

GENERAL INFORMATION SYSTEM  
Center for Employment & Economic Supports

December 17, 2013  
Page: 1

**TO:** Subscribers

**SUGGESTED DISTRIBUTION:** Commissioners, TA Directors, SNAP Directors,  
HEAP Coordinators

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

**SUBJECT:** Home Energy Assistance Program (HEAP) and Temporary Assistance (TA)  
Implications of the 2013-14 Utility Termination Moratorium Schedule for  
New York State Public Service Commission (PSC) Regulated and Municipal  
Utility Companies

**EFFECTIVE DATE:** Immediately

**CONTACT PERSON:** HEAP Questions: HEAP Bureau at 1-800-343-8859, ext. 3-0332  
TA Program Questions: TA Bureau at 1-800-343-8859, ext. 4-9344

Each year, the utility companies are required to suspend terminations of residential gas and electric service for a two week period that encompasses Christmas and New Year's Day. Each utility company establishes their own specific schedule.

**2013-2014 Holiday Moratorium Schedule**

Central Hudson	December 23, 2013 to January 3, 2014
Con Edison	December 19, 2013 to January 1, 2014
National Grid Upstate	December 19, 2013 to January 1, 2014
National Grid Metro	December 19, 2013 to January 1, 2014
National Grid Long Island	December 19, 2013 to January 1, 2014
National Fuel Gas	December 18, 2013 to January 1, 2014
NYS Electric & Gas	December 23, 2013 to January 3, 2014
RG & E	December 23, 2013 to January 3, 2014
Orange & Rockland Utility	December 19, 2013 to January 1, 2014
Enbridge St. Lawrence Gas	December 19, 2013 to January 1, 2014

GENERAL INFORMATION SYSTEM  
Center for Employment & Economic Supports

December 17, 2013

Page: 2

A moratorium for municipal electric companies will be in effect December 17, 2013 through January 2, 2014. The Long Island Power Authority (LIPA) will also implement a termination moratorium beginning December 19, 2013 and effective through January 1, 2014.

HEAP Implications

To ensure that the HEAP benefit is used to prevent termination and obtain prospective service during a period of time when actual service termination can occur, HEAP certifiers are not to issue HEAP benefit guarantees during the period when the holiday moratorium is in effect for that utility company. In addition, use of ten day holds is prohibited during the moratorium period.

To ensure that both districts and utility companies have sufficient time to process HEAP guarantees once the moratorium period ends, certifiers may resume issuing HEAP guarantees of payment and/or holds for households scheduled for termination beginning on December 26, 2013, however, the effective date of the guarantee must be no earlier than the first day that terminations may occur for the customer's utility company.

Certifiers must continue to accept regular benefit applications and process eligibility determinations during the moratorium period. Appropriate notice must be provided to applicants regarding the start date of the 30 days of prospective service.

The moratorium does not affect procedures for households whose service is currently terminated. A guarantee of payment for eligible households whose service is terminated must continue to be made in order to get service restored.

TA Implications

When a TA applicant or recipient requests assistance to restore or continue utility service, the Social Services District (SSD) must determine the date of termination or scheduled termination. This date will determine the SSD's course of action as prescribed below.

- If terminated or scheduled for termination during the moratorium period, the SSD must refer the TA applicant or recipient to HEAP. If HEAP cannot resolve the emergency, the SSD must contact the utility provider to restore service or reschedule termination in accordance with the PSC's moratorium policy (16 NYCRR § 11.4(a)(4)(ii)).
- If not terminated or scheduled for termination during the moratorium period, SSDs must follow routine emergency assistance procedures, including a referral to HEAP.