



General Information System (GIS) Message

Section 1

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| Transmittal: | 25DC090 Upstate and New York City |
| Date: | December 11, 2025 |
| To: | Subscribers |
| Suggested Distribution: | Commissioners, PA Directors, SNAP Directors, HEAP Coordinators |
| From: | Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs |
| Subject: | Home Energy Fair Practices Act (HEFPA) liaisons |
| Effective Date: | Immediately |
| Contact Information: | PA Program Questions: PA Bureau at: (518) 474-9344 or otda.sm.cees.tabureau@otda.ny.gov |
| Attachments: | N/A |

Section 2

The purpose of this GIS is to remind social service districts (districts) of the requirement to have a Home Energy Fair Practices Act (HEFPA) liaison. Each district must designate a staff member to serve as a liaison to the local utility company(ies) to ensure timely and effective responses when these companies send HEFPA referrals for the protection of vulnerable utility customers.

Home Energy Fair Practices Act (HEFPA)

As stated in [25DC067](#), the HEFPA provides residential energy customers with critical protections around application for service, customer billing, and payment and complaint procedures. Most important for district focus are the protections regarding elderly, blind, or disabled individuals, suspected serious impairments, and neglect or hazardous situations. Districts must comply with the HEFPA procedures when receiving referral form [LDSS-2338](#) for these vulnerable households, as conveyed in [93-ADM-26](#) and Section XIII of the [TA Energy Manual](#). Each district must have a designated HEFPA liaison who will communicate and work with utility companies on HEFPA related issues and referrals. In addition to the safety related referrals, districts will periodically receive requests for dormant account reviews.

In accordance with 93-ADM-26, "Each social services commissioner shall designate a staff member to function as liaison to the local utility company(ies) to insure timely and effective implementation of these procedures. Such designees shall cooperate with designated utility company liaison(s)." Districts can determine who they would like to designate as their HEFPA liaison. However, this information must be shared with utility vendors for correct routing of HEFPA referrals.

Contact information regarding your district's HEFPA liaison must be sent to the Public Assistance (PA) Bureau at otda.sm.cees.tabureau@otda.ny.gov within two weeks of receipt of this GIS if this information has not previously been provided to the PA bureau in 2025. Additionally, if the district liaison changes, the revised information should be relayed timely to the PA Bureau.