

GENERAL INFORMATION SYSTEM
DIVISION: Center for Employment & Economic Supports

December 13, 2012

Page: 1

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 |

GENERAL INFORMATION SYSTEM
DIVISION: Center for Employment & Economic Supports

December 13, 2012

Page: 2

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)).

GENERAL INFORMATION SYSTEM

DIVISION: Center for Employment & Economic Supports

December 13, 2012

Page: 3

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