

# Utility Bill Assistance One Sheet

**PLEASE NOTE: Significant changes were made to the Utility Assistance programs for a two year period, through 9.30.23. The changes include:**

- Income thresholds have increased, allowing more customers to receive Utility Assistance
- The USF monthly benefit has increased from \$150 to \$180
- The USF Fresh Start program has been reset. Customers approved for the USF program through 9.30.23, will be screened for the Fresh Start program if arrears are greater than \$60

## Income qualifications - 2021-2022 Energy Assistance Yearly Income Guidelines

HH Size	USF	LIHEAP	NJ Shares Min	NJ Shares Max	PAGE Grant Max	Lifeline
1	\$51,520	\$40,181	\$25,760	\$51,520	\$66,968	\$38,769
2	\$69,680	\$52,545	\$34,840	\$69,680	\$87,575	\$45,270
3	\$87,840	\$64,908	\$43,920	\$87,840	\$108,180	
4	\$106,000	\$77,272	\$53,000	\$106,000	\$128,786	

### Low Income Home Energy Assistance Program (LIHEAP)

Customers with a household income at or below specific income limits can apply. Utility heating customers typically receive an average of \$300 toward their electric or gas bill. Apply online [Energyassistance.nj.gov](http://Energyassistance.nj.gov) or call 1.800.510.3102.

### LIHEAP EMERGENCY

Recipients of the federal Low-Income Home Energy Program may be eligible to receive an additional grant of up to \$700.00 in LIHEAP Emergency funding. To be eligible, you must be a LIHEAP recipient and have received a shut off notice. You may apply for a LIHEAP Emergency Grant at your local agency from March 16 through June 30 each year.

- **2022:** If customer received LIHEAP but did not get a shut off notice and they are NOT in the USF Fresh Start program, direct them to Customer Care where we can generate a disconnect notice manually for them. If customer received LIHEAP and is also in the USF Fresh Start program, those customers should be directed to call NJ211 or contact their local agency to apply for emergency assistance and let them know they are in the Fresh Start Program.

### Universal Service Fund (USF)

If you apply for LIHEAP, you are also applying for Universal Service Fund (USF). Electric or gas utility customers can receive from \$5 to \$180 per month toward their utility bills. USF accepts applications year-round. Apply online [Energyassistance.nj.gov](http://Energyassistance.nj.gov) or call 1.800.510.3102.

### USF Fresh Start (Erase your past due balance!) – Fresh Start program was RESET beginning 10/1/2021 (the program has always been a one-time chance benefit until it was reset this past heating season so a customer can qualify a second time)

USF customers are automatically enrolled in the USF Fresh Start program if their natural gas bill is in arrears of more than \$60. Participants are required to pay their current bill on-time, every month, for 12 months, to have a past due balance erased. 1/12<sup>th</sup> of a participant's overdue balance will be waived each month their current bill is paid.

### Payment Assistance for Gas and Electric (PAGE)

PAGE is a state-funded utility assistance program that **helps low to moderate-income families** in New Jersey pay their utility bills. If you are a New Jersey resident who rents or owns a home and are facing a crisis situation that includes a documented notice of overdue payment for gas and/or electric service—you may qualify. For more information call, 1.855.465.8783 or visit <http://www.njpoweron.org/>.

### Lifeline Assistance Program

Lifeline is a utility assistance program that offers \$225 to individuals who meet the eligibility requirements of the Pharmaceutical Assistance to the Aged and Disabled program or who receive Supplemental Security Income. For more information, please visit the [website](http://www.njpoweron.org/) or call 800.792.9745.

### NJ SHARES

NJ Shares assists income-eligible households in paying their energy, telephone and water bills. New Jersey SHARES provides relief to people who are not eligible for other types of assistance. For more information, please visit [njsharesgreen.org](http://njsharesgreen.org) or call 866.657.4273



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