



**2009-2010 ERIE COUNTY  
HOME ENERGY ASSISTANCE PROGRAM**

Dear HEAP Applicant,

Enclosed is an application for a regular benefit for the 2009-2010 Home Energy Assistance Program (HEAP).

You should know that benefits will not be paid before November 2, 2009 and until federal funds are available.

The regular HEAP benefit is intended to be a one-time supplement to your annual energy costs and is not intended to replace your personal payments. You should continue to pay your energy bills.

**INSTRUCTIONS FOR COMPLETING THE APPLICATION:**

- Please complete all of the white areas on the application and SIGN and date your application.
- All social security amounts must be reported as gross income before any deductions. Please indicate the amounts, if any, deducted or that you pay for Medicare Parts B and D. These will not be counted as income.
- If anyone in your household works, you must send in copies of the four (4) most recent paystubs for each wage earner.
- If any adult member of your household has zero income you must submit a written statement stating that they have no income.
- In order to receive HEAP, you must be a United States Citizen or Qualified Alien. Attached you will find information on Qualified Aliens.
- Please leave the Motor Voter form attached to your application. Complete this form if you are not registered to vote and you want to register. This does not affect your HEAP eligibility or benefit amount.

**TELEPHONE LIFELINE:**

If you qualify to receive HEAP, you also qualify for low cost local telephone service under the Lifeline Program. You can get basic local service for as low as \$1.00 per month, plus per call charges and taxes. Unless you sign the declination on page 3 of the application, we will share your name with Verizon so that you can be automatically enrolled in Lifeline. You may also contact your telephone company to receive a Lifeline application, or for more information on the Lifeline Program. This does not affect your HEAP eligibility or benefit amount.

We should be able to process your application with the information that you provide. If, however, there is incomplete or unclear information, you will be contacted for verification.

If you have any questions or need help completing the application, please call 858-7644.

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Before mailing your application, please check to make sure that:

- **All questions are answered and all white sections are completed**
- **You have SIGNED and dated your application**
- **You have enclosed copies of the most recent four pay stubs for each person who works and written statements for adults that have no income**
- **All Social Security amounts must be reported as Gross Income (the amount of your benefit before any deductions for Medicare). On your application, under section four "Household Income", please indicate the amounts, if any, that are deducted or that you pay for Medicare parts B and D.**

Failure to provide this information will result in your application being pended or possibly denied.

Return your completed and SIGNED application to:

**The Home Energy Assistance Program  
478 Main Street  
Buffalo, NY 14202**

This application is for a Regular Benefit only. Emergency benefits for Heating or Heat Related Electricity will not be available until November 2, 2009. Emergency Benefits are generally issued separately and only after the Regular Benefit has been used up.

### **EMERGENCY SITUATIONS**

What if you have an Energy Emergency? You should contact your local department of social services at 858-8000, prior to November 2<sup>nd</sup>, 2009.

If you pay for heat directly, the regular benefit may be enough to resolve your emergency. Benefits are not available until November 2, 2009.

Emergency benefits for heating or heat related electricity will not be available until November 2, 2009. Emergency benefits are generally issued separately and only after the regular benefit has been used up.

In most cases after November 2<sup>nd</sup>, 2009 you may be able to apply for emergency benefits over the phone.

What is an Emergency?

- Natural gas or electric service is shut-off or is scheduled for shut off.
- Less than a quarter of a tank of deliverable fuel or less than a 10 day supply of other deliverable fuels
- Applicant owned primary heating equipment is inoperable

**DO NOT WAIT TO APPLY UNTIL YOUR TANK IS EMPTY OR YOUR UTILITY SERVICE IS TURNED OFF.**

Sincerely,

The Home Energy Assistance Program