LDSS-5000 (Rev. 7/22)

Home Energy Assistance Program - Guarantee of Payment Letter

Date:	Program Year:
County Social Services District:	District Worker Name:
Worker Telephone Number:	Worker Fax Number:
Vendor Name:	Phone Number:
Contact Person:	Vendor Fax Number:

Customer Information

Case Number:	Customer Telephone Number:
Customer Name:	Account Number:
Customer Address:	
Name on Bill (If Different Than Customer):	

Regular and Emergency Benefit Guarantee

Type of Heat: ☐ Fuel Oil ☐ Kerosene ☐ Propane ☐ Coal ☐ Corn
☐ Wood ☐ Pellets ☐ Gas ☐ Electric ☐ Other

Customer states: ☐ Out of fuel ☐ Less than 1/4 tank ☐ Less than a 10 day supply
☐ Utility service is off ☐ Utility service scheduled for shut off on _____

Vendor must obtain HEAP recipient's consent to the use of their HEAP benefit for an off route or after hours delivery fee.

☐ Provide a fuel delivery in the amount of $_____ ☐ Regular HEAP benefit
☐ Emergency HEAP benefit
☐ First ☐ Second ☐ Other _____

☐ Continue/restore service by guaranteeing payment of $_____ ☐ Regular HEAP benefit
☐ Emergency HEAP benefit
☐ First ☐ Second ☐ Other _____

Heating Equipment and Cooling Benefit Guarantee

☐ Customer has been approved for a HEAP benefit not to exceed $_____ for the following service:
☐ Heating Equipment Repair ☐ Heating Equipment Replacement
☐ Heating Equipment Clean and Tune ☐ Cooling (air conditioner)

Final itemized bill on vendor letterhead must be submitted to the Social Services District for payment.

If you have already received a guarantee of payment letter for this household, contact the Social Services District worker listed above before making a delivery.

Vendors accepting HEAP payments for households in an emergency situation must make acceptable arrangements with their customer upon either receipt of a guarantee of HEAP payment or receipt of a HEAP payment, whichever occurs first. Vendors unable to make acceptable arrangements with their customer must immediately contact the Social Services District worker.

Additional Emergency benefits are dependent upon availability of funding, and only when approved by OTDA.