



Office of Temporary and Disability Assistance

KATHY HOCHUL
Governor

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Commissioner

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General Information System (GIS) Message

Section 1

Transmittal:	22 TA/DC062 Upstate and New York City
Date:	June 30, 2022
To:	Subscribers
Suggested Distribution:	Commissioners, HEAP Coordinators, TA Directors, SNAP Directors, Staff Development Coordinators
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	NYS Public Service Commission Utility Bill Credit
Effective Date:	Immediately
Contact Information:	HEAP Bureau (518) 473-0332 or NYSHEAP@otda.ny.gov
Attachments:	None

Section 2

The purpose of this GIS is to inform social service districts (districts) that funds have been made available through the New York State Public Service Commission (PSC) to assist low-income electric and gas customers with utility arrears through a one-time utility bill credit.

There is no action required by the district for customers to receive the credit. Customers should automatically receive a bill credit if they are enrolled in their utility's Energy Assistance Program (EAP). Customers identified by their utility company as low income through receipt of Home Energy Assistance Program (HEAP), Temporary Assistance (TA), Emergency Rental Assistance Program (ERAP), and/or Supplemental Nutrition Assistance Program (SNAP) benefits may also qualify for a bill credit.

PSC Regulated and Municipal utility customers who contact the district for program information should be directed to contact their utility company. Inquiries from utility companies can be directed to the Office of Temporary and Disability Assistance HEAP Bureau at 518-473-0332 or the Department of Public Service helpline at 1-800-342-3377 for more information.

Please see <https://www.governor.ny.gov/news/governor-hochul-announces-electric-and-gas-utility-bill-credit-program-low-income-families> for additional information regarding the utility credit.

Temporary Assistance Implications

Districts are reminded that Temporary Assistance (TA) funding may continue to be utilized to pay utility arrears when the applicant presents with an emergency or immediate need. Districts must not deny utility emergency applications based on presumptive eligibility for this arrears forgiveness program. A payment can be made to prevent termination if it is determined that an immediate threat of shut off is present and the applicant/recipient (A/R) is otherwise eligible. As always, districts must first explore the availability of HEAP. Please refer to 02 ADM-02 for information on meeting the emergency/immediate needs of a TA A/R.