

Section I - CNS Notice Reprint

The reprint request indicator function on the CNS Notice List Screen (WCNO51) is no longer supported. All notice reprints should be accessed through the COLD (Computer Output to Laser Disk) application. COLD provides an instant copy in the same format that was issued to the household. COLD can be accessed through CentraPort.

Section II - CNS/HEAP Changes

- **G74:** Reason code **G74 Not Eligible for Mail-in Application**, is no longer a valid reason for HEAP and has been deleted.
- **E10:** A new reason code, **E10 Failure to Keep/Complete Interview: No Scheduled Appointment**, has been validated for HEAP program usage. This code has previously been valid for TA and FS only. It is now also valid for transaction types 03-denial, 05-change and 07-closing as a HEAP reason. The following language will print for CNS notices:

Your request for HEAP benefits is **NOT APPROVED**.

This is because you failed to complete the required interview process for your Home Energy Assistance Program (HEAP) application. To get HEAP, you will have to apply again.

This decision is based on the current New York State HEAP State Plan.