

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

**December 23, 2014**

Page: 1

**TO:** Subscribers

**SUGGESTED DISTRIBUTION:** Commissioners, TA<sup>1</sup> and SNAP Directors,  
HEAP Coordinators

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

**SUBJECT:** Home Energy Assistance Program Emergency Benefit Component Opening

**EFFECTIVE DATE:** January 2, 2015

**CONTACT PERSON:** HEAP Bureau at 1(800) 343-8859, extension 3-0332

The purpose of this GIS is to provide local Social Services Districts (SSDs) with information about the opening of the 2014-15 Home Energy Assistance Program (HEAP) Emergency benefit component. The 2014-15 Emergency benefit component will open on January 2, 2015. Applications for Emergency benefits must be accepted and payment guarantees for Emergency benefits may be issued beginning January 2, 2015.

One Emergency benefit per emergency type is available. Regular component 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 energy related temporary housing emergencies. In addition, an eligible household may receive an Emergency HEAP benefit for a propane tank deposit to obtain a new propane vendor.

Emergency benefit amounts are as follows:

- Heating emergency benefits:
  - Oil, kerosene, and propane = \$575
  - Wood, wood pellets, corn, coal or other = \$500
  - Natural gas heat only = \$350
  - Natural gas heat with domestic electric = \$490
  - Electric heat = \$490
- Heat-related electric = \$140
- Temporary relocation = Up to \$500 per program year

---

<sup>1</sup> Whenever 'Temporary Assistance' or 'TA' is used in this document, it means 'Family Assistance' and 'Safety Net Assistance.' Statutorily, these programs are referred to as 'Public Assistance.'

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

**December 23, 2014**

Page: 2

- Propane deposit = Up to \$500 per program year

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 resources greater than \$2,000 (or \$3,000 if the household contains an individual age 60 or older), and meet all other non-financial requirements.

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

- The applicant has less than  $\frac{1}{4}$  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 is in need of a propane tank deposit to obtain a new propane tank and set up due to their supplier's termination of their account; or
- The applicant is in need of temporary relocation due to an energy related emergency.

Applicants approved for a 2014-15 Regular benefit who meet the customer of record requirements, including TA and SNAP recipients, are permitted to apply for Emergency benefits by phone.

SSDs are required to resolve a life-threatening emergency situation for eligible households within 18 hours of the filing date for Emergency benefits. If the household faces an imminent loss of heat or utility service to operate a heating source, the crisis must be resolved within 48 hours.

Detailed eligibility requirements and procedures are outlined in 14-LCM-13, released November 6, 2014, and in the NYS HEAP Manual which can be accessed via Centraport.