



Office of Temporary and Disability Assistance

KATHY HOCHUL
Governor

DANIEL W. TIETZ
Commissioner

BARBARA C. GUINN
Executive Deputy Commissioner

General Information System (GIS) Message

Section 1

Transmittal:	22 TA/DC102 Upstate and New York City
Date:	November 15, 2022
To:	Subscribers
Suggested Distribution:	Commissioners, HEAP Coordinators, TA Directors, SNAP Directors, Staff Development Coordinators
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	Increase in Allowable Fees for Deliverable Non-Utility Services Vendors
Effective Date:	November 9, 2022
Contact Information:	HEAP Bureau (518) 473-0332 or NYSHEAP@otda.ny.gov

Section 2

The purpose of this General Information System (GIS) message is to provide social services districts (districts) with information regarding an amendment to the Deliverable Non-Utility Services Vendor Agreement, increasing allowable fees for after hours and off route deliveries of oil, kerosene, propane, coal, wood, wood products, and other deliverable heating fuels.

The Home Energy Assistance Program (HEAP) Vendor Agreement for Deliverable Non-Utility Services Component has been amended effective 11/9/2022.

Provisions 11 and 12 under “Fees and Additional Charges” have been amended with respect to delivery fees permitted to be charged and now reads as follows:

11. The vendor agrees to charge the lesser of their established off route delivery fee or an amount not to exceed **\$100** for off route deliveries that are dispatched during regular business hours.
12. The vendor agrees to charge the lesser of their established after-hours fee or an amount not to exceed **\$190** for off route deliveries dispatched after their regular business hours.

The delivery fees for off route deliveries and after hour deliveries are the only amendments that have been made to the HEAP Vendor Agreement for Deliverable Non-Utility Services Component. Current participating HEAP vendors are not required to sign a new agreement, and vendors must abide by all provisions listed in the agreement. Vendors must obtain customer consent before deducting delivery fees from the HEAP benefit. When possible, districts should assist households in obtaining deliveries during scheduled routes and regular business hours to avoid additional fees.

The full amended HEAP Vendor Agreement for Deliverable Non-Utility Services Component can be viewed on OTDA's website at <https://otda.ny.gov/programs/heap/documents/Vendor-Agreement-Non-Utility.pdf>. Additional HEAP Vendor information including vendor forms can also be found on OTDA's website at <https://otda.ny.gov/programs/heap/vendoragreement.asp>.

Additional Guidance to Districts

Any vendor who wishes to terminate participation as a vendor with HEAP, should submit a termination form to the HEAP Bureau at heap.vendor@otda.ny.gov, or be directed to call the HEAP Vendor Management Unit at 518-473-0332.

Districts seeking additional information should contact their HEAP Bureau liaison.