



## Winter Assistance Benefits Tip Sheet for AAAs

The following tip sheet is designed to help Area Agencies on Aging (AAA) in their outreach and assistance efforts this winter. Please use this guide to help clients who may be eligible for benefits necessary to be safe this winter at home. In most instances, eligibility is based on income and other requirements. See links for further information about eligibility.

Benefit or Resource	What it Does	Effective Dates/ Deadlines	Eligibility Info/ How to Apply
<b>HEAP Regular Arrears Supplement</b>	Assistance for eligible households unable to pay unpaid electric and/or gas utility.	9/22/21 to 9/30/22	<a href="https://otda.ny.gov/programs/heap/#regular-arrears-supplement-benefit">https://otda.ny.gov/programs/heap/#regular-arrears-supplement-benefit</a>
<b>HEAP Regular Benefit</b>	Helps eligible households meet the cost of heating their homes, including fuel, a utility source, heating equipment replacement, and repairs.	10/1/21 to 3/15/22	<a href="https://otda.ny.gov/programs/heap/#regular-benefit">https://otda.ny.gov/programs/heap/#regular-benefit</a>
<b>HEAP Clean and Tune Benefit</b>	Helps eligible homeowners with the cost of cleaning primary heating equipment, such as: chimney cleaning, minor repairs, installation of carbon monoxide detectors or programmable thermostats, if needed, to allow for the safe, proper, and efficient operation of the heating equipment.	10/1/21 to 9/30/22	<a href="https://otda.ny.gov/programs/heap/#tune-benefit">https://otda.ny.gov/programs/heap/#tune-benefit</a>
<b>HEAP Heating Equipment Repair/Replacement</b>	<b>Helps eligible households with the cost to repair (up to \$3,000) or replace (up to \$6,500) the applicant's primary heating equipment.</b>	10/1/21 to 9/30/22	<a href="https://otda.ny.gov/programs/heap/#repair-benefit">https://otda.ny.gov/programs/heap/#repair-benefit</a>
<b>HEAP Emergency*</b>	Assistance for households in danger of running out of fuel or having utility service shut off.	1/3/22 to 3/15/22	<a href="https://otda.ny.gov/programs/heap/#emergency-benefit">https://otda.ny.gov/programs/heap/#emergency-benefit</a>
<b>HEAP Cooling</b>	Assistance in the purchase and installation (not to exceed \$800) of an air conditioner or a fan.	5/2/22 to 8/31/22	<a href="https://otda.ny.gov/programs/heap/#cooling-assistance">https://otda.ny.gov/programs/heap/#cooling-assistance</a>
<p><b>*Benefit increases for 2021-22:</b></p> <ul style="list-style-type: none"> <li>• Oil, Kerosene, Propane (\$675 to \$965)</li> <li>• Wood, Wood Products (\$525 to \$700)</li> <li>• Natural Gas (\$350 to \$465)</li> <li>• Electric Heat or Combined Gas/Electric (\$490 to \$650)</li> <li>• Domestic Electric (\$140 to \$185)</li> </ul>		<p><b>General HEAP Program Questions:</b></p> <p>Call the OTDA Hotline at 1-800-342-3009 or find HEAP local district contacts at <a href="https://otda.ny.gov/programs/heap/contacts/">https://otda.ny.gov/programs/heap/contacts/</a></p>	



Benefit or Resource	What it Does	2022 Effective Dates/Deadlines	Eligibility Info/ How to Apply
<p><b>EmPower NY</b></p>	<ul style="list-style-type: none"> <li>• Available to homeowners or renters.</li> <li>• Participating contractors provide a home energy assessment.</li> <li>• Homeowners or renters may be eligible for free improvements such as: no-cost direct-install measures (i.e., energy efficient lighting); insulation and air sealing; replacement of old/inefficient refrigerators and freezers; heating and hot water repair/replacements.</li> </ul>	<p>N/A</p>	<p><b>General Information:</b>  <a href="https://www.nyserda.ny.gov/All-Programs/EmPower-New-York">https://www.nyserda.ny.gov/All-Programs/EmPower-New-York</a></p> <p><b>Income/Eligibility Guidelines:</b>  <a href="https://www.nyserda.ny.gov/All-Programs/EmPower-New-York/Eligibility-Guidelines">https://www.nyserda.ny.gov/All-Programs/EmPower-New-York/Eligibility-Guidelines</a></p> <p><b>Note:</b> Benefit is for households with incomes at or below 60% of state median income (SMI). Documentation for eligibility can include a copy of entire award letter for HEAP, SNAP, TANF or Supplemental Security Income; <u>or</u> all household gross income for the last month.</p>
<p><b>Assisted Home Performance with ENERGY STAR Program</b></p>	<ul style="list-style-type: none"> <li>• <b>Discount covering up to 50% of the cost of eligible energy efficiency improvements up to \$5,000 per project for single-family homes.</b></li> <li>• <b>Two- to four-unit residential homes with income-eligible residents may qualify for a discount of up to \$10,000.</b></li> <li>• <b>The program is available for both renters and owners.</b></li> </ul>	<p>N/A</p>	<p><b>General Information:</b>  <a href="https://www.nyserda.ny.gov/All-Programs/Assisted-Home-Performance-with-ENERGY-STAR">https://www.nyserda.ny.gov/All-Programs/Assisted-Home-Performance-with-ENERGY-STAR</a></p> <p><b>Income Guidelines by County:</b>  <a href="https://www.nyserda.ny.gov/All-Programs/Assisted-Home-Performance-with-ENERGY-STAR/Income-Guidelines">https://www.nyserda.ny.gov/All-Programs/Assisted-Home-Performance-with-ENERGY-STAR/Income-Guidelines</a></p> <p><b>Note:</b> Benefit is for households with income that is less than 80% of the State Median Income (SMI) or Area Median Income (AMI), whichever is greater.</p>
<p><b>NYS Weatherization Assistance Program</b></p>	<p>Helps reduce heating and cooling costs for income-eligible homeowners by providing free improvements: sealing of cracks and holes; insulation of attics and walls; heating system repairs or replacement; providing efficient lighting and refrigeration; window and/or outside door repair or replacement; mitigation of energy-related health and safety issues.</p>	<p>N/A</p>	<p><b>General Information:</b>  <a href="https://hcr.ny.gov/weatherization-applicants">https://hcr.ny.gov/weatherization-applicants</a></p> <p><b>Note:</b> Benefit is for households with incomes at or below 60% of state median income. A household is automatically eligible if a member receives HEAP benefits or certain other forms of public assistance.</p>



Benefit or Resource	What it Does	2022 Effective Dates/Deadlines	Eligibility Info/ How to Apply
<b>Energy Affordability Program (EAP)</b>	Provides income-eligible customers with a monthly bill credit on gas/electric utilities.	N/A	Customers are automatically enrolled when participating in HEAP and other qualifying programs. Contact your utility for questions or issues accessing the EAP benefit.
<b>Home Energy Fair Practices Act (HEFPA) Residential Consumer Rights</b>	<p>Provides customers with comprehensive protections in areas relating to their energy service such as: the application, termination and reconnection of service; customer billing; and complaint procedures.</p> <p>HEFPA also includes special protections and shut-off procedures for circumstances where customer health and safety may be threatened by lack of service.</p> <p>Specifically, <b>between November 1 and April 15</b>, providers must make a special effort to determine whether terminating heat-related service will result in serious impairment to health or safety.</p>	N/A	<p><b>Consumer Guide:</b>  <a href="https://www3.dps.ny.gov/W/AskPSC.nsf/All/0660B1C791F5CB55852581CD00662873?OpenDocument">https://www3.dps.ny.gov/W/AskPSC.nsf/All/0660B1C791F5CB55852581CD00662873?OpenDocument</a></p> <p><b>Winter Guide:</b>  <a href="http://www.dps.ny.gov/winter">www.dps.ny.gov/winter</a></p> <p><b>Complaint Hotline:</b>            For complaints or inquiries, call 1-800-342-3377.</p>
<b>Low Income Household Water Assistance Program</b>	<p><b>Helps people pay past-due drinking water or wastewater bills. Benefits are paid directly to vendors. If bills are past due, applicants may be eligible for up to \$2,500 (drinking-water bills); \$2,500 (wastewater bills); \$5,000 (combined drinking-water/wastewater bills).</b></p>	N/A	<p><b>General Information and Income Thresholds:</b>  <a href="https://otda.ny.gov/programs/lihwap">https://otda.ny.gov/programs/lihwap</a></p> <p><b>Note:</b> The program includes a streamlined eligibility process for individuals already receiving HEAP, SNAP, Temporary Assistance or Code A SSI.</p>