



Erie County Home Energy Assistance Program (HEAP)

2011-2012 Program Access Guidelines:

HEAP is a federally funded program that assists eligible households with the costs of home heating, electricity, and energy conservation. Approved benefits appear as a credit on Heat or Electric Bill

HEAP Hotline: 858-7644

HEAP Application Request Line: 858-1969

HEAP Income Guidelines; Monthly Household Gross Income can not exceed:

Household of 1: <u>\$2146</u>	2: <u>\$2806</u>	3: <u>\$3466</u>	4: <u>\$4127</u>	5: <u>\$4787</u>
6: <u>\$5447</u>	7: <u>\$5571</u>	8: <u>\$5695</u>	9: <u>\$5818</u>	10: <u>\$5942</u>

- HEAP Access Methods Effective November 16th 2011:
 1. If Service is OFF, or household is OUT of heating fuel (heat or heat related electricity*)
 - A household member or authorized representative** must report to HEAP for assistance
 - 478 Main Street, Buffalo- All Households receiving Temporary Assistance or Foodstamps, and Heads of Household under 60 years of age, non Vulnerable
 - 291 Pearl Street, Buffalo- Heads of Household 60 or older, or under 60 and Vulnerable (not receiving TA or FS)
 2. If Service is ON, but household has a current shut off notice or low supply (less than ¼ tank) of heating fuel (heat or heat-related electricity*)
 - Household member/authorized representative** may call the HEAP Hotline at 858-7644
 - A HEAP Hotline representative will examine the situation and direct the application process accordingly. Client may or may not need to report.
 3. If Service is ON, NO shut off notice and NO low fuel supply (heat or heat-related electricity*)
 - HH may call the Application Request Line at 858-1969 or pick up an application at HEAP office
 - HEAP will mail or provide an application packet and instructions at intake window.

Heating Equipment (Furnace) Repair or Replacement Assistance (HERR):

- A household member or authorized representative** may call HEAP Hotline for a HERR Application Instruction Packet OR report to HEAP for assistance
- Only HEAP eligible HOMEOWNERS are eligible for HERR assistance; **HERR Application Requirements:**
 1. Identification for everyone in the household (No ID required for Active TA or FS households)
 2. Proof of 4 most current consecutive weeks of gross income for all household members (No Income proof needed for Active TA or FS households)
 3. Deed to the property & Current Utility bills
 4. **Client must own and reside in the home**, Renters are not eligible
 5. Proof of all current household Resources (Savings and Checking accounts, Stocks, bonds, CDs, IRA, 401k, etc.- No proof of resources required for Active TA households)
 6. Two (2) Furnace Estimates from eligible contractors on HEAP HERR Job Proposal Form.
 - Instructions and Job Proposal form are included in HERR Application Instruction Packet.

* Heat Related electricity is electric service needed to operate essential heating equipment (Furnace, thermostat, etc.)

**An authorized representative may apply on behalf of individuals unable to appear. A dated and signed note from the applicant authorizing the individual to apply on their behalf is required.

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