

**GENERAL INFORMATION SYSTEM**  
**Center for Employment & Economic Supports**

**December 28, 2012**

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**TO:** Subscribers

**SUGGESTED DISTRIBUTION:** Local District Commissioners, TA and SNAP Directors, HEAP Coordinators

**FROM:** Phyllis D. Morris, Acting Deputy Commissioner  
Center for Employment and Economic Supports

**SUBJECT:** Opening of 2012-13 HEAP Emergency Benefit Component

**EFFECTIVE DATE:** January 2, 2013

**CONTACT PERSON:** HEAP Bureau at (518) 473-0332

This is to advise you that the 2012-13 Home Energy Assistance Program (HEAP) Emergency Benefit Component will open on January 2, 2013. Applications and phone requests for emergency benefits may not be accepted and payment guarantees for emergency benefits may not be issued prior to January 2, 2013.

One emergency benefit per emergency type is available. Regular benefits, if available, must be utilized first to resolve heating emergencies for eligible households.

Emergency benefits are available to assist eligible households in resolving heating, heat-related electric and temporary housing emergencies. In addition, an eligible household may receive a HEAP benefit for a propane tank deposit, when allowable under HEAP guidelines, to obtain a new propane vendor.

Benefit amounts are as follows:

- Heating emergency benefits
  - Oil, kerosene, and propane = \$600
  - Wood, wood pellets, corn, coal or other = \$500
  - Natural gas heat only = \$400
  - Natural gas heat with domestic electric = \$560
  - Electric heat = \$560
- Heat-related electric = \$160
- Temporary relocation = up to \$500 per program year
- Propane deposit = up to \$500 per program year

In order to be eligible for emergency HEAP assistance, the applicant must be the customer of record; have gross household monthly income at or below the maximum income guidelines; not have available liquid

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resources greater than \$2000 (or \$3000 if the household contains an individual age 60 or older); and meet all other non financial requirements.

The applicant must be in an emergency situation as defined below:

- the applicant has less than ¼ tank of oil, kerosene or propane; or
- the applicant has less than a ten day supply of any other deliverable fuel source; or
- the applicant's natural gas or electric service for heat or heat-related electric service is terminated or scheduled for termination; or
- the applicant requires a propane tank deposit to obtain a new propane supplier due to the termination of their account with the current supplier; or
- the applicant is in need of temporary relocation.

Applicants who have been approved for a regular benefit, as well as TA and SNAP recipients who meet the customer of record requirements, are permitted to apply for emergency benefits by phone.

Some action to resolve the emergency situation of the applicant household must be taken within 18 hours of the filing date for emergency benefits if the household is without heat or within 48 hours if the loss of heat is imminent.

Detailed eligibility requirements and procedures are outlined in 12 LCM-12, issued December 6, 2012, and in the HEAP Manual.