



Local Commissioners Memorandum

Section 1

Transmittal:	25-LCM-17
To:	Social Services District Commissioners
Issuing Division/Office:	Employment and Income Support Programs (EISP) Home Energy Assistance Program (HEAP)
Date:	December 8, 2025
Subject:	2025-2026 HEAP Heating Equipment Repair and Replacement (HERR) Benefit
Contact Person(s):	HEAP Bureau at: (518) 473-0332 or NYSHEAP@otda.ny.gov
Attachments:	Attachment 1 - Heating Equipment Repair and Replacement Reference Tool

Section 2

I. Purpose

This Local Commissioners Memorandum (LCM) is to provide social services districts (districts) with information for the administration of a Heating Equipment Repair and Replacement (HERR) benefit for the 2025-2026 Home Energy Assistance Program (HEAP).

II. Background

HERR benefits are available to assist HEAP eligible households with the cost to repair or replace the applicant's primary heating equipment. For the 2025-2026 program year, HERR benefits will be limited to applicants aged 60 or older at the time of application who own their own home where the heating equipment that requires repair or replacing is located. If there is more than one documented homeowner, at least one must be aged 60 or above at the time of application and live in the home as their primary residence. The heating equipment must have been documented by a participating vendor to be inoperable or unsafe, and in need of repair and/or replacement.

Under limited circumstances HERR is available to replace systems that are operable but are detrimental to a household member's health. Medical documentation is required, and must be in writing from a physician, physician assistant, or nurse practitioner and must specify the reason why the current heating system is detrimental to the household member's health.

Temporary relocation paid under HEAP for an eligible household may be considered when the residence has been determined to be unsafe, and it has been determined that the deficiencies cannot reasonably be corrected in a timely manner which would ensure a safe, and healthy habitation. If the applicant declines an offer of temporary relocation, it must be documented in the case record. Temporary relocation is only available when the Emergency benefit component is open and must not exceed \$500 per program year. If the need for alternate housing exceeds that amount, the household may be referred to apply for a temporary shelter placement through Public Assistance (PA).

III. Program Implications

A. Program Components – Dates of Operation

Applications for 2025-2026 HERR benefits must be accepted beginning December 11, 2025. Districts will be notified of the HERR component's closing date via a General Information System (GIS) message.

B. Program Updates

The following policy and procedural changes have been made for the 2025-2026 program year. The changes identified in this LCM supersede policy contained in the [HEAP Manual](#) (Rev. 7/1/2021) and any other previously released policy documentation. A Heating Equipment Repair and Replacement Reference Tool containing detailed policy guidance can be found in Attachment 1.

Eligibility Requirements

For the 2025-2026 program year, HERR benefits will be limited to applicants who own their own home and are aged 60 or older. If there is more than one documented homeowner, at least one must be aged 60 or above at the time of application and live in the home as their primary residence.

Applicants that do not meet homeowner age requirements must be denied using WMS denial code M08 - HERR Denial. Choose "OTHER" and enter: "You do NOT meet the HERR 2025-2026 homeownership age requirement for the heating equipment repair/replacement component."

Elimination of the HEAP HERR Screening Form (LDSS-5010)

The HEAP HERR Screening Form (LDSS-5010) is eliminated. Districts must discontinue its use and destroy all copies of the HEAP HERR Screening Form (LDSS-5010), including any previously approved Local Equivalent (LE). This form is no longer required for HEAP applicants and screening questions may be explored during the eligibility interview as needed.

Pending Application Reporting

Districts will now track and report the number of repair and replacement applications awaiting eligibility determination separately from applications awaiting service, vendor invoice, or electronic processing. See Section E below for full instructions.

C. Referrals and Public Assistance

Individuals whose heating equipment repair or replacement needs cannot be met through HERR, or who have been found ineligible for HEAP may, if they apply and are found eligible, have their needs met through PA under Family Assistance (FA), Safety Net Assistance (SNA), Emergency Assistance to Families (EAF), Emergency Safety Net Assistance (ESNA), or Emergency Assistance for Adults (EAA).

Department Regulations [18 NYCRR § 352.4\(d\)](#), [18 NY CRR § 352.6\(e\)](#), [18 NYCRR § 352.7\(b\)](#), [18 NYCRR § 372.4\(b\)](#), and [18 NYCRR §397.5\(h\)](#) provide districts the ability to meet the costs necessary for the repair or replacement of essential heating equipment if the repair or replacement is essential to the health and safety of the household. For more information on meeting heating equipment repair or replacement needs and other energy emergencies through PA, see [25DC067, Processing Public Assistance \(PA\) Requests for Energy Emergencies](#), and the [Public Assistance Heating Equipment Emergency Assistance Desk Guide](#). Additional information can be found in the [Temporary Assistance Sourcebook](#), Chapter 16, Additional/Special Needs, Section C, Equipment Repairs. In accordance with [18 NYCRR § 352.23](#), using and pursuing available resources is a condition of PA eligibility.

D. Weatherization Assistance Program Referral

All households approved for a HERR benefit must be referred to the New York State Homes and Community Renewal Weatherization Assistance Program (WAP) using the [DHCR WAP #37 Interagency Referral](#). A copy of the DHCR WAP #37 form must be retained in the case record.

E. Pending Report Information

Effective Friday, December 12, 2025, districts must begin reporting pending HERR applications using the established HEAP Pending Case Report in eReports.

The HERR section on e-Reports will now include two additional questions. These questions will differentiate repair and replacement applications awaiting eligibility processing from repair and replacement applications that are approved but awaiting installation, a vendor invoice, or payment line. Previously, all pending repair applications were reported on entry number 4, and all pending replacement applications were reported on entry number 5.

Entry number 4 has been revised and will now read “Number of repair applications received and awaiting eligibility” and entry number 6 will now read “Number of replacement applications received and awaiting eligibility.” Districts should report the number of HERR repair or replacement applications that have been received and have not been fully assessed for approval or denial on these lines. For example, an application that has been pended for documentation would be included in these counts.

Entry number 5 will now read “Number of repair applications approved for benefit, but awaiting service, vendor invoice, or payment line” and entry number 7 will now read “Number of replacement applications approved for benefit, but awaiting service, vendor

invoice, or payment line.” Districts must enter here the number of repair or replacement applications that have been approved for a HERR benefit, but not yet processed in either the Welfare Management System (WMS) or myWorkspace because the household is awaiting completion of their furnace repair or replacement service, the district is awaiting a final invoice from the vendor, or the approved application is awaiting processing for payment.

HERR applications that will be denied but have not yet been processed in WMS or myWorkspace should not be reported anywhere on the Pending Case Report.

F. HEAP Participating Vendor List

The database for participating HEAP vendors is available through the OTDA Website under HEAP, by selecting “Locate Your Local HEAP Vendor” for the [Participating Vendor List](#). Each district has a unique password for the HEAP [Participating Vendor List](#). These passwords will remain unchanged unless a district requests a new password. Districts must contact their OTDA HEAP Bureau liaison if the current password is unknown or if a new password is required.

This list is updated daily and must be provided to applicants who need to choose a participating vendor. Districts must check the participating vendor list when processing applications to ensure that only participating vendors in their county are issued benefits.

G. Additional Guidance to Districts

The HEAP Bureau has scheduled one Webex meeting to provide technical assistance for the implementation of 2025-2026 HERR. Information regarding the Webex meeting was sent under a separate cover.

Questions may be directed to the district’s HEAP Bureau liaison.

Issued By:

Name: Valerie T. Figueroa

Title: Deputy Commissioner

Division/Office: Employment and Income Support Programs / Office of Temporary and Disability Assistance