



General Information System (GIS) Message

Section 1

Transmittal:	25DC094 Upstate and New York City
Date:	December 23, 2025
To:	Subscribers
Suggested Distribution:	Commissioners, PA Directors, HEAP Coordinators
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
Subject:	Heating Equipment Repair and Replacement Referrals for Public Assistance Applicants
Effective Date:	Immediately
Contact Information:	PA Program Questions: TA Bureau at: (518) 474-9344 or tabureau@otda.ny.gov
Attachments:	None

Section 2

The purpose of this GIS message is to inform social services districts (districts) that applicants applying for heating equipment emergency benefits through Public Assistance (PA) do not require an official Home Energy Assistance Program (HEAP) Heating Equipment Repair and Replacement (HERR) denial for acceptance and processing of their application through PA. Although the availability of HEAP to meet a HERR emergency must be explored, an applicant should not be required to go through the full HEAP application process if they clearly don't meet current specific HEAP HERR criteria, such as being aged 60 or older, or if the HERR component is not open.

Districts should follow the established processes in place for referral of these applications to PA. A case note must be added to the case record indicating whether the applicant was denied for HEAP or referred to PA initially due to clear HEAP ineligibility. Households must not be discouraged or denied the opportunity to apply for HEAP HERR.