

DATE: January 14, 2020

TO: Subscribers

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

FROM: Jeffrey Gaskell, Deputy Commissioner
Employment and Income Support Programs

SUBJECT: HEAP HERR Benefits and Heat Pumps

EFFECTIVE DATE: Immediately

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The purpose of this General Information System (GIS) message is to remind social services districts (districts) that repair and or replacement of a heat pump system is an allowable expense under the Home Energy Assistance Program (HEAP) Heating Equipment Repair and Replacement (HERR) component.

HERR benefits are available to assist eligible HEAP households with the cost to repair or replace the applicant's primary heating equipment. If an applicant's primary heating equipment is a heat pump system, the total benefit amount allowed to repair or replace the applicant's heat pump system is limited to \$3,000 per applicant per HEAP program year for repairs, and up to \$6,500 for one replacement within a ten-year period.

Under limited circumstances, a household's current inoperable or unsafe non-heat pump system could be replaced with a heat pump system under the HERR component. The cost of the heat pump system must be comparable (defined as a difference of \$500 or less) to the cost of replacing the current non-heat pump system. Heating equipment replacement is also available, under limited circumstances and with medical documentation, to replace systems that are directly detrimental to a household member's health with another system. Documentation must be in writing from a physician or physician's assistant and must specify the reason(s) why the current system is directly detrimental to the household member's health and safety.

For more information on HERR please see [19-LCM-10](#) and the [NYS HEAP Manual](#).