



FAQs on End of Shutoff Moratorium and Grace Period

Q. Is the Moratorium on Utility Shutoffs Ending?

- A. Yes, the moratorium on utility shutoffs for customers behind on paying their bills ends on June 30, 2021.

However, on June 14, 2021 Governor Phil Murphy signed [Executive Order 246](#) providing the following:

- 1) a grace period during which ***residential gas, electric, and water utility customers*** will not be disconnected for non-payment. This grace period will end on December 31, 2021.
- 2) a grace period during which ***residential cable and internet customers with school-aged children*** will not be disconnected for non-payment. This grace period will end on December 31, 2021.

Q. What does the grace period mean?

- A. At this time, ***residential gas, electric and water utility customers*** have until December 31, 2021 to apply for energy assistance, sign up for deferred payment agreements (DPAs) with their utilities, and address any unpaid balances in order to avoid disconnection. After that date, you may be at risk of disconnection if you are unable to pay your utility bill, though certain populations will qualify for additional protections through March 15 under the [Winter Termination Program](#).

At this time ***residential cable and internet customers with school-aged children*** have until December 31, 2021 to apply for assistance, sign up for deferred payment agreements (DPAs) with their provider and address any unpaid balances in order to avoid disconnection. After that date, you may be at risk of disconnection if you are unable to pay your bill.

Q. What should I do if I am behind on my utility payments?

- A. Don't wait! Contact your [utility provider](#) to set up a deferred payment agreement or flexible repayment plan, then apply for [financial assistance](#) from the State of New Jersey.

Q. Will I face penalties for non-payment now that the moratorium is ending?

- A. No. During the grace period, customers will not incur late fees or penalties for non-payment, but unpaid balances will continue to add up. Customers should seek assistance as soon as possible to get caught up.

Q. How do I know what programs I may be eligible for?

A. Help is available if you're behind on your bills. You can apply for utility bill financial assistance in the following ways:

- Using the DCAid online screening tool: <https://nj.gov/dca/dcaid>
- By calling 2-1-1 or visiting <https://www.nj211.org/utility-assistance-programs>

You can apply for internet bill assistance via the Emergency Broadband Benefit here: <https://www.fcc.gov/broadbandbenefit>

Q. What rights do I have?

A. Under New Jersey law, you are protected by the [Utility Customers Bill of Rights](#).