



**NEW YORK**  
STATE OF  
OPPORTUNITY.

**Low-Income  
Forum on Energy**

**Welcome to the LIFE Webinar Series.  
We will be starting soon.**



## Low-Income Forum on Energy

The Low-Income Forum on Energy Presents:

# **New York State Home Energy Assistance Program (HEAP) 2018-2019 HEAP Updates**

James Dormond and Emily Urban  
NYS Office of Temporary and Disability Services, HEAP Bureau

October 17, 2018  
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

#### **National Energy Literacy Survey**

Thursday, November 15, 2018, 1:30 - 2:30 p.m. ET

### → Monthly email newsletter

**Sign up at [nysesda.ny.gov/LIFE](http://nysesda.ny.gov/LIFE) – “Join the email list.”**

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## Low-Income Forum on Energy

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[nyscrda.ny.gov/LIFE](https://nyscrda.ny.gov/LIFE)

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[LIFE@nyscrda.ny.gov](mailto:LIFE@nyscrda.ny.gov)

### **Contact LIFE**

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

Email: [LIFE@nyscrda.ny.gov](mailto:LIFE@nyscrda.ny.gov)

# Asking Questions During Today's Webinar

The screenshot displays a Cisco Webex Events window. The main content area shows a slide with the following text:

**NEW YORK STATE OF OPPORTUNITY.** | **Low-Income Forum on Energy**

**Welcome to the LIFE Webinar Series.**  
**We will be starting soon.**

An orange arrow points from the slide to the Q&A sidebar on the right. The sidebar is titled "Participants (1)" and includes a "Q&A" section with a small downward arrow next to it, which is circled in red. Below the Q&A section is a text input field with the placeholder text: "Select a question, and then type your answer here. There is a 256-characters limit." and two buttons: "Send" and "Send Privately...".

Click on the small arrow to the left of “Q&A” to open the text field. Type your question into the text field and click “send.”

# Technical Difficulties or Contacting the Host

The screenshot displays a Cisco Webex Events interface. The main content area shows a slide with the following text: "NEW YORK STATE OF OPPORTUNITY. Low-Income Forum on Energy. Welcome to the LIFE Webinar Series. We will be starting soon." The interface includes a top menu bar with options like "File", "Edit", "Share", "View", "Communicate", "Participant", "Event", and "Help". A sharing link "Sharing 20180816 LIFE ..." is visible. On the right side, there is a "Participants" panel showing "Panelist 1" (NYSERDA Events) and "Attendee 0 (0 displayed)". Below this is a "Chat" panel with a "To: All Participants" dropdown, a text input field "Enter chat message here", and a "Q&A" section. At the bottom, there is a control bar with icons for mute, video, share, chat, and end call. Two red arrows with numbers "1" and "2" point to the chat icon in the bottom bar and the chat panel, respectively.

1. Click on the “Chat” icon on the bottom menu to activate the chat function.
2. The chat function will appear in the middle right portion of your screen.



Office of Temporary  
and Disability Assistance

# Home Energy Assistance Program

## 2018-2019 HEAP Updates

October 19, 2018

# Agenda

**Home Energy Assistance Program (HEAP) Overview**

**2017-2018 Program in Review**

**2018-2019 Program Updates**

**2018-2019 Vendors and Payments**

**Questions**

# HEAP Overview

# What is LIHEAP?

The Low Income Home Energy Assistance Program (LIHEAP) is a federally funded energy assistance program intended to assist low income households in meeting immediate home energy needs.

The program is funded through Congressional appropriations, and is administered by the United States Department of Health and Human Services (HHS).

# New York State HEAP

The Home Energy Assistance Program (HEAP) assists low-income households with:

- Heating bill assistance
- Heating equipment repair, replacement, and clean & tunes
- Cooling needs
- Weatherization

# HEAP Benefits

The program is comprised of four main components:

- Regular
- Emergency
- Heating Equipment Repair and Replacement (HERR)
- Cooling

# Energy Efficiency

NYS allocated 15% of LIHEAP funding for Weatherization activities through:

- New York State Homes and Community Renewal (HCR)'s Weatherization Program
- New York State Energy Research and Development Authority (NYSERDA)'s EmPower New York Program

Referrals are made to HCR using the WAP #37 form, and to NYSERDA directly from OTDA

# 2017-2018 Program in Review

# 2017-2018 Statistics

- Final Federal appropriation – \$3.64B
- Final NYS allocation – \$374.6M
- 50,330 applicants applied for HEAP online through [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)

# 2017-2018 Statistics

| Component               | Benefits | Average Benefit                 | Opening Date      | Closing Date     |
|-------------------------|----------|---------------------------------|-------------------|------------------|
| <b>Regular</b>          | 1.46 M   | \$469                           | November 13, 2017 | April 27, 2018   |
| <b>First Emergency</b>  | 117,000  | \$457                           | January 2, 2018   | April 27, 2018   |
| <b>Second Emergency</b> | 28,000   | \$501                           | February 12, 2018 | April 27, 2018   |
| <b>HERR</b>             | 2,800    | \$677 repair<br>\$3,548 replace | November 6, 2017  | November 2, 2018 |
| <b>Cooling</b>          | 7,800    | \$684                           | May 1, 2018       | August 31, 2018  |
| <b>Clean and Tune</b>   | 1,800    | \$235                           | April 2, 2018     | Ongoing          |

# 2017-2018 Wrap Up

- The 2017-2018 Heating Equipment Repair and Replacement component will close Friday, November 2, 2018
- The 2018-2019 HERR component will open the following Monday, November 5, 2018
- Heating Equipment Clean and Tune benefit remains open and applicants may continue to apply for this component

# 2018-2019 Program Updates

# 2018-2019 HEAP Funding

New York State's anticipated 2018-2019 funding: \$374.6 million



# 2018-2019 Eligibility Guidelines

Applicants for HEAP must:

- Be a US Citizen, US National, or meet qualified alien rules
- Be a New York State resident
- Provide the address of their current and primary residence
- File their application in their county of residence
- Pay a vendor directly for heat or pay rent that includes heat
- Provide valid Social Security Numbers for all household members
- Meet the income guidelines

## 2018-2019 Income Guidelines

| Household Size | Tier I    | Tier II       | Annual   | Increase |
|----------------|-----------|---------------|----------|----------|
| 1              | 0 – 1,315 | 1,316 – 2,391 | \$28,693 | \$73     |
| 2              | 0 – 1,783 | 1,784 – 3,127 | \$37,521 | \$96     |
| 3              | 0 – 2,251 | 2,252 – 3,863 | \$46,350 | \$119    |
| 4              | 0 – 2,719 | 2,720 – 4,598 | \$55,178 | \$141    |
| 5              | 0 – 3,187 | 3,188 – 5,334 | \$64,006 | \$164    |
| 6              | 0 – 3,655 | 3,656 – 6,070 | \$72,835 | \$187    |
| 7              | 0 – 4,123 | 4,124 – 6,208 | \$74,490 | \$191    |
| 8              | 0 – 4,591 | 4,592 – 6,346 | \$76,146 | \$196    |
| 9              | 0 – 5,059 | 5,060 – 6,483 | \$77,801 | \$199    |
| 10             | 0 – 5,527 | 5,528 – 6,621 | \$79,456 | \$203    |
| 11             | 0 – 5,995 | 5,996 – 6,918 | \$83,010 | \$185    |
| 11+            | 468*      | 540*          | \$6,480  | \$17*    |

# Regular Benefit Component

# Regular Benefit Component

| Regular Benefit   |  |
|-------------------|--|
| Opening Date      | Closing Date                                 |
| November 13, 2018 | March 15, 2019 or until funding is exhausted |

# Regular Heaters Benefit Amounts

## Base Amounts:

|                               |       |
|-------------------------------|-------|
| Oil, kerosene, propane        | \$675 |
| Wood, coal, other deliverable | \$525 |
| Natural gas or electric       | \$350 |

## Heater household add-ons:

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

Households can receive both add-ons, for a total of \$51

# 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 heat-included benefits.

# How to apply for Regular benefits

Applicants may apply for HEAP benefits in 3 ways:

- Autopay
- Paper HEAP Application (LDSS-3421)
- Online via myBenefits

# HEAP Autopay

Recipients of ongoing TA and SNAP who meet HEAP eligibility criteria do not need to complete a separate application for HEAP.

These applicants consent to apply for HEAP when they complete:

- NYS Statewide Common Application (LDSS-2921);
- Recertification Application for TA or SNAP (LDSS-3174); or
- Supplemental Nutrition Assistance Program Application/Recertification (LDSS-4826)

# Paper HEAP Application

Early Outreach HEAP Applications were sent to households that:

- Received a Regular HEAP benefit during the 2017-2018 season
- Have not moved to a new county

The Early Outreach mail out began the week of August 20, 2018

# Paper HEAP Application

The HEAP Application (LDSS-3421) will be available for download beginning **November 13, 2018** from:

- OTDA's website – [www.otda.ny.gov/programs/HEAP](http://www.otda.ny.gov/programs/HEAP)
- Access NYC – <https://access.nyc.gov> (for NYC residents)

Paper HEAP applications may be submitted:

- By mail
- Fax
- In person

# Online HEAP Application

All applicants, except those in New York City, may apply online:  
[www.myBenefits.ny.gov](http://www.myBenefits.ny.gov)

New York City Applicants may screen for benefits and print  
HEAP Applications from:  
<https://access.nyc.gov>

# Emergency Benefit Component

# Emergency Benefit Component

| Emergency Benefit |                |
|-------------------|----------------|
| Opening Date      | Closing Date   |
| January 2, 2019   | March 15, 2019 |

# Emergency Benefit Eligibility Criteria

In addition to the basic eligibility criteria applicants must:

- Be experiencing an emergency situation as defined by HEAP
  - Utility service terminated or scheduled for termination
  - Out of fuel, less than a ¼ tank, or less than a 10-day supply
- Be the customer of record with the energy provider
- Not have available liquid resources to resolve their emergency
  - \$3,000 limit for households containing a person 60 or older
  - \$2,000 limit for all other households

# Emergency Benefit Eligibility Criteria

Households in the following situations may not qualify for Emergency benefits:

- Households in good standing on a budget plan that includes automatic deliveries
- Households with prepaid commodity
- Households with credit on their account sufficient to obtain a delivery

# 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, or when the household has inoperable primary heating equipment.

- Customer is out of fuel
- Utility service is terminated
- Utility disconnection is scheduled within 72 hours
- Inoperable or unsafe heating equipment

# Emergency Situation

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

- Household has less than a  $\frac{1}{4}$  tank of oil, kerosene, or propane
- Household has less than a 10 day supply of other deliverable fuel types
- 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 when their current vendor has terminated the account and removed the propane tank
- Household needs temporary relocation

# Emergency Benefit Amounts

Oil, kerosene, propane = \$675

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 district either by telephone or in person.

Applicants may not apply online for Emergency benefits.

# Heating Equipment Repair and Replacement Component

# Heating Equipment Repair Replacement

| Heating Equipment Repair and Replacement |   |
|--|---|
| Opening Date                             | Closing Date                            |
| November 5, 2018                         | Will operate until funding is exhausted |

# 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;
- 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; and
- Household and co-owner(s) may each have up to \$3,000 in available liquid resources.

# HERR Benefits

The maximum benefit amount for Heating Equipment Repair is \$3,000 per program year.

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

# How to apply for HERR benefits

Applicants must apply in person at their local Social Services District. An in-person interview is also required.

Every district has case workers available to assist homebound individuals apply and be interviewed.

# Cooling Assistance Component

# Cooling Assistance Component

| Cooling Assistance Component |   |
|------------------------------|---|
| Opening Date                 | Closing Date                                  |
| May 1, 2019                  | August 30, 2019 or until funding is exhausted |

# Cooling Eligibility Criteria

In addition to basic eligibility criteria:

- The household must contain 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;
- The household must not have a working air conditioner that is less than five years old, as determined by the vendor; and
- 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.

Only one air conditioner or fan will be provided per applicant household in a 10 year period.

There is no additional bill assistance benefit for cooling.

# How to apply for Cooling benefits

Applicants may apply for the Cooling Assistance Component by mail, fax or in person at their local Social Services District.

# Heating Equipment Clean and Tune Benefit

# Heating Equipment Clean and Tune

| Clean and Tune Benefit |  |
|------------------------|--|
| Opening Date           | Closing Date                                   |
| April 1, 2019          | November 1, 2019 or until funding 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; and
- The primary heating equipment must not have been cleaned in the past 12 months.

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 in a 12 month period
- The clean and tune service must only be performed on the primary heating equipment

Services may include:

- Carbon monoxide detector
- Programmable thermostat
- Minor repairs not to exceed \$400 with the clean and tune

# How to apply for Clean and Tune benefits

Applicants may apply for a Clean and Tune benefit by mail, fax or in person at their local Social Services District.

Applicants may not apply online for Clean and Tune benefits.

# 2018-2019 Vendors and Payments

# 2018-2019 HEAP Vendors

A list of all current HEAP vendors can be found online at:

[www.heapoil.org](http://www.heapoil.org)

## HEAP Oil Component Report: Participating Vendors

Pick a report below

All Vendors/LDSS List

Participating Vendors/HEAP Applicant List

Select a county

Albany

Select fuel type

Oil/Kero/Blend

Wood

Coal

Propane

Natural Gas

Electric

ESCO

Furnace Repair

Corn

Cooling

Clean and Tune

Go >>

# 2018-2019 Vendor Payments

HEAP payments are authorized by each Social Services District.

Payments to vendors outside New York City:

- Paper Checks
- Electronic Deposits
- Paid through Office of the State Comptroller (OSC)

New York City payments:

- Sent directly to vendors by check through NYC DSS/HRA

# 2018-2019 Client Direct Payments

Heat-Included Renters (\$30, \$35) and Heat and Eat (\$21) benefits can be directed to:

- The household's utility vendor
- Electronic Benefit Transfer (EBT) card
- NYC household via check

# SFS Vendor Portal and Vendor Forms

Vendors may use the Vendor Portal to:

- Access payment remittance information
- Make updates to contact information

SFS Vendor Portal: [www.sfs.ny.gov](http://www.sfs.ny.gov)

SFS Help Desk: [helpdesk@sfs.ny.gov](mailto:helpdesk@sfs.ny.gov) or (855) 233-8363

OSC Vendor Forms:

[www.osc.state.ny.us/vendor\\_management/forms.htm](http://www.osc.state.ny.us/vendor_management/forms.htm)

# Vendor Agreements

All HEAP vendors and energy suppliers must:

- Sign a Vendor Agreement
- Agree to abide by the provisions outlined within the agreement
- Treat all HEAP Households in the same manner as their other customers

The NYS HEAP Vendor Agreement will not be revised for 2018-2019. Vendor Agreements are available on OTDA's website:

<http://otda.ny.gov/programs/heap/vendoragreement.asp>

# Questions?

# Contact Information

NYS Office of Temporary and Disability Assistance  
Employment and Income Support Programs  
HEAP Bureau, Floor 11B  
40 North Pearl Street  
Albany, NY 12243

Telephone Number: (518) 473-0332

Fax Number: (518) 474-0985

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

Client Hotline: (800) 342-3009

Email: [NYSHEAP@otda.ny.gov](mailto:NYSHEAP@otda.ny.gov)

Website:

[www.otda.ny.gov/programs/heap](http://www.otda.ny.gov/programs/heap)

Online HEAP Application/  
myBenefits Website:

[www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)





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Join us for upcoming webinars:

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