

## Model Ratepayer Notice: Utility Relief Measures

### **ATTENTION: ASSISTANCE FOR RESIDENTIAL UTILITY CUSTOMERS**

*<if the local unit provides water and/or sewer>*

#### **Low Income Household Water Assistance Program (LIHWAP)**

The State Low Income Household Water Assistance Program (LIHWAP) can help you pay arrears for your water and sewer bills. The program may also be able to help address tax liens due to water and sewer arrears. To get more information and apply, go to [waterassistance.nj.gov](http://waterassistance.nj.gov) or call NJ211.

*<if the local unit provides water, sewer, and/or electric AND has a policy authorizing shutting off residential customers for nonpayment>*

#### **Winter Termination Program**

The New Jersey Department of Community Affairs has implemented a Winter Termination Program to prevent service discontinuation for eligible residential customers receiving residential *<insert water, sewer, and/or electric as applicable to the local unit>* from November 15th through March 15th. Service cannot be disconnected during this period to those residential customers who demonstrate at the time of the intended termination that they are:

1. Recipients of LIHEAP, or certified as eligible therefor pursuant to standards set by the New Jersey Department of Human Services;
2. Recipients of Temporary Assistance to Needy Families (TANF);
3. Recipients of Federal Supplemental Security Income (SSI);
4. Recipients of Pharmaceutical Assistance to the Aged and Disabled (PAAD);
5. Recipients of General Assistance (GA) benefits;
6. Recipients of the Universal Service Fund (USF);
7. Recipients of the Low-income Household Water Assistance Program (LIHWAP);
8. Recipients of benefits under the Lifeline Credit Program; or
9. Persons unable to pay their utility bills because of circumstances beyond their control. Such circumstances shall include, but shall not be limited to, unemployment, illness, medically related expenses, the recent death of an immediate family member, and any other circumstances, which might cause financial hardship.

If you meet one or more of the above criteria, please contact *<insert local unit office or contact person>* at *<insert email address and telephone number>* if you wish to enroll in the Program. Any financial assistance that a customer receives for *<insert water, sewer, and/or electric as applicable to the local unit>*, the customer shall forward all such benefits to the *<insert name of local unit>*.

Further information about the Winter Termination Program can be found at:  
[https://www.nj.gov/dca/divisions/dhcr/forms/docs/Winter\\_Termination\\_flyer.pdf](https://www.nj.gov/dca/divisions/dhcr/forms/docs/Winter_Termination_flyer.pdf).

Winter Termination Program Self-Certification Form:  
[https://www.nj.gov/dca/divisions/dhcr/forms/docs/Self\\_Cert\\_for\\_WTP.pdf](https://www.nj.gov/dca/divisions/dhcr/forms/docs/Self_Cert_for_WTP.pdf).

*<if the local unit provides electric>*

**Low Income Household Energy Assistance Program (LIHEAP)**

The State Low Income Home Energy Assistance Program (LIHEAP) helps very low-income residents with their heating and cooling bills. For eligibility requirements and other program information, including how to apply, go to <https://www.nj.gov/dca/divisions/dhcr/offices/hea.html> or call NJ211.