



KATHY HOCHUL
Governor

BARBARA C. GUINN
Acting Commissioner

General Information System (GIS) Message

Section 1

Transmittal:	23DC086 Upstate and New York City
Date:	December 15, 2023
To:	Subscribers
Suggested Distribution:	Commissioners, HEAP Coordinators, TA Directors, SNAP Directors
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
Subject:	2023-2024 Holiday Moratorium Schedule for New York State PSC Regulated and Municipal Utility Companies
Effective Date:	December 15, 2023
Contact Information:	HEAP Questions – HEAP Bureau, (518) 473-0332 TA Questions – Temporary Assistance Bureau, (518) 474-9344
Attachments:	None

Section 2

The purpose of this GIS message is to inform social services districts (districts) of the 2023-2024 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 a two-week period encompassing the Christmas and New Year holidays. Each utility company establishes its own schedule.

2022-2023 New York State Service Termination Moratorium Schedule

Central Hudson Gas & Electric	December 18, 2023 to January 1, 2024
Consolidated Edison (ConEd)	December 19, 2023 to January 1, 2024
Liberty Utilities St. Lawrence Gas	December 19, 2023 to January 1, 2024
National Fuel Gas (NFG)	December 17, 2023 to January 1, 2024
National Grid – Long Island	December 18, 2023 to January 2, 2024
National Grid – Metro	December 18, 2023 to January 2, 2024
National Grid – Upstate	December 18, 2023 to January 2, 2024
NYS Electric & Gas (NYSEG)	December 18, 2023 to January 1, 2024
Orange and Rockland (O&R)	December 15, 2023 to January 2, 2024
PSEG Long Island	December 18, 2023 to January 2, 2024
Rochester Gas & Electric (RG&E)	December 18, 2023 to January 1, 2024

Municipal electric companies, which are not regulated by the PSC, will have a moratorium period in effect from December 15, 2023 through January 2, 2024.

Home Energy Assistance Program (HEAP) Implications

HEAP certifiers must continue to accept Regular or Emergency benefit applications and process eligibility determinations during the moratorium period.

HEAP certifiers must not issue Regular or Emergency benefit guarantees for crisis emergencies 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.

Eligible households in a life-threatening emergency whose utility service was terminated prior to the moratorium period may have their Regular or Emergency benefit guaranteed to the utility company to restore service.

Temporary Assistance (TA) Implications

TA applicants or recipients who are scheduled for termination or were terminated prior to their utility provider’s moratorium period must be referred to HEAP. If HEAP cannot resolve the emergency, the district must either contact the utility provider to reschedule termination in accordance with the PSC’s moratorium policy (16 NYCRR § 11.4(a)(4)(ii)), or determine eligibility through TA, issue the 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 were terminated prior to the moratorium period, districts must follow routine emergency assistance procedures, including referral to HEAP.