Home Energy Assistance Program

 HEAP Updates for 2020-2021 Heating Season

November 2, 2020
Agenda

HEAP Overview

2019-2020 Program in Review

2020-2021 Program Updates

HEAP Data

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

- Regular
- Heating Equipment Clean and Tune (C&T)
- Emergency
- Heating Equipment Repair and Replacement (HERR)
- Cooling
Energy Efficiency

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

• New York State Homes and Community Renewal (HCR)’s [Weatherization Assistance Program (WAP)](https://www.nyserda.ny.gov/)

• New York State Energy Research and Development Authority (NYSERDA)’s [EmPower New York Program](https://www.nyserda.ny.gov/)
2019-2020 Program in Review
# 2019-2020 Statistics

## FFY 2020 LIHEAP Funding

<table>
<thead>
<tr>
<th></th>
<th>Block Grant Funding</th>
<th>CARES Act Funding</th>
<th>Total Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nationwide Appropriation</td>
<td>$3.32B</td>
<td>$900M</td>
<td>$4.22B</td>
</tr>
<tr>
<td>NYS’s FFY2020 Allocation</td>
<td>$377.3M</td>
<td>$28.8M</td>
<td>$406.1M</td>
</tr>
</tbody>
</table>
## 2019-2020 Statistics

<table>
<thead>
<tr>
<th>Component</th>
<th>Benefits</th>
<th>Average Benefit</th>
<th>Opening Date</th>
<th>Closing Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular</td>
<td>1.51M</td>
<td>Heater $462, Non-Heater $30</td>
<td>November 12, 2019</td>
<td>August 31, 2020</td>
</tr>
<tr>
<td>1st Emergency</td>
<td>113,800</td>
<td>$459</td>
<td>January 2, 2020</td>
<td>August 31, 2020</td>
</tr>
<tr>
<td>2nd Emergency</td>
<td>36,000</td>
<td>$464</td>
<td>February 18, 2020</td>
<td>August 31, 2020</td>
</tr>
<tr>
<td>3rd Emergency</td>
<td>7,400</td>
<td>$410</td>
<td>April 24, 2020</td>
<td>August 31, 2020</td>
</tr>
<tr>
<td>Cooling</td>
<td>6,700</td>
<td>$723</td>
<td>May 1, 2020</td>
<td>August 31, 2020</td>
</tr>
<tr>
<td>HERR</td>
<td>2,400</td>
<td>Repair $829, Replace $3,841</td>
<td>November 4, 2019</td>
<td>September 30, 2020</td>
</tr>
<tr>
<td>Clean and Tune</td>
<td>2,500</td>
<td>$247</td>
<td>November 4, 2019</td>
<td>September 30, 2020</td>
</tr>
</tbody>
</table>
2020-2021 HEAP Funding

New York State’s anticipated 2020-2021 funding: $377.3 million
2020-2021 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
<table>
<thead>
<tr>
<th>Household Size</th>
<th>Tier I</th>
<th>Tier II</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0 - 1,382</td>
<td>1,383 - 2,610</td>
<td>$31,318</td>
</tr>
<tr>
<td>2</td>
<td>0 - 1,868</td>
<td>1,869 - 3,413</td>
<td>$40,954</td>
</tr>
<tr>
<td>3</td>
<td>0 - 2,353</td>
<td>2,354 - 4,216</td>
<td>$50,590</td>
</tr>
<tr>
<td>4</td>
<td>0 - 2,838</td>
<td>2,839 - 5,019</td>
<td>$60,226</td>
</tr>
<tr>
<td>5</td>
<td>0 - 3,324</td>
<td>3,325 - 5,822</td>
<td>$69,862</td>
</tr>
<tr>
<td>6</td>
<td>0 - 3,809</td>
<td>3,810 - 6,625</td>
<td>$79,498</td>
</tr>
<tr>
<td>7</td>
<td>0 - 4,294</td>
<td>4,295 - 6,775</td>
<td>$81,305</td>
</tr>
<tr>
<td>8</td>
<td>0 - 4,780</td>
<td>4,781 - 6,926</td>
<td>$83,112</td>
</tr>
<tr>
<td>9</td>
<td>0 - 5,265</td>
<td>5,266 - 7,077</td>
<td>$84,919</td>
</tr>
<tr>
<td>10</td>
<td>0 - 5,750</td>
<td>5,751 - 7,227</td>
<td>$86,725</td>
</tr>
<tr>
<td>11</td>
<td>0 - 6,236</td>
<td>6,237 - 7,378</td>
<td>$88,532</td>
</tr>
<tr>
<td>12</td>
<td>0 - 6,721</td>
<td>6,722 - 7,755</td>
<td>$93,060</td>
</tr>
<tr>
<td>12+</td>
<td>+ $485*</td>
<td>+ $560*</td>
<td>+ $6,720*</td>
</tr>
</tbody>
</table>

*amount increased per additional household member
## 2020-2021 HEAP Benefit Dates

<table>
<thead>
<tr>
<th>Component</th>
<th>Opening Date</th>
<th>Closing Date*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular</td>
<td>November 2, 2020</td>
<td>March 15, 2021</td>
</tr>
<tr>
<td>Emergency</td>
<td>January 4, 2021</td>
<td>March 15, 2021</td>
</tr>
<tr>
<td>HERR</td>
<td>October 1, 2020</td>
<td>September 30, 2021</td>
</tr>
<tr>
<td>Clean and Tune</td>
<td>October 1, 2020</td>
<td>September 30, 2021</td>
</tr>
<tr>
<td>Cooling</td>
<td>May 3, 2021</td>
<td>August 31, 2021</td>
</tr>
</tbody>
</table>

*Program closing dates may be shortened or extended based on demand and availability of funding.
Regular Benefit Component
# Regular Benefit Component

<table>
<thead>
<tr>
<th>Regular Benefit</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Opening Date</strong></td>
<td><strong>Closing Date</strong></td>
</tr>
<tr>
<td>November 2, 2020</td>
<td>March 15, 2021 or until funding is exhausted</td>
</tr>
</tbody>
</table>
## Regular Heaters Benefit Amounts

### Base Amounts:

<table>
<thead>
<tr>
<th>Fuel Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oil, kerosene, propane</td>
<td>$675</td>
</tr>
<tr>
<td>Wood, coal, other deliverable</td>
<td>$525</td>
</tr>
<tr>
<td>Natural gas or electric</td>
<td>$350</td>
</tr>
</tbody>
</table>

### Heater household add-ons:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households with income in Tier I</td>
<td>$31</td>
</tr>
<tr>
<td>Households with a vulnerable member</td>
<td>$35</td>
</tr>
</tbody>
</table>

Households can receive either or both add-ons, for a total of up to $66 added to their base benefit.
Regular Heaters Benefit

Oil heat $675

Gross Income
Less than $1,869
(for household of 2)

Tier I $31

Vulnerable $35

HEAP Benefit = $741
Regular Heat-Included Benefit Amounts

Heat included in rent:
$45 for households with income in Tier I
$40 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
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 2019-2020 season
  and
- Have not moved to a new county

The Early Outreach mail out began the week of September 1, 2020.
Paper HEAP Application

The HEAP Application (LDSS-3421) will be available for download beginning **November 2, 2020** from:

- Access NYC – [https://access.nyc.gov](https://access.nyc.gov) (for NYC residents)

Paper HEAP applications may be submitted to the [local Social Services District or Alternate Certifier](http://local-social-services-district-or-alternate-certifier) in person, by mail, or by fax.
Online HEAP Application

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

• Users may upload supporting documentation for HEAP, SNAP, TA and Medicaid using smart phone device

• Currently available in 49 counties in New York

• Download from Apple Store and Google Play Store
Local District HEAP Contacts

http://otda.ny.gov/programs/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

<table>
<thead>
<tr>
<th>Emergency Benefit</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening Date</td>
<td>Closing Date</td>
</tr>
<tr>
<td>January 4, 2021</td>
<td>March 15, 2021</td>
</tr>
</tbody>
</table>
Emergency Benefit Eligibility Criteria

In addition to the basic eligibility criteria applicants must:

- Be experiencing an emergency situation as defined by HEAP
  - Crisis
  - Life Threatening
- 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

<table>
<thead>
<tr>
<th>Heating Equipment Repair and Replacement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Opening Date</strong></td>
</tr>
<tr>
<td>October 1, 2020</td>
</tr>
</tbody>
</table>
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 each have up to $3,000 in available liquid resources.
HERR Benefits

Are limited to the household’s primary heating equipment

Repair maximum – $3,000 per program year

Replacement maximum – $6,500 in a 10 year period
How to apply for HERR benefits

Applicants must apply for HERR benefits at their local Social Services District. An interview and full documentation are required.

Requirements for in-person applications and interviews are currently waived, and may be completed by mail and phone.
Heating Equipment Clean and Tune Benefit
Heating Equipment Clean and Tune

<table>
<thead>
<tr>
<th>Clean and Tune Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Opening Date</strong></td>
</tr>
<tr>
<td>October 1, 2020</td>
</tr>
</tbody>
</table>
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 must include:

- Carbon monoxide detector

Services may include:

- Programmable thermostat
- Minor repairs
No Cost Clean and Tune (PUB-5157)

Order copies through OTDA: https://otda.ny.gov/programs/publications/order/form.asp
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.
Cooling Assistance Component (CAC)
## Cooling Assistance Component

<table>
<thead>
<tr>
<th>Opening Date</th>
<th>Closing Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 3, 2021</td>
<td>August 31, 2021 or until funding is exhausted</td>
</tr>
</tbody>
</table>
Cooling Eligibility Criteria

In addition to basic eligibility criteria:

- The household must contain a member with a documented medical condition that is exacerbated by extreme heat
- 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 five years; and
- The household must reside in an eligible living situation
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.
HEAP Data
OTDA Monthly Caseload Statistics

- Available to public on OTDA’s website
  - http://otda.ny.gov/resources/caseload/
- HEAP data found in Tables 25, 26, 27
- Two month lag
- Useful for year-end data
  - Reports are cumulative for the program year
  - September of each calendar year will reflect full HEAP program year
LIHEAP Data Warehouse

- [https://liheappm.acf.hhs.gov/data_warehouse/](https://liheappm.acf.hhs.gov/data_warehouse/)
- Accessible to the public on the Administration for Children and Families website
- Data on all LIHEAP recipient states
LIHEAP Clearinghouse

- [https://liheapch.acf.hhs.gov/](https://liheapch.acf.hhs.gov/)
- Accessible to the general public on the Administration for Children and Families website
- Current and historical federal LIHEAP funding by state
THIS IS HEAPARDY!
I'm Just a Regular Guy

Vigilant Vendors

Probably Policy

The HVAC Pack

100  100  100  100

300  300  300  300

500  500  500  500

HEAPARDY!
When a vendor receives a large direct deposit, how do they find out who the HEAP payments are intended for?

A. Call the local social services district
B. Call the HEAP Bureau
C. Look the payments up on HEAP Oil
D. Look the payments up in the Vendor Portal
When a vendor receives a large direct deposit, how do they find out who the HEAP payments are intended for?

A. Call the local social services district
B. Call the HEAP Bureau
C. Look the payments up on HEAP Oil
D. Look the payments up in the Vendor Portal

D. Look the payments up in the Vendor Portal

SFS Vendor Portal:  www.sfs.ny.gov
SFS Help Desk: helpdesk@sfs.ny.gov or (855) 233-8363
I'm Just a Regular Guy
Vigilant Vendors
Probably Policy
The HVAC Pack

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Mick works for a non-profit that assists individuals over the age of 60. His clients are hesitant to apply for HEAP at the local department of social services. Are there any other ways to apply?
Mick works for a non-profit that assists individuals over the age of 60. His clients are hesitant to apply for HEAP at the local department of social services. Are there any other ways to apply?

Yes, at an Alternate Certifier Office:
www.otda.ny.gov/programs/heap/contacts
or online (ROS only) at myBenefits.ny.gov
I'm Just a Regular Guy
Vigilant Vendors
Probably Policy
The HVAC Pack

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100

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500
500
500

HEAPARDY!
How does a vendor know if their customer is eligible for Emergency HEAP?
A. The customer will tell the vendor they are eligible
B. The customer will show the vendor their HEAP eligibility letter
C. Vendors will receive a guarantee of payment from the district
D. Vendors will receive a check for HEAP eligible customers
How does a vendor know if their customer is eligible for Emergency HEAP?

A. The customer will tell the vendor they are eligible
B. The customer will show the vendor their HEAP eligibility letter
C. Vendors will receive a guarantee of payment from the district
D. Vendors will receive a check for HEAP eligible customers

C. Vendors will receive a guarantee of payment from the district
How many Emergency HEAP benefits are currently planned for the 2020-2021 program?

A. One
B. Two
C. Three
D. The limit does not exist
How many Emergency HEAP benefits are currently planned for the 2020-2021 program?

A. One  
B. Two  
C. Three  
D. The limit does not exist

One, but guidance will be released if another Emergency Benefit becomes available.
HEAPARDY!

I'm Just a Regular Guy

Vigilant Vendors

Probably Policy

The HVAC Pack

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500

500
Diasia owns a duplex, lives in the downstairs unit and rents out the top unit. Both units have independent furnaces and heating accounts, and both are not functioning. Can both units be repaired or replaced under HERR?
Diasia owns a duplex, lives in the downstairs unit and rents out the top unit. Both units have independent furnaces and heating accounts, and both are not functioning. Can both units be repaired or replaced under HERR?

No, only Diasia's own furnace would qualify under HEAP HERR.
Marco applied on program opening, November 2nd. It is November 20th and he still has not heard if he is eligible for HEAP yet. Why?
Marco applied on program opening, November 2nd. It is November 20th and he still has not heard if he is eligible for HEAP yet. Why?

Eligibility notices are to be provided within 30 business days from the date of application.
I'm Just a Regular Guy  Vigilant Vendors  Probably Policy  The HVAC Pack

100  100  100

300  300  300
Are heat pumps covered under HERR?
Are heat pumps covered under HERR?

Yes, if a heat pump is the household’s primary heating source, or at the household’s request if their primary heating system is inoperable or unsafe and the cost of replacing that system with a heat pump is comparable (within $500 or less).
I'm Just a Regular Guy
Vigilant Vendors
Probably Policy
The HVAC Pack

100  100  100
300  300
How are Regular benefit amounts calculated?
How are Regular benefit amounts calculated?

Regular benefits are based on the household’s composition, income, presence of a vulnerable individual, and fuel type.
I'm Just a Regular Guy
Vigilant Vendors
Probably Policy
The HVAC Pack

100
100
100
300
Piper lives in an apartment where the heating bill is in the landlord’s name. All of the tenants receive a heating bill for their actual metered usage, but this bill is paid to the landlord. Is Piper eligible for a Regular heaters benefit?
Piper lives in an apartment where the heating bill is in the landlord’s name. All of the tenants receive a heating bill for their actual metered usage, but this bill is paid to the landlord. Is Piper eligible for a Regular heaters benefit?

Piper could be eligible for a Regular heater’s benefit if her landlord is a HEAP vendor with OTDA.
Where can HEAP applicants get a list of participating vendors?
Where can HEAP applicants get a list of participating vendors?

**HEAP Oil Database** (heapoil.com)
Participating Vendors/HEAP Applicant List
I'm Just a Regular Guy  Vigilant Vendors  Probably Policy  The HVAC Pack

HEAPARDY!

100

300
Who is included on the HEAP Autopay?
Who is included on the HEAP Autopay?

Recipients of ongoing TA or SNAP
True or false? If all vendor bids for a HERR replacement exceed the $6,500 limit, the excess can be paid through HERR repair.
True or false? If all vendor bids for a HERR replacement exceed the $6,500 limit, the excess can be paid through HERR repair.

False.
Nice Job!
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