



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner  
Office of Procedures

## POLICY DIRECTIVE #16-23-ELI

*(This Policy Directive Replaces PD #14-01-ELI)*

### REVISIONS TO UTILIZING HEAP TO MEET ENERGY EMERGENCIES

<b>Date:</b> November 29, 2016	<b>Subtopic(s):</b> Utility Arrears
<b>AUDIENCE</b>	The instructions in this policy directive are for staff in Job Centers and Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Centers and are informational for all other staff.
<b>REVISIONS TO THE PRIOR DIRECTIVE</b>	<p>This Policy Directive has been revised as follows:</p> <ul style="list-style-type: none"> <li>• The opening and closing dates for all components of the Home Energy Assistance Program (HEAP) have been included for the 2016-2017 heating season. These components are: <ul style="list-style-type: none"> <li>▪ Regular HEAP benefits;</li> <li>▪ Emergency HEAP(“E” HEAP) benefits;</li> <li>▪ Cooling Assistance benefits;</li> <li>▪ Heating Equipment Clean and Tune benefits; and</li> <li>▪ Heating Equipment Repair and Replacement (HERR) benefits.</li> </ul> </li> <li>• To announce the HEAP benefit amounts for the 2016-2017 heating season.</li> <li>• To announce the changes in the eligibility for “E” HEAP benefits.</li> <li>• The HEAP Office Addresses for the 2016-2017 HEAP Season (<b>Attachment A</b>) have been updated.</li> </ul>
<b>POLICY</b> Revised	<p>HEAP provides grants to assist low-income families and individuals who pay separately for heat and/or heat-related utility service.</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. Households already in receipt of cash assistance (CA) or SNAP benefits are categorically income eligible for HEAP.</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 Central must resolve the emergency crisis within 18 hours and within 48 hours if the heat loss is imminent. Imminent heat loss is when the household is in danger of losing their source of heat in the following circumstances:

Revised  
Refer to [16-LCM-16](#)

- Has less than 1/4 tank of oil, kerosene, or propane.
- Has less than a 10 day supply of fuel.
- Is scheduled to have the heat/heat related utility service terminated.

The Family Independence Administration (FIA) 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

New information  
Refer to [16-LCM-16](#)

The 2016–2017 HEAP season began on November 14, 2016, for Regular HEAP benefits. The anticipated closing date for the Regular component is March 15, 2017.

The “E” HEAP season begins on January 3, 2017. The anticipated closing date for the Emergency component is March 15, 2017.

New information  
Refer to [16-LCM-16](#)

Applications for the Heating Equipment Repair and Replacement (HERR) component must be accepted beginning November 7, 2016. This component will operate until March 15, 2017 or until funding allocated to this component is exhausted, whichever comes first.

Applications for Cooling Assistance must be accepted beginning May 1, 2017. The Cooling component will operate until August 31, 2017 or until funding allocated to this component is exhausted, whichever comes first.

If funding is available, applications for the 2017 Heating Equipment Clean and Tune component must be accepted beginning August 1, 2017. The Clean and Tune benefit will operate until November 3,

2017 or until funding allocated to this component is exhausted, whichever comes first.

The dates for these program components may be adjusted based on the amount and timing of receipt of federal funding. Applications for all components must be accepted through the specified closing date for each component.

## Regular HEAP Criteria

HEAP is available when one or more of the following criteria apply:

- The household meets HEAP income eligibility and resource criteria.
- The applicant is the customer of record or the spouse/surviving spouse of such customer who is living in the household.
- 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 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:

Additional Emergency  
HEAP Criteria

- 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 **(718) 557-1399**, or **311**, or by visiting one of the HEAP offices. See **Attachment A** for a list of HEAP offices.

Revised

**NOTE:** All CA or SNAP cases that were active in WMS on September 30, 2016 were evaluated for HEAP eligibility and if eligible, were automatically issued a Regular HEAP benefit.

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

HEAP criteria for oil Applications

All applicants who use oil or kerosene for heating must have a service contract agreement with a participating vendor.

See [PB # 07-56-ELI](#)

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.

HEAP applying households who use oil, kerosene, or propane for heating will have a one-time base benefit of \$600 paid on their behalf to the vendor.

Regular and Emergency Benefit Amount  
New information  
Refer to [16-LCM-16](#)

For the 2016-17 season, the benefit amounts for households who heat with oil, kerosene, or propane or a utility will remain the same. The benefit amount for households who heat with wood, wood products or coal has increased from \$500 to \$525. Additionally, the add-on benefit for Tier I households only, has increased from \$25 to \$26.

**REQUIRED ACTION****NCA SNAP Centers**

An NCA SNAP 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 **(718) 557-1399**, 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 the **Benefits Issuance** screen to see if a Special Grant Code **80** (Emergency HEAP Payment) has been issued.

If Special Grant Code **80** has been issued, the applicant/participant must be referred to the Utility Liaison.

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

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

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

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

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 Special Grant Code:
  - **10** – Utility Grant to Prevent Turn Off/Restore Services (Prior to PA);
  - **50** – Non-recoupable Utility Grant (No Mismanagement) when there is no evidence of mismanagement of funds; or
  - **41** – Utility Grant to Prevent Turnoff or Restore Utility Services (Mismanagement) when the emergency is caused by mismanagement of the household's shelter, energy, or fuel allowance. Code **41** is a recoupable grant.

CA Participants with  
Heat or Heat-Related  
Emergency Needs  
Decision Notification

When meeting a participant's emergency need (including energy emergencies), 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 an emergency cash grant. For example, the Agency may meet the declared energy emergency through a referral to the HEAP program, if the participant has not exhausted his/her current HEAP benefit, and he/she appears otherwise eligible for a HEAP grant.

Form **W-137B** must state the:

- HEAP referral is available and meets the participant's emergency need; or
- reasons for the denial of heat or heat related emergency benefits, 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, a new Form **W-137B** must be issued when the emergency need is met.

Applicants for Ongoing  
CA or One-Shot Deals  
Decision Notification

When meeting an applicant's emergency need (including energy emergencies), 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:

- HEAP is available and meets the applicant’s emergency need; or
- reasons for denial of heat or heat related emergency benefits.

When the resolution of the emergency is deferred to a later date, a new Form **W-145HH** 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 or participants, who pay for heat separately from their rent and meet tenant/customer of record requirements, have the fuel allowance included in their CA grants. The correct fuel and shelter type codes must be entered in the Welfare Management System (WMS) budget. This coding will also ensure that HEAP issues the correct grant amount in the future.

Utility Liaison Responsibility

Refer to [PD #14-12-ELI](#) for information on the utility process.

Upon receipt of Form **M-858m** 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 at **(212)-331-3118** to initiate a HEAP application over the telephone and follow the instructions of the HEAP representative. The HEAP representative may request certain documents be emailed.

Oil and Kerosene Households

For oil and kerosene households only, the Utility Liaison must ensure, before contacting HEAP, that Form **M-858m** confirms 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 that the 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 JOS/Worker must advise the applicant/participant to select a new participating vendor from which to receive his/her emergency supply of fuel.

If the applicant/participant is under a service contract plan with the non-participating vendor, he/she may still be eligible to receive a HEAP grant.

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.

Vendors may have questions about the HEAP program. The Utility Liaison may direct vendors to contact HEAP for information. The HEAP telephone number for questions from fuel vendors is **(212) 835-7216**.

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

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.

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

When 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 Job Center must determine the applicant's/participant's eligibility for an emergency CA grant to meet the emergency 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 Central 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 resource, the HEAP benefit, to reduce his/her need for an emergency CA grant.

When the applicant's request for a One-Shot Deal under EAA/EAF grant is denied due to his/her refusal to choose a participating vendor, the JOS/Worker must reject the case using 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.

### Heat-related Utility Shutoffs

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

When an applicant/participant 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 applicant/participant who pays separately for heat for an emergency heating or utility shutoff grant, 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 Central.

Staff must evaluate the applicant's/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 applicant/participant may be eligible for a nonrecoupable Special Grant (code **50**) or as a last resort a recoupable Special Grant (code **41**).

For CA heating households with gas and electric needs who have exhausted their HEAP and "E" HEAP benefits, process the utility arrears emergency in accordance with the current utility procedure. (see [PD #14-12-ELI](#))

## Heating Equipment

### Boiler and Furnace Repair

If the applicant/participant owns the heating equipment and the heating equipment is beyond repair (unsafe or inoperable), he/she may access emergency benefits for repair more than once in the program year. However, the cumulative total of HEAP 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 Central 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 (unsafe or inoperable), he/she may be considered for an emergency boiler/furnace replacement. If a boiler/furnace replacement is warranted, two different licensed vendors (such as Master Plumbers or Oil Burner Installers) must provide estimates detailing the problem with the boiler/furnace and affirm that it is beyond repair.

### 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 Central).
- Own the heating equipment for which the “E” HEAP grant is being requested.
- Have no liquid resources in excess of the \$2,000/\$3,000 limit 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 Central. 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.

### **Assessment for Emergency Assistance**

If an applicant/participant is ineligible for HEAP or has exhausted the “E” HEAP grant and has another shutoff, the JOS/Worker 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 Central 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**

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, who agrees to allow the district to rescind the commitment because service has not yet been rendered (no fuel delivery made or restoration of utility service performed). In this situation, the Agency is not obligated to pay.

**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:

The screenshot shows a 'Response to Question' dialog box with the following fields and options:

- Title:** Do You (Or Anyone Who Lives With You) Have A Heat Bill Separate From Your Rent Or Shelter Expense?
- Fuel Type:** Dropdown menu.
- Name On Bill:** Text field.
- Other:** Text field.
- Relation to Case Head:** Dropdown menu.
- Verified Fuel Type and Name:** Radio buttons for Yes and No.
- Fuel on Budget:** Radio buttons for Yes and No.
- Service is:** Radio buttons for On and Off.
- Service End Date:** Text field (00/00/0000).
- Arrears / Pending Shut Off / Less than 10 Day Supply of Fuel:** Radio buttons for Yes and No.
- Amount, Freq, Account Number, Company Name, Other Company Name, Company Address, Company Phone:** Text input fields.
- Participating Vendor?:** Radio buttons for Yes and No.
- Contract with company?:** Radio buttons for Yes and No.
- Expires:** Text field.
- Non-Participating Vendor Payment Plan Type:**
  - Price Protection Plan
  - Budget Plan with a Price Cap
  - Prepayment Plan
  - Service Contract
- Is the applicant/participant willing to select a new vendor?:** Radio buttons for Yes and No.
- New Vendor Information:** Company Name, Company Address, Company Phone fields.
- Old Vendor Information:** Company Name, Company Address, Company Phone fields.
- Fuel Restriction Type:** Dropdown menu.
- Restriction Name, Restriction Address:** Text input fields.
- Vendor City, Vendor State, Vendor Zip Code:** Text input fields.
- New Vendor
- Document... Scan Comment...:** Text input fields.
- Buttons:** OK and Cancel.

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

Electricity/Gas needed to operate heating equipment

If Electricity and/or Gas is separate from the rent or mortgage and is necessary to operate heating equipment the user must:

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

- ensure that all information in the drop-down window is entered including the fuel type, account number, and company’s name and address;
- click “Yes” for the question: **Is this a heat related utility? (Is gas or electricity necessary to run the furnace or thermostat?)**;
- click the OK button once the screen is completed.

SNAP Implications

SNAP households that are eligible for a Level 1 Standard Utility Allowance (SUA) will receive a regular and/or “E” HEAP auto payment.

Medicaid Implications

There are no Medicaid implications.

**LIMITED ENGLISH PROFICIENT (LEP) AND DEAF/HARD-OF-HEARING IMPLICATIONS**

For Limited English Proficient (LEP) and deaf/hard-of-hearing applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD # 16-14-OPE](#) and [PD # 16-16-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)-835-7216**.

**REFERENCES**

[HEAP Manual](#)  
[10-INF-19](#)  
[12-LCM-12](#)  
[GIS 12 TA/DC036](#)  
[GIS 12 TA/DC039](#)  
[GIS 13 TA/DC004](#)  
[16-LCM-16](#)  
 18 NYCRR 351.1(b)(2)(iii)  
 18 NYCRR 393.4


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**RELATED ITEMS**

[PD #10-22-SYS](#)  
[PB #07-56-ELI](#)  
[PD14-12-ELI](#)

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**ATTACHMENTS**

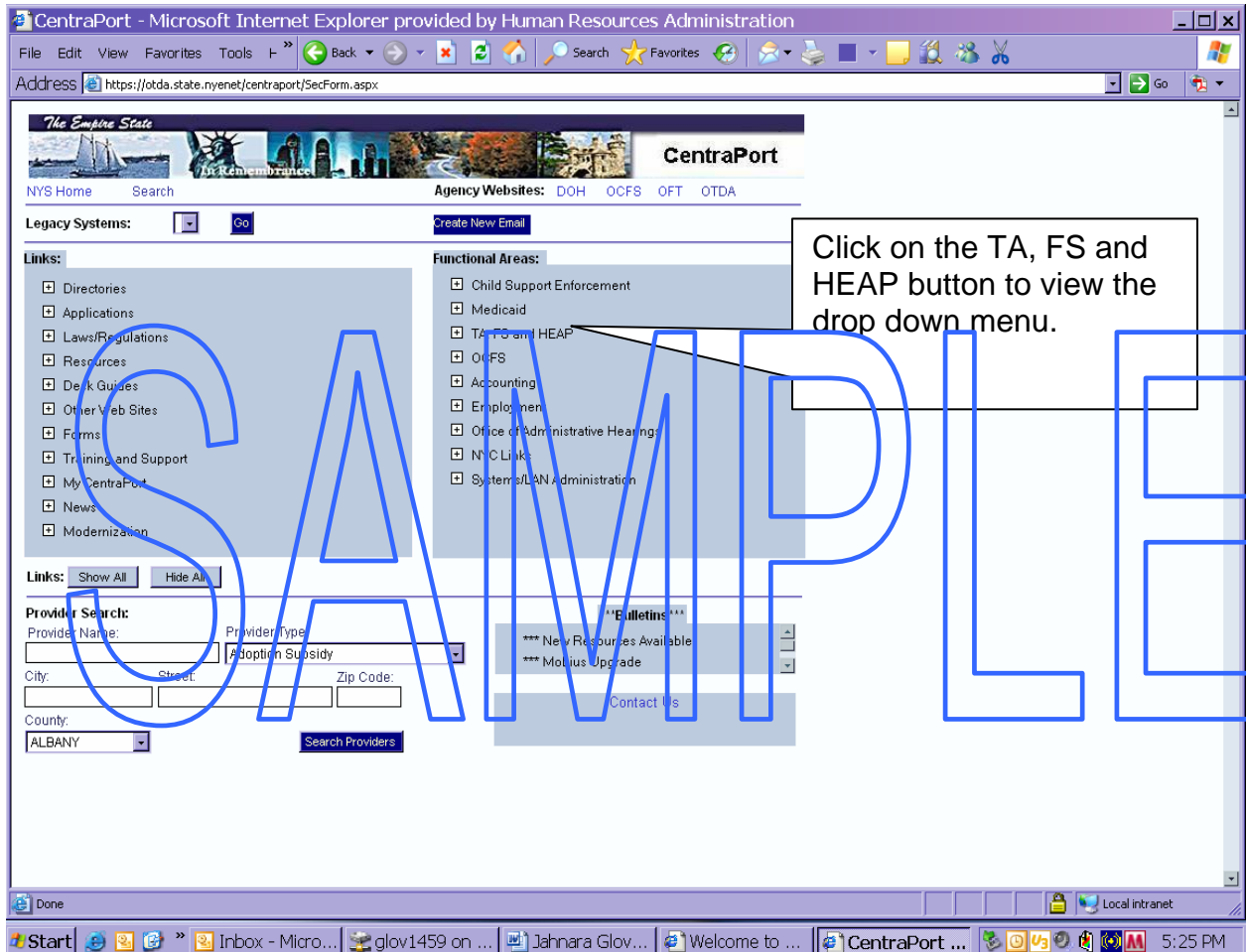
 Please use Print on Demand to obtain copies of forms.

**Attachment A** HEAP Season 2016-2017 Office Addresses  
**Attachment B** Guide to Accessing the HEAP Participating Vendor List from CentraPort  
**M-858m** Utility Arrears/Emergency Heating (Rev. 2/5/13)

## HEAP Season 2016-2017 Office Addresses

Location	Days of Operation	Floor	Borough	Zip
122 East 124-th Street	Monday - Friday	lobby	Manhattan	10035
1932 Arthur Avenue	Monday - Friday	lobby	Bronx	10457
1775 Grand Concourse	Monday-Friday	lobby	Bronx	10453
503-505 Clermont Avenue	Monday - Friday	4-th	Brooklyn	11238
3050 West 21-st Street	Monday - Friday	1-st	Brooklyn	11224
88 3-rd Avenue	Monday - Friday	1-st	Brooklyn	11217
1 Metro Tech Center	Monday - Friday	lobby	Brooklyn	11201
1535 Pitkin Avenue	Monday - Friday	lobby	Brooklyn	11212
165-08 88-th Avenue	Monday - Friday	6-th	Queens	11432
89-67 162-nd Street	Monday - Friday	lobby	Queens	11432
33-28 Northern Blvd	Monday - Friday	lobby	Queens	11101
325 Beach 37-th Street	Monday	lobby	Queens	11691
120-55 Queens Blvd, Room 225	Monday & Wednesday	2-nd	Queens	11424
1931 Mott Avenue, Room 410	Wednesday	4-th	Queens	11691
136-20 38-th Avenue, Room 10A	Wednesday & Thursday	10-th	Queens	11354
10 Richmond Terrace	Monday - Friday	4-th	Staten Island	10301
201 Bay Street	Monday - Friday	1-st	Staten Island	10301
2031 Forrest Avenue	Monday - Friday	lobby	Staten Island	10303
<b>HEAP Mailing Address</b>	<b>NYC HEAP            PO Box 1401            Church Street Station            New York, NY 10008</b>			

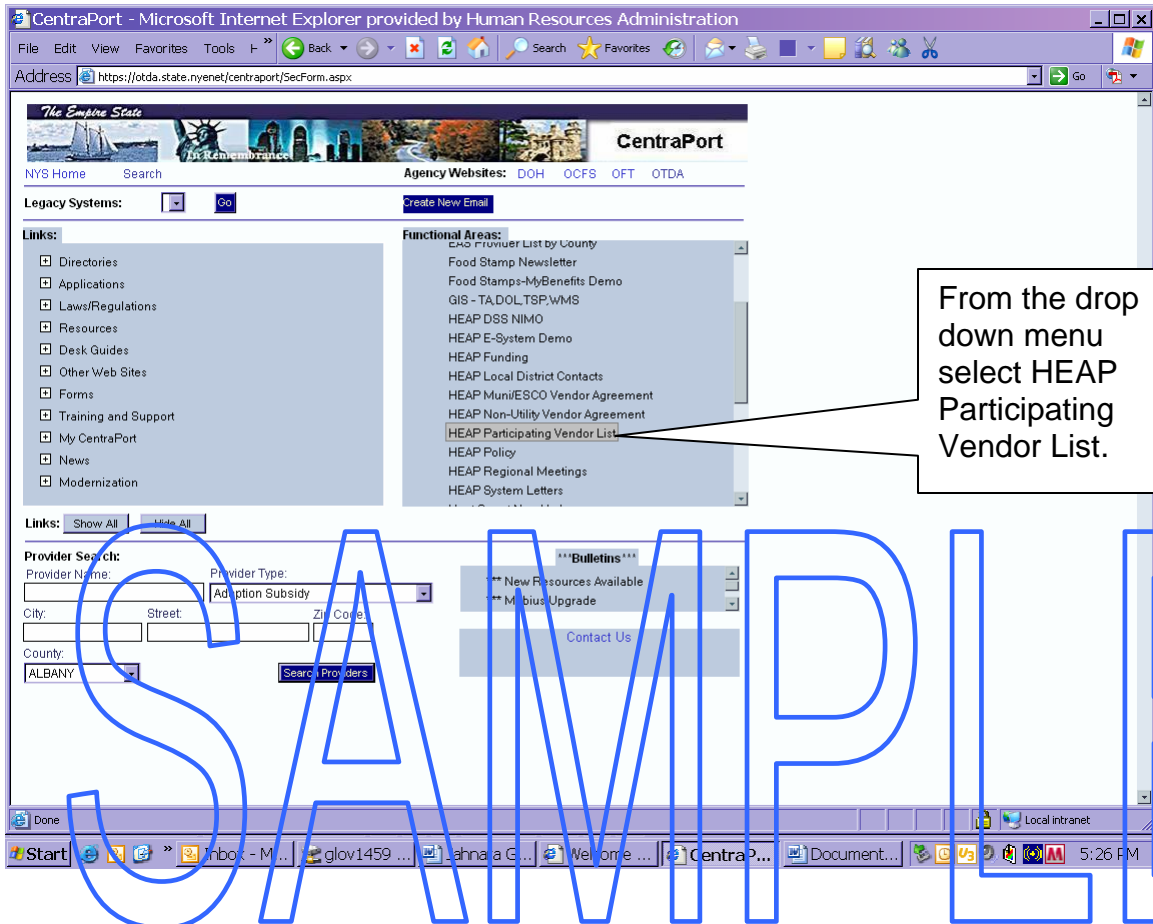
## Guide to Accessing the HEAP Participating Vendor List from CentraPort



- 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

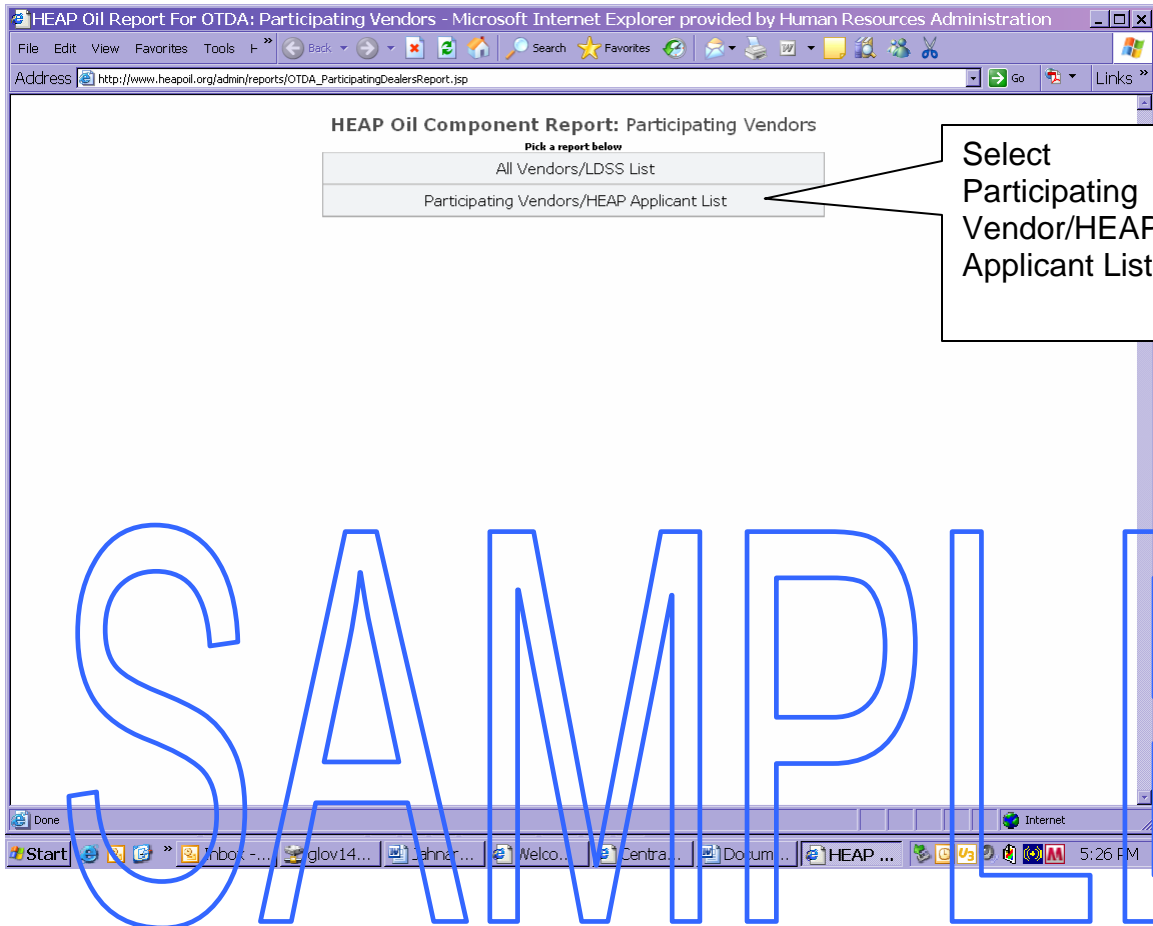


**Attachment B**  
**Page 2**



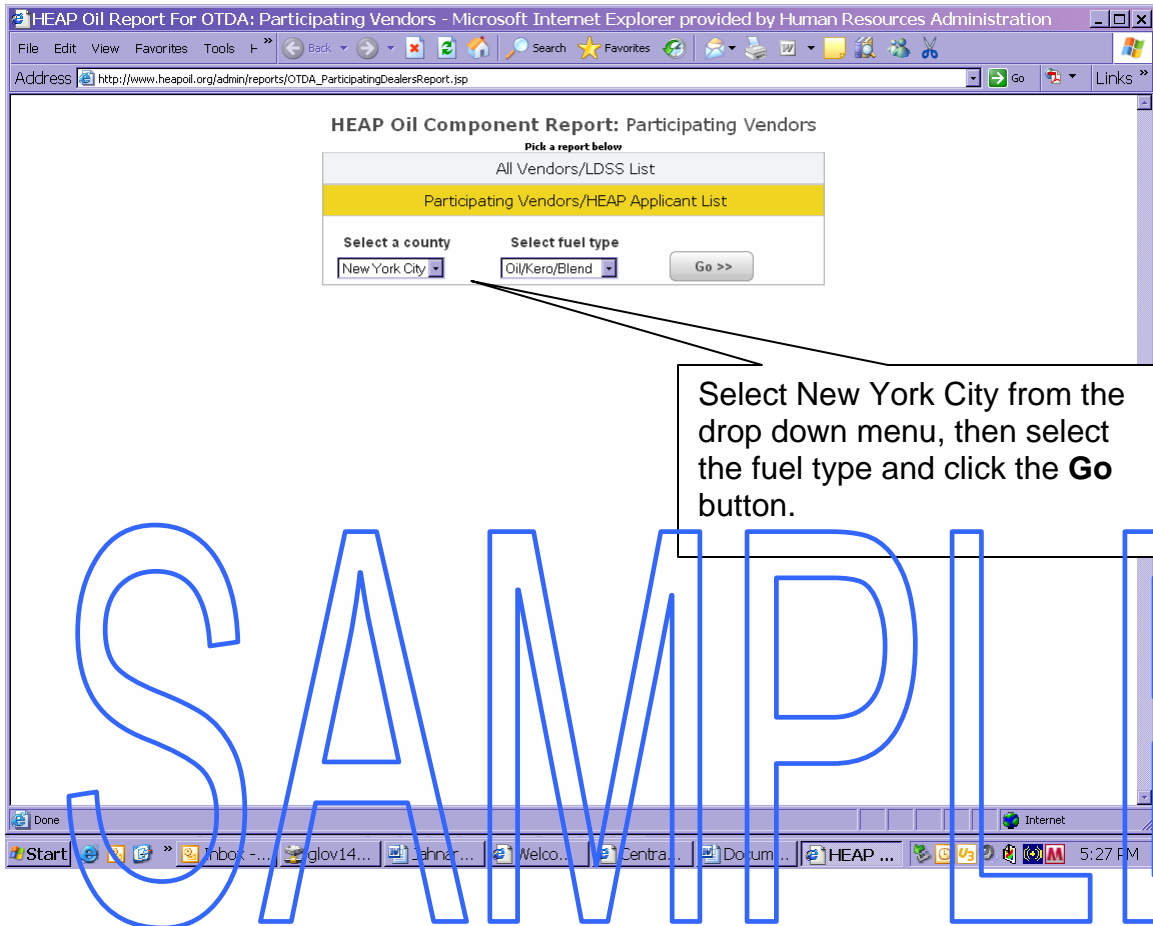
- From the drop-down menu, select “HEAP Participating Vendor List”

**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



- 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

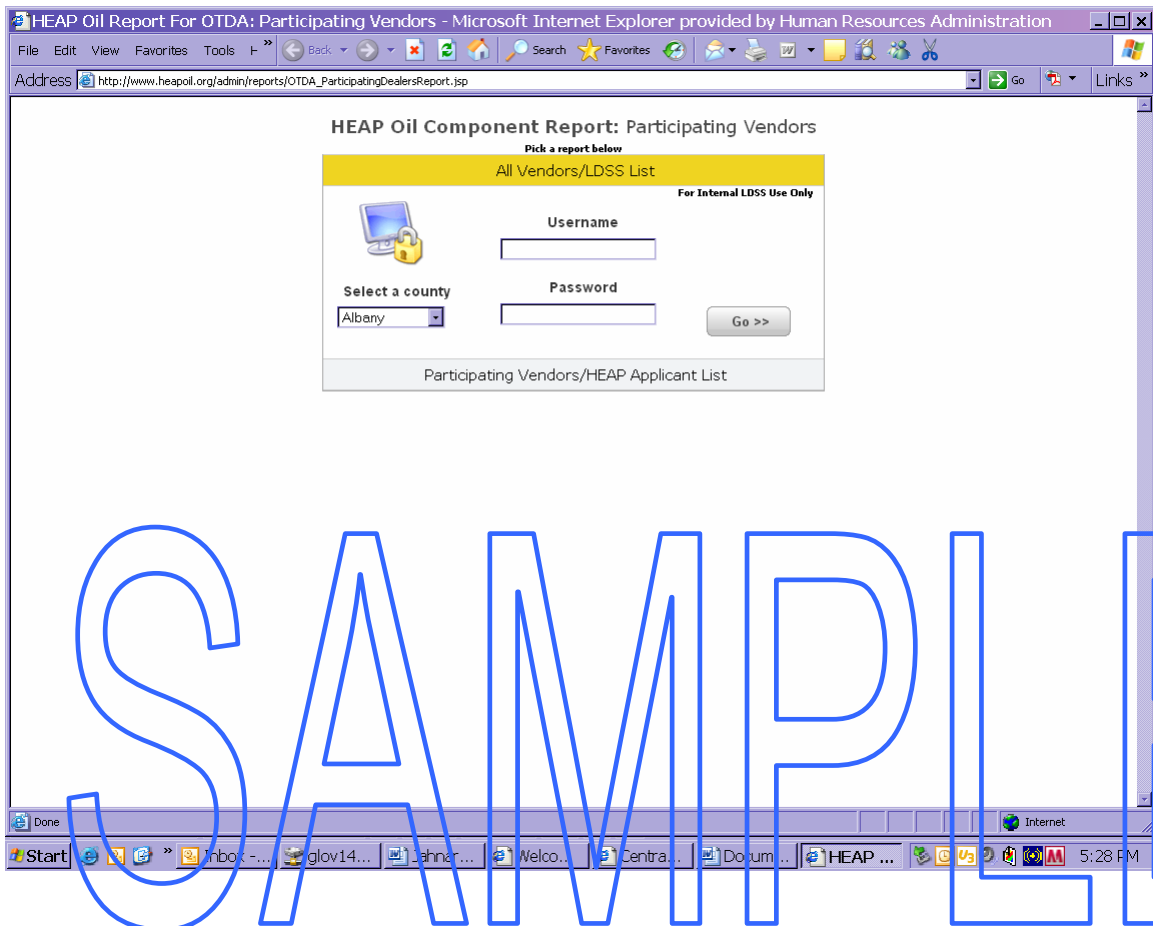
County: **New York City**

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 SNAP  SSI

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

SAMPLE

#### 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:† \_\_\_\_\_

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 \_\_\_\_\_

SAMPLE

**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 \_\_\_\_\_

**SAMPLE**

**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 \_\_\_\_\_



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**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