

UTILITY ASSISTANCE RESOURCES

Dear Neighbors,

To help constituents, we've developed the following list of utility assistance resources for individuals and their families in New Jersey's 3rd Congressional District and beyond.

This list includes organizations with a wide variety of services for all age groups. We're always looking for more organizations to add; if there are other organizations you would recommend to help our neighbors, please contact our office.

Sincerely,



TOMS RIVER: (732)-504-0490

WILLINGBORO: (856)-703-2700

WASHINGTON DC: (202)-225-4765

KIM.HOUSE.GOV

UTILITY ASSISTANCE RESOURCES

State Resources:

- **NJ 211**
 - *24/7 Emergency/Crisis Help*
 - Utility Assistance Hotline: Dial **2-1-1**, or **800-510-3102** or **866-240-1347**
 - <https://www.nj211.org/utility-assistance-programs>
- **NJ Department of Community Affairs (DCA)**
 - *State Agency, administers LIHEAP/USF/LIHWAP*
 - DCAid Screening and Eligibility Tool for Assistance programs: <http://www.nj.gov/dca/dcaid>
 - For Energy Assistance Program Brochure, with income eligibility information: https://www.state.nj.us/bpu/pdf/custassistance/2022_Energy%20Assistance_English.pdf
- **NJ Board of Public Utilities (BPU)**
 - *State Agency overseeing regulated utilities*
 - Utility assistance programs offered by the State: <https://www.state.nj.us/bpu/assistance/programs/>
 - To file a complaint against a state-regulated utility: <https://nj.gov/bpu/assistance/complaints/>

Federal Resources:

- **US Housing and Urban Development (HUD)**
 - Help with your Utility Bills Resource Page: https://www.hud.gov/states/new_jersey/renting/energyprgms

Assistance Programs:

- **Low Income Housing Energy Assistance Program (LIHEAP)**
 - *Heating cost, medically-necessary cooling cost assistance*
 - DCAid Screening and Eligibility Tool: <http://www.nj.gov/dca/dcaid>
 - Application: <https://njdca-housing.dynamics365portals.us/en-US/dcaid-services/>
 - Hotline: **1-800-510-3102**
- **Low Income Household Water Assistance Program (LIHWAP)**
 - *Water and sewer payment assistance*
 - DCAid Screening and Eligibility Tool: <http://www.nj.gov/dca/dcaid>
 - Application: <https://njdca-housing.dynamics365portals.us/en-US/dcaid-services/>
 - Hotline: **1-800-510-3102**

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More Assistance Programs:

- **NJ SHARES**

- Energy, telephone, broadband, and water assistance. If receiving LIHEAP or USF, you are not NJ SHARES eligible.
 - Eligibility Tool and Application: njsharesgreen.org
 - Hotline: **1-866-657-4273**

- **Universal Service Fund (USF)**

- Monthly credits for gas and electric bills, Fresh Start energy debt forgiveness. Expanded to moderate incomes due to COVID-19
 - DCAid Screening and Eligibility Tool: <http://www.nj.gov/dca/dcaid>
 - Application: <https://njdca-housing.dynamics365portals.us/en-US/dcaid-services/>
 - Note: If you apply to LIHEAP, you automatically apply for the USF
 - Hotline: **1-800-510-3102**

- **NJ Lifeline Program**

- A \$225 yearly credit on your electric or gas bill for customers 65 years or disabled adults over the age of 18 who receive a Social Security Disability benefit.
 - Overview and information: <https://www.state.nj.us/humanservices/doas/home/lifelinedetail.html>
 - Application: <https://njdoas-ua.force.com/njsave/quickstart>
- Hotline: **1-800-792-9745**

- **Payment Assistance Gas and Electric (PAGE)**

- Financial Assistance, must have a past due of \$100 or more on electric and/or gas bill
 - Overview, Eligibility Information and Application: <https://njpoweron.org/page/>
 - Phone: **(732) 982-8710**

- **NJ Comfort Partners**

- Electric or gas heat saving and education program
 - Eligibility Information: <http://www.njcleanenergy.com/CP>
 - Hotline: **1-800-915-8309**

- **Affordable Connectivity Program (ACP)**

- Monthly internet service discount and one device discount
 - Check your eligibility, apply, and find a participating internet provider at: <https://acpbenefit.org/>
 - FCC's ACP Support Center: **(877) 384-2575**

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Local Outreach Agencies / Community Organizations

Local community agencies can assist you with determining your eligibility and applying for individual programs.

Statewide

- **Affordable Housing Alliance**

- Administers NJ PAGE program; AHA partners with local affiliate agencies for application assistance: Resources for Independent Living in Burlington County and OCEAN Inc. in Ocean County
 - Overview, Eligibility Information and Application: njpoweron.org
 - Phone: (732) 389-2958
 - utilityinfo@housingall.org

Burlington County

- **Burlington County Community Action Partnership**

- Eligibility and Application Documents: <https://www.bccap.org/home-energy-assistance/>
- Phone: **609-835-2464, option 3**
- homeenergy@bccap.org

- **Light Up Your World, Inc.**

- Get Assistance with LIHEAP/USF and LIHWAP applications
 - Phone: **609-968-3362**
 - info@lightupyourworldinc.org

Ocean County

- **OCEAN, Inc.**

- Get assistance with LIHEAP/USF/LIHWAP/PAGE Applications
 - Overview, Eligibility Information and Application: <https://oceaninc.org/home-energy-assistance-1>
 - Phone: **(732) 244-9041**

UTILITY ASSISTANCE RESOURCES

Utility Companies

Utility companies may offer payment assistance programs to its customers. You are encouraged to contact your utility company directly for assistance.

For more utility contact info, including alternative energy suppliers: <https://www.state.nj.us/bpu/assistance/utility/>

Electric

- **PSE&G**

- Get Help Paying Your Energy Bill: [PSEG.com/HelpNow](https://www.pseg.com/helpnow)
- Phone: **1-800-357-2262**

- **JCP&L**

- Assistance Programs and Payment Arrangements:
https://www.firstenergycorp.com/help/billingpayments/assistance_serviceprogram/jersey_central_powerlight.html#energy
- Phone: **1-800-662-3115**

Gas

- **PSE&G**

- Get Help Paying Your Energy Bill: [PSEG.com/HelpNow](https://www.pseg.com/helpnow)
- Phone: **1-800-357-2262**

- **JCP&L**

- Assistance Programs and Payment Arrangements:
https://www.firstenergycorp.com/help/billingpayments/assistance_serviceprogram/jersey_central_powerlight.html#energy
- Phone: **1-800-662-3115**

- **NJ Natural Gas**

- Payment Assistance Programs: <https://www.njng.com/my-account-services/payment-options/PaymentAssistance.aspx>
- Phone: **1-800-221-0051**

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Water

- **NJ American Water**

- Bill Pay Assistance Programs: <https://www.amwater.com/njaw/Customer-Service-Billing/Bill-Paying-Assistance/request-payment-assistance>
- Phone: **1-800-272-1325**
- H2O Help to Others Program: **1-877-652-9426 (1-877-NJAWH2O)**

- **SUEZ Water Company**

- SUEZ Cares Temporary Assistance Program: <https://njshares.org/suez-cares/>
- Toms River Customer Service Hotline: **(877) 565-1456**

If you are unsure of your provider, refer to your utility bill. For a full list of regulated water companies: <https://www.state.nj.us/bpu/pdf/water/regulatedwater.pdf>

Sewer

- If you are unsure of your provider, refer to your utility bill. For a list of regulated wastewater (sewer) companies: <https://www.state.nj.us/bpu/pdf/water/regulatedwastewater.pdf>