

# HOME ENERGY ASSISTANCE PROGRAM (HEAP)

## **IMPORTANT INFORMATION**

### HEAP 2016-17 PROGRAM OPENS- NOVEMBER 14, 2016

**Fuel bill MUST be in head of household's name.**

If you are the **head of household, under the age of 60, and are not currently receiving temporary assistance and/or SNAP benefits** -you may apply when the season opens by either:

1. Apply ONLINE at [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov) . You can access this website by any computer. Computer access is available at many area libraries. You can also go to the website and print an application and apply by mail to Chenango County DSS, P.O. Box 590 Norwich NY 13815

2. Contact Chenango County DSS office (607) 337-1500 and request and application be mailed to you. APPLICATIONS CAN NOT BE GIVEN OUT BEFORE THE OPENING DATE OF NOVEMBER 14, 2016.

If you received a regular HEAP benefits last season and had an individual in your household who is either: disabled, 60 years of age or older, or 6 years of age or younger - you will receive an early outreach HEAP application in the mail this year. This application should arrive in September. You need to complete the application and mail, along with required documentation as stated in the application instructions to:

Chenango County DSS, P.O. Box 590 Norwich NY 13815

If the head of household is age 60 or older and not currently receiving temporary assistance and/or SNAP benefits - apply for HEAP when the season opens by contacting Chenango County Office for the Aging at (607) 337-1770.

Applicants for regular and emergency HEAP benefits are not required to come in person to apply, interviews can be done by phone. Should you want an interview, appointments will not be scheduled until the program opens on November 14, 2016.

**NOTE: The Heating Equipment, Repair and Replacement (HERR) program opens November 7<sup>th</sup>. YOU MUST APPLY IN PERSON for this program at the Chenango County Department of Social Services, 5 Court Street Norwich NY 13815. More information on the HERR benefit can be found at <http://otda.ny.gov/programs/heap/#repair-benefit>.**