

EMERGENCY ENERGY ASSISTANCE DESK GUIDE

Procedures for providing emergency energy assistance vary depending on the type of emergency (utility and/or non-utility) and household. There are three household types: Temporary Assistance (TA) household, Non-Temporary Assistance (NTA) household and Supplemental Security Income (SSI) household. To determine the type of household, first determine who the customer of record is for the household. The customer of record is the person who has the account in their name with the energy provider (or the spouse of the customer of record residing in the same household or surviving spouse of a deceased customer of record). The customer of record must be the tenant of record (or spouse) in all cases. The tenant of record is the person who has primary responsibility for payment of the monthly shelter costs for their dwelling unit. Note: a homeowner (or spouse) is the tenant of record.

Temporary Assistance	Non-Temporary Assistance	Supplemental Security Income
For TA households the customer of record is: - In receipt of TA - A non-SSI grantee in receipt of TA for children, case budgeted with a heating allowance - The legal spouse of the NTA customer of record who is in receipt of TA - Sanctioned from TA but their spouse and/or children remain active on TA	For NTA households the customer of record is: Not in receipt of TA Not in receipt of SSI - A TA grantee not in receipt of SSI and in receipt of TA for children; case not budgeted with a heating allowance - On a TA sanction, and the TA case is closed as a result of the sanction	For SSI households the customer of record is: - In receipt of SSI - In receipt of State Supplemental payments
Frequent re-application policy does not apply to utility or non-utility emergencies.		
Utility (Natural Gas and/or Electricity) Energy Emergencies (Domestic Energy and/or Heat)		
Utility (Natural Gas and/or Electricity) energy emergencies for TA households are met under SSL § 131-s, 18 NYCRR § 352.5(e)&(f) and available the entire year.	Utility (Natural Gas and/or Electricity) energy emergencies for NTA households are met under SSL § 131-s, 18 NYCRR § 352.5(e)&(f) and available the entire year.	Utility (Natural Gas and/or Electricity) energy emergencies for SSI households are met under SSL § 131-s, 18 NYCRR § 397.5(l)(2) and available the entire year.
Refer to HEAP, if available.		
Arrears payment limit is the lesser of: - The cost of utilities for the 4 most recent monthly, or 2 most recent bi-monthly completed billing (actual or estimated) periods for service rendered in the previous 10 months immediately preceding the request for assistance (LDSS-3815); or - The balance due on the account.	Arrears payment limit is the lesser of: - The cost of utilities for the 4 most recent monthly billing periods, or 2 most recent bi-monthly completed billing (actual or estimated) periods for service rendered immediately preceding the date of application for assistance (LDSS-2921); or - The balance due on the account.	Arrears payment limit is the lesser of: - The cost of utilities for the 4 most recent monthly, or 2 most recent bi-monthly completed billing (actual or estimated) periods for service rendered in the previous 10 months immediately preceding the date of application for assistance (LDSS-2921); or - The balance due on the account.
Required to pursue DPA if SSD determines it is a viable resource	Must pursue a DPA	Required to pursue DPA if SSD determines it is a viable resource
Sanction policy does not apply.		

Temporary Assistance Households	Non-Temporary Assistance Households	Supplemental Security Income Households
To calculate the Utility arrears payment:		
- Evaluate shared meter situation - Determine cost of service (actual or estimated billing) subject to arrears payment limits		
Deduct payments (not HEAP) made to the utility during the arrears payment period while the HH was in receipt of TA	Do not deduct personal payments or HEAP payments made to the utility during the arrears payment period	
Apply available resources		Apply available resources in excess of SSI resource limits
- Determine the balance due on the utility bill (actual or estimated) - Determine other applicable charges (sales tax is an applicable charge; whereas, late payment fees, reconnect fees, deposits and on-bill finance charges are not) - Authorize the lesser of the calculated arrears payment or the balance due (ROS-WMS Pay Type “60”; NYC-WMS Pay Type as required) - Provide recipient with LDSS-4002, “Action Taken On Your Request for Assistance to Meet an Immediate Need or a Special Request” - Consider re-housing before authorizing emergency payment		
Authorize payment through category of assistance FA or SNA	Authorize payment through EAF* or ESNA	Authorize payment through EAA
- Six-month guarantee under TA - Send "Notice of Utility Related Action"	No prospective guarantee	- Six-month guarantee under EAA - Send "Notice of Utility Related Action"
- Management Test applied - If passed, non-recoupable grant - If failed, recoupable grant	- No ESNA 125% Income Standards - No Management Test applied	No Management Test applied
* EAF sudden/unforeseen policy does not apply to utility emergencies, does apply to non-utility emergencies		No sudden/ unforeseen policy
No “Utility Repayment Agreement” required	May require a signed “Utility Repayment Agreement” – See 09 ADM-17	No “Utility Repayment Agreement” required
Non-Utility (Other than Natural Gas or Electricity) Energy Emergencies – Heat-only		
Met under 18 NYCRR § 352.5(c)&(d)		Met under 18 NYCRR § 397.5(l)(1)
Refer to HEAP if available		
Recoupable grant, no management test	No repayment agreement, non-recoupable	
No ESNA 125% Income Standards		
Evaluate shared fuel situation		
Only during periods of “cold weather” as defined by the Social Services District-Not subject to SSL §131-s requirements		
Payment limited to the costs of energy to meet emergency, including fees, deposits, etc.		
Sanctions apply		
No prospective guarantee		