

COUNTY OF ERIE  
Chris Collins, County Executive  
HOME ENERGY ASSISTANCE PROGRAM  
OUTREACH SCHEDULE February 2010  
Revised 01/27/10

HEAP Outreach hours are 9:00 AM to 4:00 PM, unless otherwise indicated. Interviews are conducted on a first come, first served basis. All prospective clientele are welcome to apply for HEAP assistance at outreach sites, regardless of age or disability.

The Outreach schedule is subject to additions or changes. If you need more information you may contact the HEAP hotline at 858-7870 or visit [www.erie.gov](http://www.erie.gov), click the "County Departments and Agencies" link to access information about HEAP by following the Senior Services or Social Services Department links.

Appointments can be scheduled for Saturday sites. To schedule appointment call 858-2633

As always, the HEAP offices at 478 Main and 291 Pearl are open daily 8:00am -4:30pm.

2/2/2010

East Aurora Senior Center  
101 King Street  
East Aurora

2/17/2010

Harlem Road Community Center  
4255 Harlem Rd.  
Amherst

2/6/2010-Saturday Location

SEIU 1199  
974 Kenmore Ave,  
Buffalo, NY 14216

2/18/2010

Brant Town Hall  
1294 Brant/N. Collins Rd  
North Collins

**\*\*Appointments Available. Call 858-2633\*\***

2/9/2010

Crucial Human Services Center  
230 Moselle Street  
Buffalo

2/20/2010-Saturday Location

Matt Urban Center  
1081 Broadway  
Buffalo, NY 14212

**\*\*Appointments Available Call 858-2633\*\***

2/11/2010

Tosh Collins Senior Center  
35 Cazenovia St.  
Buffalo

2/22/2010

Lakeshore Library  
4857 Lakeshore Drive  
Hanmburg

2/13/2010-Saturday Location

UAW Region 9  
35 George Karl Blvd.  
Amherst NY14221

2/23/2010

Kensington Bailey Center  
995 Kensington Ave  
Buffalo

**\*\*Appointments Available Call 858-2633\*\***

2/16/2010

Concerned Ecumenical Ministry  
286 Lafayette

2/24/2010

Northwest Community Center  
155 Lawn Ave.  
Buffalo

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**COUNTY OF ERIE**  
**Chris Collins, County Executive**  
**HOME ENERGY ASSISTANCE PROGRAM**  
**OUTREACH SCHEDULE March 2010**  
**Revised 01/27/10**

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**3/2/2010**

**Orchard Park Municipal Building**  
**4295 South Buffalo Rd**  
**Orchard Park**

**3/10/2010**

**Lackawanna Library**  
**560 Ridge Rd**  
**Lackawanna**

**3/16/2010**

**Gloria Parks Communit Center**  
**3242 Main St**  
**Buffalo**

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**HEAP = Help with Heating and Electric Bill** *HEAP is a Federally Funded Program designed to help eligible HHs with the costs of heating their homes.*

**HEAP HOTLINE 858-7644**

**HEAP App Request Line 858-1969**

**REGULAR HEAP**

- Gas and Electric benefits appear as a **credit on bill** about 60 days after approval
- Oil, propane, wood, coal, etc. benefits produce an immediate delivery of fuel totaling benefit amount
- **DO NOT** need a shut off notice to get Regular HEAP
- **If there is a shutoff notice**, a 30 day hold is put on account
  - Client will not be shut off during that 30 days and is no longer responsible for that portion of their total bill. After 30 days expires client may make arrangements or pay company for the difference or seek Emergency HEAP if another shut off notice is issued
- There is **NO resource test for Regular HEAP**, HEAP will not examine \$\$ assets
- Regular Benefits range from \$300-\$700

**EMERGENCY HEAP**

- Benefits for **main source of heat AND/OR or with "heat related" electricity**
  - 1 Emergency benefit currently available for Heat
  - 1 Emergency benefit currently available for electric
- Emergency Benefits range from \$80-\$600
- HH must have **NO** available liquid resources (\$\$ is savings, checking, stocks, Bonds, CDs, IRAs, 401k). Monthly living expenses in savings are **not counted**
- **Must have a Shut off notice to apply**

**HEAP 2009-2010 Income Guidelines. Total Household GROSS MONTHLY income can not exceed:**

HH size	Amount
1	\$2030
2	\$2654
3	\$3279
4	\$3903
5	\$4528
6	\$5152
7	\$5269

**HOW TO APPLY FOR HEAP**

**BY MAIL for Regular HEAP:**

*Who can apply?*

- **ALL** Households who received HEAP last year
- **If** Head of Household is 60+, or disabled (even if new to program)
- **If** Household has disabled individual or child age 5 or younger (even if new to program)
- Call HEAP application request line
- Proof of **ALL** HH earned income must be enclosed (2 or 4 paystubs)
- Mail to 291 Pearl St, Buffalo 14202

**IN PERSON Regular or Emergency HEAP:**

*Who can apply?*

- Households who did not receive HEAP last year must apply in person
- Must bring proof of ID, income, current heat and electric bills
- Must bring proof of ALL resources (bank, stocks, CDs, IRAs, etc.) for EMERGENCY HEAP applications only
- 60+ clients unable to appear: 858-8526
- Under 60 clients unable to appear: 858-7294
- **291 Pearl St Buffalo (60+ OR Disabled)**
- **478 Main (all other applicants, ALL TA/FS recipients)**

**BY PHONE for Emergency HEAP:**

*Who can apply?*

- **All** Households who were approved for a Regular benefit this season
- Callers should be prepared with Case #, SSN #, utility account numbers, HH income and resource (bank, etc) amounts
- Emergency HEAP hotline **858-7644**

**\*\*Wage calculation for all HEAP applications:**

4 Weekly gross \$\$/4 then X 4.333

2 Bi weekly gross \$\$/2 then X 2.166