

Keep the Heat on with HEAP

Erie County (716) 858-7644
Genesee Co. (585) 344-8501

Senior Services (716) 858-7870



HEAP

Home Energy Assistance Program (HEAP) helps low-income New Yorkers pay for their energy bills. If your bills are more than you can handle, HEAP may be able to help you heat your home.

HEAP May Be Able to Help You if Your Source of Heat is:

- Electricity
- Natural Gas
- Oil
- Coal
- Propane
- Wood/Wood Pellets
- Kerosene
- Corn

You May Be Eligible for a Regular HEAP

Benefit if:

- You and your household members are United States Citizens or qualified aliens - **and** -
- Your household's gross monthly income is at or below the current income guides for your household size. The guidelines can be found at: otda.ny.gov/programs/heap - **or** -
- You receive Supplemental Nutrition Assistance Program (SNAP) benefits - **or** -
- You receive Temporary Assistance - **or** -
- You receive Code A Supplemental Security Income (SSI Living Alone)

How Do You Apply?

You can apply for a Regular HEAP benefit the following ways:

- **In Person:** You can apply at your local department of social services or at many local community organizations - **or** -
- **By Phone and Mail:** You can call your local department of social services and ask them to mail you a HEAP application or you can download and mail-in a HEAP application* - **or** -
- **Online:** If you live outside New York City, you can visit: mybenefits.ny.gov to apply online

HEAP benefit amounts will vary depending on your household income and may be available even if your heat is included in your rent. You may be eligible for a regular HEAP benefit even if you have money in the bank, stocks, bonds or other resources.

If you qualify for HEAP, you may be eligible for Supplemental Nutrition Assistance Program (SNAP) benefits. You can check your eligibility and apply for SNAP at mybenefits.ny.gov.

What if You Have an Energy Emergency?

If you have an energy-related emergency, such as a utility termination notice or less than a quarter tank/ten-day supply of heating fuel, you can apply for a HEAP emergency benefit at your local department of social services. If you are eligible, a HEAP emergency benefit may be issued in addition to your regular HEAP benefit, if the regular benefit has been exhausted.

You May Be Eligible for a HEAP

Emergency Benefit if:

- Your income is at or below the current income guidelines, or you receive Family Assistance, Safety Net Assistance, SNAP or Code A Supplemental Security Income, and you do not have available liquid resources to meet the emergency - **and** -
- Your natural gas or electric heat is off or scheduled to be terminated - **or** -
- You are out of fuel (oil, kerosene, propane) or have less than a quarter tank of fuel - **or** -
- You are out of wood, coal, or other fuel source, or have less than a ten-day supply - **or** -
- Your electricity is necessary for your heating system to work and it is either terminated or scheduled to be terminated.

In addition to a HEAP grant, there are other simple steps you can take to stay warm and help manage your energy costs:

For information on programs that could decrease your energy costs, please contact the New York State Energy Research and Development Authority at 866-NYSERDA (866-697-3732) or visit: www.nyserda.ny.gov/residential If your home is in need of weatherization services, please contact the New York State Homes and Community Renewal at 866-275-3427 or visit: www.nyshcr.org/Programs/weatherizationassistance

NYS makes it easy for low-income New Yorkers to get HEAP benefits that help them pay for their heating bills.

The only way to know if you qualify is to apply.

To find out when HEAP benefits are available during the year, visit otda.ny.gov or call your local office.

A Program of the Office of Temporary and Disability Assistance

*Visit otda.ny.gov/programs/heap/apply for a list of local department contacts and the HEAP application.