



General Information System (GIS) Message

Section 1

Transmittal:	24DC062 Upstate and New York City
Date:	September 24, 2024
To:	Subscribers
Suggested Distribution:	Commissioners, HEAP Coordinators, TA and SNAP Directors, WMS Coordinators, Accounting Supervisors
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
Subject:	HEAP 2024-2025 Opening Dates for Heating Equipment Repair & Replacement and Heating Equipment Clean & Tune
Effective Date:	October 1, 2024
Contact Information:	HEAP Bureau: (518) 473-0332 or NYSHEAP@otda.ny.gov
Attachments:	None

Section 2

The purpose of this General Information System (GIS) message is to inform social services districts (districts) that the opening date for the 2024-2025 Heating Equipment Repair & Replacement (HERR) and Heating Equipment Clean & Tune (C&T) benefits is Tuesday, October 1, 2024.

2024-2025 HERR and Clean and Tune

Applications for the 2024-2025 HEAP HERR and C&T benefits must be accepted as of Tuesday, October 1, 2024. Benefits will be provided on a first-come, first-served basis to eligible applicants through close of business on September 30, 2025, or until funding allocated to these components is exhausted. If the dates of operation are revised, districts will be notified via GIS. Applications for HERR and C&T benefits submitted on or after October 1, 2024, must be processed in accordance with instructions found in the [HEAP Manual](#). The 2024-2025 HEAP Opening Local Commissioners Memoranda with 2024-2025 HERR and C&T Guides will be forthcoming.

Districts must claim against the proper program year when processing HERR and C&T payments for 2024-2025 and use the authorization period of 10/01/24 to 9/30/25 on Screen One of WMS. On Screen Six of WMS, districts must enter a "to date" of 9/30/25 for the payment line.

Pending Reports

Beginning October 1, 2024, districts must only include pending 2024-2025 HERR and C&T applications received on or after October 1, 2024, on their weekly HEAP Pending Case Reports. HERR and C&T applications received on or before September 30, 2024, must not be included in the weekly HEAP Pending Case Report.

Temporary Assistance

Individuals seeking help with heating equipment repair or replacement needs who have been found ineligible through HEAP may have their needs met under FA, SNA, EAF, ESNA, or EAA if they apply and are found eligible. Department Regulations 18 NYCRR 352.4(d), 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 [Temporary Assistance Source Book](#), chapter 16, section C, Equipment Repairs.

Questions regarding 2023-2024 or 2024-2025 HERR and C&T operation dates can be addressed with each district's HEAP Bureau Liaison.