

RESOURCE GUIDE FOR FAMILIES

(UTILITIES)

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ENERGY ASSISTANCE PROGRAMS

NAME: THE HOME ENERGY ASSISTANCE PROGRAM

SERVICE PROVIDED: Aids low-income households in covering their heating and cooling costs. It also provides emergency services for heating systems and fuel assistance when needed.

MORE INFORMATION:

Home Energy Assistance - Quick Facts:

Assistance Provided To: Very low-income persons.

Type of Assistance: Financial-Grants.

Funding Source: U.S. Department of Health and Human Services

Procedure for Applying: Inter-Departmental Agreement

Award Period: October 1 to September 30.

ELIGIBILITY:

FY 2024 USFHEA Income Limit

Household #	Monthly	Annual
1	\$ 3,676	\$ 44,111
2	\$ 4,807	\$ 57,684
3	\$ 5,938	\$ 71,257
4	\$ 7,069	\$ 84,830
5	\$ 8,200	\$ 98,402
6	\$ 9,331	\$ 111,975
7	\$ 9,543	\$ 114,520
8	\$ 9,755	\$ 117,065
9	\$ 9,968	\$ 119,610
10	\$ 10,180	\$ 122,155
11	\$ 10,392	\$ 124,700
12	\$ 10,604	\$ 127,245

Any additional member after 12: for HEA add \$213 a month; for USF \$213

HOW TO APPLY:

1. Find out if you are eligible for the program
[Review the Energy Assistance Program Fact Sheet and Income Guidelines](#)
2. If you are eligible, fill out an application
[Download, print and complete the Home Energy/USF/Weatherization Program Application](#) [pdf 389kB]
3. Submit a completed application to your Local Community Action Agency
[Choose from the list of Local Application Agency's contact information](#)
(en Español: [Lista de agencias de acción comunitaria local](#))

CONTACT:

For more information or to locate your nearest application agency, please call our toll-free hotline at 1-800-510-3102

For written instructions on how to complete the application, click on the link below:
[UAP Application Written Instructions](#)

PHONE ASSISTANCE PROGRAMS

NAME: LIFELINE (Free Smartphone Program)

SERVICE PROVIDED: A program operated by the federal government which provides eligible low-income individuals with free smartphones and wireless phone services, including data, monthly minutes, and unlimited texting.

MORE INFORMATION:

- If you are a Medicaid/NJ FamilyCare member with Horizon, Amerigroup or WellCare, you may receive extra benefits by applying with [Safelink Wireless](#).
- If you are a Medicaid/NJ FamilyCare member with Aetna or UnitedHealthcare, you may receive extra benefits by applying with [Assurance Wireless](#).

ELIGIBILITY:

2024 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA	
Persons in family/household	Poverty guideline
1	\$15,060
2	\$20,440
3	\$25,820
4	\$31,200
5	\$36,580
6	\$41,960
7	\$47,340
8	\$52,720

For families/households with more than 8 persons, add \$5,380 for each additional person.

HOW TO APPLY:

Apply online through the following providers:

[Assurance Wireless](#) 1-888-321-5880

[Safelink Wireless](#). 1-800-SafeLink (1-800-723-3546)

CONTACT:

If you already have a Lifeline smartphone, contact your provider and ask about available benefits under the Affordable Connectivity Program.

WATER BILL ASSISTANCE PROGRAMS

NAME: NEW JERSEY AMERICAN WATER AND NJ SHARES

SERVICE PROVIDED: Two programs to help people pay their water bills. The H2O Help to Others Program provides help in two ways: grants and service charge discounts.

MORE INFORMATION:

Grants:

- Up to \$500
- For customers with New Jersey American Water accounts
- Household income below 300% of the Federal Poverty Level.
- Must have paid at least 50% of the payment terms.
- Grants are paid directly to the utility company.

Service Charge Discount:

- 100% discount on the monthly fixed water service charge.
- May also apply to wastewater service.
- Additional discounts for customers receiving Social Security or Medicare based on meter size.

ELIGIBILITY:

Applicants **MUST**:

- Be a residential New Jersey American Water customer with an active account
- Be experiencing a temporary financial crisis, such as a job loss or illness
- Have arrears on their NJAW bill
- Have made a good faith payment of at least \$100 within 90 days of application date
- Not be eligible for a payment arrangement with NJAW
- Not have defaulted on a payment plan with NJAW

Households **MAY**:

- Receive a grant once in a revolving 36-month period
- Receive one water consumption grant of up to \$500
- Receive a discount on monthly fixed service charge

Income Eligibility:

- H2O Help to Others Program and Low-Income Payment Program applicants must be New Jersey American Water
- Residential customers who have gross monthly household income that is at or below 300% of the Federal Poverty Level.

HOW TO APPLY:

To apply for NJAW and NJ Shares programs, you can visit the NJ Shares website or call 1-877-652-9426 (1-877-NJAWH2O).

<https://njshares.org/new-jersey-american-water-h2o-help-to-others-program/>

CONTACT:**New Jersey SHARES**

4 Walter E. Foran Boulevard, Suite 105
Flemington, NJ 08822

Phone: [609-883-1626](tel:609-883-1626)

Toll Free: [866-657-4273](tel:866-657-4273)

info@njshares.org

<https://njshares.org/new-jersey-american-water-h2o-help-to-others-program-guidelines/>

OTHER UTILITY PROGRAMS THAT MAY HELP

NAME: COMFORT PARTNERS

SERVICE PROVIDED: Program aimed to make energy more affordable for households. It achieves this by directly installing energy-saving measures in homes and providing personalized energy education and counseling. Participants work with the program to create and follow an energy savings plan

MORE INFORMATION:

All services are free and include:

- Installing energy-efficient products like light bulbs, water heater insulation, showerheads, and aerators.

- Replacing old refrigerators.
- Upgrading insulation and sealing air leaks.
- Maintaining heating and cooling equipment.
- Providing personalized energy education and advice.

If you mainly use oil, propane or kerosene for heating please contact the NJ Department of Community Affairs, Office of Weatherization at 800-510-3102 or call the County Weatherization office that serves your area.

ELIGIBILITY:

Households earning less than 250% of the Federal Poverty Level.

The customer must live in the home as their main residence and be the person responsible for paying the electric or gas bill.

HOW TO APPLY:

For additional assistance, call toll-free at **866-378-4345** or [fill out the online form.](#)

CONTACT:

Dial 2-1-1 for more information or follow the link below.

<https://nj211.org/other-utility-programs-that-may-help>

NAME: PAYMENT ASSISTANCE FOR GAS AND ELECTRIC (PAGE) PROGRAM

SERVICE PROVIDED: This annual program helps low-to-moderate income New Jersey residents who have trouble paying their electric and natural gas bills.

MORE INFORMATION:

The New Jersey Board of Public Utilities funds the PAGE program, which is run by NJ SHARES.

ELIGIBILITY:

- Be a homeowner or renter living in NJ.
- Get gas and electric services from JCP&L, PSE&G, Rockland Electric, Atlantic City Electric, NJNG, Elizabeth Gas, South Jersey Gas, or a third party that bills through these companies.

- Be in a crisis situation, such as having a gas/electric bill that's 45 days or more overdue, getting a notice that your service will be cut off, or already having your service disconnected. You must owe at least \$100.
- Provide all required documents with your application.
- Meet income requirements for low or moderate income.
- Have less than \$15,000 in savings, stocks, bonds, or other assets

HOW TO APPLY:

You can use any one of the following methods to apply for this program:

- Submit an [online application](#) (please view [program guidelines](#))
- [Downloaded applications](#) and required documentation can be sent us through email at info@njshares.org, fax at 609-883-6364, or mail at 4 Walter E. Foran Boulevard, Suite 105, Flemington, NJ 08822

[Find contact information for participating agencies.](#)

CONTACT:

To learn more call 1-866-657-4273 or visit the [NJ SHARES - Energy](#) website or view the [NJ BPU Program Info](#) document.

NAME: NEW JERSEY STATEWIDE HEATING ASSISTANCE AND REFERRAL ENERGY SERVICE, INC. (NJ SHARES)

SERVICE PROVIDED: A non-profit organization that helps households who don't qualify for federal or state energy programs and whose income is between 200-400% of the Federal Poverty Level. Clients fill out an electronic application with help from a local community organization. There are over 230 agencies across the state that take applications. Eligibility depends on income and household size. The maximum grant is \$700 for natural gas heating or electric heating. Grants are given year-round, depending on available funds.

MORE INFORMATION:

Guidelines for Senior Citizens and People With a Disability:

Applicants 65 years of age or older or those receiving Social Security Disability (SSD), with households of one or two members, will be eligible for NJ SHARES if the maximum household income is \$91,505 annually. Proof of age or Federal SSD benefit is required.

Required Documentation for NJ SHARES applications:

Documents should be furnished to the intake agency at the time of application.

- Proof of income for all contributing household members (last four consecutive weeks prior to application date)
- Proof of identification for all household members
- Most recent energy bill
- Signed and dated application
- Proof of Income

ELIGIBILITY:**Eligibility Guidelines for NJ SHARES**

Applicants Must:

- Live in New Jersey.
- Be facing a financial crisis, like job loss or illness.
- Be behind on your energy bill or need a fuel delivery.
- Have an income too high for federal programs like Low Income Energy Assistance Program (LIHEAP) or state programs like Universal Service Fund (USF).
- [Have an income level that does not exceed 400% of the Federal Poverty Level](#)
- Have made a good-faith payment of \$100 or more within 90 days of applying for NJ SHARES (this applies to gas and electric customers; not to fuel delivery customers).

HOW TO APPLY:

[SUBMIT AN ONLINE APPLICATION](#)

[PAPER APPLICATIONS](#)

CONTACT:

Call 866-657-4273 or go to www.njshares.org.

NAME: LIFELINE PROGRAM

SERVICE PROVIDED: A utility assistance program for older adults and people with disabilities it provides a \$225 annual benefit to persons who meet the PAAD (Pharmaceutical Assistance to the Aged and Disabled) eligibility requirements or receive Supplemental Security Income (SSI). This program is for both utility customers and tenants whose utility bills are included in their rent.

MORE INFORMATION:

Lifeline consists of three programs:

- The **Lifeline Credit Program** provides a \$225 yearly credit on electric and gas utility bills.
- The **Tenants Lifeline Assistance Program** provides a \$225 annual benefit in the form of a check to eligible tenants who have the cost of gas and electric utilities included in their rent.
- The **Special Utility Supplement** provides up to \$18.75 a month to Supplemental Security Income (SSI) recipients instead of the Lifeline Utility credit or Tenants Lifeline Assistance payment.

ELIGIBILITY:

In order to be eligible for Lifeline, beneficiaries must:

- Be a recipient of Pharmaceutical Assistance to the Aged and Disabled (PAAD) or meet the PAAD eligibility requirements; or
- Be a recipient of either Medical Assistance to the Aged (MAA), Medical Assistance Only (MAO) or New Jersey Care.

For 2024, in order to be eligible for PAAD, you must:

- Be a New Jersey resident;
- Be age 65 or older or between ages 18 and 64 and receiving Social Security Disability; and
- Have income less than \$52,142 if single or less than \$59,209 if married.

HOW TO APPLY:

If you are not a beneficiary of PAAD, but you meet the above eligibility requirements, please complete an [NJSave application](#). Persons applying for PAAD can also apply for the Lifeline benefit by answering the questions that pertain to the Lifeline programs.

Persons who are beneficiaries of Medical Assistance to the Aged (MMA), Medical Assistance Only (MAO), or New Jersey Care, are sent Lifeline applications automatically every August.

CONTACT:

For additional information, call our toll-free Hotline at [1-800-792-9745](tel:1-800-792-9745)

NAME: WINTER TERMINATION PROGRAM

SERVICE PROVIDED: Prevents utilities from being turned off from November 15th through March 15th.

MORE INFORMATION:

Prevents service discontinuation for eligible residential customers receiving **residential electric, sewer and water service** from a local authority, municipal utility, or rural electric cooperative.

ELIGIBILITY:

You qualify for protection during this period if you are being helped by one of the programs listed below:

- Federal Home Energy Assistance Program (HEAP)
 - Temporary Assistance to Needy Families (TANF)
 - Federal Supplemental Security Income (SSI)
 - Pharmaceutical Assistance to the Aged and Disabled (PAAD)
 - General Assistance (GA) benefits
 - Universal Service Fund (USF)
 - Low-income Household Water Assistance Program
 - Lifeline Credit Program
- OR
- You are unable to pay your utility bills because of circumstances beyond your control such as unemployment, illness, medically related expenses, recent death of an immediate family member, and any other circumstances, which might cause financial hardship.

HOW TO APPLY:

1. If you qualify for protection from shut-off during this period, you should contact your utility company to advise the company that you are eligible for coverage under the State's Winter Termination Program. You should also pay as much as you can on your bill(s) during the winter.

2. Customers also have the option to complete the following Self-Certification form and provide this form to their utility company as a way of notifying the company of their eligibility for protection. When using the Self-Certification form it is recommended that a copy of the form be retained for one's personal records. [Click here for the Self-Certification Form](#)

CONTACT:

Call 2-1-1 for more information about the program.

To get more information online view the [Winter Termination flyer](#), or visit the [DCAID portal](#).

ⁱ information on the utilities related resources listed in this document have been updated as of 10/28/2024.