HOMEOWNERS 60+: UP TO $4,000 TO REPAIR OR $8,000 TO REPLACE YOUR FURNACE

Open now. Clean and tune up to $500 for homeowners who meet HEAP income limits. Regular HEAP opened Nov. 2.



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 and the NYS OTDA Monroe County HEAP contact list.

HOMEOWNERS 60+ ONLY: FURNACE OR BOILER REPAIR OR REPLACEMENT

Open since Oct. 1, 2026 for homeowners 60 and older. You must own and live in the home, meet HEAP income limits, and have resources under $10,000. Covers the furnace, boiler or other equipment that is your home's primary heat source. Work must be approved by Monroe County HEAP before it begins, and the vendor is paid directly. Apply by calling Monroe County HEAP; an eligibility interview is required.

Source: NY.gov, Apply for Heating Equipment Repair or Replacement: https://www.ny.gov/services/apply-heating-equipment-repair-or-replacement

HOMEOWNERS ONLY: CLEAN AND TUNE (UP TO $500)

Open since Oct. 1, 2026 for homeowners who meet HEAP income limits. Cleans your primary heating equipment and can include chimney cleaning, minor repairs, and carbon monoxide detectors or a programmable thermostat. Equipment must be over 12 months old, not cleaned in the past 12 months, and not under a service contract that includes cleaning. Call or visit Monroe County HEAP.

REGULAR HEAP (HOMEOWNERS AND RENTERS)

Base benefit by heat source:

Natural gas or electric: $400
Oil, kerosene, propane: $990
Wood, pellets, coal, corn: $700
Plus $35 if your household includes someone 60+, under 6 or permanently disabled.
Plus $61 for lower incomes: up to $1,729/month (1 person) or $2,344/month (2 people).

WHO QUALIFIES (2026–2027)

Gross monthly income up to **$3,563** for 1 person or **$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.

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, and resources must be under $2,500 ($3,750 with someone 60+ or under 6). Up to $990 for oil or propane, $585 for electric heat, $400 for gas heat.

After-hours heat emergency: 211 or (585) 442-1742

HOW TO APPLY

Online (regular HEAP): myBenefits.ny.gov
Call: Monroe County HEAP, (585) 753-6477
In person: Monroe County Dept. of Human Services, 111 Westfall Rd., Rochester 14620 (Mon.–Fri., 8 a.m.–4 p.m.)
Bring: deed, mortgage receipt or tax bill; proof of income (Social Security, SSI or pension award letters, or recent pay stubs); Social Security numbers and ID for everyone in the household.

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: 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 first.

Please share with a neighbor who owns their home and heats on a fixed income.

Sources: All eight New York State and Monroe County government sources, with full links, are listed on the back of this flyer.

SOURCES FOR THIS FLYER

Every figure on the front comes from these New York State and Monroe County government sources, checked Nov. 1, 2026.



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1. NY.gov: Apply for Heating Equipment Repair or Replacement (2026–2027)

Repair up to $4,000, replacement up to $8,000; homeowners 60+ who own and live in the home; opened Oct. 1, 2026.

https://www.ny.gov/services/apply-heating-equipment-repair-or-replacement

2. NY.gov: Apply for Heating Equipment Cleaning and Tuning (2026–2027)

Up to $500 for homeowners; what it covers; equipment rules; opened Oct. 1, 2026.

https://www.ny.gov/services/apply-heating-equipment-cleaning-and-tuning

3. NYS OTDA: 2026–2027 HEAP Desk Guide (LDSS-5005, Rev. 08/26)

Base benefits by heat source, $35 and $61 add-ons, lower-income limits, Emergency HEAP amounts and resource limits, $10,000 resource limit for repair or replacement.

https://events.trainingspace.ny.gov/heap/materials/2026/rest-of-state/forms/HEAP%20Desk%20Guide%20(LDSS-5005).pdf

4. NY.gov: Apply for Heating Assistance (HEAP)

2026–2027 income limits, how to apply, what to bring, Emergency HEAP opening Jan. 4, 2027.

https://www.ny.gov/services/apply-heating-assistance-heap

5. Office of the Governor: HEAP announcement, Oct. 16, 2026

Regular HEAP opened Nov. 2; benefit increases; automatic benefits for SNAP households; first-come, first-served.

https://governor.ny.gov/news/governor-hochul-announces-15-million-new-yorkers-can-receive-hundreds-dollars-help-cover-home

6. NYS OTDA: Monroe County HEAP contacts

Monroe County Dept. of Human Services, Lifespan, Catholic Charities, after-hours emergency line.

https://otda.ny.gov/programs/HEAP/contacts/default.asp?county=29

7. Monroe County Office for the Aging: Programs & Services

NY Connects (Monroe County) phone number.

https://www.monroecounty.gov/aging-programs

8. NYS Office for the Aging: Monroe County Office for the Aging listing

Office phone and address.

https://aging.ny.gov/location/monroe-county-office-aging

Questions about HEAP? Call Monroe County HEAP at (585) 753-6477 or the state hotline at 1-800-342-3009.