

There are two free weatherization programs in New Jersey:

1. Comfort Partners – Call **866-378-4345** or visit **njcleanenergy.com/residential/comfort-partners**. This program is part of New Jersey's Clean Energy Program and is sponsored by the Board of Public Utilities.
2. Weatherization Assistance Program – Assistance or elderly, handicapped and low-income persons in weatherizing their homes. For more information visit **nj.gov/dca/dhcr/offices/wap.shtml** and **nj.gov/dca/dcaid**. This program provides financial grants and is sponsored by the Department of Community Affairs.

Customers 65 and Older

A service has been established for customers 65 years or older who become delinquent in paying their bills. These customers are mailed a notice indicating that their electric service is subject to termination if payment is not received by a specified date. We will attempt to contact the customer by telephone before a collector terminates service at the residence.

Third-Party Notification

When a residential customer is mailed a delinquent notice that could result in termination of electric service, we also will mail a similar notice to a designated third party: relative, friend, member of the clergy or government agency. This notification does not obligate the third party to pay, but enables that person to help the customer if necessary. Customers may request someone to be a third party, or a person may request to become a third party for a JCP&L customer.

Electrically Operated Life-Support Equipment

If anyone in your household depends on electrically

operated life-support equipment, please let us know by calling **800-662-3115**. JCP&L will send you a form that must be completed and signed by your physician to verify that you have life-support equipment.

When we receive your completed form, we will add your name to our Critical Care Customer list. The list will be used during a power outage to contact all Critical Care Customers by telephone if the outage may affect their electric service for more than 24 hours.

In addition, the list will be provided to county and municipal Offices of Emergency Management. There is no charge for this service.

It is important that life-support customers have a contingency plan such as a battery backup.

Notice to Tenant Customers of JCP&L

Per the Board of Public Utilities rules, no tenant-customer may be billed or disconnected for failure to pay for electric service which was diverted outside of his/her premises without the tenant-customer's permission. Upon suspecting that his/her utility bill is unexplainably high because of a diversion of service, the tenant-customer should notify JCP&L immediately.

For more information about these programs, please contact JCP&L at

800-662-3115

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COMM10483-04-25-AI-CS
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Equal Payment Plan

Jersey Central Power & Light's residential customers who are looking for a convenient way to manage their electric bills can sign up for the FirstEnergy Equal Payment Plan (EPP). With EPP, customers make consistent monthly payments and avoid seasonal highs and lows in their electric bills.

Each month, EPP customers are billed one twelfth of their estimated annual electric usage. Before the eighth bill, the payment amount is reviewed and, if necessary, adjusted in relation to the customer's usage. The twelfth month is used as a balancing, or catch-up, month. That month's bill will reflect the debit or credit balance for the EPP year.

There is no additional charge to participate in EPP. To apply, visit **firstenergycorp.com/help/billingpayments/ways-to-pay/equal_payment_planapp.html** or call us at **800-662-3115**.

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EMERGENCY ASSISTANCE PROGRAMS

Medical Emergencies

Customers with a medical emergency may have a licensed medical professional state in writing the existence of the medical emergency, its nature and probable duration, and that a discontinuance of electric service would aggravate the medical emergency. The medical documentation, if accepted, will temporarily postpone the termination of electric service. The Company has the right to require a reasonable proof of an inability to pay as consideration of acceptance. The customer is still responsible for the past-due amount and will be given the opportunity to pay the balance in monthly installments.

The certification is designed to provide the customer with additional time to pay their past-due balance. Normal billing will continue during the hold period, but any collection-related activity will cease.

There is no charge for this service. Please call **800-662-3115** for more information.

Payment Assistance for Gas & Electric Program (PAGE)

PAGE is an assistance program designed to help income-eligible households who are experiencing economic hardship and struggling to pay their electric and natural gas bills.

For more information, visit [sharesnation.org/nj-bpu-page-program-apply/](https://www.sharesnation.org/nj-bpu-page-program-apply/), or call **866-657-4273**.

NJ SHARES Energy Assistance Grant

New Jersey SHARES offers energy assistance grants to people having difficulty paying their electric bills. The grants help those who need assistance because of an illness, job loss or other problem that has created a temporary financial crisis. Eligibility is based on household size and income.

For information on how to receive assistance from New Jersey SHARES, call **866-657-4273**, or visit [sharesnation.org/nj-shares-energy-grant-apply/](https://www.sharesnation.org/nj-shares-energy-grant-apply/).

ENERGY ASSISTANCE PROGRAMS

Lifeline Program

The Lifeline program offers a cash grant to help people who meet the Pharmaceutical Assistance to the Aged and Disabled (PAAD) eligibility requirements or who receive Supplemental Security Income (SSI). This includes utility customers and tenants whose utility bills are included in their rent.

Persons applying for PAAD can also apply for their Lifeline benefit by answering the questions that pertain to the Lifeline programs. The Lifeline benefit is automatically included in SSI checks.

If you are not a beneficiary of Medical Assistance to the Aged (MAA), Medical Assistance Only (MAO) or New Jersey Care, but you meet the eligibility requirements for PAAD, please call **800-792-9745** for an application or visit www.nj.gov/humanservices/doas/services/l-p/lifeline-utility/ for more information.

Universal Service Fund Program (USF)

USF helps make electric and natural gas bills more affordable by offering income-eligible customers a monthly bill credit. Participants may also be eligible for FreshStart which provides debt forgiveness. For additional information, please visit [nj.gov/dca/dcaid](https://www.nj.gov/dca/dcaid) or call **800-510-3102**.

Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP helps low-income families with their heating and medically necessary cooling costs. It may also provide emergency heating system services and emergency fuel assistance. Applications are accepted October 1 through June 30 each year. Persons applying for USF automatically apply for LIHEAP. To apply for USF or LIHEAP, please visit [nj.gov/dca/dcaid](https://www.nj.gov/dca/dcaid) or call **800-510-3102**.

211

New Jersey 211 offers a variety of services that help connect residents to resources in their community. The service is free, confidential and multilingual. For information, dial **211**; text your ZIP code to **898-211**; or chat online at [NJ211.org](https://www.nj211.org).

Weatherization

Weatherization is the installation of home energy measures to help reduce energy bills. Eligible participants are provided with:

1. A free home-energy audit to see how energy efficient a home is and how much money can be saved on energy bills through weatherization.
2. Installation of recommended free energy-efficiency measures, which may include energy-efficient appliance replacement at no cost.