How to Reopen a Heating Oil Claim in the Online Community

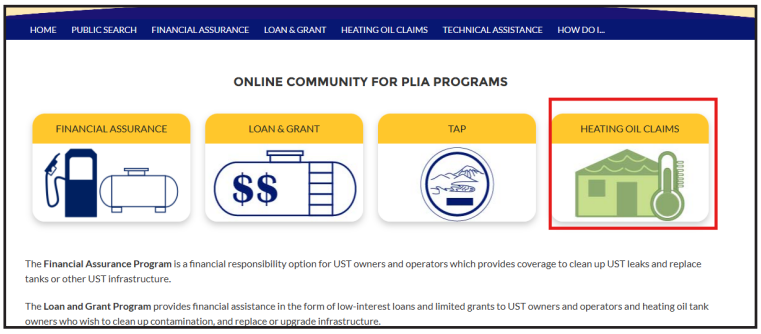
The Heating Oil Insurance Program has now transitioned to the Heating Oil Loan and Grant Program. As of August 1, 2025, all tanks registrations in this program have ended and no new claims will be accepted. PLIA will continue to administer administer heating oil claims that were filed prior to July 31, 2025.

Heating oil tank owners with claims for releases reported before July 1, 2025, may still reopen claims under the following conditions:

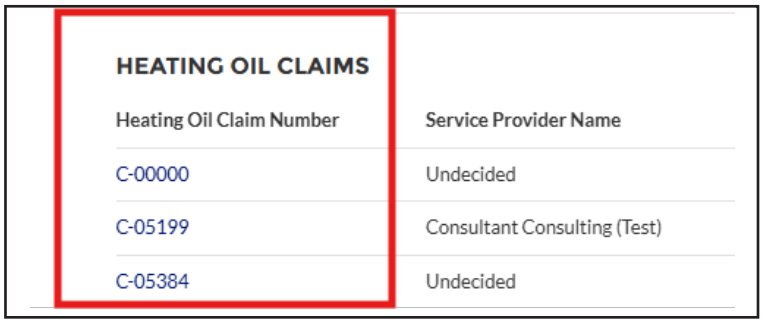
- There were still funds remaining on the original claim at the time it was closed.
- The heating oil tank owner reopening the claim is the insured who opened the original claim.

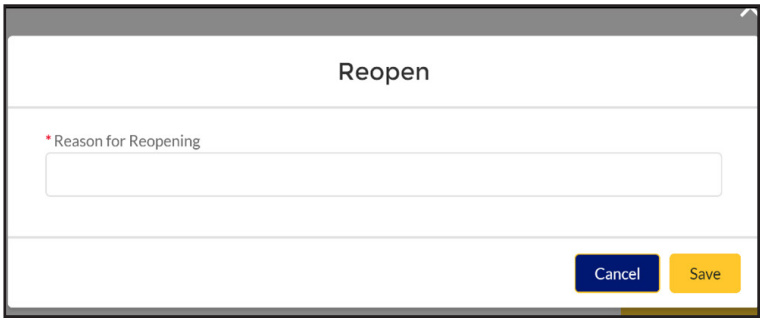
To reopen a claim in PLIA's Online Community, follow the steps below:

1. **Log into the Online Community and click the "Heating Oil Claims" button.**



2. **Navigate to the applicable Heating Oil Claim Record on the next page.**



3. **Click the "Reopen" button at the top of the Heating Oil Claim Record.**

4. **On the prompt that appears, enter a Reason for Reopening and click the "Save" button. The claim will then be submitted for reopen.**