

New Jersey Assistance Programs

Customers with severe health problems may have a licensed physician certify in writing that a termination of electric service would be especially dangerous. The medical certification will postpone the termination of electric service for 30 days. The certification is designed to provide the customer with additional time to pay their past-due balance. The customer is still responsible for the past-due amount and will be given the opportunity to pay the balance in monthly installments.

If you, or a member of your household have a qualifying medical condition, please contact our Customer Service Department at 800-662-3115 to discuss your options. We have made it easier for your doctor to submit medical certificates to us by automating the forms online. Once you call in, our customer service agents can provide you with the information that your doctor would need to complete the form.

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 applicants through the Fresh Start Program regardless of previous program enrollment. 	<ul style="list-style-type: none"> The customer must have a gross (before tax) household income at or below 60% if the State Median Income. 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 60% if the State Median Income. 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 June 30. 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 zero- 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, including security deposits. Zero- to low-income customers are encouraged to apply for USF and HEAP first. 	<ul style="list-style-type: none"> Income guidelines are listed on next page for PAGE. Have a gas or electric account past due or received a disconnect notice or has been disconnected. Account balance must be greater than \$100. 	<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 njshares.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.

continued

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 \$42,142 if single or less than \$49,209 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 or visit aging.nj.gov. 	<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/CP. 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. 	

2023 Eligibility Guidelines* – Percent Poverty Level per Family/Household							
Household Size	200%	250%	60% State Median Income	Household Size	200%	250%	60% State Median Income
1	\$29,160	\$36,450	\$44,111	5	\$70,280	\$87,850	\$98,402
2	\$39,440	\$49,300	\$57,684	6	\$80,560	\$100,700	\$111,975
3	\$49,720	\$62,150	\$71,257	7	\$90,840	\$113,550	\$114,520
4	\$60,000	\$75,000	\$84,830	8	\$101,120	\$126,400	\$117,065
Income guidelines adjust with additional household members.							

*These income guidelines take effect October 1, 2023.

NJ PAGE Eligibility Guidelines								
Household Size	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
Maximum Annual Income	\$71,257	\$96,140	\$118,762	\$141,384	\$164,003	\$186,625	\$190,867	\$195,109

For more information about any of these programs or to find out if you qualify, visit www.jcp-l.com/assistance 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