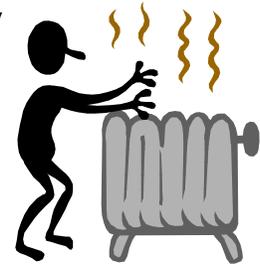


Are You Having Trouble Paying Your Heating Bill?

The Rockland County Department of Social Services' (DSS) Home Energy Assistance Program (HEAP) will be accepting HEAP applications beginning November 14, 2016. HEAP issues benefits directly to your utility company (e.g. O&R) to supplement your household's annual energy cost. Eligible residents are entitled to receive one regular benefit. They may also be eligible for one emergency benefit if a Termination Notice is received.



If you received a HEAP benefit in the 2015/2016 season, you can apply for regular HEAP by mail on or after November 14, 2016; no interview is required. Applications will be accepted through March 15, 2017 or until program funds are exhausted. Applications for previous HEAP households that include a vulnerable member (children under 6 years of age, as well as persons 60 and over, SSI, SSD) were mailed out in September.

REGULAR HEAP

How to Apply:

- Apply online via www.MyBenefits.ny.gov.
- These organizations can mail you an application and will accept completed applications and supporting documents in person/by mail.
 - Rockland County Department of Social Services, HEAP Unit, Pomona (364-3480 or 364-3485)
 - Rockland County Office for the Aging, Pomona (364-2101)
 - Community Improvement Council, Spring Valley (354-4100)
 - Community Outreach Center, Monsey (356-9600)
 - Rockland Community Development Council, Monsey (352-1400)

If you did not receive a HEAP benefit in the 2015/2016 season, please call the HEAP Unit at 845-364-3480 to schedule a personal interview.

EMERGENCY HEAP

Termination Notices must be faxed to DSS between January 3, 2017 - March 15, 2017

Regardless of whether you are a new or existing HEAP recipient, 30 days after your regular benefit is guaranteed, an emergency benefit may be guaranteed if you receive a new Termination Notice. When you receive your Termination Notice, fax it to 845-364-3130. **Everyone must write a contact phone number on the Notice.** Temporary Assistance and SNAP recipients should also include their Temporary Assistance or SNAP Case Number. You will be contacted for a phone interview.

Please note: It takes between 8-10 weeks for your benefit to be reflected on your utility bill.

**Rockland County Department of Social Services
Susan Sherwood, Commissioner**