

You do NOT need a disconnect notice to apply for HEAP!



HEAP

Home Energy Assistance Program

REQUIRED DOCUMENTATION:

1. Proof of where you live. A copy of your heating bill is preferred.

2. Proof of identity (required for everyone in household):

ONE of the following:

1. Driver's license
2. Photo ID
3. US Passport or Naturalization certificate
4. Adoption papers, Hospital or Doctor's records
5. School Records

OR, TWO of the following:

1. Validated social security number or copy of social security card
2. Statement from another person
3. Birth Certificate or Baptismal certificate

3. Proof of Income:

1. Paystubs for the most recent 4 weeks (last 30 days)
2. Business records for the most recent 3 months OR your filed federal tax return for the current year, including all applicable schedules
3. Child support or alimony/spousal support order OR check
4. Copy of award letter OR official correspondence with regard to Social Security, SSI/SSD, VA, Worker's Comp, Unemployment, Pensions

Stay safe and keep your family safe during the COVID 19 pandemic!

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WAYS TO APPLY:

ONLINE - Complete the HEAP application on www.mybenefits.ny.gov; then send in the required documentation listed below by mail (address listed below); drop off (address listed below); through free NyDocs app in your app store; or fax to 716-858-6765.

BY MAIL - Request an application to be sent to you by email at Heaphotline@erie.gov, OR print out the application from the Erie county website - www.erie.gov; then mail your completed application with documentation (listed below) to: Erie County Dept. of Social Services, 95 Franklin Street, Buffalo, NY 14202, Attention: HEAP

BY PHONE- Call (716)858-7644 to complete a HEAP application over the phone with a phone representative; you will also be required to provide documentation listed below via drop off, mail, or fax

DROP OFF - Paper HEAP applications may be obtained in our lobby at 460 Main Street, Buffalo, NY 14202. Completed HEAP applications with documentation can be dropped off in the lobby of the HEAP office at 460 Main Street, Buffalo, NY 14202 between 8AM and 4PM, Monday through Friday, in the drop box.

SKIP THE LINES AND PLAN AHEAD