



General Information System (GIS) Message

Section 1

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| Transmittal: | 25DC053 Upstate and New York City |
| Date: | August 4, 2025 |
| To: | Subscribers |
| Suggested Distribution: | Commissioners, TA and SNAP Directors, HEAP Coordinators, WMS Coordinators, Accounting Supervisors |
| From: | Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs |
| Subject: | 2025-2026 Home Energy Assistance Program (HEAP) Pre-Autopay Vendor Information Reports |
| Effective Date: | Immediately |
| Contact Information: | HEAP Bureau at (518) 473-0332 or NYSHEAP@otda.ny.gov |
| Attachments: | Attachment 1 - 2025-2026 HEAP Pre-Autopay Request for Vendor Information Outreach Tool |

Section 2 – Pre-Autopay Reports

In preparation for the 2025-2026 HEAP Autopay, reports identifying potentially eligible Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) recipient households are scheduled to be produced no later than the first week of August 2025.

These reports identify TA and SNAP recipient households that meet the criteria to be included in the Autopay at the time of file creation. They also provide current vendor information as entered in the Welfare Management System (WMS) and identify cases with missing vendor ID/account numbers at the time that the file is created.

Reports are viewed in the Production Hosting Reports & Enterprise Documents (PHRED) application. District staff who need access should contact their district's LAN administrator to request access. The Contact Us link in PHRED may be utilized for any questions related to the reports.

The following reports are produced:

- **WRTS UPS-HEAP-BY- DISTRICT/UPS HEAP Cases By District**
- **WRTS UPS-HEAP-BY-VENDOR/UPS HEAP Cases By Vendor**
- **WRTS UPS-HEAP-NO-VENDOR/UPS HEAP No Vendor**

These reports provide the following information:

- District
- Office/unit/worker
- Case name
- Case number
- Fuel type
- Vendor ID (if entered in WMS)
- Customer account number (if entered in WMS)
- TA and/or SNAP Auth to Date
- Identification of CO-OP case

Section 3 – District Actions

Districts are required to take the following actions:

- Obtain and verify current vendor IDs and customer account numbers and make any needed corrections in WMS. Districts must send the appropriate sections of the report **WRTS UPS-HEAP-BY-VENDOR / UPS HEAP** to vendors to assist in verification of account numbers.
- Verify that vendors have Statewide Financial System (SFS) data in the Benefit Issuance Control System (BICS), are active on the HEAP participating vendor list, and are properly linked to an active SFS vendor ID.
- Review potentially eligible cases in the reports to determine if the TA or SNAP budget correctly reflects HEAP status (e.g., correct shelter, fuel type, and Heating/Cooling Standard Utility Allowance (HCSUA) indicator and Aged / Disabled (A/D) indicator”).
- Print and review the Statewide SFS Vendor Processing Report in PHRED daily and update SFS vendor data in BICS, if necessary. Use selection 05, Vendor Operations, from the Local District Management Information Project (LDMIP) Menu to access BICS vendor data.
- Compare the vendors listed in the PHRED reports against the HEAP Participating Vendor Listing to verify the vendor’s participation status and the presence of a local vendor ID. If a vendor is not on the HEAP Participating Vendor List or does not have a local vendor ID listed, districts should provide that information to their OTDA HEAP Bureau liaison to be updated.

- For ROS only, the vendor ID and account data must be entered in the HVnd/Acct fields (“Occurrence 1”) on WMS screen 06 prior to the Mass Authorization run date. Only active cases will be evaluated. Cases in Pending status at the time of the Mass Authorization run will not be included in the Autopay.

Note: For recordkeeping purposes, and to facilitate the use of the correct billing procedures, many utility companies assign new account numbers to TA cases on direct voucher or utility guarantee. It is recommended that districts review these accounts to ensure that the correct account number is being used.

- NYC must review and update potential Autopay eligible TA and SNAP cases with correct vendor IDs, account numbers, shelter types, and fuel types.

Section 4 - Pre-Autopay Request for Vendor Information Form Template

The Pre-Autopay Request for Vendor Information Outreach form template (Attachment 1) may be reproduced locally and mailed to TA and SNAP recipient households to obtain missing information.

Districts who participate in NYDocSubmit may permit recipients to return the completed form and copies of the household’s heat and/or utility bills electronically using the NYDocSubmit mobile application.

Districts may revise the return date and method (e.g., by mail or electronically, or by mail only) to accommodate local processes. Current customer utility account information should be collected using the outreach tool and entered into WMS to ensure the heat-included HEAP benefit is paid to the customer’s domestic electric vendor.