



General Information System (GIS) Message

Section 1

Transmittal:	24DC083 Upstate and New York City
Date:	December 31, 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 Date for Emergency Benefit Component
Effective Date:	January 2, 2025
Contact Information:	HEAP Bureau: (518) 473-0332 or NYSHEAP@otda.ny.gov
Attachments:	None

Section 2

The purpose of this GIS is to provide social services districts (districts) with information about 2024-2025 Home Energy Assistance Program (HEAP) First and Second Emergency benefits. Districts must begin accepting applications for Emergency benefits and may issue guarantees for Emergency benefits on Thursday, January 2, 2025, through COB on Monday, March 17, 2025.

First and Second Emergency benefits are available to assist eligible households with a heating emergency or a heat-related domestic emergency. Regular component benefits, if available, must be utilized first to resolve heating emergencies for eligible households. When the Emergency benefit component opens, two Emergency benefits of each type are available per HEAP household for the 2024-2025 program year. Applicants that have exhausted their First Emergency benefit and are in a verified subsequent emergency may apply for the Second Emergency benefit. First and Second Emergency benefits cannot be issued concurrently. 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 Emergency benefit components may apply via telephone, or in person. Emergency benefit component applications may not be submitted online via myBenefits unless otherwise directed by the district.

Districts must make reasonable accommodations for homebound applicants to apply for any HEAP benefit. This may include home visits. An authorized representative or individual with documented power of attorney may also be used to apply for all HEAP benefits.

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 one of the following heating or heat-related domestic emergency situations:
 - 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 ($\frac{1}{4}$) tank of oil, kerosene, or propane; or less than a ten-day supply of other heating fuels;
 - The applicant requires temporary relocation due to a living 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 (person who has the energy account in their name) for the utility or deliverable fuel account or someone who was part of the original HEAP household.
- The applicant household must not have more than \$2,500, or \$3,750 if the household contains an individual under age 6 or age 60 or older, in available liquid resources.
- All applicants for the Emergency benefit will need to be resource tested, regardless of whether the household is in receipt of Temporary Assistance (TA) or Code A SSI benefits. Resource verification for Emergency benefits is based on attestation for all applicants and household members unless the eligibility examiner has reason to doubt the declared amount.

Listed below are the HEAP Emergency benefit types with the benefit amounts for the 2024-2025 program year.

2024-2025 HEAP Emergency Component Benefits

Benefit Type	Benefit Amount
Oil, Kerosene, and Propane	\$900
Wood, Wood Pellets, Corn, Coal, or other deliverables	\$635
Natural Gas, Heat Only	\$400
Natural Gas Heat Combined with Heat-Related Domestic Electric	\$585
Electric Heat	\$585
Heat-Related Electric	\$185
Temporary Relocation	Maximum of \$500 per program year
Propane Tank Installation and Deposit	Maximum of \$500 per program year

Detailed Emergency eligibility requirements and procedures are outlined in [24-LCM-15 - 2024-2025 Home Energy Assistance Program \(HEAP\)](#), released November 7, 2024, and in the [NYS HEAP Manual](#).

The payment type for Second Emergency benefits is J1 (HEAP Emergency Benefit – Additional Benefit) for both heat and heat-related emergency payments.

An Emergency HEAP Budget (Benefit Type ‘E – Emergency’) must be stored in Automated Budgeting and Eligibility Logic (ABEL), with the appropriate emergency type, and the payment amount associated with the pay type must match the HEAP Emergency benefit amount on the HEAP budget. The payment line “From Date” should be the application date.

A Special Claiming Code must be entered for all HEAP payments on Screen 6 of WMS. Special Claiming Code H is required for all HEAP prevention payments. Special Claiming Code G is required for HEAP restoration payments.

All HEAP Emergency benefits must be issued directly to a participating vendor. All district payments, except for NYC, meeting the requirement for issuance through the Office of the State Comptroller (OSC) process will be made through OSC. NYC HEAP payments are issued locally. Detailed procedures regarding HEAP payment processing are outlined in [WCL081524 - WMS-CNS Coordinator Guidance - Welfare Management System \(WMS\) Implications for the 2024 – 2025 Home Energy Assistance Program \(HEAP\) Year](#) released August 16, 2024.

Districts seeking additional information should contact their HEAP Bureau liaison.