



Financial Assistance Programs **Division of Rate Counsel**

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.

The Low Income Home Energy Assistance Program (LIHEAP)

(800) 510-3102

<https://www.nj.gov/dca/divisions/dhcr/offices/hea.html>

LIHEAP, is a federally funded program administered by the New Jersey Division of Community Affairs that provides low-income households, including renters, with assistance in paying heating bills, including electric, natural gas, oil, kerosene, wood, coal or propane gas heating costs as well as for necessary cooling costs. A household must be income eligible to qualify for this type of assistance. The application period for this program typically runs from November through April.

Universal Service Fund (USF)

(800) 510-3102

<https://www.nj.gov/dca/divisions/dhcr/offices/usf.html>

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

NJ Lifeline

(800)792-9745

<https://www.state.nj.us/humanservices/doas/home/liflinedetail.html>

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

NJ SHARES
(866) 657-4273
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 made a good faith effort to pay their energy bills.

Weatherization Assistance Program

(800)-510-3102
<https://www.nj211.org/local-liheap-weatherization-assistance-agencies>

Eligible applicants' 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.

Winter Termination Program

(800) 624-0241
<https://www.state.nj.us/bpu/assistance/programs/#nbr5>

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

Comfort Partners

(888) 773-8326
<https://www.state.nj.us/bpu/assistance/programs/#nbr5>

The New Jersey Comfort Partners Program 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.

Payment Assistance for Gas & Electric Program (PAGE)

(732)-982-8710
www.njpoweron.org

PAGE is a state-funded utility assistance program administered by the Affordable Housing Alliance (AHA). The program assists low to moderate income families with up to \$1,500 per year in benefits to pay their utility bills.

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 of past due bills. Utility customer service representatives are trained to provide options and assistance regarding payment arrangements.

Budget Billing Contact Your Utility

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.

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