



## Home Energy Assistance Program (HEAP) 2017 - 2018

**Regular HEAP opens on November 13, 2017.**

**Emergency HEAP opens January 2, 2018.**

Apply for HEAP on-line at [myBenefits.ny.gov](http://myBenefits.ny.gov) beginning November 13, 2017. Applying on-line is easy; applications are received by the agency right away, and allow the applicant to track the application and benefits.

Most individuals or families **receiving either Temporary Assistance or SNAP benefits** on September 17, 2017 will receive a one-time Regular HEAP benefit through that case and do not need to apply separately.

Livingston County residents that are unable to apply online may request an application be mailed by calling (585) 243-7300. HEAP applications are mailed and accepted starting November 13<sup>th</sup> at the Livingston County Department of Social Services, 1 Murray Hill Drive, Mount Morris, NY 14510

**It is very important to keep current on your utility bills.** If you fall behind prior to HEAP opening contact the company and try to make some arrangement for payment.

- Non-heating electric shut offs cannot be paid with Regular HEAP Benefits.
- Interviews can be done over the phone as long as a HEAP application has been filed either through [myBenefits.ny.gov](http://myBenefits.ny.gov) or in paper form with the agency.
- Do not wait until you are out of fuel to apply for HEAP. Let us know when you are **low on fuel** (less than a quarter tank). Non-utility fuel companies may charge a delivery fee if they deliver "off route" because you are out of fuel. This charge is deducted from your HEAP grant, so you will receive less fuel from your HEAP grant.
- If you have a shut off notice on your natural gas or electric, contact us **prior to being shut off**. If service is shut off, the company does not have to accept the HEAP grant to turn it back on.