



Office of Temporary and Disability Assistance

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General Information System (GIS) Message

Section 1

Transmittal:	25DC086 Upstate Only
Date:	December 4, 2025
To:	Subscribers
Suggested Distribution:	Commissioners, HEAP Coordinators, TA, SNAP, Finance and Accounting Directors
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
Subject:	2025-2026 HEAP OSC Initial Voucher Payment
Effective Date:	Immediately
Contact Information:	HEAP Bureau (518) 473-0332 or NYSHEAP@otda.ny.gov
Attachments:	None

Section 2: 2025-2026 HEAP Start of Voucher Payment

The purpose of this General Information System (GIS) message is to notify social services districts (districts) of the payment process for Rest of State (ROS) 2025-2026 Home Energy Assistance Program (HEAP) vouchers.

All vouchers for vendor direct payments will remain in OSC "Issued" status until they are transferred to OSC for payment, which will begin on December 7, 2025. After payments are transferred, their status will update to OSC "Sent."

The initial payment file will contain all HEAP Autopay and application authorized vendor payments, including:

- Deliverable fuel (oil, kerosene, propane, coal, wood, wood products)
- Utility payments not equal to \$496, \$461, \$435
- All other payments not equal to \$50

After the initial payment file transfer, payment files will be sent to OSC on a weekly basis. The files will contain all HEAP vendor payments, regardless of the amount. Due to the large volume of the transfers, it may take several weeks to issue these payments.

Please refer to [GIS 25DC079 -2025-2026 HEAP OSC Voucher Payment](#) for further information on 2025-2026 HEAP voucher creation and reports.

On October 24, 2025, the HEAP Benefit Issuance and Controls (BICS) locks were set to L (“Locked”) to prevent the issuance of local payments. These locks should remain set to “L” until OTDA directs otherwise.

If you have any questions, please contact your district’s HEAP Bureau liaison.