



## General Information System (GIS) Message

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### Section 1

<b>Transmittal:</b>	21 TA/DC086 Upstate and New York City
<b>Date:</b>	December 21, 2021
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	Commissioners, HEAP Coordinators, TA Directors, SNAP Directors
<b>From:</b>	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
<b>Subject:</b>	2021-2022 Home Energy Assistance Program (HEAP) Emergency Benefit Component Opening and Increased Benefits
<b>Effective Date:</b>	January 3, 2022
<b>Contact Information:</b>	HEAP Bureau (518) 473-0332 or <a href="mailto:NYSHEAP@otda.ny.gov">NYSHEAP@otda.ny.gov</a>

### Section 2

The purpose of this GIS is to provide social services districts (districts) with information about the 2021-2022 Home Energy Assistance Program (HEAP) Emergency benefit component and the increase in benefits for the 2021-2022 program year. Districts must begin accepting applications for Emergency benefits and may issue guarantees for Emergency benefits on Monday, January 3, 2022.

Emergency benefits are available to assist eligible households with a heating emergency or a heat-related domestic emergency. Only one Emergency benefit of each type is available per HEAP household for the 2021-2022 season. Regular component benefits, if available, must be utilized first to resolve heating emergencies for eligible households. Temporary relocation for housing emergencies and propane tank deposits to obtain new propane vendors are also available under the Emergency benefit component.

All applicants for the Emergency benefit component may apply via telephone. Applicants for Emergency benefits must be permitted to apply in person. Applications for the Emergency benefit component may not be submitted online via myBenefits unless otherwise directed by the district.

If an eligible household is without heat, districts must resolve the household's life-threatening emergency within 18 hours of the date of application. If an eligible household faces an imminent loss of heat or utility service to operate a heating source, the crisis emergency must be resolved within 48 hours of the date of application.

To be eligible for an Emergency benefit, applicants must meet all of the following criteria:

- A Regular HEAP benefit must not be available and/or any credit remaining on an account must be insufficient to resolve the applicant's emergency.

- The applicant must be facing a heating emergency or heat-related domestic emergency:
  - The applicant’s utility service is terminated or scheduled for termination
  - The applicant’s electric utility service necessary to operate the primary heating equipment is terminated or scheduled for termination;
  - The applicant is without heating fuel or has less than one quarter tank of oil, kerosene, or propane; or less than a ten-day supply of other heating fuels;
  - The applicant requires temporary relocation due a living in a situation deemed by the district to be detrimental to the health and/or safety of household members; and/or
  - The applicant is without or has less than one-quarter ( $\frac{1}{4}$ ) tank of propane, their current propane vendor will not make a delivery, and the applicant requires a propane tank deposit with a new propane vendor.
- The applicant must be the customer of record for the utility or deliverable fuel account.
- The applicant households must not have more than \$2,000 (or \$3,000 if the household contains a member age 60 or older) in available liquid resources.
  - Applicants in receipt of ongoing Temporary Assistance (TA) have already been resource tested.

Listed below are the HEAP Emergency benefit types with the new benefit amount for the 2021-2022 program year. Please note, the temporary relocation and propane tank deposit benefits have not changed.

**2021-2022 HEAP Emergency Component Benefits**

<b>Benefit Type</b>	<b>Benefit Amount</b>
Oil, Kerosene, and Propane	\$965
Wood, Wood Pellets, Corn, Coal, or other deliverables	\$700
Natural Gas, Heat Only	\$465
Natural Gas Heat with Domestic Electric	\$650
Electric Heat	\$650
Heat-Related Electric	\$185
Temporary Relocation	Maximum of \$500 per program year
Propane Tank Deposit	Maximum of \$500 per program year

Detailed Emergency eligibility requirements and procedures are outlined in [21-LCM-18](#) released October 20, 2021, and in the [NYS HEAP Manual](#) which can be accessed via [CentraPort](#).