

Office of Temporary and Disability Assistance

## Working With HEAP Vendors

June 2023

1

---

---

---

---


---

---

---

---

This training program is provided under a contractual agreement between the  
 New York State Office of Temporary and Disability Assistance  
 Administrative Services  
 Training and Staff Development  
 AND  
 Professional Development Program  
 Rockefeller College, University at Albany  
 State University of New York  
 through  
 The Research Foundation for The State University of New York (SUNY)  
 June 2023  
 ~ For Training Purposes Only ~



2

---

---

---

---

---

---


---

---

### Introduction

HEAP workers have many tools and resources available (i.e., HEAPOIL, utility webtools, and vendor agreements) for working with vendors. Utilizing recommended best practices and successfully navigating available tools is essential for HEAP workers to best serve HEAP households and maintain good vendor relationships.

Working With HEAP Vendors - For Training Purposes Only



3

---

---

---

---

---

---

---

---

### Importance

Having a strong understanding of HEAP vendor policy assists workers to ensure that:

- Policy is followed
- Applicants and recipients get the services they need
- Positive working relationships with vendors are maintained

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

4

### Objectives

By the end of this module, you will be able to:

- Understand and reference HEAP Vendor Agreements.
- Explain how to access and obtain information in HEAPOIL.
- Utilize best practices for resolving issues with deliverables and HVAC vendors.
- Explain the procedures for guaranteeing a benefit to a utility company.
- Understand the proper use of utility webtools for HEAP.
- Utilize best practices for resolving issues with utility companies.

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

5

### Topics

- HEAP Vendor Agreements
- Cooling Assistance Vendor Agreements
- Heating Equipment Repair and Replacement Vendor Agreements
- Using HEAPOIL
- Working Through Vendor Issues and Vendor Audits
- Utility Vendor Agreements
- Issuing HEAP Utility Benefits
- Utility Emergencies

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

6

## HEAP Vendor Agreements

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---


---

7

### Introduction

- Vendors and energy suppliers who want to participate in HEAP must sign a Vendor Agreement which outlines the provisions that the vendor or energy supplier must follow.
- A signed Vendor Agreement must be on file with the HEAP Bureau before any HEAP vendor payment is issued to the provider.

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---


---

8


### Vendor Treatment of HEAP Households

Vendor Agreements include provisions that ensure HEAP households are not:

- Treated adversely.
- Discriminated against either in cost of:
  - Goods supplied, or
  - Services provided.
- Subject to billing with any bias.



Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

9

### HEAP Vendor Payment and Delivery

Upon receipt of funds or guarantee of payment from the district, HEAP vendors must make:

- All deliveries for the amount of the HEAP benefit.
- Arrangement for emergency delivery.

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

10

### Additional Vendor Agreement Provisions

Other provisions that must be in the Vendor Agreement include the following:

- Vendors must notify OTDA HEAP within five business days if:
  - The company is sold, or
  - There is a change of any kind
- Vendors must maintain fiscal records for the current year and at least three additional program years

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

11

### Allowable Vendor Fees

- Vendors must not charge fees in excess of:
  - \$100 for off-route deliveries
  - \$190 for after-hours deliveries
- The following allowable fees require customer consent before they can be removed from the HEAP benefit:
  - Leak tests
  - Prime and start
  - Mileage fees

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

12





### Propane Vendor Provisions



- A customer is defined as an individual or household at which the vendor has placed tanks that are connected to the residential consumer heating equipment.
- Vendors are not allowed to refuse a delivery or unhook a tank in order to not deliver; the customer is their responsibility.

Working With HEAP Vendors - For Training Purposes Only



19

---

---

---

---

---

---

---

---

---

---

### Propane Vendor Provisions, continued



- If a vendor chooses to terminate the customer relationship:
  - The vendor must disconnect and remove their tank(s).
  - The district should assist the household in finding another vendor.
- Metered propane accounts are only eligible for an emergency benefit if the vendor has the capability to lock the tank.

Working With HEAP Vendors - For Training Purposes Only



20

---

---

---

---

---

---

---

---

---

---

### Oil/Kerosene/Blend Vendor Provisions



Pricing Options:

- Margin Over Rack (MOR)
  - Option A – applied to the HEAP Benefit only
  - Option B – applied to all deliveries
- Discount Off Retail (DOR)
  - Option C – Applied to the HEAP benefit only
  - Option D – Applied to all deliveries
- Option E – Verified service contract customers only

Working With HEAP Vendors - For Training Purposes Only



21

---

---

---

---

---

---

---

---

---

---

### Option E Vendor Provisions

- Service contracts must be comparable to contracts offered by other vendors in the service area. The contracts must include:
  - A purchase cost paid by the customer specifically for the contract.
  - A provision that would void the service contract, with no refund to the HEAP customer, if the customer takes a delivery from an alternate supplier.
  - Ongoing service coverage beyond a single heating system cleaning.
- Vendors must submit a copy of the terms and conditions of the service contract offered to customers with the signed Vendor Agreement.

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

22

### Common Vendor Scenario 1

A household wants to use the HEAP benefit to fill their 20-pound propane tanks. Is this allowed?



Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

23

### Common Vendor Scenario 1

A household wants to use the HEAP benefit to fill their 20-pound propane tanks. Is this allowed?

- No. Vendor agreements generally require delivery for a full-value commodity delivery.
- There are some instances where customers would take their tanks for fill-ups. In these instances, the vendor should have in their agreement with OTDA that they do propane pick up.



Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---


---

---


24

**Common Vendor Scenario 2**

A vendor dropped firewood in the driveway of a HEAP customer without stacking the wood or speaking to the customer. Additionally, the vendor did not provide a receipt. Is this allowed?



Working With HEAP Vendors - For Training Purposes Only



25

---

---

---

---

---

---


---

---


**Common Vendor Scenario 2**

A vendor dropped firewood in the driveway of a HEAP customer without stacking the wood or speaking to the customer. Additionally, the vendor did not provide a receipt. Is this allowed?

- If the vendor stacks firewood for non-HEAP customers, they must provide the same service to HEAP customers. If there is a fee associated with stacking, the vendor should advise the customer and it should be posted on their website or business materials.
- If this is not a service the vendor provides or the customer does not want to pay the fee, the vendor may leave the wood on the driveway.
- Vendors must provide a receipt to customers that includes the delivery date, the price, and the quantity of wood provided.



Working With HEAP Vendors - For Training Purposes Only



26

---

---

---

---

---


---

---


---

**Common Vendor Scenario 3**

A customer owes money on a shared propane meter and receives notice that their line will be locked if they do not pay. The customer applies for an Emergency HEAP benefit. Is the customer eligible?



Working With HEAP Vendors - For Training Purposes Only



27

---

---

---

---

---

---

---

---

### Common Vendor Scenario 3

A customer owes money on a shared propane meter and receives notice that their line will be locked if they do not pay. The customer applies for an Emergency HEAP benefit. Is the customer eligible?



Yes. In this case the vendor has the ability to lock the meter the applicant's meter. Therefore, the customer is eligible because the vendor has threatened to lock the meter if the benefit is not received which would be a heat-related emergency.

Working With HEAP Vendors - For Training Purposes Only



28

---

---

---

---

---

---

---

---

### Cooling Assistance Vendor Agreements

Working With HEAP Vendors - For Training Purposes Only



29

---

---

---

---

---

---

---

---

### Cooling Vendor Job Specifications

The total cost of a cooling installation cannot exceed the maximum allowed for that unit, including the following:

- A pre-installation on-site assessment
- An air conditioning (AC) unit or fan
- Installation
- Labor
- Minor essential repairs
- Removal and proper disposal of the old unit
- Program support
- Administrative costs

Working With HEAP Vendors - For Training Purposes Only



30

---

---

---

---

---

---

---

---



### Cooling Assistance Services Invoice (LDSS-5044)

LDSS-5044 (Rev. 3/23) Home Energy Assistance Program Cooling Assistance Services Invoice Case Number: \_\_\_\_\_


Name of Customer		Customer Account Number	
Street Address			
City	State	Zip Code	Phone

**AGENCY USE SECTION:**

Application Date: \_\_\_\_\_ Date Approved: \_\_\_\_\_ Invoice Date Received: \_\_\_\_\_

Collateral Contact with Client Date: \_\_\_\_\_

In order to receive payment, vendors must submit the Cooling Assistance Services Invoice to the local Social Services District authorizing the cooling assistance service within 30 days of job completion.

Working With HEAP Vendors - For Training Purposes Only 

---

---

---

---

---

---

---

---

---

---

34

### Cooling Assistance Services Invoice (LDSS-5044)

**VENDOR USE SECTION**

Vendor Name: \_\_\_\_\_ Telephone: \_\_\_\_\_  
Please complete all items listed and confirm with a check mark. Comment as needed.

SERVICES PROVIDED	COMMENTS
Electrical system and load capacity circuit suitable	
Air conditioner and installation provided	
A portable air conditioner	Window air conditioner is not feasible
A portable fan installed	air conditioner is not feasible
Owner's manual provided	
Product registration/warranty information provided	
Instructed on proper operation	


**INVOICE**

Model # or Serial # of unit installed:	Labor	\$
BTUs of unit installed:	Parts	\$
Square Footage of cooling room:	Other	\$
	<b>Total</b>	\$

Work Completed Date: \_\_\_\_\_  
 Work could not be completed. Reason: \_\_\_\_\_  
 Registration/Warranty completed and mailed.

Technician Signature: \_\_\_\_\_ Print Name of Technician: \_\_\_\_\_ Date: \_\_\_\_\_

**CUSTOMER SECTION**  
 I certify that the services checked above were complete.  
 Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Working With HEAP Vendors - For Training Purposes Only 

---

---

---

---

---

---

---

---

---


---


35

### Common Vendor Scenario 4

The HEAP eligible customer lives in an apartment building. The building management requires their own technician to complete the cooling equipment installation.

What should the district do?



Working With HEAP Vendors - For Training Purposes Only 

---

---

---

---

---

---

---

---

---

---

36

### Common Vendor Scenario 4

The HEAP eligible customer lives in an apartment building. The building management requires their own technician to complete the cooling equipment installation. What should the district do?



- The district will send the HEAP participating vendor to the site. The vendor will complete all protocols for Cooling except the actual installation.
- The vendor must remain on site during the installation. They will complete the HEAP Cooling Assistance Services Invoice (LDSS-5044), obtain the customer's signature, provide the owner's manual, demonstrate how to operate the unit, and register the warrantee.
- The completed itemized invoice should be submitted to the district.

Working With HEAP Vendors - For Training Purposes Only



37

---

---

---

---

---

---

---

---

---

---

### Heating Equipment Repair and Replacement Vendor Agreements

Working With HEAP Vendors - For Training Purposes Only



38

---

---

---

---

---

---

---

---

---

---

### HERR Vendor Agreement

HERR vendor agreements ensure the following:

- All work must be performed in compliance with local codes, standards, and manufacturer's instructions
- If permits are required, vendors must file for and obtain all permits prior to the start of the work. Subsequently, once work is completed, the vendor must obtain all necessary signoffs on the permits
- Vendors must not sub-contract any portion of the repair or replacement work

Working With HEAP Vendors - For Training Purposes Only



39

---

---

---

---

---

---

---

---

---

---

### HEAP HERR Job Proposal (LDSS-4867A)

The HEAP HERR Job Proposal (LDSS-4867A) must include:

- A detailed scope of work based on an on-site assessment of the heating equipment.
- The timeframe for the repair or replacement.
- The itemized cost for materials and labor.
- Notation of a working carbon monoxide detector less than 5 years old in home or the cost to install one.
- A programmable thermostat (with homeowner consent) and if compatible with the equipment being installed or repaired.
- The homeowner's signature.

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

40

### Repair and Replacement Specifications

- A system overview of the heating equipment and its proper operation and maintenance must be provided to the customer (including programming the thermostat if a programmable thermostat was installed).
- Work must be completed within five business days of authorization from the district.
- Final bills must be itemized and submitted within 15 business days of services rendered.



Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

41

### Repair and Replacement Specifications, continued

- Manufacturer and workmanship warranties that cover a minimum of one year from the date of installment are required and must be registered with the manufacturer and a completed copy provided to the customer.
- Removal and off-site disposal of all waste materials is the responsibility of the vendor.



Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

42

43

---

---

---

---

---

---

---

---

44

---

---

---

---

---

---

---

---

45

---

---

---

---

---

---

---

---

### Public User Sign-in

**HEAP Oil Component Report: Participating Vendors**

Pick a report below

All Vendors/LDSS List

Participating Vendors/HEAP Applicant List

Select a county: Albany

Select fuel type: Oil/Kero/Blend

Go >>

Working With HEAP Vendors - For Training Purposes Only

46

---

---

---

---

---

---

---

---

---

---

### District User Sign-in

**HEAP Oil Component Report: Participating Vendors**

Pick a report below

All Vendors/LDSS List

For Internal LDSS Use Only

Username

Password

Select a county: Albany

Go >>

Participating Vendors/HEAP Applicant List

Working With HEAP Vendors - For Training Purposes Only

47

---

---

---

---

---

---

---

---

---

---

### District User Reminders

Username and password must be kept confidential and only shared with staff on an as needed basis.

Confidential information is contained in the administrative view of HEAPOIL, i.e., the EIN number and SFS number.

When printing the vendor screen for an applicant, be sure that it is from the public view of HEAPOIL.

Working With HEAP Vendors - For Training Purposes Only

48

---

---

---

---

---

---

---

---

---


---





**Working Through Vendor Issues and Vendor Audits**

Working With HEAP Vendors - For Training Purposes Only



55

---

---

---

---

---

---


---

---

**Introduction**

Maintaining good working relationships with vendors is essential to serving HEAP households. To do this, HEAP workers should not only utilize tools, resources, and best practices when working with vendors, but also understand the vendor audit process and outcomes.

Working With HEAP Vendors - For Training Purposes Only



56

---

---

---

---

---


---

---


---

**The HEAP Vendor Audit**

- The HEAP vendor audit is conducted annually on-site by OTDA Audit and Quality Improvement (A&QI) staff.
- 40 deliverable vendors (35 Rest of State (ROS) and 5 NYC) are selected statewide and asked to provide full access to their records.
- Only one utility vendor is selected yearly.
- Vendors must cooperate with OTDA in establishing a mutually acceptable time frame to provide requested information.



Working With HEAP Vendors - For Training Purposes Only



57

---

---

---

---

---

---

---

---

### HEAP Vendor Audit Outcomes

- Any findings are provided in a final letter to the vendor.
- If violations of the vendor agreements are found, the vendor must agree to take corrective action within designated time frames.



Working With HEAP Vendors - For Training Purposes Only



58

---

---

---

---

---

---

---

---

### HEAP Vendor Refunds

- All refunds must be returned to the district upon request by OTDA or the district within five business days of the request unless the payment was used to obtain fuel or services approved by the district.
- The vendor must notify the district that fuel or services were provided.

Working With HEAP Vendors - For Training Purposes Only



59

---

---

---

---

---

---

---

---

### Best Practices for Working With Vendors

- Use clear communication with vendors.
- When contacting the vendor about issues, call the vendor contact in HEAPOIL or the person who signed the vendor agreement.
- Use accurate and current customer information when making payments and guarantees.
- React immediately when issues arise and reach out to both the applicant and vendor for their side of the story.

Working With HEAP Vendors - For Training Purposes Only



60

---

---

---

---

---

---

---

---

### Common Vendor Scenario 5

A propane vendor is refusing to deliver to a HEAP eligible household due to a back bill.

What should the district do?



Working With HEAP Vendors - For Training Purposes Only



---

---

---

---

---

---

---

---

61

### Common Vendor Scenario 5

A propane vendor is refusing to deliver to a HEAP eligible household due to a back bill. What should the district do?

- The district should remind the vendor of vendor agreement (Provision 6) in which the vendor agrees to accept all HEAP benefits on behalf of their HEAP eligible customers and to make a full commodity delivery upon receipt of funds or guarantee of payment.
- Once funds or guarantee is received, the vendor should arrange for delivery, provide fuel, and establish credit if HEAP funds remain.



Working With HEAP Vendors - For Training Purposes Only



---

---

---

---

---

---

---

---

62

### Common Vendor Scenario 6

A household receives their first Regular HEAP benefit. Payment goes to the vendor but prior to making the delivery, the vendor states they require a minimum delivery of 200 gallons.

Is this allowed?



Working With HEAP Vendors - For Training Purposes Only



---

---

---

---

---

---

---

---

63

### Common Vendor Scenario 6

A household receives their first Regular HEAP benefit. Payment goes to the vendor but prior to making the delivery, the vendor states they require a minimum delivery of 200 gallons. Is this allowed?



- This is not allowed for a first Regular or Emergency HEAP delivery. Once the vendor receives the Regular or Emergency benefit or a guarantee of payment, they must deliver regardless of any minimum delivery amount they have set.
- If a credit is established after the first delivery and it is not enough to cover the vendor's minimum delivery, the customer can pay the difference or apply for an Emergency benefit if they need an emergency delivery.

Working With HEAP Vendors - For Training Purposes Only



64

---

---

---

---

---

---

---

---

---

---

### Common Vendor Scenario 7

A HEAP household is out of fuel and approved for a \$900 benefit. The \$900 was guaranteed to the vendor. The fuel tanks needed a prime and start which the vendor did not do during the fuel delivery. The vendor now wants to charge the household for the service.



What should the district do?

Working With HEAP Vendors - For Training Purposes Only



65

---

---

---

---

---

---

---

---

---

---

### Common Vendor Scenario 7

A HEAP household is out of fuel and approved for a \$900 benefit. The \$900 was guaranteed to the vendor. The fuel tanks needed a prime and start which the vendor did not do during the fuel delivery. The vendor now wants to charge the household for the service. What should the district do?



- The district cannot pay this charge, nor can the vendor make the household pay. A prime and start is considered a standard service when an oil tank is out of fuel. The vendor should have obtained customer consent and provided this service when delivering the fuel.
- The district may need to reach out to the vendor to encourage them to go back and provide the necessary service.

Working With HEAP Vendors - For Training Purposes Only



66

---

---

---

---

---

---

---

---

---

---

## Utility Vendor Agreements

Working With HEAP Vendors - For Training Purposes Only

---

---

---

---

---

---

---

---

67

### Utility Vendor Agreement

Utility Vendor Agreements have provisions in place to protect the HEAP households including the following:

- Households must not be treated adversely
- Households must not be discriminated against either in cost of goods supplied or services provided
- Households must not be subject to billing with any bias
- No additional 'conditions' may be imposed prior to the utility accepting HEAP, except for deferred payment agreements
- The utility shall treat all information related to HEAP customers as confidential

Working With HEAP Vendors - For Training Purposes Only

---

---

---

---

---

---

---

---

68

### Utility Vendor Reminders

Regular and Emergency heaters benefits must be issued separately.

A Regular heat-included benefit of \$21, \$45, or \$50 may be issued at the same time as a heat-related domestic electric benefit.

Paper shutoff notices are not required.

Working With HEAP Vendors - For Training Purposes Only

---

---

---

---

---

---

---

---

69

### Shared Meter and Sub Metering

Shared Meter

- Measures gas, electric, or steam service provided to a dwelling.
- Measures service to other space outside that dwelling.

Sub Metering

A system that allows a multi-tenant property to bill tenants for individual measured utility usage

Working With HEAP Vendors - For Training Purposes Only  Office of Temporary and Disability Assistance

---

---

---

---

---

---

---

---

70

### Shared Meter Situations

Once a shared meter situation is identified by a certifier, the district must determine HEAP eligibility using the following steps:

1. Determine if the household meets all eligibility criteria
2. Initiate a referral for a shared meter investigation
3. Commit and authorize the HEAP benefit, pending the outcome of the investigation
4. Once the outcome is determined, take one of the following actions:
  - If a shared meter does not exist, ensure the HEAP benefit was authorized
  - If a shared meter does exist, a redetermination and payment resolution may take place

Working With HEAP Vendors - For Training Purposes Only  Office of Temporary and Disability Assistance

---

---

---

---

---

---

---

---

71

### Utility Refunds

- All refunds must be returned to the district using the HEAP Vendor Refund Form (LDSS-5043). Refunds must be returned upon request or by the end of the HEAP season unless service was provided or restored.
- If a district is unable to resolve a refund dispute with the utility provider, contact the district's HEAP Bureau liaison for further direction.

Working With HEAP Vendors - For Training Purposes Only  Office of Temporary and Disability Assistance

---

---

---

---

---

---

---

---

72

### Home Energy Fair Practices Act (HEFPA)

The Home Energy Fair Practices Act (HEFPA) established certain standards to extend the rights of residential utility customers. These standards include the following:

- Accounts coded as Elderly, Blind, or Disabled (EBD), medical emergency, or life support system are protected
- Agreements may be terminated by the utility if the customer does not comply with the requirements

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

73

### Best Practices

- ✔ Use clear communication with vendors.
- ✔ Know who the utility contacts are.
- ✔ Use accurate and current customer information when making payments and guarantees.
- ✔ Reach out and react immediately when notified of a utility emergency.

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

74

### Issuing HEAP Utility Benefits

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

75

### Issuing Regular HEAP Utility Benefits

- When the account is current, utility benefits may establish a credit on the customer's account.
- Utilities are not required to provide 30 days of prospective service for non-heating benefits (\$21, \$45, or \$50).
- Guarantees may be emailed if properly encrypted.

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

76

### Issuing Emergency HEAP Utility Benefits

Prior to issuing a HEAP benefit you should:

- Verify direct vendor relationship for Regular HEAP.
- Verify the applicant is the customer of record for Emergency HEAP.
- Report accounts coded incorrectly or in a minor's name to the utility and ensure those accounts are resolved.
- Ensure proper benefit payment by doublechecking the amount guaranteed.

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

77

### Issuing Emergency HEAP Utility Benefits, continued

- HEAP benefits guaranteed by phone, webtool, or fax for the utility will provide 30 days prospective service.
- Guarantees may be emailed if properly encrypted.
- If accepted by the utility provider, HEAP benefits can be used to restore or establish service.
- A final termination notice is not required to guarantee an Emergency benefit.

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

78

### Accepting HEAP Benefits

- The utility may either accept or decline HEAP on behalf of an applicant for service, who is a non-current customer or who has been disconnected.
- For current customers, the utility may not decline HEAP.
- Once HEAP is accepted, the following conditions apply:
  - Households must be provided 30 days prospective service
  - HEAP benefits are credited to the customer's current account only
  - Payments must not be applied to accounts held in abeyance under HEFPA

Working With HEAP Vendors - For Training Purposes Only



79

---

---

---

---

---

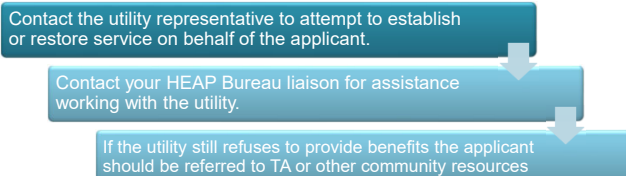
---

---

---

### Terminated Service

Utilities may refuse to accept Regular or Emergency HEAP benefits for applicants trying to establish or restore service. If this happens:



Working With HEAP Vendors - For Training Purposes Only



80

---

---

---

---

---

---

---

---

### Ten Day Utility Holds

If a household is facing imminent utility termination and the agency is unable to determine eligibility prior to the shut off date, the district may use a ten day utility hold.

When using a ten day utility hold, the following criteria applies:

- The ten day hold reduces the 30-day prospective service
- The hold must not be used prior to program opening
- No unnecessary holds or abuse of this privilege is allowed

Working With HEAP Vendors - For Training Purposes Only



81

---

---

---

---

---

---


---

---

**Alternate Ways to Avoid Shutoffs**

- Utility low income programs
- Deferred payment agreements
- Monthly budget plans
- Energy efficiency services through NYSERDA or Weatherization
- Education

Working With HEAP Vendors - For Training Purposes Only



82

---

---

---

---

---

---

---


---

---

---

**Utility Emergencies**

Working With HEAP Vendors - For Training Purposes Only



83

---

---

---

---

---

---

---

---


---

---

**Introduction**

When an applicant is experiencing an emergency, districts must determine if Regular or Emergency HEAP should be issued to resolve the situation.

Working With HEAP Vendors - For Training Purposes Only



84

---

---

---

---

---

---

---

---

---

---

### Regular HEAP Component

If available, Regular benefits should be issued to resolve a HEAP emergency as follows:

- Regular benefits may only be guaranteed if the client identifies that they are in an emergency situation
- Workers must:
  - Verify the emergency situation
  - Document using the 'Agency Use' section of the HEAP Application (LDSS-3421)

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

85

### Emergency HEAP Component

If Regular HEAP is not available, Emergency HEAP should be issued to resolved a HEAP Emergency as follows:

- 18 or 48 hour resolution timeframes apply to Emergency HEAP
- Workers must:
  - Verify the customer of record
  - Verify the emergency situation
  - Document using the 'Verification' section of the Emergency Benefit Budget Worksheet (LDSS-3594B)

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---

---

86

### Verifying the Utility Emergency

A utility emergency can be verified in multiple ways, including:

The Utility Webtool

Collateral contact with the utility

A bill or termination notice from the utility

Working With HEAP Vendors - For Training Purposes Only




---

---

---

---

---

---

---


---

87

**HEAP  
Emergency  
Benefit  
Budget  
Worksheet  
(LDSS-  
3594B)**

VERIFICATION			
<b>Non-Utility</b>			
<input type="checkbox"/>	Collateral contact with the vendor.	Vendor Name: _____	Acct # _____
	Contact name: _____		Date: _____
	Date of last delivery: _____	Credit remaining \$ _____	
<input type="checkbox"/>	Written statement from vendor		
<input type="checkbox"/>	Applicant is customer of record		
<b>Utility</b>			
<input type="checkbox"/>	Main heating source		<input type="checkbox"/> Combined gas & domestic electric
<input type="checkbox"/>	Utility website	Date: _____	Acct # _____
<input type="checkbox"/>	Collateral contact with vendor.	Contact name: _____	Date: _____
<input type="checkbox"/>	Applicant is customer of record		
<b>Domestic Electric Utility Only</b>			
<input checked="" type="checkbox"/>	Utility Website	Date: <u>01/20/2024</u>	Acct # <u>12345678</u>
<input type="checkbox"/>	Collateral contact with vendor.	Contact Name: _____	Date: _____
<input checked="" type="checkbox"/>	Applicant is customer of record		

Working With HEAP Vendors - For Training Purposes Only



88

---

---

---

---

---

---

---

---


---

---

**HEAP  
Emergency  
Benefit  
Budget  
Worksheet  
(LDSS-  
3594B),  
continued**

VERIFICATION			
<b>Non-Utility</b>			
<input type="checkbox"/>	Collateral contact with the vendor.	Vendor Name: _____	Acct # _____
	Contact name: _____		Date: _____
	Date of last delivery: _____	Credit remaining \$ _____	
<input type="checkbox"/>	Written statement from vendor		
<input type="checkbox"/>	Applicant is customer of record		
<b>Utility</b>			
<input type="checkbox"/>	Main heating source		<input type="checkbox"/> Combined gas & domestic electric
<input type="checkbox"/>	Utility website	Date: _____	Acct # _____
<input type="checkbox"/>	Collateral contact with vendor.	Contact name: _____	Date: _____
<input type="checkbox"/>	Applicant is customer of record		
<b>Domestic Electric Utility Only</b>			
<input type="checkbox"/>	Utility Website	Date: _____	Acct # _____
<input checked="" type="checkbox"/>	Collateral contact with vendor.	Contact Name: <u>Joe Smith, National Grid</u>	Date: <u>02/01/2024</u>
<input checked="" type="checkbox"/>	Applicant is customer of record		

Working With HEAP Vendors - For Training Purposes Only



89

---

---

---

---

---

---

---

---

---


---

**Utilizing Utility Webtools**

Utility Webtools provide district staff with:

- Shut-off status
- Collection status
- Payment agreement vs Pending payment agreement

Working With HEAP Vendors - For Training Purposes Only



90

---

---

---

---

---

---

---

---

---

---

Details	Elec. Bill Hist.	Gas Bill Hist.	Payment Hist.	Financial Stmt.
<b>Bill Details</b>				
Connect Date: 06/30/2010				
Disconnect Date: n/a				
Current Balance: \$3,028.97				
Due Date: 04/11/2012				
Account Status: Active				
Proposed Budget Amount: \$409.00				
Budget Status: Inactive				
Heat Type: Other				
Energy Costs: Electric: \$4,775.01 (last 12 months)				
Gas: \$120.04 (last 12 months)				
<b>Collection Activity</b>				
Payment Agreement Default Date: 11/02/2011				
Payment Agreement Default: 006				
Disconnect Notice Issued: 11/04/2011				
Collection Status: Active Collections				
COVID-19 Order Issued:				
72-Hour Notice Issued: Yes				
<b>Hold History</b>				
Regular HEAP Fuel Grant: Expires 01/11/2012, \$300.00				
Emergency HEAP Fuel Grant: Expires 02/29/2012, \$500.00				
<b>Assistance Programs</b>				
Program Type: DSS Other				
Start Date: 04/10/2011				
End Date: n/a				
Case Number: R231539				

Working With HEAP Vendors - For Training Purposes Only

91

---

---

---

---

---

---

---

---

---

---

### Topics

- HEAP Vendor Agreements
- Cooling Assistance Vendor Agreements
- Heating Equipment Repair and Replacement Vendor Agreements
- Using HEAPOIL
- Working Through Vendor Issues and Vendor Audits
- Utility Vendor Agreements
- Issuing HEAP Utility Benefits
- Utility Emergencies

Working With HEAP Vendors - For Training Purposes Only

92

---

---

---

---

---

---

---

---

---

---

### Questions?

Working With HEAP Vendors - For Training Purposes Only

93

---

---

---

---

---

---

---

---

---

---

## Objectives

By the end of this module, you will be able to:

- Understand and reference HEAP Vendor Agreements.
- Explain how to access and obtain information in HEAPOIL.
- Utilize best practices for resolving issues with deliverables and HVAC vendors.
- Explain the procedures for guaranteeing a benefit to a utility company.
- Understand the proper use of utility webtools for HEAP.
- Utilize best practices for resolving issues with utility companies.

Working With HEAP Vendors - For Training Purposes Only



94

---

---

---

---

---

---

---

---



## Working With HEAP Vendors

June 2023

95

---

---

---

---

---

---

---

---