

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

**January 7, 2015**

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**TO:** Subscribers

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

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

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

**EFFECTIVE DATE:** Immediately

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

The purpose of this GIS message is to inform Social Services Districts (SSDs) that Friday, January 9, 2015 is the closing date for the Heating Equipment Repair and Replacement (HERR) component of the 2014-15 Home Energy Assistance Program (HEAP).

All SSDs must continue to accept applications for HERR HEAP benefits through the close of business (COB) January 9, 2015. Applications for HERR HEAP benefits submitted on or before COB January 9, 2015, must be honored and processed in accordance with instructions found in the New York State HEAP Manual. 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 Source Book, Chapter 16, Section C.

The EmPower New York program (EmPower) administered by the New York State Energy Research and Development Authority (NYSERDA) has limited resources to respond to no-heat situations. Guidelines for referrals, an EmPower application, and EmPower Fact Sheets are attached to this letter. Additional copies will be sent to all local DSS agencies. Customers may be referred to EmPower at 1-800-262-0960. Agency staff may also contact EmPower staff at that number.

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

Attachments

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<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.'



# EmPower New York

## Energy Services Application

The following information will help us determine the most appropriate services for you. Please print clearly and provide as much information as possible. Please mail or fax the application to the address below. Please note that this application does not guarantee that energy efficiency services will be provided

Service Address	Name		County		
	Address			Apt #	
	City		Zip		
	Phone	Cell/ Other	Best time to call?		
	E-Mail				
Mailing Address	Address			Apt #	
	City		Zip		

Additional Contact Person and Phone # (if needed)

Electric Utility Account #  
(If NYSEG or RG&E - POD #)

Gas Utility Account #  
(If NYSEG or RG&E - POD #)

Other Fuel Supplier Phone #

My signature below certifies that I am financially responsible for the account(s) listed above. I hereby consent and authorize the above listed utility and other fuel suppliers to release any and all energy consumption information, including account number(s), related to the above property address, to the New York State Energy Research and Development Authority (NYSERDA) and/or its designated representatives, for the period beginning two years prior to the application date and ending three years after participation in the NYSERDA Program. I understand that the information will be used only for the purposes of determining eligibility for NYSERDA Programs and financial incentives, evaluating energy usage, estimating savings, and for NYSERDA Program evaluation. Confidentiality will be strictly protected, to the extent permitted by law.

I additionally authorize release of my contact information and income documentation to NYSERDA and/or its designated representatives for the purpose of determining my eligibility for EmPower New York. I understand that such information will be kept confidential, to the extent permitted by law, and used only for the purpose of determining program eligibility.

I understand that if energy efficiency services are provided to me through EmPower New York there will be no cost to me and that participation in this program will not affect my social security, public assistance, or any other income. I also understand that I will not be eligible to receive financial incentives or rebates from an electric or natural gas utility for measures provided at no cost through EmPower New York.

I agree to provide NYSERDA and its independent participating contractor access to my dwelling, at times that are mutually acceptable, to perform program activities including energy inspections, installation of measures, and Quality Assurance activities.

I understand that the EmPower New York participating contractors are independent contractors and provide a one-year warranty on labor for work completed. I further understand that contractors and vendors will provide appropriate warranties on any equipment provided

**Please note: Application cannot be processed without signature and utility account number(s).** \_\_\_\_\_ (Customer Signature) \_\_\_\_\_ (Date)

**Mail to: EmPower New York, P.O. Box 2489, Syracuse, New York 13220-2489  
or Fax to: (315) 463-7393**

## Customer Name

My home (check if appropriate)  was previously served by:  is on a waiting list for:  
 EmPower New York  (Assisted) Home Performance with ENERGY STAR or Green Jobs / Green New York  
 Weatherization Assistance Program  Other \_\_\_\_\_  Don't Know  
If previously served, about how long ago? \_\_\_\_\_ years

### DWELLING INFORMATION

1. I live in a:  House  Mobile Home  Apartment - # of units in bldg. \_\_\_\_\_  
2. Age of home? \_\_\_\_\_ years  
3. How many people live in the household? \_\_\_\_\_  
4. I:  Own dwelling and lot  Own mobile home, rent lot  
(check whatever is appropriate)  Rent  Rent with option to buy  
5. I have lived here \_\_\_\_\_ years

**If you rent:** Certain measures require landlord permission.  
Please complete the following information:

Landlord Information	Name	Phone
	Address	Apt #
	City	Zip

### HOME HEATING & DOMESTIC HOT WATER

6. I heat with:  Natural Gas  Electric Heat  Other \_\_\_\_\_  
 Propane  Oil  Kerosene Estimated annual propane/oil/kerosene usage: \_\_\_\_\_ gallons  
-----  
7. My water heater is:  Natural Gas  Oil  Propane  Other  Don't know  
 Electric  
-----  
8. I use:  Electric portable space heaters  Kerosene or propane space heaters

**Customer Name**

**APPLIANCES & LIGHTING**

9. Do you currently use Compact Fluorescent Light (CFL) bulbs?

Yes About how many? \_\_\_\_\_  No  Don't know

10. What is the approximate age of your refrigerator? \_\_\_\_\_ years  Don't know

11. Do you own your refrigerator?  Yes  No

If yes, did you purchase it new?  Yes  No

If yes, is it on a rent-to-own contract?  Yes  No

12. Do you currently use: a second refrigerator?  Yes  No If yes, about how old is it? \_\_\_\_\_

a separate freezer?  Yes  No If yes, about how old is it? \_\_\_\_\_

13. Do you run an electric clothes dryer?  Yes  No How many loads per week? \_\_\_\_\_

**How did you hear about EmPower New York?**

**Please add any comments that we may find helpful in reducing your energy use or any special needs that we need to be aware of.**

**Certifying Agency - Official Use ONLY**

**NO-HEAT EMERGENCY**

**To be served by the HERR program** Y  N

WAP Referrals:  Coordinated Project / co-funded by WAP

Landlord Agreement negotiated by WAP OFA and Other Referrals:  Customer also referred to WAP

I certify that the Customer listed above:  Was determined to be eligible for HEAP within the past 12 months

Has income at or below HEAP guidelines

Was determined to be eligible for the Weatherization Assistance Program

Agency Representative

Phone Number

Agency Representative Signature

Agency

Date



## EmPower New York

PO Box 2489, Syracuse, NY 13220  
Toll Free 1-800-263-0960

### **Guidelines for Referrals to EmPower New York from Department of Social Services and Offices for the Aging**

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

Electric efficiency measures, including ENERGY STAR<sup>®</sup> lighting and refrigerators  
Home Performance measures including insulation and air sealing for natural gas customers of participating utilities (below), and low-income households heating by oil, propane, kerosene, wood or coal.

In-home energy education

Effective with the close of the HEAP-HERR supported effort EmPower may provide heating system repairs and replacements for eligible households in no-heat situations. These services will be provided through EmPower until funding is expended, but no later than May 1, 2015.

For further details visit <http://www.nyserda.ny.gov/empower>

#### **Eligibility:**

- Household must either have income at or below the levels listed below or participate in a utility low-income payment assistance program. Household eligible for regular HEAP benefits are income-eligible for EmPower services.
- 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.
- Energy efficiency measures may be provided to both owner-occupied and rental properties. Landlord permission is required in rental situations. Heating repairs and replacements are limited to owner-occupied dwellings.
- Services are prioritized to households with moderate-to-high energy use.

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

- EmPower has limited funding to provide heating system repair and replacement in owner-occupied dwellings for households in no-heat situations. This includes a limited budget to serve customers who heat with oil, propane, kerosene, wood or coal.
- Household must have owned the property for at least six months and have purchased the property with a working heating system.
- 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 Gold Star 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 on at least 15% 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 income-verification and assist the household in completing an EmPower application whenever possible. Instructions are provided below.

### Procedure for referring customers:

1. If you are assisting the household in person, please help them fill out the Energy Services Application. **Please be sure that the customer signs the Application on Page 1.** Please include the name of your organization, verify the customer's HEAP eligibility, and **sign the Agency Certification on Page 3.** When your agency documents eligibility, no additional income documentation is required. If the household needs further assistance, they can contact EmPower at 800-263-0960. Please be sure to indicate if the household is in a no-heat situation.
2. Mail application to:  
**EmPower New York**  
**PO Box 2489, Syracuse, NY 13220**

Or email scanned applications to:

[stacie.dupont@honeywell.com](mailto:stacie.dupont@honeywell.com) and cc: [carol.sweeney@honeywell.com](mailto:carol.sweeney@honeywell.com)

Or fax to: **315-463-7393**

3. You may also contact EmPower at 800-263-0960 to discuss potential referrals to the program.
4. If you prefer to mail the application to the customer, please contact EmPower for pre-printed envelopes, cover letters and brochures explaining EmPower New York.
5. On occasion, EmPower may request your assistance in contacting the customer.
6. Upon request, EmPower will provide a list of the households referred by your organization and served by EmPower.

### EmPower New York Income Eligibility Guidelines 2014-2015

Household Size	Monthly Income	Annual Income
1	\$2,194	\$26,328
2	\$2,869	\$34,428
3	\$3,544	\$42,528
4	\$4,219	\$50,628
5	\$4,864	\$58,368
6	\$5,569	\$66,828
7	\$6,005	\$72,060
8	\$6,682	\$80,180
9	\$7,358	\$88,300
10	\$8,035	\$96,420
11	\$8,712	\$104,540
11+	add \$677	

# EmPower New York Implementation Staff and Regional Coordinators

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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).