



General Information System (GIS) Message

Section 1

Table with 2 columns: Field Name and Value. Fields include Transmittal, Date, To, Suggested Distribution, From, Subject, Effective Date, Contact Information, and Attachments.

Section 2

The purpose of this GIS message is to inform social services districts (districts) of the 2024-2025 moratorium schedule for utility terminations during the holiday season.

2024-2025 New York State Service Termination Moratorium Schedule

Table with 2 columns: Utility Company Name and Moratorium Schedule Dates.

Municipal electric companies, which are not regulated by the PSC, will have a moratorium period in effect from December 15, 2024, through January 3, 2025.

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 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 and apply for a Regular or Emergency benefit during that period do not need to wait until the end of the moratorium period for a guarantee to be issued. 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.