HEAP ENROLLMENT OPENED MONDAY, NOV. 2

Help paying your heating bill this winter. Benefits are first-come, first-served, so apply early.



Community Alert from Councilmember Michael Patterson

Drafted with help from Claude Opus 5.5 (AI). Info current as of Nov. 1, 2026, based on Gov. Hochul's Oct. 16, 2026 HEAP announcement, the NYS 2026–2027 HEAP Desk Guide (LDSS-5005, Rev. 08/26), NY.gov HEAP pages, the NYS OTDA Monroe County HEAP contact list and Monroe County Office for the Aging.

HOW TO APPLY

Online: myBenefits.ny.gov
Call: Monroe County HEAP, (585) 753-6477
In person or by mail: Monroe County Dept. of Human Services, 111 Westfall Rd., Rochester 14620 (Mon.–Fri., 8 a.m.–4 p.m.)
State hotline: 1-800-342-3009

WHO QUALIFIES (2026–2027)

Gross monthly income up to:
$3,563 for 1 person · **$4,659** for 2 people
$5,756 for 3 · $6,852 for 4 · Larger households: call Monroe County HEAP.
On SNAP, Temporary Assistance or SSI? You may qualify without meeting the income limit, and many households get HEAP automatically.

HOW MUCH YOU CAN GET

If you pay for heat directly, base benefit:
Natural gas or electric: $400 · **Oil, kerosene, propane:** $990 · **Wood, pellets, coal, corn:** $700
+$35 if your household includes someone 60+, under 6 or permanently disabled
+$61 for lower incomes (up to $1,729/month for 1 person, $2,344 for 2)
Heat included in rent: $50 or $45; $21 in subsidized housing

WHAT TO BRING

Proof of where you live: lease, rent receipt, utility or fuel bill, mortgage receipt, deed, tax bill, or a landlord's statement that heat is included
Proof of income: Social Security, SSI or pension award letters, or recent pay stubs
Social Security numbers and ID for everyone in the household

MORE HEAP HELP

Homeowners 60 and older: furnace or boiler repair (up to $4,000) or replacement (up to $8,000), open since Oct. 1, 2026. **Homeowners:** clean and tune (up to $500), open since Oct. 1. Call Monroe County HEAP for both.
Emergency HEAP opens Jan. 4, 2027 if you're about to run out of fuel or face a utility shutoff; the bill must be in your name. **After-hours heat emergency:** 211 or (585) 442-1742.

FREE HELP APPLYING

Lifespan of Greater Rochester:
(585) 244-8400, ext. 102
Catholic Charities Family & Community Services:
(585) 238-8620, ext. 13221
Monroe County Office for the Aging: **(585) 753-6280**
NY Connects (Monroe County): **(585) 325-2800**

PROTECT YOURSELF FROM SCAMS

Help applying is **always free**. Never pay anyone to apply for you. Not sure a call or letter is real? Call a number on this flyer before you act.

Please share with a neighbor who heats on a fixed income.

Sources: https://governor.ny.gov/news/governor-hochul-announces-15-million-new-yorkers-can-receive-hundreds-dollars-help-cover-home · https://events.trainingspace.ny.gov/heap/materials/2026/rest-of-state/forms/HEAP%20Desk%20Guide%20(LDSS-5005).pdf · https://www.ny.gov/services/apply-heating-assistance-heap ·

https://www.ny.gov/services/apply-heating-equipment-repair-or-replacement · https://www.ny.gov/services/apply-heating-equipment-cleaning-and-tuning · https://otda.ny.gov/programs/HEAP/contacts/default.asp?county=29 · https://www.monroecounty.gov/aging-programs · https://aging.ny.gov/location/monroe-county-office-aging