

DATE: December 09, 2019

TO: Subscribers

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

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

SUBJECT: 2019-2020 Holiday Moratorium Schedule for New York State PSC Regulated and Municipal Utility Companies

EFFECTIVE DATE: December 16, 2019

CONTACT PERSON: HEAP Questions – HEAP Bureau, (518) 473-0332
TA Questions – Temporary Assistance Bureau, (518) 474-9344

The purpose of this GIS message is to inform social services districts (districts) of the 2019-2020 moratorium schedule for utility terminations during the holiday season. Each year, all Public Service Commission (PSC) regulated utility companies are required to suspend service terminations for residential natural gas and electricity for the two-week period encompassing the Christmas and New Year holidays. Each utility company establishes its own schedule.

2019-2020 New York State Service Termination Moratorium Schedule

Central Hudson Gas & Electric	December 16, 2019 through January 1, 2020
Con Edison	December 16, 2019 through January 1, 2020
Liberty Utilities St. Lawrence Gas	December 19, 2019 through January 2, 2020
National Fuel Gas (NFG)	December 18, 2019 through January 1, 2020
National Grid Long Island	December 16, 2019 through January 1, 2020
National Grid Metro	December 16, 2019 through January 1, 2020
National Grid Upstate	December 16, 2019 through January 1, 2020
NYS Electric & Gas (NYSEG)	December 23, 2019 through January 3, 2020
Orange & Rockland Utility (O&R)	December 20, 2019 through January 3, 2020
PSEG Long Island	December 23, 2019 through January 3, 2020
Rochester Gas & Electric (RG&E)	December 23, 2019 through January 3, 2020

Municipal electric companies, which are not regulated by the PSC, will have a moratorium period in effect from December 16, 2019 through January 2, 2020.

Home Energy Assistance Program (HEAP) Implications

HEAP certifiers must not issue Regular or Emergency benefit guarantees or “ten-day service holds” to any utility company from the start to the end of their specific moratorium period. This will ensure that HEAP benefits are used to prevent terminations and obtain prospective service during the period of time when service terminations can occur.

HEAP certifiers must continue to accept Regular or Emergency benefit applications and process eligibility determinations during the moratorium period. Certifiers should remember to use this moratorium period when authorizing Regular HEAP benefits to maximize the 30 days of prospective service provided by the HEAP payment.

Applicants whose utility service was terminated prior to the moratorium period, but applied for a Regular benefit during that period must still have their eligibility determined. If they are eligible, a guarantee of payment must be made to the utility company to restore service.

Temporary Assistance (TA) Implications

TA applicants or recipients who are scheduled for termination or terminated prior to the moratorium period must be referred to HEAP. If HEAP cannot resolve the emergency, the district must contact the utility provider to reschedule termination in accordance with the PSC’s moratorium policy (16 NYCRR § 11.4(a)(4)(ii)), or must determine eligibility through TA, issue appropriate notice, and contact the utility provider to restore service if the TA applicant or recipient is eligible.

For TA applicants or recipients who are not scheduled for termination or terminated prior to the moratorium period, districts must follow routine emergency assistance procedures, including referral to HEAP.