

November 3, 2025

Honorable Kathy Hochul
Governor of the State of New York
Executive Chamber
NYS Capitol Building
Albany, NY 12224

Re: Providing New Yorkers in Need with Heating Assistance – HEAP

Dear Governor Hochul,

We the undersigned write today out of deep concern that the Home Energy Assistance Program (“HEAP”) did not open as scheduled on November 3. Without immediate action by the State, New Yorkers across every region now face the growing threat of losing essential heat and power as cold weather arrives.

Your leadership is urgently needed now to address this emergency and ensure millions of New Yorkers are not left without heat as the federal shutdown looms. We urge you to take three immediate actions:

- 1. Call for a statewide moratorium on service terminations** for all residential electric, gas, and combination utilities, including the Long Island Power Authority, until HEAP is fully funded and reopened.
- 2. Provide the State funding necessary to restore HEAP benefits** so that eligible New Yorkers can access assistance as soon as possible.
- 3. Pause customer disenrollment from the Energy Affordability Program (“EAP”).**

HEAP is a lifeline to more than 1.5 million households, many of whom are families with limited incomes or older adults, who depend on it to stay safe and warm during the winter months. Without these critical benefits, these vulnerable households will face the impossible choice between heating their homes and meeting their other basic needs. The program’s suspension leaves those households exposed at the very moment they need it most.

New York is in the midst of an energy affordability crisis. More than 1.2 million households are over 60 days behind on their energy bills, collectively owing nearly \$2 billion.¹ In September

¹ See, 91-M-0744, Collections Activity Reports, filed by the investor-owned electric and natural gas utilities.

alone, over 53,000 service terminations occurred statewide, an average of 1,800 households each day.

With HEAP delayed, roughly 100,000 low-income households are also at risk of losing their EAP credits.² Absent these critical monthly bill discounts, these families will face higher utility bills and be at an even greater risk of a shutoff.

No New Yorker should face the threat of losing heat or power just as cold weather sets in. Governor Hochul, we urge you to act swiftly to pause all energy utility shutoffs and open HEAP.

Sincerely,

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² See, 14-M-0565, New York Utilities Emergency Petition, filed October 31, 2025, page 6, at: <https://documents.dps.ny.gov/public/Common/ViewDoc.aspx?DocRefId={A0E53B9A-0000-C853-A9A7-9A85D2B279B9}>.

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