



# FINANCIAL ASSISTANCE PROGRAMS

DIVISION OF RATE COUNSEL



Chris Christie  
Governor

## ENERGY ASSISTANCE FOR PEOPLE IN NEED

The Division of Rate Counsel ensures that utilities provide services at the most reasonable rates possible and makes sure information is available about programs to assist ratepayers experiencing difficulty paying utility bills. There are several financial assistance options for energy consumers. By calling the toll-free numbers below or accessing the Internet, you can obtain eligibility requirements, enrollment forms and registration/filing deadlines for each program.



Stefanie A. Brand  
Director, Rate Counsel

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

1-800-510-3102

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

LIHEAP is a federally funded program that provides subsidies to help low-income families (including renters) pay home heating costs and medically necessary cooling costs.

### NJ Lifeline

1-800-792-9745

[www.state.nj.us/health/seniorbenefits](http://www.state.nj.us/health/seniorbenefits)

Lifeline is a state funded program that provides a credit toward gas and electric bills for disabled or senior homeowners and renters.



### Universal Service Fund (USF)

1-866-240-1347

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

USF is a program created by the State of New Jersey that make energy bills more affordable for low-income customers. USF accepts applications all year.

### NJ SHARES

1-866-657-4273

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

NJ SHARES provides assistance through a state-wide, year-round independent energy fund. NJ SHARES provides a one-time grant for those who are experiencing a major financial setback, such as a job loss or medical crisis. There is no low-income requirement. Potential recipients are asked to demonstrate that they have exhausted all other sources of assistance and that they have made a good faith effort to pay their energy bills.



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### **Weatherization Assistance Program**

1-800-510-3102

[www.eere.energy.gov/weatherization](http://www.eere.energy.gov/weatherization)

Eligible applicant's homes will undergo an energy audit and potentially will receive weatherization services including insulation, caulking and weatherstripping. Some homes may even have heating systems, doors and windows repaired or replaced.

### **New Jersey Comfort Partners**

Contact Your Local Utility for Information

[www.njcleanenergy.com](http://www.njcleanenergy.com)

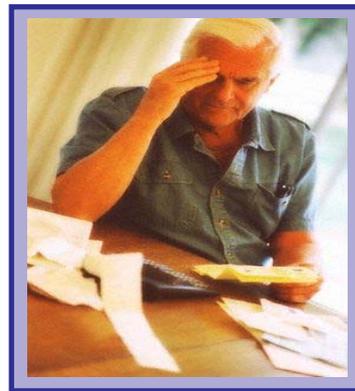
New Jersey Comfort Partners helps qualified low-income households lower their natural gas and electric bills through energy education, the installation of energy efficiency measures, and repairing or replacing heating and cooling equipment.

### **Winter Moratorium Program**

1-800-624-0241

[www.bpu.state.nj.us/home/energyAssistance.shtml](http://www.bpu.state.nj.us/home/energyAssistance.shtml)

The New Jersey Board of Public Utilities Winter Moratorium Program prevents a regulated electric or gas utility from discontinuing service during the heating season (November 15 through March 15). Please check with the BPU to see if you qualify.



### **What Else You Can Do If You Are Having Trouble Paying Energy Bills**

Things can happen that are beyond an individual's control. If you have trouble paying your energy bills, take action quickly – don't wait.

The first thing to do is call the utility and try to work out a payment plan. Customers should not be embarrassed to take the initiative. Don't wait for the company to call for collection or past due bills. Utility customer service representatives are trained to provide options and assistance regarding payment arrangements.

#### **Budget Billing**

Budget billing (also known as an equal payment plan) allows you to pay a fixed amount each month so that during the times you use less energy, you are pre-paying for times when you use more energy. You may need to be current on your utility bill in order for this to be implemented. Check with your utility company for more details.

New Jersey Division of Rate Counsel  
Stefanie A. Brand, Esq., Director  
31 Clinton Street, 11<sup>th</sup> Floor, P.O. Box 46005, Newark, NJ 07101  
Tel. (973) 648-2690 Fax (973) 624-1047  
<http://www.nj.gov/rpa> E-mail: [njratepayer@rpa.state.nj.us](mailto:njratepayer@rpa.state.nj.us)