

ADDITIONAL SERVICES

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.

Equal Payment Plan (EPP)

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 pay a predetermined monthly rate, which may help 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 true-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 the EPP. To apply, please call us at 800-662-3115, or visit firstenergycorp.com to complete an application.

Customers 65 Years of Age 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 service is terminated 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. 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.

For more information about these programs or to discuss billing and payment options, contact our Customer Service Center at 800-662-3115 or visit firstenergycorp.com/paymentoptions.

Jersey Central Power & Light

ASSISTANCE AND SERVICE PROGRAMS



There are many programs available to New Jersey customers who are having difficulty paying their electric utility bills. Please review the following programs to see if they may help you or someone you know.

For more information, please visit firstenergycorp.com/billassistnj

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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. Only one member per household is entitled to this assistance. Persons applying for PAAD will also apply for their Lifeline benefit by answering the questions that pertain to the Lifeline programs. People who are beneficiaries of Medical Assistance to the Aged (MAA), Medical Assistance Only (MAO) or New Jersey Care, are sent Lifeline applications automatically every August. Recipients of SSI should NOT file an application for Lifeline. The Lifeline benefit is automatically included in the SSI checks. If you are not a beneficiary of these programs, but you meet the eligibility requirements for PAAD, please call 800-792-9745 for an application, or visit nj.gov/humanservices for more information.

Universal Service Fund Program (USF) and Low-Income Home Energy Assistance Program (LIHEAP)

USF helps make energy bills more affordable by offering eligible customers a monthly bill credit. This credit is based on household income and energy burden. USF may also offer utility account debt forgiveness for first-time applicants. Applications for USF are accepted year-round. Individuals applying for the Low-Income Home Energy Assistance Program (LIHEAP) apply for USF automatically. For more information, call 800-510-3102 or visit nj.gov/dca/dcaid.

To be eligible, you must meet all of the following requirements:

1. Applicant/ratepayer must reside at the service address
2. Household income must be verified at or below 185% of the Federal Poverty Guidelines
3. Applicant/ratepayer must spend more than 3% of household income on gas and/or electricity, or spend more than 6% of household income on electric heating

Weatherization

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

- 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
- Installation of recommended free energy-efficiency measures, which may include energy-efficient appliance replacement at no cost

There are two free weatherization programs in New Jersey:

1. Comfort Partners – Call 800-915-8309 or visit njcleanenergy.com and click on “Residential” (electric and gas heat only). This program is sponsored by the Board of Public Utilities’ NJ Clean Energy Program.
2. Weatherization Assistance Program – Households that apply for USF or LIHEAP can check a box on that application to request weatherization. For more information visit energyassistance.nj.gov. This program is sponsored by the Department of Community Affairs.

Payment Assistance for Gas and Electric (PAGE)

PAGE is an annual assistance program designed to help low- to moderate-income households who are experiencing economic hardship and struggling to pay their electric and natural gas bills. This program benefits New Jersey residents who face a crisis situation that includes a past-due notice for gas and/or electric bills, have a history of making regular payments toward their utility bills and have not received Universal Service Fund/Home Energy Assistance in a certain period of time. For more information, visit NJPowerOn.org, or call 732-982-8710.

New Jersey SHARES Program

New Jersey SHARES offers temporary financial assistance to people having difficulty paying their electric bills. The fund helps those who need assistance because of an illness, job loss or other problem that has created a financial crisis – but they are not eligible for other income- or age-based programs.

For information on how to receive assistance from New Jersey SHARES, call 866-657-4273, or visit njshares.org.

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