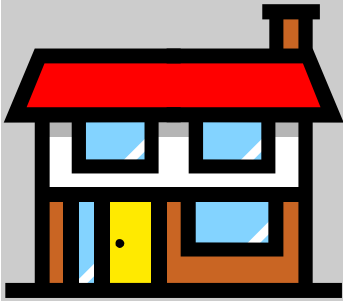
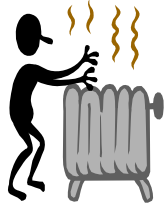


OCT. NOV. 2007



HEAP HOME ENERGY ASSISTANCE PROGRAM



The Home Energy Assistance Program (HEAP) is a program that helps low-income families pay for home heating.

home heating.

Where to apply:

If you are **over 60 or disabled** go to **291 Pearl Street, Buffalo, NY 14202**

All other applicants should go to **478 Main Street, Buffalo, NY 14220**

Who is eligible for HEAP?

You may be eligible for HEAP if you receive Family Assistance or Safety Net Assistance or food stamps. In order to get HEAP, you must be responsible for paying your own heating bills out of your grant or pay for heat as part of your rent. You do not have to deal directly with a utility company or other energy supplier. The utility bill **must** be in your name **or** you must be the spouse of the account holder.

You do not have to have a shut off notice to apply and HEAP benefits are available for both gas and electric.

There are exceptions. If you live in subsidized housing, you will not get HEAP unless you pay your own heating bills directly to the utility company.

However, there are exceptions to this rule for:
certain roomers/boarders
individuals living temporarily in hotels/motels
individuals living in group care facilities
individuals living temporarily in cars, vans, etc.

If you are denied HEAP because of your living arrangement, you may call Neighborhood Legal Services, Inc. immediately.

If you receive public assistance, it does not mean that you will automatically receive HEAP. If your household contains a vulnerable member, you should automatically get HEAP. A **“vulnerable”** member includes:

- (a) *a child under six years of age, or*
- (b) *an individual 60 years of age or older, or*
- (c) *an individual with a disability.*

If there is no “vulnerable” household member, **you must apply** for HEAP, even if you are receiving public assistance.

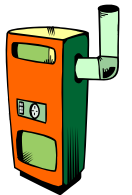
If you receive food stamps only, you probably qualify for HEAP if your household has a “vulnerable” member or if you received benefits last year. You should receive a form by January 31 about your HEAP eligibility. Be sure to complete and return the form. If you don't get the mailer, you have to apply for HEAP.

If you do not receive benefits from any program, you can apply for HEAP benefits in person at the 1st floor of the 478 Main Street, Buffalo, NY 14202

If you receive public assistance or food stamps, you will not have to be interviewed, so you can go to the HEAP office between 8:30 a.m. - 4:30 p.m..

If your service is being terminated, or you do not get public assistance or food stamps, you should apply as soon as possible.

The amount of your HEAP benefit will depend on the type of heat you use and whether you pay your heating costs directly to a utility company or pay for heat as part of your rent. Since the amounts change from year-to-year, call Neighborhood Legal Services if you have a question about the amount.



Usually, the HEAP check will be paid directly to the utility company. However, if your heat is included in your rent, the check will usually be sent to you. There are exceptions.

If you have questions about HEAP call the HEAP Hotline at 858-7870. If your questions are not answered there, feel free to call Neighborhood Legal Services, Inc.

NEIGHBORHOOD LEGAL SERVICES, INC.

HOUSING HIGHLIGHTS

Also, you may call Neighborhood Legal Services if you are denied HEAP or have questions about the amount you received.

We will review your case and tell you how to challenge the decision. We may agree to take your case.

If you want to challenge the Department of Social Services decision, you must request a Fair Hearing within 60 days of the decision. Notify New York State Office of Temporary and Disability Assistance (NYSOTDA) by telephone, fax, or mail that you want a Fair Hearing. You can write on the back of your notice the reason you are requesting the hearing.

If you phone, get the name of the person you speak to. If you write, send your letter by certified mail and keep a copy.

The address is:
New York State Office of Temporary and Disability Assistance (OTDA)
Office of Administrative Hearings
P.O. Box 1930
Albany, New York 12201-1930
Telephone No.: 1-800-342-3334 or (716) 852-4868

2007 by Neighborhood Legal Services, Inc

**NEIGHBORHOOD LEGAL SERVICES,
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