



Home Energy Assistance Program (HEAP)

Clean and Tune Assistance

HEAP funding is available to help eligible households get their equipment inspected and cleaned at no cost to homeowners. Furnace or boiler tune-ups help improve energy efficiency and could help you save money on future heating costs.

Eligibility criteria:

- Income eligible for HEAP
- Has owned the home for over 12 months
- Is the applicant's primary residence
- The primary heating unit has worked in the past 12 months
- The primary heating equipment has not been cleaned and tuned within the past 12 months prior to the month of application

If determined eligible, the Department of Social Services staff will notify your selected vendor, who will schedule the service at your home. As part of the Clean and Tune program, households may also receive a programmable thermostat and/or carbon monoxide detector if one is not already present in the home.

Received Regular HEAP Benefit

If you have already received your regular HEAP benefit and your household composition, address or income has not changed, please complete the HEAP Heating Equipment Clean and Tune Request For Benefit form (LDSS-5081) and select a vendor from the participating vendor list to perform the clean and tune. The LDSS-5081 can also be completed over the phone by calling the HEAP call center at (716) 858-7644.

Have Not Received Regular HEAP Benefit

If you have not received HEAP in the current season, please complete the HEAP application (LDSS-3421) and provide ID, utility bills and income for the entire household as well as the HEAP Heating Equipment Clean and Tune Request For Benefit form (LDSS-5081) and selected vendor. Please mail all information to: 95 Franklin Street, Buffalo NY 14202 Attn: HERR Team.

NYSERDA EmPower and NYS Weatherization Assistance Programs

In addition to clean and tune services, HEAP eligible customers may apply to the New York State Energy Research and Development Authority's (NYSERDA) EmPower New York Program or to the New York State Weatherization Assistance Program. The EmPower New York Program offers no-cost energy efficiency services such as home energy assessments, insulation, air sealing, energy efficient light bulbs and replacement of an inefficient refrigerator and freezer to homeowners and renters.

For additional information about HEAP, please contact our HEAP hotline at (716) 858-7644.

