



## Erie County Home Energy Assistance Program (HEAP)

### 2012-2013 Program Access Guidelines revised 10/19/12:

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 Monthly Household Gross Income Limit:

Household of 1: <u>\$2138</u>	2: <u>\$2796</u>	3: <u>\$3453</u>	4: <u>\$4111</u>	5: <u>\$4769</u>
6: <u>\$5427</u>	7: <u>\$5550</u>	8: <u>\$5673</u>	9: <u>\$5797</u>	10: <u>\$5920</u>

- HEAP Access Methods **Effective November 19<sup>th</sup> 2012:** (Early Access applications will be mailed to age 60+ and under age 60 disabled Households in Sept. 2012. Any HH in receipt of Foodstamps (SNAP) or Temporary Assistance may not need to apply for Regular benefit, which may be calculated and sent to heating supplier automatically in December or January. Please contact HEAP hotline for additional information)
- 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 (M-F 8am-4pm)**- All Households receiving FS (SNAP) or TA, and Heads of Household under 60 years of age, non Vulnerable
  - **291 Pearl Street, Buffalo (M-F 8am-4pm)**- Heads of Household 60 or older, or under 60 and Vulnerable (not receiving TA or FS (SNAP))

\* Heat Related electricity is service is needed to operate essential heating equipment (Furnace, thermostat, etc.)
- 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 or 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): *OPENS OCT. 1, 2012***

- 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/SNAP households)
  2. **Proof of 4 most current consecutive weeks of gross income** for all household members
  3. **Deed to the property** & Current Utility bills
  4. **Client must own/reside in the home for the 12 months prior to app**, 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 participating HEAP vendors
    - Instructions and Job Proposal forms are included in HERR Application Instruction Packet.