



# Utility Payment Assistance Programs



**PAST DUE BALANCES MAY PUT YOU AT RISK FOR SHUT OFF AFTER 12/31/21**  
**APPLY FOR NEW JERSEY'S ASSISTANCE PROGRAMS TODAY!**

**Universal Service Fund (USF)** provides monthly credits of up to \$180 per month for household natural gas and electric bills. USF credits are based on the percentage of household income spent on energy. USF also offers *forgiveness of overdue utility balances* through the **USF-Fresh Start Program**. Through Fresh Start, for each month a USF customer pays their current monthly charges in full, 1/12 of the balance owed at time of enrollment is forgiven. See next page for income limits. Apply for USF with the HEAP application (see below).

**Home Energy Assistance Program (HEAP)** provides grants for household heating costs, medically-necessary cooling, and heating expenses included in rent. Self-screen for eligibility and apply online at [www.nj.gov/dca/dcaid](http://www.nj.gov/dca/dcaid), or call the USF/HEAP hotline at **800-510-3102** to have an application mailed to you, find a local application agency, or request a home visit due to medical reasons.

**Payment Assistance for Gas and Electric (PAGE)** provides grants for natural gas and electric bills for low- and moderate-income households. If you are income eligible for USF, you must apply for USF before seeking supplemental assistance from PAGE. You can apply online at [www.njpoweron.org](http://www.njpoweron.org) or call **732-982-8710** to have an application mailed to you or for help finding a local application agency.

**Lifeline Utility Assistance Program** helps income-eligible senior citizens and the disabled with their electric and natural gas costs. Income limits are less than \$28,769 if single and less than \$35,270 if married. Income limits will be raised by \$10,000 on January 1, 2022. Apply for Lifeline with the NJSave application at [www.aging.nj.gov](http://www.aging.nj.gov) or call **800-792-9745**.

**New Jersey SHARES** offers assistance for the following types of utility bills: water, telephone, broadband (internet), and energy bills. Apply online at [www.njshares.org](http://www.njshares.org) or call **866-657-4273** to have an application mailed to you or for help finding local partner agencies and more information.

**If you have an overdue balance and cannot reach a fair payment arrangement with your utility company, please call NJBPU at 800-624-0241 and apply for assistance programs above.**



## Annual Income Limits for Energy Assistance Programs

Household Size	PAGE	USF	HEAP
1	\$66,968	\$51,520	\$40,181
2	\$87,575	\$69,680	\$52,545
3	\$108,180	\$87,840	\$64,908
4	\$128,786	\$106,000	\$77,272
5	\$149,392	\$124,160	\$89,635
6	\$169,998	\$142,320	\$101,999
7	\$173,862	\$160,480	\$104,317
8	\$177,725	\$178,640	\$106,635

Apply for Emergency Rental Assistance that covers utility costs included in rent:  
<https://njdca.onlinepha.com> or call (609) 490-4550

## How NJ Can Help: Other Programs

### NEW JERSEY SHARES (NJ SHARES)

NJ SHARES is a non-profit organization that provides assistance to income-eligible New Jersey households for paying their energy, telephone, broadband (internet), and water bills. Apply online at [www.njshares.org](http://www.njshares.org) or call 866-657-4273 for more information.

### WINTER TERMINATION PROGRAM (WTP)

WTP protects residential customers from disconnection of natural gas and electric service from November 15th - March 15th if they participate in: USF, LIHEAP, Lifeline Utility Assistance Program, Pharmaceutical Assistance to the Aged and Disabled (PAAD), Work First New Jersey/Temporary Assistance to Needy Families, or Federal Supplemental Security Income (SSI). Also, persons unable to pay their utility bills because of circumstances beyond their control may request the protection of WTP. Customers should make every effort to pay as much of their bill as possible during the WTP period to avoid a large overdue balance at the end of the WTP.

### How do I enroll in WTP?

Call your utility company to request WTP protection. For more information, or if you have a complaint about your utility company, call the Board of Public Utilities at 1-800-624-0241.

You can also view the Utility Customer's Bill of Rights at the website:

[www.nj.gov/bpu/assistance/rights/](http://www.nj.gov/bpu/assistance/rights/)

## How NJ Can Help: Have Your Home Weatherized for Free!

### What is Weatherization?

Weatherization is the installation of home energy efficiency measures to help reduce energy bills.

### Eligible participants are provided with:

- 1) A free home energy audit to see how much money can be saved on energy bills through weatherization.
- 2) Installation of recommended free energy efficiency measures, which may include energy efficient appliance replacement at no cost.

### New Jersey offers two free Weatherization programs:

**COMFORT PARTNERS:** Comfort Partners is an energy saving and education program that directly installs energy savings measures FREE of charge for qualified low-income customers. Call 1-800-915-8309 or go to: [www.njcleanenergy.com/CP](http://www.njcleanenergy.com/CP) (electric or gas heat only).

*Sponsored by the NJ Board of Public Utilities' New Jersey's Clean Energy Program™.*

### WEATHERIZATION ASSISTANCE PROGRAM:

This Department of Community Affairs program assists qualified, low-income households in weatherizing their homes, improving their heating system efficiency and conserving energy. Households that apply for USF or LIHEAP can check a box on that application to request weatherization. For more information go to:

[www.energyassistance.nj.gov](http://www.energyassistance.nj.gov)



## Do You Need Help With Your Home Energy Bills?



**New Jersey Now Offers  
Expanded Assistance  
Programs That Can Help**



## Apply for Utility Assistance Today Don't Delay!

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

LIHEAP or HEA is a federally funded program that helps low-moderate income households pay for heating costs (all fuel types). Even if your heat is included in your rent, you may qualify. LIHEAP grants are also available for medically necessary cooling costs. Applications are accepted from October 1 through June 30 each year. (See chart on next page for income limits).

*Administered by the Department of Community Affairs.*

### UNIVERSAL SERVICE FUND (USF)

USF is a program that provides monthly credits on residential electric and natural gas bills as well as forgiveness of overdue balances through the USF-Fresh Start program. Monthly USF credit amounts are based on energy costs in relation to income.

*USF is administered by the Department of Community Affairs. Fresh Start is administered by the gas and electric companies. USF is made possible by the Board of Public Utilities.*

### NOT SURE IF YOU ARE ELIGIBLE?

Self-screen for utility, rental or other assistance by visiting: [www.nj.gov/dca/dcaid](http://www.nj.gov/dca/dcaid) or calling 2-1-1.

Apply for USF and LIHEAP online at [www.nj.gov/dca/dcaid](http://www.nj.gov/dca/dcaid) or call **800-510-3102** to have an application mailed to you or to find an application agency near you.

### INCOME ELIGIBILITY

Monthly Pre-tax Income Limits

10/01/2021 - 9/30/2022

Household Size	USF Program	LIHEAP Program
1	\$4,293	\$3,348
2	\$5,807	\$4,379
3	\$7,320	\$5,409
4	\$8,833	\$6,439
5	\$10,347	\$7,470
6	\$11,860	\$8,500
7	\$13,373	\$8,693
8	\$14,887	\$8,886
9	\$16,400	\$9,080
10	\$17,913	\$9,273
11	\$19,427	\$9,466
12	\$20,940	\$9,659
If more than 12 add:	\$1,513 for each person	\$193 for each person

### Federal Poverty Guidelines for 2022

First Person	Each Additional Person
\$12,880	\$4,540

### LIFELINE PROGRAM

The Lifeline Utility Assistance Program is for eligible low-income senior citizens and the disabled. Lifeline benefits help eligible homeowners and renters with electric and natural gas costs. Apply online with the NJSave application at:

[www.aging.nj.gov](http://www.aging.nj.gov) or call **1-800-792-9745**.

*Administered by the Department of Human Services and made possible by the Board of Public Utilities.*

### PAYMENT ASSISTANCE FOR GAS AND ELECTRIC (PAGE)

PAGE grants help gas and electric customers prevent disconnection of service or restore service. If income eligible for USF or LIHEAP, apply for those programs first before seeking additional assistance through PAGE. To apply online or review eligibility requirements, visit:

[www.njpoweron.org](http://www.njpoweron.org) or call **732-982-8710**.

*Administered by the Affordable Housing Alliance and made possible by the NJ Department of Treasury and the NJ Board of Public Utilities.*

### NJ 2-1-1

Dial 2-1-1 any day, any time for confidential referrals to local health and human service assistance services or search NJ 2-1-1's on-line database at:

[www.nj211.org](http://www.nj211.org).

*Funded by the United Ways of NJ in partnership with the State of New Jersey.*

