

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

**December 13, 2012**

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**TO:** Subscribers

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

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

**SUBJECT:** Home Energy Assistance Program (HEAP) and Temporary Assistance (TA)  
Implications of the 2012-13 Utility Termination Moratorium Schedule for New York State  
Public Service Commission (PSC) Regulated and Municipal Utility Companies

**EFFECTIVE DATE:** Immediately

**CONTACT PERSON:** HEAP Questions: HEAP Bureau at 1-800-343-8859, ext 3-0332  
TA Program Questions: TA Bureau at 1-800-343-8859, ext 4-9344

Each year, the utility companies are required to suspend terminations of residential gas and electric service for a two week period that encompasses Christmas and New Year's Day. Each utility company establishes their own specific schedule.

**2012-2013 Holiday Moratorium Schedule**

Central Hudson	December 17, 2012 to January 1, 2013
Con Edison	December 19, 2012 to January 1, 2013
National Grid Upstate	December 19, 2012 to January 1, 2013
National Grid Metro	December 19, 2012 to January 1, 2013
National Grid Long Island	December 19, 2012 to January 1, 2013
National Fuel Gas	December 20, 2012 to January 2, 2013
NYS Electric & Gas	December 19, 2012 to January 1, 2013
RG & E	December 19, 2012 to January 1, 2013
Orange & Rockland Utility	December 19, 2012 to January 1, 2013
Enbridge St. Lawrence Gas	December 18, 2012 to January 1, 2013

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The moratorium for municipal electric companies will be in effect December 17, 2012 through January 1, 2013. The Long Island Power Authority (LIPA) will also implement a termination moratorium beginning December 21, 2012 and effective through January 1, 2013.

HEAP Implications

In order to ensure that the HEAP benefit is used to prevent termination and obtain prospective service during a period of time when actual service termination can occur, HEAP certifiers may not issue HEAP benefit guarantees for the regular benefit during the period when the holiday moratorium is in effect for that utility company. In addition, use of ten day holds is not necessary during the moratorium period.

In order to ensure that both districts and utility companies have sufficient time to process HEAP guarantees once the moratorium period ends, certifiers may resume issuing HEAP guarantees of payment and/or holds for households scheduled for termination beginning on December 26, 2012, however, the effective date of the guarantee must be no earlier than the first day that terminations may occur for the customer's utility company.

Certifiers must continue to accept regular benefit applications and process eligibility determinations during the moratorium period. Appropriate notice must be provided to applicants regarding the start date of the 30 days of prospective service.

The moratorium does not affect procedures for households whose service is currently terminated. A guarantee of payment for eligible households whose service is terminated must continue to be made in order to get service restored.

TA Implications

When a TA applicant or recipient requests assistance to restore or continue utility service, the Social Services District (SSD) must determine the date of termination or scheduled termination. This date will determine the SSD's course of action as prescribed below.

- If terminated or scheduled for termination during the onset of the moratorium period through December 25, 2012, the SSD must contact the utility provider to restore service or reschedule termination in accordance with the PSC's moratorium policy (16 NYCRR § 11.4(a)(4)(ii)).
- If terminated or scheduled for termination during December 26, 2012 to the end of the moratorium period, the SSD must refer the TA applicant or recipient to HEAP. If HEAP cannot resolve the emergency, the SSD must contact the utility provider to restore service or reschedule termination in accordance with the PSC's moratorium policy (16 NYCRR § 11.4(a)(4)(ii)).

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- If not terminated or scheduled for termination during the moratorium period, SSDs must follow routine emergency assistance procedures, including referral to HEAP.