

HEAP

CAN HELP

Under New York State's Low Income Home Energy Assistance Program (HEAP), low-income families, senior citizens and disabled people can receive a one-time cash benefit to help them with their home heating costs if they meet HEAP's income guidelines. This benefit is available regardless of whether you rent or own your home. If you do not receive an application in the mail, contact your local Department of Social Services or the Office for the Aging as soon as possible.

HEAP also provides emergency crisis assistance to HEAP eligible customers who have had their utility service disconnected or are facing disconnection because of unpaid bills.

If you have a final termination notice, or your service is disconnected, go to your local Department of Social Services or the Office for the Aging.

Questions regarding the HEAP program should be directed to your local department of social services office or to the NYS HEAP Hotline at 1-800-342-3009.

Cattaraugus Co

(716) 373-8065 Dept of Social Services
(716) 373-8032 Senior Services (or 1-800-462-2901)

Erie Co

(716) 858-7644 Dept of Social Services
(716) 858-7870 Senior Services

Wyoming Co

(585) 786-8900 Dept of Social Services
(585) 786-8833 Senior Services (or 1-800-836-0067)

The regular and emergency benefit components of the HEAP season are effective November 1st. A printable HEAP application is available online. Visit www.otda.state.ny.us

Visit www.mybenefits.ny.gov website to get information on New York State's assistance programs and benefits, including HEAP.

Visit HeatSmart, New York at www.heatsmartny.org for heating help and low-income programs, tips to reduce energy use, learn about weatherization programs, etc.