HEAP OPENED MONDAY, NOV. 2

Homeowners and renters qualify based on the conditions below. Apply early: first-come, first-served.



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.

PAY YOUR OWN HEATING BILL? SAME BENEFIT AS HOMEOWNERS

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).

HEAT INCLUDED IN YOUR RENT? YOU CAN STILL QUALIFY

You can still get a smaller benefit:
$50 for lower incomes (up to $1,729/month for 1 person, $2,344 for 2)
$45 for other eligible households
$21 in subsidized housing or a group home

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 heating or electric 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

WHAT'S DIFFERENT FOR RENTERS

Regular HEAP, Emergency HEAP, the income limits and how to apply are the same for homeowners and renters. The difference: HEAP's furnace and boiler repair or replacement (homeowners 60+) and clean-and-tune benefits are only for people who **own and live in** their home, so tenants can't apply for them. **If your heat isn't working, contact your landlord right away.**

HOW TO APPLY

Online: 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: lease, rent receipt, utility 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.

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 rents 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)

Shows repair and replacement are only for homeowners 60+ who own and live in the home.

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

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

Shows clean and tune is only for homeowners.

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, heat-included-in-rent amounts, Emergency HEAP amounts and resource limits.

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 (including a landlord's statement), $21 subsidized-housing benefit, 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.