

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

February 3, 2014

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**TO:** Subscribers

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

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

**SUBJECT:** REVISED--Home Energy Assistance Program (HEAP) Heating Equipment  
Repair and Replacement Closing Date

**EFFECTIVE DATE:** January 31, 2014

**CONTACT PERSON:** HEAP Bureau at 1-800-343-8859; ext. 3-0332.

The purpose of this GIS message is to inform Social Services Districts (SSDs) that January 31, 2014 is the closing date for the Heating Equipment Repair and Replacement (HERR) component of the 2013-14 Home Energy Assistance Program (HEAP).

All SSDs must continue to accept applications for HERR HEAP benefits through the close of business (COB) January 31, 2014. Applications for HERR HEAP benefits submitted on or before COB January 31, 2014, must be honored and processed in accordance with instructions found in the New York State HEAP Manual, even if the SSD is unable to schedule and/or conduct the interview before COB on the closing date. SSDs must continue to include HERR applications on their weekly pending reports until all of the HERR cases in the district are completely processed through the Benefit Issuance Control System (BICS).

Individuals seeking help with heating equipment repair or replacement needs after the HEAP HERR component closes may, if they apply and are found eligible, have their needs met under Family Assistance (FA), Safety Net Assistance (SNA), Emergency Assistance to Families (EAF) or Emergency Assistance for Adults (EAA). Department Regulations 18 NYCRR 352.4, 352.6(e), 352.7(b), 372.4(b) and 397.5(h) provide districts the ability to meet the costs necessary for the repair or replacement of essential heating equipment if the repair or replacement is essential to the health and safety of the household. For more information, see the Temporary Assistance Energy Manual, Section V, Subsection G, Page 44.

The EmPower New York program (EmPower) administered through NYSERDA (the New York State Energy Research and Development Authority) has limited resources to respond to no-heat situations. Guidelines for referrals, EmPower applications, and EmPower Fact Sheets are attached to this letter in PDF format. Additional printed copies will be sent to all local SSD agencies. Customers may be referred to EmPower at 1-800-263-0960. Agency staff may also contact EmPower staff at that number.

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In addition, SSDs should continue to refer clients to their local Weatherization Assistance Program (WAP) provider using the current Department of Housing and Community Renewal form DHCRESB#37.

Attachments



EmPower  
New York



# Make your home or apartment more energy efficient— for free.

Income-eligible New Yorkers can get no-cost upgrades that reduce energy bills. Now you don't have to choose between utilities and other necessities.



**nyserda**  
Energy. Innovation. Solutions.



# Improving energy efficiency saves you money—and won't cost you a dime



## » A small improvement makes a big difference

Just a few energy improvements can save you cash on your energy bills. Here are some examples of upgrades you could receive—at no charge!

- Replacement of old, inefficient appliances such as refrigerators
- New energy-efficient lighting

- Insulation to make your home or apartment warmer in the winter and cooler in the summer
- Air sealing to reduce drafts
- Plus, we'll show you additional ways to use less energy in your daily routine, saving you more money.

## And the best part?

On top of the savings, the program is **completely free** for income-eligible residents.



## » Are you eligible? Let's see!

Free energy efficiency improvements are available for homeowners and renters. You may be eligible for EmPower New York if you can answer "Yes" to both these statements:

- I live in a home or building with 100 units or fewer.
- My household income is below 60 percent of the state median income (I am eligible for regular HEAP benefits) or I participate in a utility payment assistance program.

## » It's easy to get started

Call us at 1-800-263-0960 to learn more and apply. Or visit [nyserdera.ny.gov/empower](http://nyserdera.ny.gov/empower) and fill out an application today.

Once you're approved, we'll schedule a free energy assessment of your home or apartment by a Building Performance Institute (BPI) accredited contractor. Your assessment will pinpoint the ways we can help your home be more energy efficient, healthier and more comfortable—and save you money.

## Learn more:

Call 1-800-263-0960 or visit [nyserdera.ny.gov/empower](http://nyserdera.ny.gov/empower)

### About NYSERDA's EmPower New York Program

NYSERDA's EmPower New York program offers no-cost energy efficiency services to low-income (i.e., HEAP-eligible) homeowners and renters. These services include electricity use and home performance measures. On-site energy education offers customers additional strategies for managing their energy costs. The services are provided by contractors accredited by the Building Performance Institute (BPI).

## **Guidelines for Referrals to EmPower New York from Departments of Social Services**

### **Energy efficiency services provided through EmPower New York at no cost to the low income household:**

- Electric efficiency measures, including ENERGY STAR® lighting and refrigerators
- Home Performance measures including insulation and air sealing for natural gas customers of participating utilities (below).
- In-home energy education
- When funding is available, Home Performance measures including insulation and air sealing for customers who heat by oil, propane, kerosene, wood or coal. NOTE: Currently (January 2014) services to customers who heat by oil, propane, kerosene, wood, or coal are limited to electric efficiency measures, unless they are in a no-heat emergency situation (see below). NYSEDA will send out written notification when additional RGGI funds become available to EmPower.

For further details visit <http://www.nyserda.ny.gov/home-free>

### **No-Heat Situations may be addressed through EmPower as follows:**

- EmPower has limited funding to provide heating system repair and replacement to households in no-heat situations. This includes a limited budget to serve customers who heat with oil, propane, kerosene, wood or coal.
- This funding is last resort funding; services may only be provided through EmPower when HERR funding is unavailable to the household.
- Services are provided through BPI-accredited contractors. Proposals are reviewed and approved by the EmPower Implementation Contractor, Honeywell.
- EmPower will coordinate heating repair and replacements with other energy efficiency measures whenever possible.
- Quality Assurance inspections are conducted for at least 20% of the projects.
- While EmPower staff will make every effort to respond quickly, the program cannot guarantee that services will be provided within 48 hours.
- EmPower cannot address the needs of households seeking temporary heat or relocation due to a no-heat situation. Households should be directed to local DSS agencies to address these needs.
- In order to expedite response, it is requested that local DSS agencies provide verification of HEAP-eligibility and assist the household in completing an EmPower application whenever possible. Instructions are provided below.
- No-heat services are not available to renters unless the landlord is HEAP-eligible.

**Eligibility:**

- Household must either have income less than 60% of State Median Income (i.e., eligible for regular HEAP benefits) or participate in a utility low-income payment assistance program.
- Household must be either a natural gas or electric distribution customer of a participating utility (Central Hudson, Con Edison, National Fuel, National Grid (upstate or downstate), NYSEG, Orange & Rockland, and Rochester Gas and Electric) or heat with oil, propane, kerosene, wood or coal.
- Utility bills must be in the name of the household in need (unless the household is in a sub-metered apartment and is billed according to usage).
- Household must complete an EmPower Energy Services Application, providing permission for energy or fuel suppliers to share energy use information. All personal information is kept confidential.
- Both owner-occupied and rental properties are served. Landlord permission is required.
- Services are prioritized to households with moderate-to-high energy use where the potential for cost-effective energy efficiency measures exists.

**Referrals to EmPower:** Further information will be provided to local DSS from EmPower. Agencies may also contact EmPower at 1-800-263-0960

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