



General Information System (GIS) Message

Section 1

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| Transmittal: | 25DC007 Upstate and New York City |
| Date: | January 24, 2025 |
| 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: | 2024-2025 Home Energy Assistance Program (HEAP) Regular Benefit Reopening Date |
| Effective Date: | January 25, 2025 |
| 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 services districts (districts) that additional program funds for the 2024-2025 regular benefit component have been made available to support the Home Energy Assistance Program (HEAP). Therefore, the Regular benefit component will reopen effective January 25, 2025.

Applications for 2024-2025 Regular heater and heat-included benefits must be accepted beginning Saturday, January 25, 2025. Districts will be informed of a revised closing date by GIS. All HEAP applications must be processed in accordance with instructions found in the New York State [HEAP Manual](#) and [24-LCM-15](#).

The online HEAP application for the regular benefit component will be available on MyBenefits and on ACESSHRA effective January 25.

Temporary Assistance (TA) Implications:

Districts must continue to explore the availability of, and eligibility for, Regular, and/or any available Emergency HEAP benefits before issuing a Family Assistance (FA), Safety Net Assistance (SNA), Emergency Assistance to Needy Families with Children (EAF), Emergency Safety Net Assistance (ESNA) or Emergency Assistance for Adults (EAA) payment to meet a utility or non-utility energy emergency.

Additional Guidance to Districts:

Districts must continue to submit their HEAP Pending Case Report in eReports on a weekly basis, as outlined in [24-LCM-15](#).

Additional policy guidance will be forthcoming.