be resolved within 18 hours from the time of application. However, no HEAP benefit may be issued prior to HEAP eligibility determination.

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 utility service is scheduled to be terminated. An applicant's crisis emergency must be resolved within 48 hours from the time of application. However, no HEAP benefit may be issued prior to HEAP eligibility determination.

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 = \$525

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 Social Services District either by telephone or in person.

Applicants may not apply online for Emergency benefits.

Heating Equipment Repair and Replacement Component

2016-17 Component and Dates

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

The Heating Equipment Repair and Replacement component will open on November 7, 2016.

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

Heating Equipment Repair and Replacement 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,
- The applicant's heating equipment must be unsafe or inoperable 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.

Heating Equipment Repair and Replacement Eligibility Criteria

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

Heating Equipment Repair and Replacement 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 Heating Equipment Repair and Replacement benefits

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

An in-person interview is also required.

Cooling Assistance Component

2016-17 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 1, 2017 and is scheduled to close on August 31, 2017 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.

Heating Equipment Clean and Tune Benefit

2016-17 Component and Dates

Clean and Tune Component benefits assist eligible low income households to have their primary heating system cleaned and tuned.

Depending on funding, the Clean and Tune Component will open on August 1, 2017 and is projected to close on November 3, 2017 or when funding allocated to this component is exhausted.

Clean and Tune Eligibility Criteria

In addition to basic eligibility criteria:

- The applicant must be the homeowner
- The primary heating equipment must be more than 12 months old.
- The primary heating equipment must not have been cleaned in the past 12 months. The date is determined based on the month of application.
- In cases where the primary heat source is wood (wood products), corn, or coal, the chimney must not have been cleaned within the past 12 months, based on the month of application.
- Applicants with service contracts that include clean and tune services are not eligible for a HEAP Heating Equipment Clean and Tune benefit.

Clean and Tune Benefits

- The maximum benefit amount for labor and materials is \$400.
- Only one HEAP funded heating equipment clean and tune will be provided per eligible household.
 - The clean and tune service must only be performed on the primary heating equipment.
 - A carbon monoxide detector must be installed if one is not present in the household.
 - A programmable thermostat may be installed, with client consent, if one is not already present in the household.

How to apply for Clean and Tune benefits

Applicants must contact their county Social Services office either by telephone or in person.

Applicants may not apply online for Clean and Tune benefits.

Households requesting this benefit must complete the HEAP Heating Equipment Clean and Tune Request for Benefit form (LDSS-5081).

2016-2017 Payments and Vendors

2016-17 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 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 was an addendum to the current HEAP Vendor Agreement that selected vendors signed and returned to NYS OTDA HEAP Bureau in order to participate in the performance measures federal mandate.

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



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