



# FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner



**James K. Whelan, Deputy Commissioner**  
Policy, Procedures, and Training

## **POLICY DIRECTIVE #10-41-ELI** *(This Policy Directive Replaces PD #10-38-ELI)*

### **UTILIZING THE EMERGENCY HEAP PROGRAM TO MEET ENERGY EMERGENCIES**

<b>Date:</b> November 18, 2010	<b>Subtopic(s):</b> HEAP
<b>AUDIENCE</b>	The instructions in this policy directive are for staff in Job Centers and Non Cash Assistance Food Stamp (NCA FS) Centers and are informational for all other staff.
<b>REVISIONS TO THE PRIOR DIRECTIVE</b>	<p>This Policy Directive has been revised to include the following:</p> <ul style="list-style-type: none"> <li>A statement has been added to the Required Action section to remind staff that once the Agency has made a commitment to pay a utility or non-utility energy provider, payment must be made. This applies even if further investigation determines that the recipient was not eligible for such assistance, unless the Agency contacts the energy provider and the energy provider agrees to allow the Agency to rescind the commitment.</li> </ul>
<b>POLICY</b>	<p>The Home Energy Assistance Program (HEAP) provides grants to assist low-income families and individuals who pay separately for heat and/or heat-related utility service. HEAP is divided into two components: regular HEAP and Emergency HEAP ("E" HEAP).</p> <p>Eligibility is determined by comparing the household's gross monthly income to the HEAP income eligibility standards, and the benefit amount is determined according to the household's energy situation and whether the household falls within the Tier I or Tier II income bracket.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 3 at the prompt followed by 1 or  
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

If an eligible household is without power or fuel for heating, HEAP must resolve the emergency crisis within 18 hours and within 48 hours if the heat loss is imminent.

The Job Center administration is responsible for ensuring that any person requesting a grant for a heat or heat-related emergency is assessed for HEAP eligibility. This includes requests for payment to repair/replace a boiler; payment of a utility bill to restore electric services needed to operate a furnace/boiler; or when the household has less than ten days' worth of fuel or no fuel at all.

## PROGRAM DESCRIPTION

The 2010–2011 HEAP season began on November 1, 2010, for both regular and “E” HEAP benefits.

“E” HEAP is available when the following criteria apply:

- The household meets HEAP income eligibility and resource criteria.
- The applicant is a U.S. citizen or qualified alien. However, emergency assistance may be provided to a customer of record who is a nonqualified alien, on behalf of members of the household who are citizens or qualified aliens.
- The applicant is the customer of record or the spouse/surviving spouse of such customer who is living in the household.
- The household’s regular HEAP benefit is insufficient or unavailable to help meet the emergency situation.
- The household is in any of the following emergency situations:
  - Heat-related utility service used to operate the heating equipment has been disconnected or scheduled for disconnection.
  - Utility service necessary to operate the primary heating equipment is terminated or scheduled for termination, including:
    - service to start or run the furnace or boiler;
    - electricity necessary to distribute the heat; or
    - electricity to operate the thermostat.

**NOTE:** Portable space heaters are not considered primary heating equipment. The primary heating equipment does not need to be operable in order for the household to apply for a heat-related utility grant.

- The household is without heating fuel, or has a heating fuel supply that is equal to or less than one quarter of the household's fuel tank.
- The electric heating or gas heating service is scheduled for turnoff.
- Heating equipment owned by the applicant is inoperable or unsafe and in need of repair or replacement.
- The household does not have any nonexempt liquid resources available to meet the emergency need. All available nonexempt liquid resources must be used to help meet the emergency.

**NOTE:** For households that include an individual 60 years of age or older, the first \$3,000 worth of resources is considered exempt. For all other households, the first \$2,000 of resources is considered exempt. If available resources are insufficient to resolve the emergency situation, "E" HEAP may be issued.

Although it is the responsibility of the Job Center to initiate both the regular and/or "E" HEAP applications for individuals with utility/heat related emergencies, individuals may also obtain information on applying for "E" HEAP by calling HEAP at **(800) 692-0557**, the Human Resources Administration (HRA) Infoline at **(877) HRA-8411**, or **311**, or by visiting one of the HEAP offices. See **Attachment A** for a list of HEAP offices.

Whenever a household facing an emergency heating situation applies for assistance, the availability of a regular HEAP benefit must be explored before issuing an emergency grant using cash assistance funds.

Emergency HEAP  
criteria for oil  
applications

All applicants who use oil or kerosene for heating must be signed up with a participating vendor.

The service contract must include a:

- cost to the customer specifically for the contract.
- clause stating that ongoing service beyond single cleaning and adjustment is covered by the service contract.
- clause that voids the contract with no refund to the customer if delivery is taken from an alternative supplier.

Applicants who use oil, kerosene, or propane for heating will receive a one-time flat benefit of \$600.

**REQUIRED ACTION****NCA FS Centers**

An NCA FS applicant/participant who has a heat or heat-related emergency, question, or problem regarding his/her HEAP benefit must be advised to call HEAP at **(800) 692-0557**, the HRA Infoline at **(877) 472-8411**, or **311** for assistance.

**Job Centers**JOS/Worker Responsibility

Do not refer individuals with an emergency heating situation to a HEAP office. Initiate the application from the Job Center.

When an applicant/participant at a Job Center requests assistance to meet a heat or heat-related emergency, the JOS/Worker must check whether the **Benefits Issuance** screen indicates that a Special Grant Code **80** (Emergency HEAP Payment) has been issued.

If a HEAP Payment has not been issued, the JOS/Worker must:

Form **W-137A** must be completed by active CA participants only.

- if the case is active for Cash Assistance (CA), have the participant complete the Request for Emergency Assistance or Additional Allowance (For Participants Only) Form (**W-137A**).
- annotate all participant requests using the Single Issue Grant Requests Task List in POS.
- complete the Utility Arrears/Emergency Heating form (**M-858m**).
- complete the Temporary Assistance and Food Stamp Recipient Request for Regular HEAP Benefits (**LDSS-4889**).
- have the applicant/participant sign Form **LDSS-4889**.
- forward the signed Forms **M-858m** and **LDSS-4889** to the Utility Liaison.

Refer to [PD #10-22-SYS](#) for detailed instructions.

Once the Utility Liaison notifies the JOS/Worker of the HEAP determination, the JOS/Worker must proceed based on the decision and whether the HEAP applicant is currently in receipt of ongoing CA.

If the applicant/participant is found ineligible for HEAP, the JOS/Worker must determine whether the household is eligible for an emergency cash grant. If the household is eligible, the JOS/Worker must issue a grant as a nonrecoupable Special Grant (code **50**) or a recoupable Special Grant (code **41**).

Applicants for Ongoing  
CA or One-Shot Deals

When meeting an applicant's emergency need (including energy emergencies) using CA funds, the JOS/Worker must complete the Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (For Applicants Only) (Form **W-145HH**) and mail it to the applicant to clearly explain how the emergency need will be met.

Form **W-145HH** must be completed and provided to all applicants for ongoing CA or One-Shot Deals, whether the Agency meets the emergency need through a referral to HEAP or with an emergency grant. For example, the Agency may meet the declared energy emergency of an applicant through a referral to the HEAP unit if HEAP is available, if the applicant has not exhausted his/her current HEAP benefit, and if the applicant appears otherwise eligible for HEAP.

Form **W-145HH** must state that the referral is available and meets the applicant's emergency need. If the Agency denies the application, Form **W-145HH** must note the reasons for the decision. When the resolution of the emergency is deferred to a later date, another Form **W-145HH** must be issued when the emergency need is met.

CA Participants with  
Heat or Heat-Related  
Emergency Needs

When meeting a participant's emergency need (including energy emergencies) using CA funds, the JOS/Worker must complete and issue the Action Taken on Your Request for Emergency Assistance or Additional Allowance (For Participants Only) Form (**W-137B**) on the same day as the decision, to clearly explain to the participant how the emergency need will be met.

Form **W-137B** must be completed by the JOS/Worker and provided to all CA participants requesting assistance with a heat or heat-related emergency, whether the Agency meets the emergency need through a referral to HEAP or with a One-Shot Deal. For example, the Agency may meet the declared energy emergency of a participant through a referral to the HEAP unit if HEAP is available, if the participant has not exhausted his/her current HEAP benefit, and if the participant appears otherwise eligible for HEAP.

Form **W-137B** must state that the referral is available and meets the participant's emergency need. If the Agency denies the application, Form **W-137B** must note the reasons for the decision, including those instances when the emergency is not an immediate need and the Agency will address the emergency need later, such as at the eligibility interview. When the resolution of the emergency is deferred to a later date, another Form **W-137B** must be issued when the emergency need is met.

See the POS Implications section of this policy directive for additional instructions.

JOS/Workers must ensure that applicants for CA or participants who pay for heat separately from their rent have fuel allowances included in their CA grants. The correct fuel type and shelter type code must be entered in the Welfare Management System (WMS) budget. This coding will also ensure that HEAP issues the correct amount in the future.

Utility Liaison Responsibility

Refer to [PD #07-14-ELI](#) for information on the utility process.

Upon receipt of Forms **M-858m** and **LDSS-4889** from the JOS/Worker, the Utility Liaison must proceed according to the household's heating type.

Natural Gas Households

For households that use natural gas for heating, the Utility Liaison must contact HEAP Central to initiate a HEAP application over the telephone.

Oil and Kerosene Households

For oil and kerosene households only, the Utility Liaison must ensure, before contacting HEAP, that Form **M-858m** confirms that the household has a participating oil vendor or has a non-participating oil vendor and:

- has a current service plan in place, or
- has a current budget plan with a cap price.

Refer to the Guide to Accessing the HEAP Participating Vendor List from Centraport (**Attachment B**) for more information.

The Utility Liaison must utilize Centraport to check whether the applicant's/participant's current fuel vendor participates in the HEAP program.

If the applicant/participant has a participating fuel vendor, the Utility Liaison must proceed to contact HEAP to initiate a HEAP application over the telephone.

If an applicant's/participant's current fuel vendor does not participate in the HEAP program, the applicant/participant must be advised to select a new participating vendor from which to receive his/her emergency supply of fuel, unless the applicant/participant is under a service contract plan with the non-participating vendor.

The HEAP telephone number for questions from fuel vendors is **(212) 331-3526**.

When a new vendor is selected, the Utility Liaison is responsible for:

- obtaining verification from the new vendor that they will accept the applicant/participant as a customer.
- entering information about the participating vendor or the applicant's/participant's service contract exemption on Form **M-858m**.
- faxing Form **M-858m**, along with the vendor's verification, to HEAP Central.
- contacting HEAP to initiate a HEAP application over the telephone.

If an applicant/participant refuses to use a participating fuel vendor, a referral must still be made to HEAP via Form **M-858m**.

Utility Liaison  
Responsibility

Once HEAP Central has informed the Utility Liaison of the preliminary HEAP determination, the Utility Liaison must inform the JOS/Worker of the decision.

HEAP Central will determine whether the household has already applied for and/or received the regular HEAP grant. If not, the application will be evaluated for regular HEAP before an "E" HEAP grant is considered.

In cases where the JOS/Worker has determined that a HEAP benefit has already been issued (Special Grant Code **80** is indicated in the **Benefits Issuance** screen), the Utility Liaison must ask HEAP Central about the availability of an "E" HEAP grant before the Agency considers issuing a utility arrears payment.

In any case where both regular HEAP and "E" HEAP are unavailable (for example, the applicant/participant has exhausted his/her HEAP benefits for the current program year or the HEAP program has closed for the current program year), the Agency must determine the applicant's/participant's eligibility for an emergency CA grant to meet the need.

Applicants for Ongoing CA or One-Shot Deals

Applicants for “E” HEAP who fail to comply with a HEAP eligibility requirement are considered to have failed to apply for a benefit or resource and will be ineligible to receive an emergency CA grant to meet the same need.

If HEAP denies the application based on the HEAP applicant’s refusal to select a participating vendor, the applicant will also be ineligible for an emergency fuel delivery through the Emergency Assistance to Adults (EAA) or Emergency Assistance to Needy Families with Children (EAF) programs, because he/she has refused to utilize an available HEAP benefit to reduce his/her need for an emergency CA grant.

When the applicant’s request for an EAA/EAF grant is denied due to his/her refusal to choose a participating vendor, the JOS/Worker must use Rejection Code **Y95** (Application for Emergency Assistance Only), and Form **W-145HH** must be mailed to the applicant to notify him/her that the request has been denied.

HEAP will inform the Utility Liaison of all decisions for applicants/participants referred by a Job Center.

### Heat-related Utility Shutoffs

Individuals may be eligible for more than one “E” HEAP benefit.

When an individual informs the Job Center of a utility shutoff that affects the CA household’s ability to provide heat or operate heating equipment (e.g., an oil furnace that runs on gas or electricity), the JOS/Worker must refer the case to the Utility Liaison via Form **M-858m**. Before the JOS/Worker considers any CA participant who pays separately for heat for a recoupable emergency heating or utility shutoff grant (code **41**), the case must be evaluated for HEAP eligibility. The Utility Liaison will verify HEAP eligibility.

If a vendor has issued a shutoff notice or if the HEAP payment has not yet been processed, the Utility Liaison must contact HEAP Central. For those Utility Liaisons with HEAP access codes, check the HEAP system to see if a HEAP application is pending or has been processed.

All “E” HEAP payments for heat-related utility shutoffs and “no heat” emergencies must be handled by HEAP.



Staff must evaluate the participant's eligibility for the nonrecoupable Special Grant (code **50**) prior to considering a recoupable allowance.

If HEAP and "E" HEAP benefits have been exhausted, the individual may be eligible for a nonrecoupable Special Grant (code **50**) or a recoupable Special Grant (code **41**).

For CA heating households with gas and electric needs who have exhausted their HEAP and "E" HEAP benefits, refer to [PD #07-14-ELI](#).

### Heating Equipment

Boiler and Furnace Repair

If the applicant/participant owns heating equipment and the heating equipment is unsafe or inoperable, he/she may access emergency benefits for repair more than once in the program year. However, the cumulative total of benefits authorized for repair may not exceed \$3,000 in the program year without approval from the New York State Office of Temporary and Disability Assistance (OTDA). In this instance HEAP is responsible for contacting OTDA.

For approval of an "E" HEAP grant for repairs, the applicant/participant must provide two estimates for the proposed repair work. The estimate must state what is wrong with the boiler/furnace, itemize the necessary repairs, itemize the cost, and indicate the warranty for parts and labor.

Boiler and Furnace Replacement

If the applicant/participant owns the heating equipment and it is beyond repair, he/she may be considered for an emergency boiler/furnace replacement. If a boiler/furnace replacement is warranted, two different vendors must provide estimates detailing the problem with the boiler/furnace and affirm that it is beyond repair.

These estimates must include the itemized cost and warranty for a replacement.

Criteria for emergency boiler/furnace repair or replacement

To qualify for an emergency boiler/furnace repair or replacement, the applicant/participant who applies for “E” HEAP must meet all of the following criteria:

- Own and reside in a one- or two-family house.
- Be applying for repair/replacement of the heating equipment that provides the primary heat for the household.
- Meet HEAP income eligibility criteria (refer all HEAP-eligible applicants/participants to the Utility Liaison to initiate a HEAP application; the Utility Liaison must contact HEAP).
- Own the heating equipment for which the “E” HEAP grant is being requested.
- Have no liquid resources in excess of \$3,000 per household.

If a CA applicant/participant meets the above criteria, the JOS/Worker must have the Utility Liaison call HEAP Central to initiate the HEAP application. The Utility Liaison will then fax all required documentation (including two estimates for the proposed replacement) to HEAP. All “E” HEAP payments must be authorized and issued by HEAP. HRA HEAP is the only New York City agency authorized to approve a vendor and payment for HEAP boiler repair or replacement under the HEAP program.

Refer to [PD #07-14-ELI](#) for more information on the Utility Process.

The Utility Liaison is responsible for:

- obtaining a breakdown of utility arrears.
- determining whether an applicant/participant should be referred to HEAP.
- completing Form **M-858m**, including the “Utility Liaison Recommendation” section of the form, and calling HEAP Central at **(212) 824-4956** for verification of HEAP information (calls are accepted from the Utility Liaison only).

**Assessment for Emergency Assistance**

If an applicant/participant is ineligible for HEAP or has exhausted the “E” HEAP grant and has another shutoff, the Utility Liaison will assess his/her eligibility for a payment under the EAA, EAF, and Emergency Safety Net (ESN) programs.

**Weatherization**

Weatherization enables low-income families to permanently reduce their energy bills by making their homes more energy efficient. Applicants/participants who need weatherization referral services should be advised to call the Division of Housing and Community Renewal at **(866) 275-3427**.

**Homebound Applicants/Participants**

Heat-Line, which functions as the homebound unit for HEAP, may forward completed CA applications to Job Centers from Non Cash Assistance (NCA) homebound families who have already received “E” HEAP payments from HEAP and now have another utility emergency. Emergency assistance to this at-risk group should not be delayed. Heat-Line’s telephone number, **(212) 331-3150**, must be provided to homebound applicants/participants who contact the Center directly.

**Commitment to Pay Energy Provider**

New Information

Once a commitment has been made to pay a utility or non-utility energy provider, the Agency must make the payment. Payment must be made even if, after making the commitment, further investigation determines that the recipient was not eligible for assistance. The only exception is when the Agency contacts the energy provider and the energy provider agrees to allow the district to rescind the commitment. In this situation, the Agency is not obligated to make the payment.

**PROGRAM  
IMPLICATIONS**Paperless Office  
System (POS)  
Implications

In order for the fuel allowance to generate in the CA budget through POS, users must:

- click “Yes” in the Shelter (Housing) Expenses window for the question: Do You (Or Anyone Who Lives With You) Have A Heat Bill Separate From Your Rent Or Shelter Expense? Once “Yes” is clicked, a “Response to Question” drop-down window will appear:

- ensure that all information in the drop-down window is entered regarding the fuel type, account number, and company’s name and address, and click on the OK button.

Food Stamp Implications

FS applicants/participants who receive a regular and/or “E” HEAP grant are automatically eligible to receive a Level I Standard Utility Allowance (SUA).

A \$1.00 Regular HEAP benefit will be provided for FS participants residing in subsidized housing with Shelter Type Code **02, 38, or 40**; and for those residing in a congregate care facility or group home with Shelter Type Code **10,12, 13, 15, 16, 17, or 42**; and NYSNIP cases with Shelter Type Code **96 or 97**.

Medicaid Implications

There are no Medicaid implications.

**LIMITED ENGLISH SPEAKING ABILITY (LESA) IMPLICATIONS**

For Limited English Speaking Ability (LESA) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #10-12-OPE](#) and [PD #08-20-OPE](#).

**FAIR HEARING  
IMPLICATIONS**

Individuals who request an “E” HEAP payment are entitled to a Fair Hearing. Upon receipt of a Fair Hearing Request form (**OAH-1891**) from OTDA regarding the individual’s request for an “E” HEAP payment, the Fair Hearing and Conference (FH&C) Supervisor I/ Associate Job Opportunity Specialist I (AJOS I) will place Form **OAH-1891** in an Individual Record of Fair Hearing Activity folder (**W-98A**). HEAP Central prepares the packet and represents the Agency at Fair Hearings.

The Conference telephone number for HEAP is **(212) 331-3524**.

**REFERENCES**

[HEAP Manual](#)

10-INF-19

GIS 10 TA/DC025

[GIS 09 TA/DC033](#)

[GIS 07 TA/DC018](#)

18 NYCRR 351.1(b)(2)(iii)


18 NYCRR 393.4

**RELATED ITEMS**

[PD #07-14-ELI](#)

[PD #10-22-SYS](#)

**ATTACHMENTS**

 Please use Print on Demand to obtain copies of forms.

**Attachment A** HEAP Field Office Locations For The 2010-2011 HEAP Season

**Attachment B** Guide to Accessing the HEAP Participating Vendor List from CentraPort

**M-858m** Utility Arrears/Emergency Heating (Rev. 12/11/09)

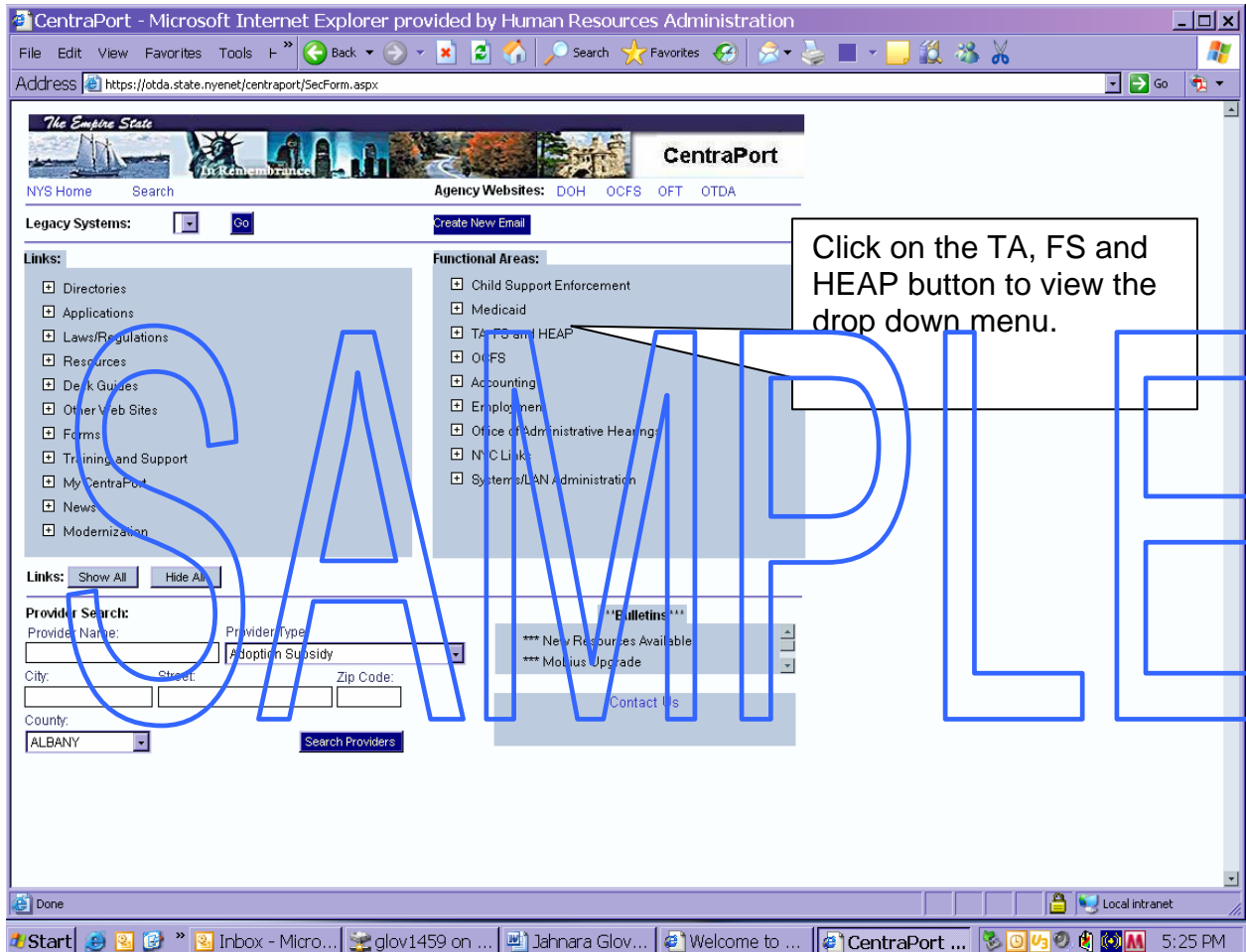
Attachment A

**HEAP Field Office Locations For The 2010-2011 HEAP Season**

<b>HEAP OFFICE</b>	<b>ADDRESS</b>
Bronx Field Office	1932 Arthur Avenue, Bronx, NY 10457 Lobby
Brooklyn	1 Metrotech Center, Bklyn, NY 11201 Lobby
Brooklyn	1535 Pitkin Avenue, Bklyn, NY 11212 Lobby
Brooklyn Job Center	210 Livingston Street, Bklyn, NY 11201 2nd Floor
Brooklyn/Coney Island Job Center	3050 West 21st Street, Bklyn, NY 11224 3rd Floor
Manhattan Field Office	340A West 34th Street, New York, NY 10001 Lobby
Manhattan	122 East 124th Street, New York, NY 10035
Manhattan	2 Washington Street, New York, NY 10004 8th Floor
Queens NYC Councilmember Office	21-23 Birdsall Avenue, Far Rockaway, NY 11691
Queens	325 37th Street, Far Rockaway, NY 11691
Queens	89-67 162nd Street, Queens, NY 11432 Lobby
Queens Field Office	33-28 Northern Blvd, Queens, NY 11101 Mezzanine
Queens Job Center	165-08 88th Avenue, Jamaica, NY 11432 4th Floor
Queens Borough Office	120-55 Queens Boulevard, Queens, NY 11424 Suite 225
Staten Island Field Office	10 Richmond Terrace, S.I., NY 10301 4th Floor
Staten Island	2031 Forest Avenue, S.I., NY 10303 Lobby
Staten Island Job Center	201 Bay Street, S.I., NY 10301 2nd Floor

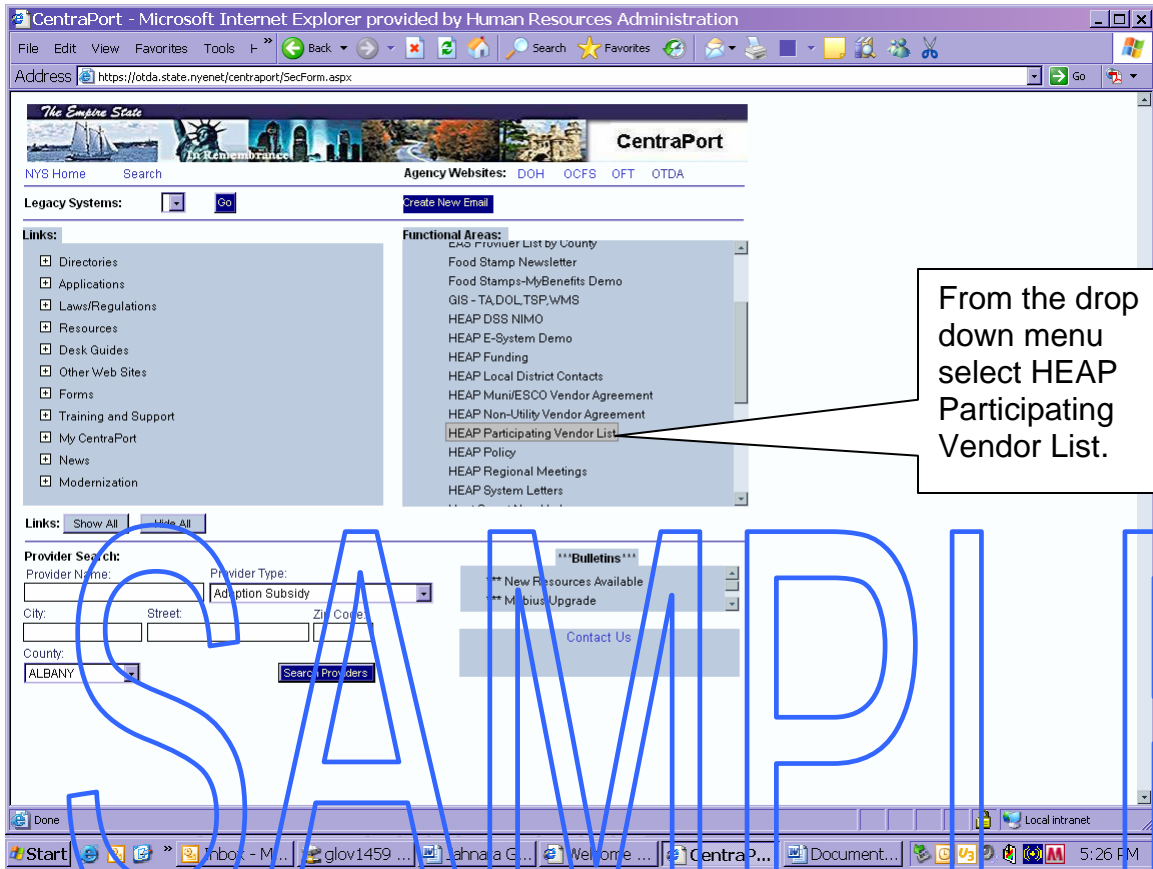
If you are mailing in your application, please submit it to:  
HEAP  
PO Box 1401  
Church Street Station  
New York, NY 10008

## Guide to Accessing the HEAP Participating Vendor List from CentraPort



- Log into CentraPort to access the CentraPort home page
- From the home page, click the "+" next to TA, FS and HEAP to view the drop-down box

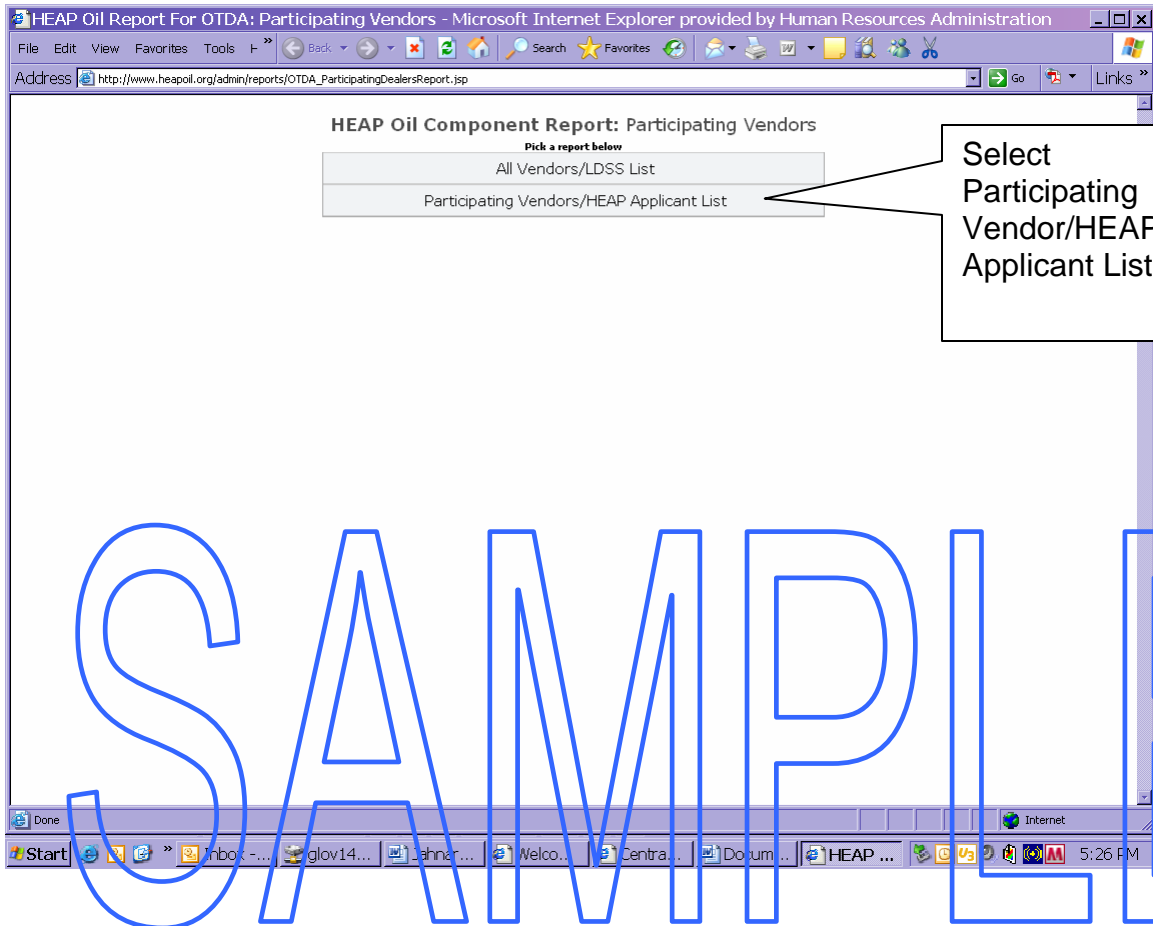
Attachment B  
Page 2



- From the drop-down menu, select “HEAP Participating Vendor List”



**Attachment B**  
Page 3



- Selecting the Participating Vendor/HEAP Applicant List will give you a list of participating vendors in the county you select, without the need for an additional password.
- Selecting All Vendor/LDSS List requires the entry of a password.

## Attachment B

### Page 4

HEAP Oil Component Report: Participating Vendors

Pick a report below

All Vendors/LDSS List

Participating Vendors/HEAP Applicant List

Select a county

Select fuel type

New York City

Oil/Kero/Blend

Go >>

Select New York City from the drop down menu, then select the fuel type and click the **Go** button.

SAMPLE

- Select “New York City” from the drop-down menu in the “Select a County” field.
- Select the appropriate fuel type from the drop-down menu in the “Select a Fuel Type” field.

# Attachment B

## Page 5

HEAP Participating Vendor Report

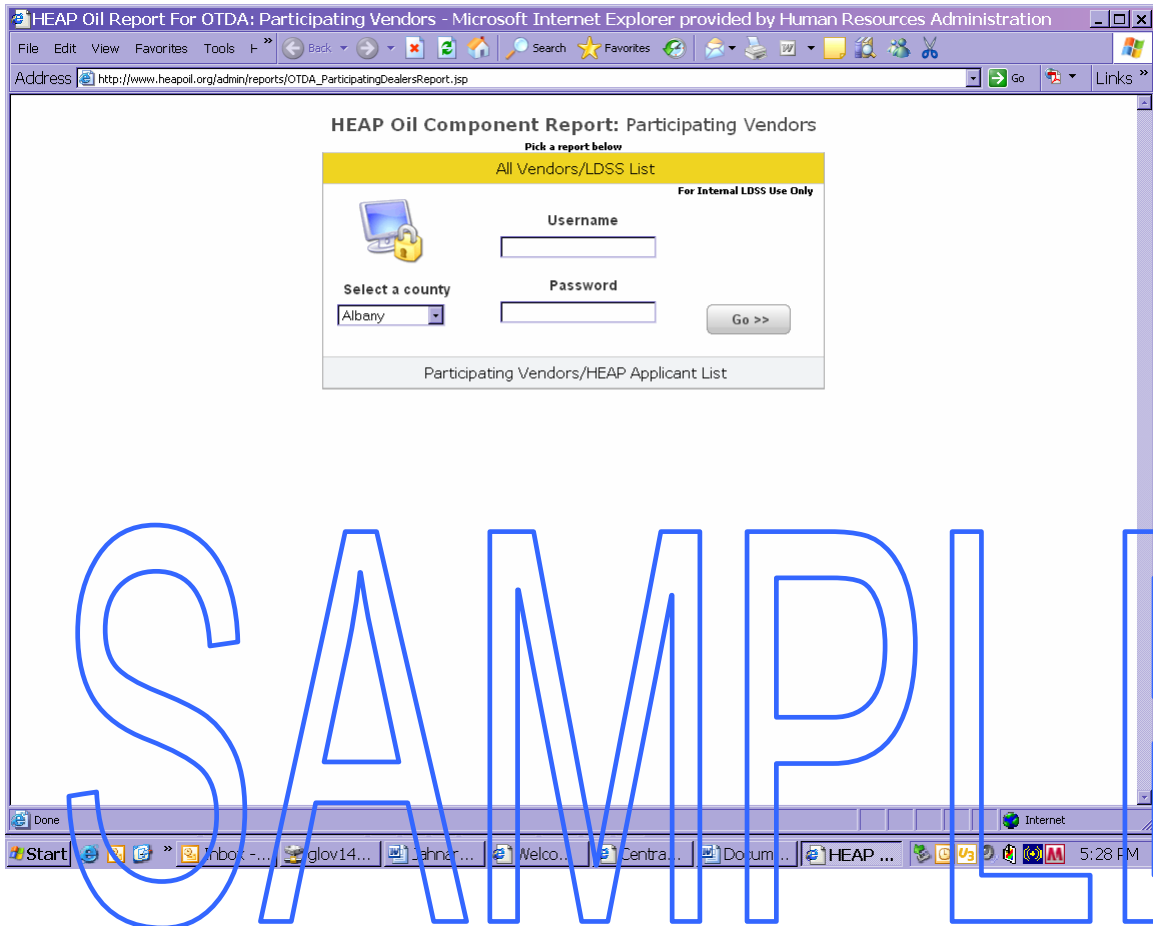
County: **New York City**  
[Print this report](#)

Total Participating Dealers: **156**

You can print this page by right-clicking and selecting print. Be sure to select "landscape" for page orientation  
Click dealer name for more information (password required)

County ID	Name	Address	Phone	Fuels Offered	Accepting New Customers	Offers Service
0	24 Hour Oil Delivery Corp. DBA: Associated Fuel Corp.; Morningside Fuel Oil Corp.; Brook Fuel Co.; Heatmaster; Terminal Oil; Peerless Oil; Peoples Oil; Black Gold	431 East 165 St. Bronx, NY 10456	718-401-2500	Oil, Furnace Repair	Yes	Yes
0	A & N Petroleum Corp. A.P.R.A. Fuel Oil	64 Highland Avenue New Rochelle, NY 10801	914-637-0070	Oil, Furnace Repair	Yes	Yes

- A separate window appears showing all of the participating vendors that match the entered search criteria.



- If All Vendors/LDSS List is selected, enter the appropriate Username and Password, select the county from the drop down menu and click on the **Go** button.

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_  
Job Center: \_\_\_\_\_

### UTILITY ARREARS/EMERGENCY HEATING

#### APPLICANT/PARTICIPANT INFORMATION

Case Name: \_\_\_\_\_ Case Number: \_\_\_\_\_ Caseload: \_\_\_\_\_  
Social Security Number: \_\_\_\_\_ Telephone Number: \_\_\_\_\_  
Address: \_\_\_\_\_ Program Type (check  one):  
\_\_\_\_\_  CA  NCA FS  SSI  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

#### UTILITY ARREARS

Utility Company: \_\_\_\_\_ Account Number: \_\_\_\_\_  
Name on Account: \_\_\_\_\_ Service is:  On  Off Date: \_\_\_\_\_  
HEAP payment received?  Yes  No  Utility guarantee/restriction in effect – code:\* \_\_\_\_\_  
Is the utility service required to provide heat or operate heating equipment?  Yes  No  
Additional Information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
JOS/Worker's Signature \_\_\_\_\_ Date \_\_\_\_\_

#### EMERGENCY HEATING

Type of Heating Equipment:  Boiler/Furnace  Other: \_\_\_\_\_  
 Oil: Vendor's Name: \_\_\_\_\_ Account Number: \_\_\_\_\_  
HEAP payment received?  Yes, amount: \$ \_\_\_\_\_  
 No  Pending: HEAP Application Date: \_\_\_\_\_  
Emergency HEAP payment received?  Yes, amount: \$ \_\_\_\_\_  
 No  Pending: HEAP Application Date: \_\_\_\_\_  
Resource Amount Available: \_\_\_\_\_ Other Household Income:<sup>†</sup> \_\_\_\_\_

Does the applicant/participant own the home?  Yes  No  
Is the applicant/participant the tenant of record?  Yes  No

\* Enter code from Element 044 of the TAD

† Verification required

**EMERGENCY HEATING** (continued)

**Vendor Status** (check  one) (Refer to Participating Vendor List):

- Participating Vendor       Non-Participation Vendor

**Non-Participating Vendor Payment Plan Type** (check  the type of plan in which the applicant/participant is currently enrolled.)

- Pre-Payment Purchase Plan     Price Per Gallon Capped or Locked in Plan     Monthly Budget Plan  
 Annual Service Contract Plan     Other Type of Contract Plan

If applicant/participant is **NOT ENROLLED** in a Price Protection Plan, Budget Plan or Service Contract with a Non-Participating Vendor, ask the applicant/participant to switch to a participating vendor.

Is the applicant/participant willing to select a new vendor?  Yes     No    If Yes, complete vendor information below:

New Vendor Name: _____	Old Vendor Name: _____
Address: _____	Address: _____
_____	_____
Telephone Number: _____	Telephone Number: _____
_____	_____

Additional Information: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Worker's Signature \_\_\_\_\_

Date \_\_\_\_\_

**UTILITY LIAISON RECOMMENDATION**  
(Breakdown)

Amount	From	To
\$		
\$		
\$		
\$		

Service is:     On     Off

Date of termination: \_\_\_\_\_

Turn-off notice:     Yes     No

Heating     Heat-Related

If applicant/participant has a payment plan with a non-participating vendor, obtain verification from vendor and indicate how plan was verified:  
 \_\_\_\_\_

If applicant/participant has chosen a participating vendor, obtain verification that the new vendor will accept the applicant/participant as a customer.

**Refer applicant/participant to HEAP Central?**  Yes    Application initiated on \_\_\_\_\_  No  
 (date)

**\*If yes**, do not request an extension from the utility company; an extension will be obtained at HEAP Central. If the emergency is imminent, obtain the extension and notify HEAP Central. If **no**, provide reason and additional information.

**UTILITY LIAISON RECOMMENDATION (continued)**

**Extension Granted at Center:**  Yes Expiration date: \_\_\_\_\_  
Reason Requested: \_\_\_\_\_

No Reason: \_\_\_\_\_

**PAYMENT RECOMMENDED:** Code: \_\_\_\_\_ Amount: \$ \_\_\_\_\_ Period Covered: \_\_\_\_\_  
Abeyance amount: \$ \_\_\_\_\_ Forms/letters required: \_\_\_\_\_

**HEATING EQUIPMENT:**  Replacement amount: \$ \_\_\_\_\_  Repair Amount: \$ \_\_\_\_\_

Additional Information: \_\_\_\_\_

**UTILITY LIAISON INFORMATION**

Name: \_\_\_\_\_ Telephone No: \_\_\_\_\_

Fax No: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Group Supervisor's Name: \_\_\_\_\_

Group Supervisor's Telephone No: \_\_\_\_\_

Group Supervisor's E-mail Address: \_\_\_\_\_

Utility Liaison's Signature \_\_\_\_\_ Date \_\_\_\_\_

**HEAP REFERRAL OUTCOME**

Date HC Sent to Job Center: \_\_\_\_\_ Time: \_\_\_\_\_  
(HEAP comp. sys. populates in real time) (HEAP comp. sys. populates in real time)

Regular Approved: \_\_\_\_\_

Primary (Heating) Emergency Approved: \_\_\_\_\_

Heat-Related Emergency Approved: \_\_\_\_\_

Regular HEAP Case Pended: Reason: \_\_\_\_\_

Case Denied: Reason: \_\_\_\_\_

**SUPERVISORY REVIEW**

**Applicant/participant eligible for HEAP?**  Yes If Yes, amount: \_\_\_\_\_ Code: \_\_\_\_\_

No **If No, is a payment authorized by Center?**

Yes  No

**Is verification of HEAP evaluation in the case record?**  Yes  No

Additional Information: \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_

E-Mail Address \_\_\_\_\_

Date \_\_\_\_\_

---

---

**MANAGERIAL REVIEW**

- Evidence of emergency HEAP evaluation in case record\*       Case action correct
- Issuance code is correct

\*\*\*REMINDER\*\*\*

**\*DO NOT** provide authorization for payment of a heat-related emergency unless there is verification that the household was **first** evaluated and has been determined **ineligible** for emergency HEAP benefits.

**Approved**

\_\_\_\_\_  
Signature of Assistant to the Deputy Director

\_\_\_\_\_  
Date

**Not Approved** (HEAP evaluation required)       **Not Approved** – Inappropriate issuance code

\_\_\_\_\_  
Signature of Assistant to the Deputy Director

\_\_\_\_\_  
Date

SAMPLE