

## The 2016-17 Home Energy Assistance Program season is approaching.

- **HEAP Early Outreach mailing** to Senior Citizen and Disabled Households that received HEAP last season, began the week of **August 29, 2016**:
  - This household type (if they **are not** in receipt of TA or SNAP) will receive a paper application to complete for a 2016-17 Regular HEAP benefit.
  - All applications will be mailed over a 2-3 week period.
  - Please see below for complete early outreach details.
- **HEAP SNAP/TA Auto Pay**
  - Households that are in receipt of TA or SNAP benefits may have their HEAP Regular benefit calculated automatically and submitted to heating supplier in December or January.
  - Clients may call the HEAP Hotline (858-7644) on 10/3/16 or after, to verify that they are getting an auto pay. If they are not, we will assist them with the application process prior to official program opening.
  - Please see below for full auto pay details.
- **HEAP Heating Equipment (furnace) Repair and Replacement opens November 07, 2016**
- **HEAP Regular Benefit, for assistance with main source of household's heat, opens November 14, 2016**
- **HEAP Emergency Benefits for assistance with main source of heat and heat-related electricity opens January 3, 2017**

Mail in, in person, phone, electronic, and outreach access will be available in keeping with the policies of last season.

Complete 2016-17 HEAP information and guidelines will be available by vising:

<http://www2.erie.gov/socialservices/index.php?q=heap-home-energy-assistance-program>

### Regular HEAP

- Early Outreach Mailing:
  - The mail out of Early Outreach applications to Households **that received HEAP last season** and have a Senior Citizen, Disabled, or vulnerable member, will commence on 8/29/16 and last approximately three weeks. Please encourage clients/constituents who receive an application to submit it as soon as possible.
    - The only documentation needed from those who receive the early access application is copies of earned income (last 4 weeks proof of wages -pay stubs), if any.
    - Returning applicants are not required to submit proof of Social Security, SSD, workers compensation, unemployment, utility bills, or proof of residency.
    - New applicants (who may apply when the season officially opens 11/14/16), are required to submit documents supporting all income, ID, etc.
  - **The HEAP application request line (858-1969) will accept requests starting 10/03/16, from households who believe they should have received an early access application but did not,**

**and for those new to HEAP. However, we cannot mail out to, or process applications from new applicants until official program opening date.**

- The mail in application is for a Regular HEAP benefit only, for household's main source of heat. We can notify companies of approvals from early access applications when program opens. The approval may restore service, create a 30 day hold from termination of service, or result in a delivery of fuel, depending on the circumstances.

**No HEAP Benefits resulting from early access approvals will be promised or issued to heat supplier until HEAP officially opens on 11/14/16.**

- SNAP and TA HEAP Auto Pay:
  - Households who are receiving Temporary Assistance (TA) or Supplemental Nutrition Assistance Program (SNAP) may have the Regular HEAP benefit processed and credited automatically to their heating bill in December or January. These TA or SNAP households do not need to apply by mail or in person for Regular HEAP assistance. These Households will not receive an early outreach application.
  - **TA or SNAP clients wishing to verify an Auto Pay HEAP benefit may call the HEAP hotline (858-7644) on or after 10/03/16.**
  - The Auto Pay is for a Regular HEAP benefit only, for household's main source of heat. We can notify companies of approvals from the Autopay when program opens. The approval may restore service, create a 30 day hold from termination of service, or result in a delivery of fuel, depending on the circumstances.

**No HEAP Benefits resulting from an Autopay will be promised or issued to heat supplier until HEAP officially opens on 11/14/16.**

### **Emergency HEAP**

- Households that received a Regular HEAP benefit towards their **main source of heat**, and then subsequently receive a shutoff notice, or have a low heating fuel supply, may apply for an Emergency HEAP benefit beginning 1/3/17.
- Households with a shut off notice on a "heat-related" **electric bill** (main source of heat is not electric, but if electricity is shut off, heat will be affected) may apply for an Emergency HEAP benefit beginning 1/3/17.

### **Heating Equipment Repair/Replacement**

- HERR may assist HEAP eligible homeowners, who have minimal financial resources, with the cost of repair or replacement of essential heating equipment (furnace, boiler, etc.).
- To apply, **homeowner** or **authorized representative** must apply in person with all necessary documentation. An authorized representative is permitted to apply on behalf of homeowner, but must provide a statement signed by the homeowner. Reasonable accommodations will be explored for homebound applicants to assist with application requirements.

- **HERR Documentation Requirements:**
  - Two (2) furnace estimates from participating HEAP contractors
    - A participating contractor list is available by calling the HEAP hotline (858-7644) or visiting the HEAP Office 291 Pearl Street intake window.
  - Clients should ask contractors if they participate with HEAP, and ask for a free estimate.
  - Proof of income for all household members received within last 30 days.
  - 1 form of ID for all household members.
  - Proof of homeownership- Deed to home.
  - Current checking and/or savings account statements, proof of any stock, bonds, CDs, IRAs, etc.
  
  - **Renters are not eligible for HERR. Landlords may not apply for HERR for rental properties.**
  - **Homeowners must own and be residing in the property for the 12 months prior to the HERR application.**

**Weatherization Assistance Program and EmPower NY**

- HEAP eligible households may be eligible for free Weatherization (insulation, weather stripping, caulking, etc.) and Energy conservation (replacement of old refrigerators and inefficient lightbulbs) assistance.
- Homeowners and Renters may be eligible.
- To apply, client’s may call the HEAP Hotline at 858-7644.

**HEAP Orientation and Outreach**

- A series of HEAP orientation meetings will be held in late October or early November, and you will receive an invitation via email.
- HEAP Outreach sites, across the County, will commence in December.

**2016-17 HEAP Income Guidelines**

<u>Household Size</u>	<u>Gross Monthly Income limit at or below:</u>
1	\$2300
2	\$3007
3	\$3715
4	\$4423
5	\$5130
6	\$5838
7	\$5971
8	\$6103
9	\$6236
10	\$6369
11	\$6671
11+	+\$520 per HH member

The Home Energy Assistance Program is federally funded and assists eligible households with home heating costs and energy conservation. HEAP program components include benefit assistance for energy bills, furnace

repair or replacement, weatherization and energy conservation referral, and cooling assistance (in summer months; based on medical necessity). Last season, more than 108,000 HEAP benefits were received by Erie County residents.

Thank you for your partnership in helping Erie County residents obtain critical HEAP assistance.

**Jane Filipski**  
**Energy Programs Coordinator**

**Erie County Home Energy Assistance Program (HEAP)**

**478 Main Street**

**1<sup>st</sup> Floor.**

**Buffalo, NY 14202.**

**HEAP Hotline: 858-7644.**

**2016-09-01**