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STATE OF
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**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:

Home Energy Assistance Program (HEAP) Updates for the 2019-2020 Heating Season

Keri Stark and Emily Urban
NYS Office of Temporary and Disability Assistance

October 16, 2019
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

Wednesday, November 13, 2019, 1:30 - 2:30 p.m. ET
Solar for All

→ Monthly email newsletter

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

→ Social media

LinkedIn: Low-Income Forum on Energy

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Low-Income Forum on Energy

Save the Date:

May 19-20, 2020

LIFE 2020 Statewide Conference

Albany NY

nyscrda.ny.gov/LIFE-mailing-list



Low-Income Forum on Energy

Find more information on the website

nyscrda.ny.gov/LIFE

Join the mailing list

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

Newsletter suggestions, webinar ideas, event announcements

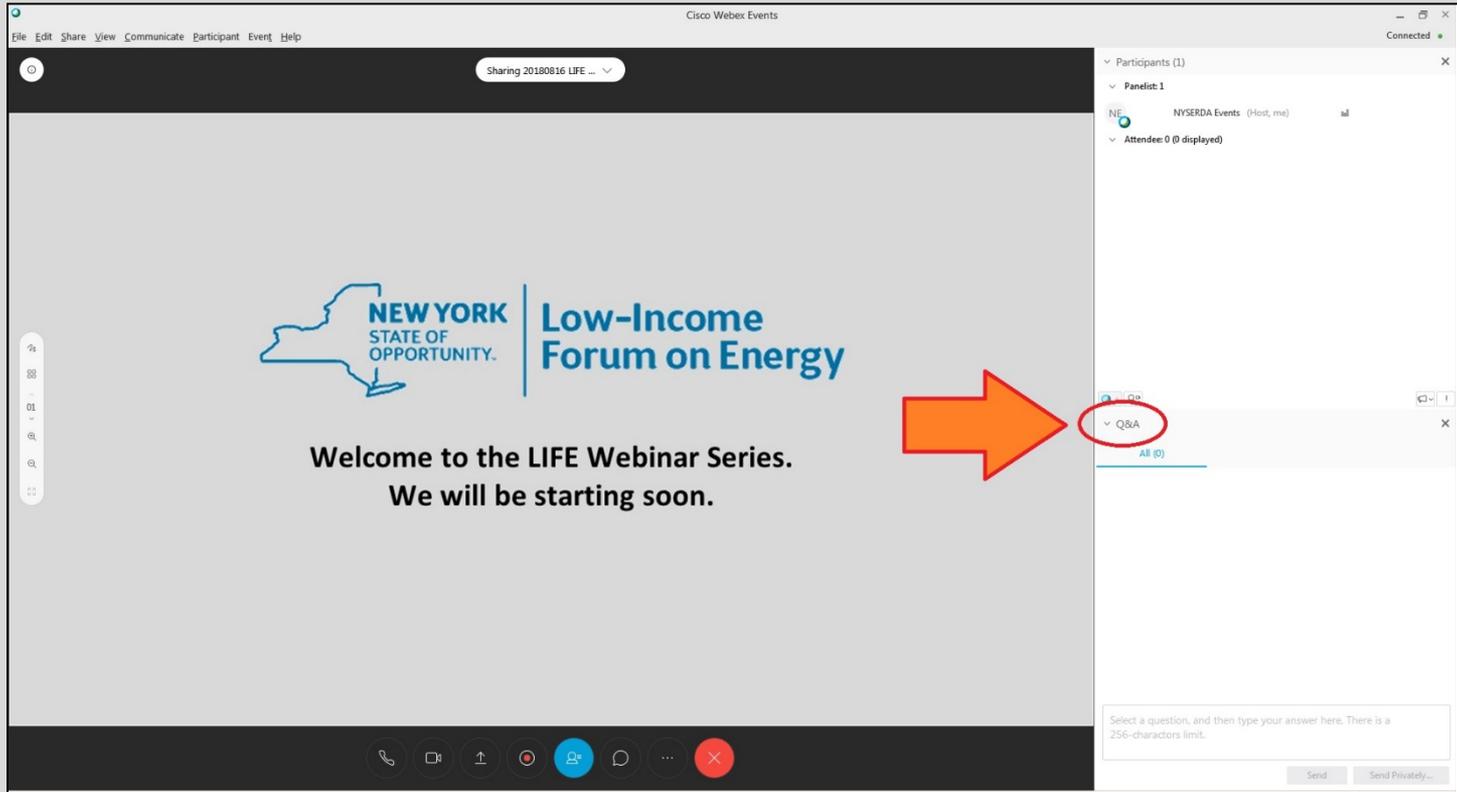
LIFE@nyscrda.ny.gov

Contact LIFE

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

Email: 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 buttons for "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.”



Office of Temporary
and Disability Assistance

Home Energy Assistance Program

HEAP Updates for 2019-2020 Heating Season

November 5, 2019

Agenda

Home Energy Assistance Program (HEAP) Overview

2018-2019 Program in Review

2019-2020 Program Updates

2019-2020 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 & tune
- 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 Assistance Program \(WAP\)](#)
- New York State Energy Research and Development Authority (NYSERDA)'s [EmPower New York Program](#)

Referrals for weatherization activities are made using the WAP #37 form directly from OTDA.

2018-2019 Program in Review

2018-2019 Statistics

- Federal appropriation – \$3.65B
- NYS allocation – \$372.2M
- 53,800 applicants outside NYC applied for HEAP online through www.mybenefits.ny.gov

2018-2019 Statistics

Component	Benefits	Average Benefit	Opening Date	Closing Date
Regular	1.5 M	\$454	November 13, 2018	April 26, 2019
First Emergency	111,000	\$471	January 2, 2019	April 26, 2019
Second Emergency	29,000	\$524	February 19, 2019	April 26, 2019
HERR	2,700	\$703 repair \$3,636 replace	November 5, 2018	November 1, 2019
Cooling	4,700	\$694	May 1, 2019	August 30, 2019
Clean and Tune	2,100	\$237	April 1, 2019	November 1, 2019

2018-2019 Wrap Up

- The 2018-2019 Heating Equipment Repair and Replacement component and Heating Equipment Clean and Tune benefit remain open and will close Friday, November 1, 2019
- The 2019-2020 Heating Equipment Repair and Replacement component and Heating Equipment Clean and Tune benefit will open the following Monday, November 4, 2019

2019-2020 Program Updates

2019-2020 HEAP Funding

New York State's anticipated 2019-2020 funding: \$372.2 million



2019-2020 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 for heat in the form of rent
- Provide valid Social Security Numbers for all household members
- Meet the income guidelines

2019-2020 Income Guidelines

Household Size	Tier I	Tier II	Annual	Increase
1	0 - 1,353	1,354 - 2,494	\$29,933	\$103
2	0 - 1,832	1,833 - 3,262	\$39,144	\$135
3	0 - 2,311	2,312 - 4,030	\$48,354	\$167
4	0 - 2,790	2,791 - 4,797	\$57,564	\$199
5	0 - 3,268	3,269 - 5,565	\$66,774	\$231
6	0 - 3,747	3,748 - 6,332	\$75,984	\$262
7	0 - 4,226	4,227 - 6,476	\$77,711	\$268
8	0 - 4,705	4,706 - 6,620	\$79,438	\$274
9	0 - 5,184	5,185 - 6,764	\$81,165	\$281
10	0 - 5,663	5,664 - 6,908	\$82,892	\$287
11	0 - 6,141	6,142 - 7,086	\$85,035	\$168
11+	479*	553*	\$6,630*	\$13*

*amount increased per additional household member



Regular Benefit Component

Regular Benefit Component

Regular Benefit	
Opening Date	Closing Date
November 12, 2019	March 16, 2020 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 either or both add-ons, for a total of up to \$51 added to their base benefit.

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

Nominal “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 (upstate only)

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 Application for Certain Benefits and Services(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 mailed to households that:

- Received a Regular HEAP benefit during the 2018-2019 season
and
- Have not moved to a new county

The Early Outreach mail out began the week of August 19, 2019.

Paper HEAP Application

The HEAP Application (LDSS-3421) will be available for download beginning **November 12, 2019** from:

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

Paper HEAP applications may be submitted:

- In person at [local Social Services District or Alternate Certifier](#)
- By mail
- Fax

Online HEAP Application

All applicants, except those in New York City, may apply online:
www.myBenefits.ny.gov

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

Local District HEAP Contacts

<http://otda.ny.gov/programs/heap/contacts/>

The screenshot shows the OTDA website interface. At the top, there is a navigation bar with the text "Office of Temporary and Disability Assistance" and a search box labeled "Search OTDA". Below the navigation bar are links for "About", "Programs & Services", "Laws & Policies", "Resources", "Forms", and "How to Apply". The main content area has a purple header with the text "HEAP Contacts". On the left side, there is a vertical menu with the following items: "Overview", "Regular Benefit", "Emergency Benefit", "Heating Equipment Repair or Replacement Benefit", "Clean and Tune Benefit", "Cooling Assistance", and "Apply for HEAP". The main content area displays the breadcrumb "OTDA Home → Programs & Services → Home Energy Assistance Program → HEAP Contacts" and the title "Local District Home Energy Assistance Program (HEAP) Contacts". Below the title, it says "Find HEAP contacts by county or local district:" followed by a list of counties: Albany County, Allegany County, Broome County, Cattaraugus County, Cayuga County, and Chautauqua County.

Office of Temporary and Disability Assistance

Search OTDA

About Programs & Services Laws & Policies Resources Forms How to Apply

HEAP Contacts

Overview

Regular Benefit

Emergency Benefit

Heating Equipment Repair or Replacement Benefit

Clean and Tune Benefit

Cooling Assistance

Apply for HEAP

OTDA Home → Programs & Services → Home Energy Assistance Program → HEAP Contacts

Local District Home Energy Assistance Program (HEAP) Contacts

Find HEAP contacts by county or local district:

- [Albany County](#)
- [Allegany County](#)
- [Broome County](#)
- [Cattaraugus County](#)
- [Cayuga County](#)
- [Chautauqua County](#)

Emergency Benefit Component

Emergency Benefit Component

Emergency Benefit	
Opening Date	Closing Date
January 2, 2020	March 16, 2020

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 of deliverable fuel
- Be the customer of record with the energy provider
- Not have available liquid resources above the established limits 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 heating fuel/wood
- 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

Electric heat = \$490

Natural gas and electric = \$490

Natural gas heat only = \$350

Heat-related electric = \$140

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](#) to apply for Emergency benefits either by telephone or in person.

Applicants may not apply online for Emergency benefits.

Heating Equipment Repair and Replacement (HERR) Component

Heating Equipment Repair Replacement

Heating Equipment Repair and Replacement	
Opening Date	Closing Date
November 4, 2019	September 30, 2020 or 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 during the 12 months prior to the month of application; and
- Household and co-owner(s) may 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 for HERR benefits in person at their [local Social Services District](#). An in-person interview and full documentation are 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, 2020	August 30, 2020 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.

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
November 4, 2019	September 30, 2020 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
- 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.

2019-2020 Vendors and Payments

2019-2020 HEAP Vendors

A list of all current participating HEAP vendors can be found online on the [HEAP Oil Component Report](#).

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 >>

2019-2020 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 the NYC Comptroller's Office

2019-2020 Client Direct Payments

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

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

SFS Vendor Portal and Vendor Forms

Vendors must use the Vendor Portal to:

- Access payment remittance information
- Make updates to contact information

SFS Vendor Portal: www.sfs.ny.gov

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

OSC Vendor Forms:

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 Agreements are under review, but will not be revised for 2019-2020.

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

Website:

www.otda.ny.gov/programs/heap

Online HEAP Application/
myBenefits Website:

www.mybenefits.ny.gov





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Solar for All

Save the Date:

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