

New Jersey Assistance Programs

We understand some of our customers may need assistance with their bills due to challenges caused by the coronavirus pandemic. Although we are not disconnecting service, customers will still receive notices, both to keep them informed of their account status and to provide documentation so they may seek assistance.

Program	Benefits	Eligibility Requirements	How to Apply	What You Need to Apply
USF	<ul style="list-style-type: none"> Helps residential customers maintain electric service by offering eligible customers a monthly bill credit. May also offer utility account debt forgiveness for first time applicants through the Fresh Start Program. 	<ul style="list-style-type: none"> The customer must have a gross (before tax) household income at or below 185% of the Federal Poverty Guidelines listed on next page. Must be a New Jersey resident to apply. 	<ul style="list-style-type: none"> This program is open year round. Call NJ211 by dialing 2-1-1 or visit nj.gov/dca/dcaid. 	<ul style="list-style-type: none"> Names of people in your household. Dates of birth for all household members. Social Security Number for all household members and declaration of US citizenship. Proof of ID for all household members. Proof of income for all household members 18 years and older. Electric account number. Proof of ownership or lease indicating heating arrangement.
HEAP/ LIHEAP	<ul style="list-style-type: none"> Helps residential customers with cash grants for home heating bills and emergencies, such as a past due bill or termination notices. This program also has a Cooling Assistance (medically necessary) program along with Emergency heating repair. 	<ul style="list-style-type: none"> The customer must have a gross (before tax) household income at or below 200% of the Federal Poverty Guidelines listed on next page. † The customer can either rent or own the home. Must be responsible for the cost of heating. 	<ul style="list-style-type: none"> This program is generally available between Oct. through July 31. Call NJ211 by dialing 2-1-1 or visit nj.gov/dca/dcaid. 	<ul style="list-style-type: none"> Names of people in your household. Dates of birth for all household members. Social Security Number for all household members and declaration of US citizenship. Proof of ID for all household members. Proof of income for all household members 18 years and older for the most recent month. Electric account number. Proof of ownership or lease indicating heating arrangement. A recent heating bill.
PAGE	<ul style="list-style-type: none"> Designed to help low- to moderate-income households across the state of New Jersey who are experiencing economic hardship and struggling to pay their electric and natural gas bills. The maximum grant is \$750. 	<ul style="list-style-type: none"> Income guidelines are listed on next page for PAGE. Have a gas or electric account that is 45 days or more past due, or received a disconnect notice or has been disconnected. Account balance must be greater than \$100. Must have paid two payments of \$25 within the last 6 months or \$75 or greater within the last 90 days. Must not be applying for, receiving or have received any benefits from LIHEAP within the current heating season. Currently, not receiving USF benefits. 	<ul style="list-style-type: none"> This program is open year round. Call the Affordable Housing Alliance at 732-982-8710 or visit njpoweron.org. 	<ul style="list-style-type: none"> Names and birthdates of everyone in your household. Copies of the social security card for all members of the household. One valid form of NJ ID such as: valid driver's license, ID card issued by federal, state or local government agencies, U.S. Military or Veteran ID card, or voter's registration card of the primary applicant with current address. Proof of income of everyone in your household 18 years or older for the past 60 days. Copy of the deed or lease. Copies of the past six months payment history from the utility. A copy of your most recent utility bill Federal income tax return.
NJ Shares	<ul style="list-style-type: none"> Provides energy assistance to moderate and fixed-income households experiencing a financial crisis such as 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. The maximum grant is \$700. 	<ul style="list-style-type: none"> Must reside in New Jersey. Must be behind on their energy bill. Must have income over the limit for LIHEAP and USF but does not exceed 400% of the Federal Poverty Level. A good-faith payment of \$100 or more within 90 days is required. 	<ul style="list-style-type: none"> This program is open while funds are available. For information on how to receive assistance call 1-866-657-4273, or visit njsharesgreen.org 	<ul style="list-style-type: none"> Proof of Income for all contributing household members (last four consecutive weeks prior to application date). Proof of Identification for all household members. Most Recent Energy Bill. Signed and dated Application. Zero Income Affirmation.

Program	Benefits	Eligibility Requirements	How to Apply	What You Need to Apply
Lifeline	<ul style="list-style-type: none"> Provides an annual benefit to customers who meet the Pharmaceutical Assistance to the Aged and Disabled (PAAD) or who receive Supplemental Social Security (SSI). Maximum benefit \$225. 	<ul style="list-style-type: none"> Be a recipient of the Pharmaceutical Assistance to the Aged and Disabled (PAAD) or meet the PAAD eligibility requirements or be a recipient of either Medical Assistance to the Aged (MAA), Medical Assistance Only (MAO) or New Jersey Care. PAAD eligibility requirements: <ul style="list-style-type: none"> Be a New Jersey resident Be age 65 or older or between 18 and 64 and receiving Social Security Disability Have an income less than \$27,951 if single or less than \$34,268 if married. 	<ul style="list-style-type: none"> This program is open year round. Call the Department of Human Services Division of Aging Services at 1-800-792-9745. 	<ul style="list-style-type: none"> Proof of income. Age. Marital status. Ownership and assets (what you own). Copy of health insurance cards (front and back). Designated Authorized Representative Form, if applicable. Utility bills. Names of current medications. Power of Attorney, if applicable. Guardianship, if applicable.
Comfort Partners and WAP	<ul style="list-style-type: none"> Lower your bill and keep your home more comfortable in the winter and summer months. There are two programs: <ul style="list-style-type: none"> Comfort Partners – sponsored by the Board of Public Utilities' NJ Clean Energy Program Weatherization Assistance Program (WAP) – sponsored by the Department of Community Affairs. No payment is required for these services: <ul style="list-style-type: none"> In-home energy usage evaluation Energy education Energy conservation measures. 	<ul style="list-style-type: none"> Comfort Partners – Customer must have a gross (before tax) household income at or below 250% of the Federal Poverty Guidelines listed below. Must be your primary residence. WAP – Customer must have a gross (before tax) household income at or below 200% for WAP of the Federal Poverty Guidelines listed below. 	<p>Both programs are open year round:</p> <ul style="list-style-type: none"> Comfort Partners – Call 800-915-8309 or visit njcleanenergy.com and click on "Residential" (electric and gas heat only) WAP – Households that apply for USF or LIHEAP can check a box on that application to request weatherization. For more information visit energyassistance.nj.gov 	<ul style="list-style-type: none"> The total number of people in the household. Proof of annual income for the household. Heat type. Water heater type. If renting – your landlord name, phone number and address.
211	This nationwide resource and information helpline will identify programs in your area that may assist you or someone you know with utility bills.	Requirements may vary based on program referrals.	<ul style="list-style-type: none"> For more information: call 211; visit www.nj211.org; or text your ZIP code to 898211. Available 24 hours a day, 365 days a year. 	

2020 Eligibility Guidelines – Percent Poverty Level per Family/Household

Household Size	185%	200%	250%	400%	Household Size	185%	200%	250%	400%
1	23,107	25,520	31,900	51,040	5	55,815	61,360	76,700	122,720
2	31,284	34,480	43,100	68,960	6	63,992	70,320	87,900	140,640
3	39,461	43,440	54,300	86,880	7	72,169	79,280	99,100	158,560
4	47,638	52,400	65,500	104,800	8	80,346	88,240	110,300	176,480

For families/households with more than 8 persons, add \$8,177 (185%); \$8,960 (200%); \$11,200 (250%); and/or \$17,920 (400%) for each additional person.

† NJ LIHEAP follows 2019 Guidelines which are as follows: 1-\$24,980; 2-\$33,820; 3-\$42,660; 4-\$51,500. For each additional person, add \$8,840.

NJ PAGE Eligibility Guidelines

Household Size	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
Minimum Annual Income	24,996	33,840	42,672	51,516	60,360	69,192	78,036	86,880
Maximum Annual Income	61,588	80,540	99,490	118,440	137,390	156,340	159,894	163,448

For more information about any of these programs or to find out if you qualify, visit www.firstenergycorp.com/billassist and click on "Search Assistance Programs." You can also call us Monday through Friday from 8 a.m. to 6 p.m. at the number listed below.

JCP&L: 1-800-662-3115