

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

**January 29, 2013**

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**TO:** Subscribers

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

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

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

**EFFECTIVE DATE:** February 1, 2013

**CONTACT PERSON:** HEAP Program Questions: HEAP Bureau at 1-800-343-8859 ext. 3-0332

The purpose of this GIS message is to inform Social Services Districts (SSDs) that Friday, February 1, 2013 is the closing date for the Heating Equipment Repair and Replacement (HERR) component of the 2012-13 Home Energy Assistance Program (HEAP).

All SSDs must continue to accept applications for HERR HEAP benefits through the close of business (COB) Friday, February 1, 2013. Applications for HERR HEAP benefits submitted on or before COB February 1, 2013 must be honored and processed in accordance with instructions found in the New York State 2012-2013 HEAP Manual, even if the SSD is unable to schedule and/or conduct the interview before COB on the closing date.

SSDs must continue to include HERR applications on the weekly pending reports until all of the HERR cases in the district are completely processed through Benefit Issuance Control System (BICS).

Individuals seeking help with heating equipment repair or replacement needs after the HEAP 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 Energy Manual, Section V, page 44.

The EmPower program administered through the New York State Energy Research and Development Authority (NYSERDA) may be an available resource to meet HERR needs. Individuals seeking EmPower benefits should be referred to 1-866-NYSERDA to apply for assistance. For more information, see the attached EmPower Fact Sheet.

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

Attachment



# 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.



# 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 [nyscrda.ny.gov/empower](http://nyscrda.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 [nyscrda.ny.gov/empower](http://nyscrda.ny.gov/empower)

### About NYSCRDA's EmPower New York Program

NYSCRDA'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).