

# New York Assistance Programs

Program	Benefits	Eligibility Requirements	How to Apply	What You Need to Apply
<b>Regular HEAP</b>	<ul style="list-style-type: none"> <li>Helps income-eligible New Yorkers pay for their energy bills</li> <li>If you qualify for HEAP, you may be eligible for Supplemental Nutrition Assistance Program (SNAP) benefits.</li> </ul>	<ul style="list-style-type: none"> <li>You and your household members are United States Citizens or qualified aliens - <b>AND</b> -</li> <li>Your household's gross monthly income is at or below the current income guides for your household size listed below - <b>OR</b> -</li> <li>You receive Supplemental Nutrition Assistance Program (SNAP) benefits - <b>OR</b> -</li> <li>You receive Temporary Assistance - <b>OR</b> -</li> <li>You receive Code A Supplemental Security Income (SSI Living Alone)</li> <li>The customer can either rent or own the home</li> </ul>	<ul style="list-style-type: none"> <li>This program is generally available between Nov. through mid-Mar.</li> <li>To apply call 607-687-8300 or visit <a href="http://mybenefits.ny.gov">mybenefits.ny.gov</a>.</li> </ul>	<p>New applicants will need to include the following documentation along with your application:</p> <ul style="list-style-type: none"> <li>Proof of each household member's identity</li> <li>A valid Social Security Number for each household member</li> <li>Proof of residence</li> <li>A fuel and/or utility bill if you pay for heat or proof that you pay rent which includes heat</li> <li>Documentation of income for all household members</li> </ul>
<b>Emergency HEAP</b>	<ul style="list-style-type: none"> <li>If you have an energy-related emergency, such as a utility termination, you can apply for a HEAP emergency</li> <li>A HEAP emergency benefit may be issued in addition to your regular HEAP benefit, if the regular benefit has been exhausted.</li> </ul>	<ul style="list-style-type: none"> <li>Your income is at or below the current income guidelines listed below, or you receive Family Assistance, Safety Net Assistance, SNAP or Code A Supplemental Security Income, and you do not have available liquid resources to meet the emergency - <b>AND</b> -</li> <li>Your electric heat is off or scheduled to be terminated - <b>OR</b> -</li> <li>Your electricity is necessary for your heating system to work and it is either terminated or scheduled to be terminated</li> </ul>	<ul style="list-style-type: none"> <li>This program is generally available between Jan. through mid-Mar.</li> <li>To apply call your HEAP Local District Contact at 607-687-8300</li> </ul>	<p>New applicants will need to include the following documentation along with your application:</p> <ul style="list-style-type: none"> <li>Proof of each household member's identity</li> <li>A valid Social Security Number for each household member</li> <li>Proof of residence</li> <li>A fuel and/or utility bill if you pay for heat or proof that you pay rent which includes heat</li> <li>Documentation of income for all household members</li> </ul>
<b>Weatherization Assistance Program</b>	<ul style="list-style-type: none"> <li>Assists income-eligible homeowners and renters in our state by reducing heating and cooling costs through energy-conservation measures, while also addressing health and safety issues in their homes.</li> <li>In home energy audit is conducted</li> <li>Energy-saving home improvements are installed by a contractor</li> </ul>	<ul style="list-style-type: none"> <li>Your household's gross monthly income is at or below the current income guides for your household size listed below</li> <li>Program is available to both renters and homeowners</li> <li>Both privately owned single-family and multi-family buildings are assisted</li> </ul>	<ul style="list-style-type: none"> <li>This program is available year round</li> <li>To apply call 607-687-0944, ext. 310</li> </ul>	<ul style="list-style-type: none"> <li>Documentation of income for all household members</li> <li>A fuel and/or utility bill if you pay for heat</li> <li>Proof of ownership</li> <li>Social Security Number</li> </ul>
<b>211</b>	<ul style="list-style-type: none"> <li>This nationwide resource and information helpline will identify programs in your area that may assist you or someone you know with utility bills.</li> </ul>	<ul style="list-style-type: none"> <li>Requirements may vary based on program referrals.</li> </ul>	<ul style="list-style-type: none"> <li>For more information: call <b>211</b>; visit <a href="http://www.helpme211.org/">http://www.helpme211.org/</a>, or text your ZIP code to <b>898211</b>.</li> <li>Available 24 hours a day, 365 days a year.</li> </ul>	

### 2021 Annual Eligibility Guidelines – Percent Poverty Level per Family/Household

Household Size	1	2	3	4	5	6	7
	\$32,751	\$42,828	52,906	\$62,983	\$73,060	\$83,138	\$85,027

*Income guidelines adjust with additional household members.*

**For more information** about any of these programs or to find out if you qualify, visit [www.firstenergycorp.com/billassist](http://www.firstenergycorp.com/billassist) and click on "Search Assistance Programs." You can also call us Monday through Friday from 8 a.m. to 6 p.m. at the number listed below.

**Penelec: 1-800-545-7741**