



General Information System (GIS) Message

Section 1

Transmittal:	25DC031 Upstate and New York City
Date:	April 28, 2025
To:	Subscribers
Suggested Distribution:	Commissioners, HEAP Coordinators, TA Directors, SNAP Directors
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	Closing date for the 2024-2025 Home Energy Assistance Program (HEAP) Heating Equipment Repair and Replacement (HERR) and Clean and Tune (C&T) Components
Effective Date:	May 9, 2025
Contact Information:	HEAP Bureau (518) 473-0332 or NYSHEAP@otda.ny.gov

Section 2 – HEAP HERR and C&T Dates of Operation

The 2024-2025 Home Energy Assistance Program (HEAP) Heating Equipment Repair and Replacement (HERR) and Clean and Tune (C&T) benefit components will operate through the close of business (COB), May 9, 2025. Mail-in applications postmarked on or before the closing date meet the deadline and must be processed.

In accordance with instructions found in [24-LCM-15](#) and the [HEAP Manual](#), all applications for HERR and C&T benefits received after the deadline must be denied using Client Notices System (CNS) denial code M08 “HEAP HERR Denial” for HERR or M14 “HEAP Clean and Tune Denial” for C&T. When using the CNS denial codes, workers should select 'Other' as the reason and enter the following explanation: “Application received after program closing date.”

Section 3 - Temporary Assistance (TA) Implications

Individuals seeking help with heating equipment repair or replacement needs when HEAP HERR is not available may have their needs met under Family Assistance (FA), Safety Net Assistance (SNA), Emergency Assistance to Families (EAF) or Emergency Assistance for Adults (EAA) if they apply and are found eligible. Department Regulations 18 NYCRR 352.4, 352.6(e), 352.7(b), 372.4(b) and 397.5(h) allow social services districts (districts) to pay 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](#).

Section 4 – Additional Guidance to Districts

Vendors must submit final HERR and C&T bills to districts within 30 business days of services rendered, but no later than September 30, 2025.

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

Please share this information with alternate certifiers. Questions can be addressed with each district's HEAP Bureau liaison.