

UTILITY ASSISTANCE RESOURCES

UPDATED 09/22/2023

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,



FREEHOLD: (732) 504-0490

HAMILTON: (609) 438-6290

WILLINGBORO: (856)-703-2700

WASHINGTON DC: (202)-225-4765

UTILITY ASSISTANCE RESOURCES

State Resources:

• NJ 211

- 24/7 Emergency/Crisis Help
 - Utility Assistance Hotline: Dial **2-1-1**, or **1-877-652-1148**
 - <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
 - <https://www.nj.gov/dca/>

- **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/>
 - <https://nj.gov/bpu/>

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: **732-324-1300**

- **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: **732-324-1300**

UTILITY ASSISTANCE RESOURCES

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*
 - 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: 609-386-5800
 - <https://www.bccap.org/contact/>
- **Light Up Your World, Inc.**
 - Get Assistance with LIHEAP/USF and LIHWAP applications
 - Phone: 609-968-3362
 - info@lightupyourworldinc.org

Monmouth County

- **Freehold Area Open Door**
 - Utility and rent assistance
 - 39 Throckmorton Street, Freehold, NJ 07728
 - <https://www.faopendoor.org/about>
 - info@faopendoor.org
 - (732)-780-1089

UTILITY ASSISTANCE RESOURCES

Monmouth County Continued

- **Affordable Housing Alliance**
 - Utility and housing assistance
 - 20 Gibson Pl Ste 200, Freehold, NJ 07728
 - <https://housingall.org/>
 - utilityinfo@housingall.org
 - (732) 389-2204
- **NJ Power On**
 - NJ Access to LIHEAP funding for energy costs for low-income households, also Universal Service Fund access
 - 59 Broad St., Eatontown, NJ 07724
 - <https://njpoweron.org/liheap-and-usf-overview/>
 - (732)-982-8710
- **Energy Assistance**
 - Connects local residents with Home Energy Assistance Programs
 - 910 4th Ave, Asbury Park, NJ 07712
 - <https://www.energyassistance.us/>
 - support@energyassistance.us
 - (732) 774-3100
- **Need Help Paying Bills**
 - Provides help with rent, food, and utilities
 - https://www.needhelppayingbills.com/html/monmouth_county_assistance_pro.html
 - info@needhelppayingbills.com

Mercer County

- **County of Mercer Housing & Community Development - Low-Income Home Energy Assistance Program (LIHEAP)**
 - Energy assistance for low-income households
 - Mercer County Housing Office: 640 South Broad Street, Room 106 Trenton, New Jersey
 - <https://www.mercercounty.org/home/showpublisheddocument/19316/637370654876930000>
 - (609) 989-6858
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UTILITY ASSISTANCE RESOURCES

Mercer County Continued:

- **Heating Oil Assistance Program – Arm in Arm**
 - Help paying for heating oil for low-income residents, seniors
 - <https://arminarm.org/elementor-5307/>
 - (609) 396 – 9355, ext. 11

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: <https://apply.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: 2-1-1 or 732-982-8710

UTILITY ASSISTANCE RESOURCES

More Assistance Programs Cont:

- **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

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.htm
 - Phone: **1-800-662-3115**

Weatherization

- **Weatherization Assistance Program**
 - Assist in weatherizing homes for elderly, handicapped, and low income people
 - <https://www.nj.gov/dca/dhcr/offices/wap.shtml>

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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:
 - 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

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/programs/>
 - Toms River Customer Service Hotline: **(877) 565-1456**
- **Low-Income Household Water Assistance Program**
 - Department of Community Affairs assistance Program: nj.gov/dca/dhcr/offices/lihwap.shtml

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>