



## General Information System (GIS) Message

### Section 1

<b>Transmittal:</b>	25DC088 Upstate and New York City
<b>Date:</b>	December 11, 2025
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	Commissioners, HEAP Coordinators, TA Directors, SNAP Directors
<b>From:</b>	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
<b>Subject:</b>	2025-2026 Holiday Moratorium Schedule for New York State PSC Regulated and Municipal Utility Companies
<b>Effective Date:</b>	Immediately
<b>Contact Information:</b>	HEAP Questions – HEAP Bureau, (518) 473-0332 PA Questions – Public Assistance Bureau, (518) 474-9344 or <a href="mailto:tabureau@otda.ny.gov">tabureau@otda.ny.gov</a>
<b>Attachments:</b>	None

### Section 2 – Utility Service Terminations During the Holiday Season

The purpose of this GIS message is to inform social services districts (districts) of the 2025-2026 moratorium schedule for utility terminations during the holiday season. Each year, all Public Service Commission (PSC) regulated utility companies are required to suspend service terminations for residential natural gas and electricity during a two-week period encompassing the Christmas and New Year holidays. Each utility company establishes its own schedule.

#### 2025-2026 New York State Service Termination Moratorium Schedule

Central Hudson Gas & Electric	December 19, 2025, to January 2, 2026
Consolidated Edison	December 19, 2025, to January 1, 2026
National Grid – Upstate	December 17, 2025, to January 2, 2026
National Grid – Metro	December 17, 2025, to January 2, 2026
National Grid – Long Island	December 17, 2025, to January 2, 2026
National Fuel Gas	December 15, 2025, to January 1, 2026
NYSEG	December 22, 2025, to January 2, 2026
Orange and Rockland	December 22, 2025, to January 2, 2026

PSEG LI	December 22, 2025, to January 2, 2026
Rochester Gas & Electric	December 22, 2025, to January 2, 2026
Liberty Utilities (St. Lawrence Gas)	December 18, 2025, to January 1, 2026

Municipal electric companies, which are not regulated by the PSC, will have a moratorium period in effect from December 15, 2025, through January 2, 2026.

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### **Section 3 - Home Energy Assistance Program (HEAP) Implications**

HEAP certifiers must not issue Regular or Emergency benefit guarantees or “ten-day service holds” to any utility company from the start to the end of their specific moratorium period. This will ensure that HEAP benefits are used to prevent terminations and obtain prospective service during the period of time when service terminations can occur.

HEAP certifiers must continue to accept Regular or Emergency benefit applications and process eligibility determinations during the moratorium period. Certifiers should remember to use this moratorium period when authorizing HEAP benefits to maximize the 30 days of prospective service provided by the HEAP payment.

Applicants whose utility service was terminated prior to the moratorium period and apply for a Regular or Emergency benefit during that period do not need to wait until the end of the moratorium period for a guarantee to be issued. If they are eligible, a guarantee of payment must be made to the utility company to restore service.

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### **Section 4 - Public Assistance (PA) Implications**

PA applicants or recipients who are scheduled for termination or terminated prior to the moratorium period must be referred to HEAP. If HEAP cannot resolve the emergency, the district must contact the utility provider to reschedule termination in accordance with the PSC’s moratorium policy (16 NYCRR § 11.4(a)(4)(ii)), or must determine eligibility through PA, issue appropriate notice, and contact the utility provider to restore service if the PA applicant or recipient is eligible.

For PA applicants or recipients who are not scheduled for termination or terminated prior to the moratorium period, districts must follow routine emergency assistance procedures, including referral to HEAP.