

**New Jersey Guide to Meeting Basic Utility Needs  
2008 - 2009**

**Local and State Resources Available Now to Assist with Increasing Utility  
Costs and Related Expenses**



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## I. Purpose

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The purpose of this Assistance Guide is to connect New Jersey residents affected by the increasing cost of utilities with established programs throughout the state that have been designed to ease their financial burdens. The Guide lists information on many programs and agencies. Updates and verification are on-going. Updates are available at [www.nj211.org](http://www.nj211.org).

This Guide begins with a description of the programs and services that are available throughout the state and continues with listings of local contact information and links to associated applications and income eligibility tables where it is applicable.

You are encouraged to dial “2-1-1” 24 hours a day, seven days a week if you need help in understanding and finding available assistance services. Language translation and TTY services are offered to any caller. You can also visit [www.nj211.org](http://www.nj211.org) to review the Help In Hard Times section, search the database of services in your local community or to chat live with an experienced community resource specialist. 2-1-1 will help identify with you the best local resources to fit your individual needs during times of financial distress or for life’s everyday situations.

## II. UTILITY ASSISTANCE PROGRAMS

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The following is a summation of the various programs that are available to consumers in the State of New Jersey. It is important to note that the 2009 income limits have changed so that more families may qualify.

### **Home Energy Assistance Program:**

**Home Energy Assistance Program:** helps very low-income residents with their heating and cooling bills, and makes provisions for emergency heating system services and emergency fuel assistance within the Home Energy Assistance Program. There is a federal and state program.

### **LIHEAP The Low Income Home Energy Assistance Program**

**LIHEAP The Low Income Home Energy Assistance Program** - is designed to help low-income families and individuals meet home heating and medically necessary cooling costs. This year, the application period is November 1, 2008 to April 30, 2009. To apply for LIHEAP, contact the authorized local community action agency or community based organization in your area. A list of these agencies is listed at the end of this section. For persons age 60 or over, or those who are disabled, applications may be received and returned by mail. Other households may apply by mail at the discretion of the local agency.

To be eligible for LIHEAP benefits, the applicant household must be responsible for home heating or cooling costs, either directly or included in the rent; and have gross income at or below 225% of the federal poverty level. The chart below gives specific monthly gross income maximums for FFY 2009. Persons who live in public housing and/or receive rental assistance are not eligible unless they pay for their own heating/cooling costs directly to the fuel supplier. The amount of the LIHEAP heating benefit is determined by income, household size, fuel type, and heating region. This year, the medically necessary cooling assistance benefit is set at \$200.

An eligible household that heats with natural gas or electricity may have its benefits directly forwarded to its utility company. Otherwise, in most cases eligible households directly responsible to a fuel supplier for payment of home heating costs receive a two-party check in the name of the applicant and the fuel supplier. Households whose heating costs are included in their rent receive a single party check made out to the eligible applicant. A household receiving medically necessary cooling benefits also receives a single party check.

For information about the program and LIHEAP applications or to download an application visit [www.energyassistance.nj.gov](http://www.energyassistance.nj.gov) or [Download the Application Form, Instructions and Required Documents](#) (PDF File)

NOTE: Please submit the completed application to your [Local Application Agency](#).

### **LIHEAP The Low Income Home Energy Assistance Program**

**Universal Service Fund (USF) Program** - The State of New Jersey created the Universal Service Fund ([USF](#)) program to help make energy bills more affordable for low income customers. The FFY 2009 LIHEAP application is also an application for the Universal Service Fund Program (USF). You apply for two benefit programs at the same time. If you are eligible, USF can lower the amount you pay for gas and electricity. To be eligible, a household gross income must be at or below 175% of the Federal Poverty Level, (please refer to income guidelines listed below), **and** pay more than 3% of its annual income for electric, or more than 3% for natural gas. If a household has electric heat, it must spend more than 6% of its annual income on electricity to be eligible. For more information about USF, contact your local application agency or go to the New Jersey Department of Community Affairs website at [www.state.nj.us/bpu/assistance/programs/index.html#4](http://www.state.nj.us/bpu/assistance/programs/index.html#4).

**Low Income Heating Energy Assistance Program (LIHEAP)  
Maximum Monthly Gross Income Eligibility Levels – 2009**

Household Size	Monthly Gross Income
1	\$1,950
2	\$2,625
3	\$3,300
4	\$3,975
5	\$4,650
6	\$5,325
7	\$6,000
8	\$6,675
9	\$7,350
10	\$8,025
11	\$8,677
12	\$8,854

**Note:** To determine eligibility for household sizes greater than 12, add \$177 for each additional member.

**Universal Service Fund (USF):  
Maximum Monthly Gross Income Eligibility Levels – 2009**

Household Size	Monthly Gross Income
1	\$1,517
2	\$2,042
3	\$2,567
4	\$3,092
5	\$3,617
6	\$4,142
7	\$4,667
8	\$5,192
9	\$5,717
10	\$6,242
11	\$6,767
12	\$7,292

**Note:** To determine eligibility for household sizes greater than 12, add \$525 for each additional member



Cape May	Cape Human Resources Inc. 4005 Route 9 South PO Box 152 Rio Grande, NJ 08242	Heather Cade LIHEAP Coordinator (609) 465-4531	(609) 465-8133 Monday - Friday 8:30 AM - 4:30 PM
	207 West Main St Whitesboro, NJ 08252	Ed Izquierdo Office Manager Denise Bose (609) 465-4532	Monday-Friday 9:00 AM- 4:00 PM
	Long Fellow Rd & Monroe Ave. Woodbine, NJ 08270	(609) 861-2816	Monday-Friday 9:00 AM- 4:00 PM
Cumberland	Tri-County CAP 110 Cohansy St. Bridgeton, NJ 08302	Gwendolyn Mc Lean, Office Manager (856) 451-2966, Ext. 290	(856) 455-7288 Monday -Friday 8:00AM -4:30PM
Essex	La Casa De Don Pedro 317 Roseville Ave. Newark, NJ 07107	Cecelia Aiken, LIHEAP Coordinator Percy Mc Master, Assistant Supervisor Luz Acosta, Chief Data Processor (973) 485-0795 & 0796	(973) 485-7555 (973) 485-9984
<b>This agency services all Essex County</b>			
OFFICE HOURS: <b>Monday, Tuesday &amp; Thursday, 9am – 5pm; Wednesday 9am – 7pm; Closed Fridays; Every second Saturday of the month, 9am – 1pm.</b> PSE&G Newark: <b>Mon-Fri 9am – 4:30pm (minimum of 50 clients per day; first come, first serve basis)</b> PSE&G West Orange: <b>every Friday 9am – 4pm. (Hours are subject to change.)</b>			
Essex	First Hopewell Multi-Purpose Community Center 525 Orange St. Newark, NJ 07107	Carolyn Allen, LIHEAP Coordinator (973) 497-9506	(973) 482-3364 Monday -Friday 9:00AM -4:00PM
<b>This agency services Newark Residents only.</b>			
Gloucester	Tri-County CAP 10 E. Madison St. Paulsboro, NJ 08066	Frederica Jones Director of Neighborhood Services  Constance Campbell, Office Manager (856) 423-0040	(856) 423-3876 Monday-Friday 9:00AM - 5:00PM
Hudson	Bayonne Economic Opportunity Foundation 555 Kennedy Blvd. Bayonne, NJ 07002	Susan Tierney HEA Coordinator (201) 437-7222	(201) 437-2810 Monday -Friday 8:30AM - 4:30PM
Hudson	Puertorriquenos Asociados for Community Organization 180 4th St. Jersey City, NJ 07302	Sarina Vega, LIHEAP Coordinador (201) 217-0581 (201) 217-0583	(201) 217-9850 Monday -Friday 9:00AM -4:00PM
Hunterdon	NORWESCAP 63 Main St. Flemington, NJ 08822	Tracy O'Connor, LIHEAP Coordinator (908) 782-0612	(908) 454-1800 Monday -Friday 8:00AM -4:00PM
<b>Mailing Address:</b> 350 Marshall St.			

Phillipsburg, NJ 08865			
Mercer	County of Mercer Mercer County Administration 640 S. Broad St., Room 429 Trenton, NJ 08650	Cathy Paoline, LIHEAP Coordinator (609) 989-6739 (609) 989-6959 (609) 989-6065 (609) 989-6544	(609) 278-2758 Monday -Friday 8:30AM -4:30PM
Middlesex	Puerto Rican Action Board 90 Jersey Ave. PO Box 240 New Brunswick, NJ 08903-0240	Viviana Pérez, LIHEAP Coordinator (732) 828-4541	(732) 828-4546 Monday -Friday 8:30AM -4:30PM
Monmouth	Check-Mate, Inc. 910 4th Ave. P.O. Box 1288 Asbury Park, NJ 07712	Georgia Berry, Executive Director  Denise Martin, LIHEAP Coordinator (732) 774-3100 Ext. 18 or 19	(732) 774-3340 Monday -Friday 9:00AM -4:30PM
Morris	Morris County Organization for Hispanic Affairs, Inc. 97 Basset Hwy. Dover, NJ 07801  120-122 Speedwell Ave. Morristown, NJ 07960	Rosa Soto, LIHEAP Coordinator (973) 366-1131 (973) 366-4770 Ext. 109 & 103  Sara Rivera, LIHEAP Staff (973) 644-5627 (973) 644-5632	(973) 361-7878 Monday -Friday 9:00AM - 5:00PM  (973) 644-4878 Monday - Friday 9:00AM - 4:00PM
The Morristown office will only take applications for the following zip codes: <b>07005, 07926, 07405, 07927, 07928, 07936, 07932, 07970, 07976, 07963, 07034, 07035, 07933, 07940, 07945, 07045, 07950, 07960, 07982, 07054, 07440, 07058, 07444, 07457, 07980, 07982 and 07981</b>			
Ocean	Ocean, Inc. Central Office 22 Hyers St., PO Box 1029 Toms River, NJ 08754	Lori Sigrist LIHEAP Coordinator (732) 244-9041 Ext. 16	(732) 244-3962 Monday - Friday 9:00AM - 4:30PM
Passaic	Paterson Task Force 9 Colt St., 4th Floor Paterson, NJ 07505	Lana Stokes, LIHEAP Coordinator (973) 279-2333	(973) 279-2334 Monday - Friday 8:30AM - 4:30PM
Passaic	United Passaic Organization 41 Myrtle Ave. Passaic, NJ 07055	Amanda Vasquez, LIHEAP Coordinator (973) 472-2478	(973) 472-5474 Monday - Friday 9:00AM - 4:00PM
Passaic	Passaic County Weatherization 1310 Rt. 23 North Wayne, NJ 07470	Carol Ryle, Weatherization Manager  Kristen Palmer, Secretary (973) 305-5730	(973) 305-0843 Monday - Friday 9:00AM - 4:00PM
Salem	Tri-County 14 New Market St. Salem, NJ 08079	Frederica Jones, Director Neighborhood services Constance Campbell, Office Manager (856) 935-0944	(856) 935-0920 Monday - Friday 8:30AM - 4:30PM
Somerset	NORWESCAP, Inc.	Tracy O' Connor, LIHEAP Coordinator	(908) 454-1800

	120 Finderne Ave. Bridgewater, NJ 08807	(908) 685-3033	Monday - Friday 8:00AM - 4:00PM
	<b>Mailing Address:</b> 350 Marshall St. Phillipsburg, NJ 08865		
Sussex	NORWESCAP, Inc. 15 Cork Hill Franklin, NJ 07416	Carroll Millar, Program Representative  Rosemarie Werman, LIHEAP Staff (973) 209-7549	(908) 454-1800 Monday - Friday 8:30AM - 3:00PM
	<b>Mailing Address:</b> 350 Marshall St. Phillipsburg, NJ 08865		
Union	PROCEED 1126 Dickinson St. Elizabeth, NJ 07201	Joseph Diaz, Supervisor  Dee Perez, LIHEAP Coordinator Carmen Tapia, LIHEAP Staff (908) 351-7727	(908) 353-5185 Monday - Friday 9:00AM - 4:00PM
Warren	NORWESCAP, Inc. 350 Marshall St. Phillipsburg, NJ 08865	Tracy O' Connor, LIHEAP Coordinator (908) 454-7000 (888) 454-4778	(908) 454-1800 Monday - Friday 8:00AM - 4:00PM
Revised 10/28/2008			

**Additional Information:**

- [General brochure about LIHEAP and USF](#) (MS Word)
- [Full-color brochure on LIHEAP and USF](#) (PDF File)
- [\(Clic aquí para el folleto en español\)](#) (PDF File)
- [LIHEAP/USF Fact Sheet, Income Guidelines](#)
- [Local Application Agency's Contact Information](#)
- [Frequently Asked Questions \(FAQs\) about USF](#) (PDF File)

## New Jersey Statewide Heating Assistance and Referral Energy Service, Inc. (NJSHARES) –

[NJSHARES](#) is a non-profit corporation organized to provide assistance to individuals and families living in New Jersey who are in need of **temporary** help in paying their energy bills. To qualify for NJ SHARES, a person or family must be facing a financial crisis and not be eligible for welfare. Recipients must also have a history of good-faith payments of their utility bills. Eligibility is determined by NJ SHARES local social service agencies located throughout the state. Upon approval, recipients may receive a one-time grant of up to \$700 for gas, up to \$300 for electric, or up to \$700 for electrically heated homes. You can contact NJ SHARES toll free at **1-866-657-4273** or 609-883-1626. E-Mail for general information: [info@njshares.org](mailto:info@njshares.org)

**WHERE TO APPLY FOR NJ SHARES IN YOUR COUNTY****Agencies Listed by County** ([View alphabetic listing of agencies](#))

<b>County Served</b>	<b>NJ SHARES Intake Agencies</b>	<b>Telephone</b>
Atlantic	<a href="#">Hammonton Family Community Center</a>	609-567-2900
Atlantic	<a href="#">Mizpah Inland Human Services, Inc.</a>	609-476-2002
Atlantic	Township of Hamilton - Community Services	609-625-0370
Atlantic	Family Service Association (Egg Harbour Township)	609-569-0376
Atlantic	Family Service Association (Pleasantville)	609-272-8800
Atlantic	Atlantic Human Resources, Inc	609-348-3901
Atlantic	<a href="#">The Salvation Army (Atlantic City)</a>	609-344-0660
Atlantic	SSHV - Resident Council - AC Housing Authority	609-344-4405
Atlantic	<a href="#">Hammonton Family Community Center</a>	609-567-2900
Atlantic	<a href="#">Atlantic City Rescue Mission</a>	609-345-5517
Bergen	<a href="#">Save Your Home With Jackie</a>	201-873-0515
Bergen	<a href="#">Assemblywoman Vandervalk</a>	201-666-0881
Bergen	<a href="#">Center For Food Action (Englewood)</a>	201-569-1804
Bergen	Center For Food Action Northwest (Mahwah)	201-934-5085
Bergen	Social Service Association of Ridgewood (covering: Ridgewood, Glen Rock, HoHoKus, Midland Park, Waldwick and Wyckoff)	201-444-2980
Bergen	<a href="#">Center for Food Action (Elmwood Park)</a>	201-703-9857
Bergen	<a href="#">Bergen County Community Action Program, Inc.</a>	201-968-0200
Bergen	Bergen County Community Action Program, Inc.	201-968-0200
Burlington	The Christian Caring Center-Pemberton, Inc.	609-893-0700
Burlington	St. Vincent De Paul Society- St. Mary of the Lakes	609-953-0021
Burlington	St. Vincent de Paul Society - Holy Eucharist Church (Tabernacle)	609-268-0005
Burlington	SASCA-Hispanic Social Service Center	609-835-1111
Burlington	St. Vincent De Paul Society- Corpus Cristi (Willingboro)	609-835-7757
Burlington	St. Vincent De Paul Society- St. Mary's (Bordentown)	609-298-1414
Burlington	St. Vincent De Paul Society- St. Isaac Joques	856-797-7352
Burlington	Assemblyman Malone's Office	609-298-6250
Burlington	<a href="#">Resources For Independent Living-Seniors and Disabled Population</a>	609-747-7745
Camden	Camden County Council On Economic Opportunity, Inc.-Sheridan Apartments	856-541-3311
Camden	<a href="#">Senator Madden's Office</a>	856-232-6700
Camden	<a href="#">Fellowship House</a>	856-964-4545
Camden	<a href="#">Catholic Charities - Diocese of Camden (Camden)</a>	856.342-4193
Camden	Centerville Outreach Ministries, Inc.	856-342-7215

Camden	<a href="#">Hispanic Family Center of Southern New Jersey</a>	856-365-7393
Camden	<a href="#">Camden County Council On Economic Opportunity, Inc. - UWC</a>	856-365-8989
Camden	<a href="#">Camden County Council On Economic Opportunity, Inc. - North Center</a>	856-966-4453
Camden	<a href="#">Camden County Council On Economic Opportunity, Inc. - Berlin</a>	856-767-3320
Camden	<a href="#">Camden County Council On Economic Opportunity, Inc. - CUI</a>	856-964-6887
Cape May	Cape Human Resources	609-465-4531
Cape May	Puerto Rican Action Committee (Woodbine)	609-861-5800
Cape May	<a href="#">Catholic Charities - Diocese of Camden (Rio Grande)</a>	609.886.2662
Cape May	Puerto Rican Action Committee - Salem/Cape May	609-861-5800
Cape May	Cape Human Resources	609-465-4531
Cumberland	Lawrence Township Senior Center-Cedarville	856-447-1000
Cumberland	The Salvation Army (Vineland)	856-696-5050
Cumberland	Bethel Development Corporation	856-327-9092
Cumberland	<a href="#">Catholic Charities - Diocese of Camden (Vineland)</a>	856.691.1841
Cumberland	CASA PRAC INC.	856-692-2331
Cumberland	The Salvation Army-Bridgeton	856-451-0999
Cumberland	Community Action Partnership	856-451-6330
Essex	<a href="#">Save Your Home With Jackie</a>	201-873-0515
Essex	East Orange Division of Senior Services(East Orange Seniors Only)	973-266-8832
Essex	<a href="#">St. Matthew NIDA</a>	973-678-8955
Essex	<a href="#">Bloomfield Department of Health and Human Services</a>	973-680-4017
Essex	New Shoes International	973-530-5721
Essex	<a href="#">Ironbound Community Corporation (Essex &amp; Hudson Counties)</a>	973-589-3353
Essex	The Salvation Army (Montclair)	973-744-3312
Essex	<a href="#">New Community Corporation</a>	973-565-9500
Essex	The Salvation Army (Newark)	973-623-5959
Essex	Newark Emergency Services for Families	800-696-7063
Essex	<a href="#">Tri-City Peoples Corporation</a>	973-676-5506
Essex	Township of Nutley	973-284-4977x2423
Essex	Saint James AME Church - Social Services Corporation	973-624-4007
Essex	<a href="#">East Orange Housing Authority</a>	973-678-0250 x26
Essex	Essex County Division of Community Action	973-395-8350
Essex	<a href="#">Catholic Charities - Newark (Essex PAC)</a>	973-266-7991
Essex	<a href="#">East Orange Housing Authority</a>	973-678-0250 x26
Essex	Orange Health Department	973-677-4557
Essex	Essex County Division of Community Action	973-395-8350
Essex	Carroll Street Community Center	973-395-1970
Essex	V.I.S.I.O.N. at Hope Center	973-373-8282
Essex	Orange Housing Department	973-677-4559
Essex	Assemblyman Coutinho	973-589-0714
Gloucester	<a href="#">Hollybush Affordable Housing</a>	856-881-8547
Gloucester	<a href="#">Senator Madden's Office</a>	856-232-6700
Gloucester	Paulsboro Community Development Center	856-224-1401
Gloucester	<a href="#">Volunteers of America</a>	856-853-0350
Hudson	<a href="#">Save Your Home With Jackie</a>	201-873-0515
Hudson	<a href="#">Bayonne Economic Opportunity Foundation</a>	201-437-7229
Hudson	<a href="#">Kearny Department of Public Health</a>	201-997-0600 x3511
Hudson	<a href="#">Dress for Success-Hudson County</a>	201-451-8600
Hudson	<a href="#">Save Latin America, Inc.</a>	201-271-7474

Hudson	<a href="#">North Hudson Community Action Corporation</a>	201-866-9320
Hudson	PACO	201-217-0583
Hudson	<a href="#">HOPES Inc. (Hoboken)</a>	201-656-3711
Hudson	HOPES Inc. - Family Resource Center (Hoboken)	201-876-2935
Hudson	Urban League of Hudson County	201.451.8888
Hudson	<a href="#">Town of Harrison - Senior Center</a>	973-268-3146
Hudson	Senator Cunningham's Office	201-451-5100
Hunterdon	Assemblywoman Karrow's Office	908-782-5127
Hunterdon	NORWESCAP (Hunterdon County)	888-454-4778
Mercer	Assemblyman Panter's Office	732-544-2116
Mercer	<a href="#">HomeFront</a>	609-989-9417
Mercer	Assemblywoman Greenstein's Office	609-395-9911
Mercer	Assemblywoman Watson Coleman's office	609-292-0500
Mercer	Hamilton Township Senior Services- Hamilton Twp. Seniors Only- By Appointment	609-890-3686
Mercer	<a href="#">Lawrence Neighborhood Service Center</a>	609-883-3379
Mercer	Ewing Neighborhood Center	609-882-0856
Mercer	Bromley Neighborhood Civic Center-Hamilton Twp.	609-587-8100
Mercer	United Progress Inc.	609-392-2161
Mercer	<a href="#">The Crisis Ministry of Princeton and Trenton (Trenton)</a>	609-396-9355
Mercer	<a href="#">The Crisis Ministry of Princeton and Trenton (Princeton)</a>	609-921-2135
Mercer	Jewish Family & Children's Service of Greater Mercer County	609 987-8100
Mercer	Mercer County Hispanic Association	609-587-8800
Mercer	Assemblyman Malone's Office	609-298-6250
Mercer	Assemblywoman Casagrande	732-866-1695
Middlesex	<a href="#">Save Your Home With Jackie</a>	201-873-0515
Middlesex	Assemblyman Sam Thompson's Office	732-583-5558
Middlesex	Cathedral Community Development Corp	732-826-8207
Middlesex	The Salvation Army-New Brunswick	732-545-1477
Middlesex	Assemblywoman Greenstein's Office	609-395-9911
Middlesex	Puerto Rican Association for Human Development, Inc.	732 442-1081
Middlesex	Cathedral Community Development Corp	732-826-8207
Middlesex	<a href="#">Middlesex County Economic Opportunities Corporation</a>	732-826-0200
Middlesex	Senator Bob Smith	732-752-0770
Middlesex	<a href="#">Catholic Charities - Diocese of Metuchen (Middlesex)</a>	732-826-6278
Middlesex	<a href="#">Catholic Charities - Diocese of Metuchen (Middlesex)</a>	732-826-6278
Middlesex	<a href="#">Puerto Rican Action Board, Inc.</a>	732-828-4555
Monmouth	St. Vincent de Paul Society - St. James Conference (Red Bank)	732-741-0500
Monmouth	St. Vincent de Paul Society - Holy Family (Keyport)	732 264-8132
Monmouth	St. Vincent de Paul Society - St. Joseph's (Keyport)	732-290-1878
Monmouth	<a href="#">Monmouth County Division of Social Services (Atlantic Highlands)</a>	732-431-6000
Monmouth	<a href="#">Monmouth County Division of Social Services (Ocean)</a>	732-431-6000
Monmouth	<a href="#">Monmouth County Division of Social Services (Freehold)</a>	732-431-6000
Monmouth	Assemblywoman Casagrande	732-866-1695
Monmouth	St. Vincent De Paul Society - Ascension Church (Bradley Beach)	732-774-4113
Monmouth	<a href="#">Freehold Area Open Door, Inc.</a>	732-780-1089
Monmouth	St. Vincent de Paul Society (Holmdel)	732-224-1395
Monmouth	St. Vincent de Paul Society - St. Catharine's (Holmdel)	732-224-1395
Monmouth	St. Vincent de Paul Society - St. Peter Claver Parish (Asbury Park)	732-988-5310
Monmouth	<a href="#">Check-Mate, Inc.-Asbury Park</a>	732-774-3100
Monmouth	<a href="#">St. Vincent de Paul Society - Holy Trinity Conference (Long Branch)</a>	732 222-3216
Monmouth	St. Vincent de Paul Society - OLPH (Highlands)	732-872-1290
Monmouth	Keansburg Resource Network-MHA	732-495-8222

Monmouth	The Salvation Army- Red Bank	732-747-1626
Monmouth	<a href="#">Interfaith Neighbors, Inc.</a>	732-775-0525
Monmouth	<a href="#">Long Branch Concordance</a>	732-571-1670
Monmouth	<a href="#">Affordable Housing Alliance</a>	732-389-2958
Monmouth	Assemblyman Panter's Office	732-544-2116
Monmouth	Check-Mate, Inc-Long Branch	732-870-6685
Monmouth	<a href="#">Save Your Home With Jackie</a>	201-873-0515
Monmouth	Check-Mate, Inc-Freehold	732-780-7656
Monmouth	Assemblyman Sam Thompson's Office	732-583-5558
Monmouth	<a href="#">First Pentecostal Church (Neptune)</a>	732-775-7789
Morris	<a href="#">Morristown Neighborhood House</a>	973-538-1229
Morris	Peer Place	973-538-1229 Ext. 46
Morris	Project Safe	973-538-1229 Ext. 46
Morris	<a href="#">Urban League of Morris County</a>	973-539-2121
Morris	The Salvation Army (Morristown)	973-539-2700
Morris	Morris County Organization for Hispanic Affairs (Morristown)	973-644-4884
Morris	Morris County Organization for Hispanic Affairs (Dover)	973-644-4884
Morris	Senator Bucco's Office	973-627-9700
Ocean	<a href="#">Save Your Home With Jackie</a>	201-873-0515
Ocean	<a href="#">Catholic Charities - Diocese of Trenton (Lakewood)</a>	732-363-5322
Ocean	Catholic Charities - Diocese of Trenton (Lakewood)	732-363-5322
Ocean	St. Francis Community Center, LBICC	609-494-8861
Ocean	Ocean, Inc.	732-244-9041
Ocean	St. Vincent De Paul Society - St. Aloysius (Jackson)	732-370-0098
Ocean	Lakewood Resource & Referral Center	732-942-9292
Ocean	St. Vincent de Paul Society - St. Mary's (Barnegat)	609-698-7477
Ocean	<a href="#">Puerto Rican Action Board</a>	732-886-9395
Ocean	<a href="#">Affordable Housing Alliance</a>	732-389-2958
Ocean	St. Vincent de Paul	609-698-7477
Ocean	Senator Robert Singer's Office	732-901-0702
Ocean	STEPS	732-367-1640
Passaic	Jewish Family Services - Passaic	973-777-7638
Passaic	Paterson Task Force	973-279-2333
Passaic	Catholic Family & Community Services	973-279-7100
Passaic	United Passaic Organization	973-472-2478
Passaic	<a href="#">Wayne Welfare Department</a>	973-694-1800
Salem	Puerto Rican Action Committee - Salem/Cape May	856-299-5800
Salem	<a href="#">THE SALVATION ARMY/SALEM</a>	856-935-0305
Salem	<a href="#">THE SALVATION ARMY/SALEM</a>	856-935-0305
Salem	The Salvation Army (Salem)	856-935-0305
Salem	Puerto Rican Action Committee (Pensgrove)	856-299-5800
Salem	<a href="#">Catholic Charities - Diocese of Camden (Penns Grove)</a>	856.299.1296
Salem	The Salvation Army (Salem)	856-935-0305
Somerset	Senator Bob Smith	732-752-0770
Somerset	<a href="#">Somerset Community Action Program, Inc.</a>	732-846-9888
Somerset	<a href="#">Middlesex County Economic Opportunities Corporation (Somerset County)</a>	732-826-0200
Somerset	<a href="#">Catholic Charities - Diocese of Metuchen (Somerset)</a>	908-722-1881
Sussex	People Help of Sussex County	973-729-1745

Sussex	NORWESCAP (Sussex County)	888-454-4778
Sussex	<a href="#">Sussex County Division Of Social Services</a>	973-383-3600
Sussex	NORWESCAP (Hunterdon County)	888-454-4778
Union	Proceed Inc	908-351-7727
Union	<a href="#">Catholic Charities - Archdiocese of Newark (Cranford)</a>	908-497-3966
Union	<a href="#">St. Matthew NIDA</a>	973-678-8955
Union	Westfield Community Center	908-232-4759
Union	Urban League of Union County	908-351-7200
Union	Rahway Community Action Organization (RCAO) at the JFK Center	732-382-9311
Warren	<a href="#">NORWESCAP (Warren County)</a>	888-454-4778
Warren	NORWESCAP (Hunterdon County)	888-454-4778
Warren	Assemblywoman Karrow's Office	908-782-5127

### ***Lifeline Program***

Lifeline is a program that offers \$225 to persons who meet the PAAD (Pharmaceutical Assistance to the Aged and Disabled) eligibility requirements or who receive SSI. This includes utility customers as well as tenants whose utility bills are included in their rent. Lifeline benefits are provided for only electricity and natural gas. Approximately 314,000 people received over \$70 million in Lifeline benefits last year. **For more information about Lifeline, call 800-792-9745.**

### ***Winter Termination Program***

This program is in effect from November 15 through March 15. The program prevents residential gas and electric customers who participate in the Lifeline, Home Energy Assistance Program (HEAP), Work First New Jersey/Temporary Assistance to Needy Families (WFNJ/TANF), Federal Supplemental Security Income (SSI), Pharmaceutical Assistance to the Aged and Disabled (PAAD) from having their gas or electric service disconnected during the winter months. The Program is administered by the Board of Public Utilities. **For more information on the Winter Termination Program, call 800-624-0241.**

**Comfort Partners**

The New Jersey Comfort Partners Program is designed to improve energy affordability for income eligible households. This objective is accomplished through the direct installation of energy efficiency measures, personalized customer energy education and counseling. Participants are asked to partner with the program to develop and carry out a household energy savings Action Plan. Program participants receive all efficiency measures and energy education services free of charge:

- Direct installation of cost-effective energy efficiency measures in the home (determined on a home-specific basis) which can include: efficient lighting products; hot water conservation measures (water heater insulation, water heater pipe insulation and energy-saving showerheads and aerators); replacement of inefficient refrigerators; thermostats; insulation upgrades (attic, wall, etc.); blower-door guided air sealing; duct sealing and repair; heating/cooling equipment maintenance and other dwelling-specific measures
- Comprehensive, personalized energy education and counseling

.For additional assistance, call toll-free at 1-888-773-8326 or contact your local energy provider.

<b>2008 Income Guidelines</b> (175% of the Federal Poverty Guidelines)			
<b>Size of Family</b>	<b>Weekly Income</b>	<b>Monthly Income</b>	<b>Yearly Income</b>
1	\$350	\$1,517	\$18,200
2	\$471	\$2,042	\$24,500
3	\$592	\$2,567	\$30,800
4	\$713	\$3,092	\$37,100
5	\$835	\$3,617	\$43,400
6	\$956	\$4,142	\$49,700
7	\$1,077	\$4,667	\$56,000
8	\$1,198	\$5,192	\$62,300

For family units with more than 8 family members:  
add \$121 to the weekly income, \$525 to the monthly income, or \$6,300 to the yearly income for each additional member.

Households that receive USF, Lifeline and/or Pharmaceutical Assistance to the Aged and Disabled (PAAD) are also eligible.

The customer must also use the home as a primary residence and be the ratepayer of record with the electric or gas utility.

If your primary source of heat is oil, propane or kerosene, please contact the NJ Department of Community Affairs, Office of Weatherization at 1-800-510-3012 or see below to find the county office that serves your home.

**Weatherization Assistance Program**

The Weatherization Assistance Program provides free comprehensive energy conservation improvements to reduce residential heat loss and energy consumption. The 2009 LIHEAP application is also an application for the Weatherization Assistance Program and the Universal Service Fund (USF). You can apply for three energy benefit programs at the same time at the

**Weatherization Assistance Program**

**Maximum Yearly Gross Income Eligibility Levels - 2009**

Household Size	Yearly Gross Income
1	\$23,400
2	\$ 31,500
3	\$ 39,600
4	\$47,700
5	\$55,800
6	\$63,900
7	\$72,000
8	\$80,100
9	\$88,200
10	\$96,300
11	\$104,124
12	\$106,248

**Note:** To determine eligibility for household sizes greater than 12, add \$2124 for each additional member

**WEATHERIZATION MANAGERS****ATLANTIC**

Marlene Barbour  
 Atlantic Human Resources, Inc.  
 1 South New York Ave., Ste. 303  
 Atlantic City, NJ 08401  
 609-348-4469  
 609-348-5578 Fax  
 9:00 am to 5:00 pm M-F

**BERGEN**

David Wenegrat  
 Bergen County Community  
 Action Program, Inc.  
 241 Moore St.  
 Hackensack, NJ 07604  
 201-968-0200-Ext. 7009  
 201-968-0243 Fax  
 9:00am to 5:00pm M-F

**BURLINGTON**

Doreen Martinez-Hicks  
 Burlington County Community  
 Action Program, Inc.  
 1 Van Sciver Pkwy.  
 Willingboro, NJ 08016  
 609-239-4005  
 609-386-6538 Fax  
 9:00am to 5:00 pm M-F

**CAMDEN**

Michele Brown-Williams  
 Camden County Council on  
 Economic Opportunity  
 5287 Rt 70  
 Pennsauken, NJ 08109  
 856-910-1180  
 856-910-1186 Fax  
 9:00 am to 5:00 pm M-F

**CAPE MAY**

Felicia Smith  
 Cape Human Resources, Inc.  
 Wildwood Community Center  
 4104 New Jersey Ave.  
 Wildwood, NJ 08260  
 609-522-0231  
 609-522-0532 Fax  
 9:00am to 5:00pm M-F

**CUMBERLAND**

Miriam Lopez  
 Tri-County CAP  
 110 Cohansey St.  
 Bridgeton, NJ 08302  
 856-455-5900  
 856-455-7288 Fax  
 8:30 am to 4:30pm M-F

**ESSEX**

Norma Sessa  
 La Casa De Don Pedro  
 317 Roseville Ave.  
 Newark, NJ 07107  
 973-485-0701  
 973-485-7555 Fax  
 9:00am to 5:00 pm M-F

Lana Stokes (Acting)  
 First Hopewell Multi-Purpose Center  
 525 Orange Street  
 Newark, NJ 07107  
 973-497-9582  
 973-482-3364 Fax

**GLOUCESTER**

Miriam Lopez  
 Tri-County CAP  
 110 Cohansey St.  
 Bridgeton, NJ 08302  
 856-455-5900  
 856-455-7288 Fax  
 8:30am to 4:30pm M-F

**HUDSON**

Daniel Mackiewicz  
 Bayonne Economic Opportunity  
 Foundation  
 555 Kennedy Blvd.  
 Bayonne, NJ 07002  
 201-437-7222  
 201-217-9850 Fax  
 9:00 am to 5:00pm M-F

Carmen Quintana  
 Puertorriquenos Asociados for  
 Asociados For  
 Community Organization  
 3700 Bergenline Ave.  
 Union City, NJ 07087  
 201-864-3774  
 201-864-0787 Fax  
 9:00 am to 5:00pm M-F

**HUNTERDON**

John Korp  
 Northwest NJ Community  
 Action Program, Inc.  
 350 Marshall St.  
 Phillipsburg, NJ 08865  
 908-454-7000  
 908-454-3768 Fax  
 Hours 8:00am to 4:00pm M-F

**MERCER**

Anthony Pragliola, Interim WAP  
 Manager  
 County of Mercer - Housing &  
 Community Development  
 640 South Broad Street, Rm 420  
 Trenton, NJ 08650-0068  
 (609) 989-6858  
 (609) 989-0306 fax  
 apragliola@mercercounty.org  
 9:00am to 3:45pm M-F

**MIDDLESEX**

Joe Perez  
 Puerto Rican Action Board  
 90 Jersey Ave., P.O. Box 240  
 New Brunswick, NJ 08903  
 732-828-4541  
 732-828-3591 Fax  
 8:30am to 4:30pm M-F

**MONMOUTH**

Wilbur Martin  
 Check-Mate, Inc.  
 910 4th Ave. P.O. Box 1288  
 Asbury Park, NJ 07712  
 732-774-1638  
 732-774-1639 Fax  
 9:00am to 4:30pm M-F

**MORRIS**

Rosa Soto  
 Morris County Organization  
 For Hispanic Affairs, Inc.  
 97 Bassett Hwy  
 Dover, NJ 07801  
 973-366-1131  
 973-361-7878 Fax  
 9:00am to 5:00pm M-F

**MORRIS**

Williams Primus  
Urban League of Morris County  
300 Madison Avenue  
Morristown, NJ 07960  
973-539-2121  
973-998-6520 Fax

**OCEAN**

Lynore Blouser  
Ocean, Inc.  
40 Washington St.  
Toms River, NJ 08754  
732-244-5333  
732-349-4227 Fax  
8:30am to 1:00pm - 2:00am to  
4:30pm M-F

**PASSAIC**

Carol Ryle  
Passaic County Weatherization  
1310 Route 23 North  
Wayne, NJ. 07470  
973-305-5730  
973-305-0843 Fax  
9:00am to 4:00 pm M-F

Lana R. Stokes  
Paterson Task Force  
155 Ellison St.  
Paterson, NJ 07505  
973-279-2333  
973-279-2334 Fax  
9:00am to 4:00pm M-F

Eleanor Williams  
United Passaic Organization  
41 Myrtle Ave.  
Passaic, NJ 07055  
973-472-2478  
973-472-5474 Fax  
9:00am to 4:00pm M-F

**SALEM**

Miriam Lopez  
Tri-County CAP  
110 Cohansey St.  
Bridgeton, NJ 08302  
856-455-5900  
856-455-0920 Fax  
8:30am to 4:30pm M-F

**SOMERSET**

John Korp  
Northwest NJ Community  
(Norwescap)  
Action Program, Inc.  
350 Marshall St.  
Phillipsburg, NJ 08865  
908-454-7000  
908-454-3768 Fax  
8:00am to 4:00pm M-F

Richard Hemingway  
Somerset County CAP  
429 Lewis Street  
Somerset, NJ 08873  
732-846-9888  
732-846-7569 Fax  
9:00am to 5pm M-F

**SUSSEX**

John Korp  
Northwest NJ Community  
(Norwescap)  
Action Program, Inc.  
350 Marshall St.  
Phillipsburg, NJ 08865  
908-454-7000  
908-454-3768 Fax  
8:00am to 4:00pm M-F

**UNION**

Joseph Sardina  
Proceed, Inc.  
1126 Dickinson St.  
Elizabeth, NJ 07201  
908-351-7727  
908-353-5185 Fax  
9:00am to 4:00pm M-F

For Walk-in applicants:  
120 E. 7th St.  
Plainfield, NJ 07060  
908-351-7727  
908-353-5185 Fax  
8:30am to 4:30pm M-F

Mailing Address is:  
1126 Dickinson St.  
Elizabeth, NJ 07201

**WARREN**

John Korp  
Northwest NJ Community  
Action Program, Inc.  
350 Marshall St.  
Phillipsburg, NJ 08865  
908-454-7000  
908-454-3768 Fax  
8:00am to 4:00pm M-F

**For more information, call toll free:**

**PSE&G:** 1-888-773-8326

**Jersey Central Power & Light:**  
1-800-207-9276

**Atlantic City Electric:** 1-888-773-  
8326

**Rockland Electric:** 1-800-231-0427

**Elizabethtown Gas:** 1-888-773-8326

**NJ Natural Gas:** 1-800-221-0051,  
press 3, then 4, then 2

**South Jersey Gas:** 1-800-648-0138

**To file online, go to**

<http://www.njcleanenergy.com/residential/programs/comfort-partners/comfort-partners>

### ***Rebate Offer to Upgrade Your Oil Tank***

The state of New Jersey will pay you \$3,000 to upgrade your oil tank. You can get the process started online right [here](#). These funds had initially been set aside to assist only those homeowners who had leaking tanks, but new legislation was signed by Governor Corzine in 2006 which now enables a home owner to be proactive and replace an old tank that has no evidence of leakage with a new, environmentally safe underground or aboveground tank. Like all government grant programs, there is paperwork to be filled out and instructions to read, but everything has been organized and streamlined to help you save time and money.

### ***New Jersey's Clean Energy Program***

Recognized as a national model, this statewide program offers financial incentives, programs, and services for residential, commercial, and municipal customers to save energy, money, and the environment. Financial assistance is available for efforts that will promote increased energy efficiency and support the installation of clean, renewable sources of energy. Learn more about how you can reduce overall energy consumption, contribute to climate change solutions, and save money [here](#).

### III. ASSISTANCE PROGRAMS SPONSORED BY INDIVIDUAL UTILITY COMPANIES

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#### *Elizabethtown Gas*

#### *Jersey Central Power & Light Company (JCP&L)*

Extended Due Date If you are at least 60 years old and receive a Social Security or pension check, or if you receive disability assistance, and your electric bill is usually due just before your monthly benefit check comes, they will extend your payment due date until after your check arrives.

Extended Payment Plan If conditions make it difficult to pay your electric bill on time, they will arrange an extended payment plan. This maintains service while you make payments more suited to your financial situation.

#### Military Deferred Payment Program (Call 1-800-962-0383)

This program is designed to assist customers who are having financial difficulties because their family members have been called to active military duty. Customers participating in the program may elect to defer paying either all or part of their monthly electric bill. When the family member in the military service returns home, the account will be reviewed to determine payment arrangements for the balance owed.

Customers who have switched to an alternative generation supplier may defer the charges paid to their supplier only if that supplier offers a deferred payment program. If a supplier does not offer a deferred payment program, the supplier charges must be paid each month.

USF FreshStart First-time USF customers are automatically enrolled if their past due amount is greater than \$60.00. You are required by Elizabethtown Gas to only pay your current bill on time every month for 12 months, and your past due balance will be erased. No need to apply; they will send you a letter if you are eligible.

Home Weatherization Homeowners or renters with landlord consent may qualify for home weatherization measures, such as heating system repair/replacement; refrigerator replacement; light bulbs/shower heads/faucet aerator replacement; insulation of attic, wall, rim joist; replacement of downspouts, gutters; minor wall, ceiling (drywall) repairs; weather-stripping, caulking; window, door replacement.

New Jersey Comfort Partners Provides free home analysis, energy education and weatherization measures. Eligibility is based on income. Call 1-888-773-8326.

### ***New Jersey Natural Gas Customers***

#### **Gift of Warmth**

For information on how to obtain assistance through this fund, you can contact one of the following agencies:

<b>County</b>	<b>Telephone Number</b>
Morris County	<b>973-366-1131</b>
Middlesex County	<b>732-775-4442</b>
Monmouth County	<b>732-502-8855 or 732-775-4442</b>
Ocean County	<b>732-244-9041</b>

For the Blind and Visually Impaired Raised markings can be placed on gas ranges and heating thermostats free of charge to help visually-impaired customers regulate their appliances accurately and safely. New Jersey Natural Gas also offers bills in Braille. Customers continue to receive their regular bill and receive an additional Braille bill under separate cover. You can apply for this service by calling the Customer Services Inquiry Center 800-221-0051.

For the Hearing and Speech Impaired Customers who have access to teletypewriters (TTYs) may call a special toll-free number 1-800-223-0024. The TTY service is available 24 hours a day, seven days a week.

Life-Sustaining Equipment If you use any life-sustaining devices in your home, let the company know. If there is a disruption of gas service, restoration of your service will be a top priority. You can apply for this service by calling the Customer Service Inquiry Center at 800-221-0051.

### ***Orange & Rockland Customers***

Get Well First If you're a customer of Orange & Rockland and you're hospitalized for a minimum of 10 days, Get Well First may help you qualify for a 30-day extension on your utility payment due date. Contact the company's customer service department for more information.

Payment Agreements Are Available If you're having financial problems that make it difficult for you to pay your O&R bill, they will work with you to come up with a payment agreement. In making the agreement, they consider your financial circumstances and any income limitations that you may have.

As part of a payment agreement, they discuss a down payment and work out a payment schedule you can manage. The length of the agreement and the amount of each monthly payment will be decided between you and the company. To further assist you, they will adjust this agreement later if your financial situation changes. If you qualify, installment payments may be as low as \$10 per month on the past due amount, with no down payment, plus keeping current on future bills.

Life Support Equipment (LSE) Program can help customers on electrically operated medical devices plan for an interruption in electric service. LSE Program customers are not guaranteed trouble-free service, but are given special information to help them in emergency situations.

### ***PSE&G Customers***

PSE&G Equal Payment Plan PSE&G calculates your Equal Payment amount by dividing your previous year's energy usage into 12 equal monthly payments. Your account will be reviewed every 6 months. If your energy use changes and your payment amount needs to be revised up or down, you will be notified.

Third Party Notification This program will let you know when your older, ill or disabled loved one's bill is late.

Life-Sustaining Equipment Program If you or a loved one uses a respirator, dialysis machine or other type of life sustaining equipment at home, you can receive priority power restoration if the power goes out.

For more information on any of these programs, call 800-436-PSEG (7734) or go to <http://pseg.com/help>.

### ***Sussex Rural Electric Cooperative (SREC)***

Levelized billing helps even out your monthly payments by using a 12 month rolling average of your actual consumption. This is especially helpful for people with electric heat or those who use air conditioning. You have to be current in your payments to join this program. Go to <http://www.sussexrec.com/yourbill/levelbil.html> for complete details.

Payment Arrangements If you are having trouble paying your bills, call the SREC Billing Department and inquire about establishing an arrangement in which you would agree to pay 30% of the outstanding account balance and then the remainder according to the payment schedule you work out with them. You can make only one deferred payment arrangement per twelve (12) month period.

### ***CITGO's Low Cost Heating Oil Program***

The program, being implemented in partnership with the Bolivarian Republic of Venezuela and Citizens Energy Corporation, was created in 2005 to offset a perfect storm of catastrophic events within some of the poorest and most vulnerable communities in the United States. Decreased supplies, resulting from hurricanes Katrina and Rita, led to steep increases in fuel costs while cuts in the federal Heating Oil Assistance Program placed unbearable burdens on family budgets already stretched thin.

The CITGO-Venezuela Heating Oil Program uses eligibility criteria similar to that of the federal government's Low Income Home Energy Assistance Program (LIHEAP). For information on eligibility, please contact Citizens Energy Corporation, a non-profit organization with whom CITGO is partnering for implementation of the program.

For more information call:

1-877-JOE-4-OIL (1-877-563-4645)

Or visit: [www.citizensenergy.com](http://www.citizensenergy.com)

## LOCAL UTILITY AND SUPPLIER REPRESENTATIVES

### Electric

- [Atlantic City Electric](#): 1-800-642-3780
- [Jersey Central Power & Light](#): 1-800-662-3115
- [Orange Rockland Electric](#): 1-877-434-4100
- [PSE&G](#): 1-800-436-7734

### Gas

- [Elizabethtown Gas](#): 1-800-242-5830  
To report a gas leak: 1-800-492-4009
- [New Jersey Natural Gas](#): 1-800-221-0051  
To report a gas leak: 1-800-427-5325
- [PSE&G](#): 1-800-436-7734  
To report a gas leak: 1-800-436-7734
- [South Jersey Gas](#): 1-888-766-9900  
To report a gas leak: 1-800-582-7060

### Alternative Energy Suppliers

Click on your current energy provider to find out which alternative suppliers serve your area.

#### Electric:

[Atlantic City Electric](#)  
[Jersey Central Power&Light/Connectiv](#)  
[Orangel Rockland Electric](#)  
[PSE&G](#)

#### Gas:

[Elizabethtown Gas](#)  
[New Jersey Natural Gas](#)  
[PSE&G](#)  
[South Jersey Gas](#)

## IV. NJ BOARD OF PUBLIC UTILITIES

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The **Division of Customer Assistance** handles verbal and written disputes, interviews and information inquiries. Customers may contact the Division with complaints regarding service delays, lack of service, appliance repairs, discontinuance of service, payment arrangements, high bills, deposit requests, and incurred rates/high rates.

Emergency assistance is also available for gas leaks, fallen wires and water main breaks.

### Important Phone Numbers

**Toll Free Number for Utility Complaints:** 1-800-624-0241 (8:30 a.m. to 5:00 p.m.)

**Out of State Callers:** 1-973-648-2350

**BPU Clean Energy:** 1-877-786-5278

### CONSUMER RIGHTS

The following utility Customer's Bill of Rights is a synopsis of the most frequently cited sections of the New Jersey Administrative Code Title 14, Chapter 3. The Utility Customer's Bill of Rights is not meant to replace the regulations contained in N.J.A.C. 14:3 but is intended to give the utility customer a concise plain language guide to the regulations. Any application of the Utility Customer's Bill of Rights must be consistent with the regulations as contained in N.J.A.C. 14:3.

#### Be a smart consumer, know your rights

1. You have the right to utility service if you are a qualified applicant.
2. You shall not be asked to pay unreasonably high deposits as a condition of service, nor to make unreasonable payments on past due bills.
3. You have the right to budget billing, or payment plans if you are an electric, or gas customer.
4. You are entitled to at least one deferred plan in one year.
5. You have the right to have any complaint against your utility handled promptly by that utility.
6. You have the right to investigate your utility complaints and inquiries. Your service may not be terminated for non-payment of disputed charges during a BPU investigation.
7. If you suspect it is not working properly, you have the right to have your meter tested, free of charge, once a year by your utility. For a \$5 fee the meter test will be conducted under the supervision of the staff of the BPU.
8. You have the right to a written notice of termination, ten days prior to the discontinuance of service.
9. Residential service may be shut-off, after proper notice, Monday through Thursday, 8:00 a.m. to 4:00 p.m. A utility may not shut-off residential service on Friday, Saturday, Sunday or a holiday or the day before a holiday or if a valid medical emergency exists in your household.

10. Winter Termination Program - If you are an elderly or low income customer having financial problems paying your bill you should request the company to enroll you in a budget plan in accordance with your ability to pay. You are required to make good faith payments of all reasonable bills for service and in return are assured of the right to have gas and electric utilities service from November 15, to March 15 without fear of termination of such service.
11. If you live in a multi-family dwelling, you have the right to receive posted notice of any impending shutoff. This notice must be posted in a common area and/or sent individually to occupants.
12. You have the right to have a "diversion of service" investigation if you suspect that the level of consumption reflected in your utility bill is unexplainably high.
13. Service shall not be shut-off for non-payment of repair charges, merchandise charges or yellow page charges nor shall notice threatening such discontinuance be given.
14. You have the option of having a deposit refund applied to your account as a credit or of having the deposit refunded by separate check.

### **FILING A COMPLAINT**

Customers may contact the Division with complaints regarding service related matters, appliance repairs, discontinuance of service, payment arrangements, high bills, deposit requests, and incurred utility or high rates. Emergency assistance is available for gas leaks, fallen wires and water main breaks. In addition to maintaining local (973-648-2350) and toll free (800-624-0241) telephone numbers, the Division utilizes an Electronic Data Interchange System, which enables major utilities to receive complaints instantaneously over high-speed data lines.

### **File a Complaint Online**

The Division of Customer Assistance reviews online complaints daily.

- To submit your utility complaint electronically, please [click here](#).
- For cable complaints, please [click here](#).
- For slamming complaints, please [click here](#).

### **Written Complaints**

Please direct your written complaints to:

New Jersey Board of Public Utilities  
Division of Customer Assistance  
2 Gateway Center, 8th Floor  
Newark, NJ 07102

### **Request a Formal Hearing**

Under the Board's Rules of Practice, [N.J.A.C. 14:1-1](#), et seq., you may file a petition which is a request for a formal hearing. For complete directions, click [here](#)

## V. ENERGY EFFICIENCY MEASURES

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### *Simple Things You Can Do to Save Energy and Money*

Cold temperatures bring an increased demand for heat as people strive to stay warm. Here are some simple things that you can do to reduce your consumption of fuel and still stay warm this winter.

**Lower your thermostat** Set your thermostat as low as is comfortable. For every degree you lower the thermostat, you can save 3% on your heating bill. Turn down your thermostat by 5-10 degrees at bedtime. It is healthier to sleep in a cool room and you will save money on your utility bill.

**Take showers instead of baths** Bathing uses more hot water in most households – up to 25 gallons more. Keep your showers to 5 minutes in length and you will see a cost savings this winter.

**Keep warm air inside** Make sure your windows are properly closed and locked. Open your shades and curtains in the daytime to let in that natural solar heat (sunshine) and close them at night to keep residual warmth in your home.

**Seal holes and cracks around windows, doors and walls** You may be able to save 10% or more on your heating bill by caulking and weather stripping these areas to prevent cold air from getting in. Close off vents or registers in rooms that are not in use and then close the door to those rooms so that colder air will not travel to parts of your home that are in use.

**Keep your garage door closed** If your garage is attached to your home, you must be sure to keep the door closed so that warm air from your home does not escape and cold air from the garage doesn't travel into your home.

**Make sure heating vents are not blocked** Take a look around your home and move any furniture that is positioned in front of vents that supply or return air to the furnace. This will help your whole heating system run more efficiently.

**Increase insulation in your attic, crawl spaces and basement** Since heat rises, adding insulation to your attic is one of the most effective ways to conserve energy.

**Clean or change you furnace filter regularly** Air must go through this filter in order to heat your home. If the filter is dirty then your furnace will have to work harder than it should. Dirty filters also increase the amount of dust that is pushed back into your home.

## **VI. LOCAL COUNTY RESOURCES**

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*(Other resources may be added as they become available. For a full list of programs and services in your community search the online database at [www.nj211.org](http://www.nj211.org) or dial 2-1-1 for assistance)*

### **BURLINGTON**

#### **Housing and Residential Assistance Services Of Burlington Emergency and Community Services**

Provides assistance to eligible residents of Burlington County with utility payments, security deposits, back rent, and mortgage payments

801 Burlington Avenue, Delanco, NJ 08075  
856-764-6940  
Counties Served: Burlington

### **MERCER**

#### **Housing and Residential Assistance Services Of Mercer Emergency and Community Services**

Provides assistance to eligible residents of Mercer County with utility payments, security deposits, back rent, and mortgage payments when funding is available

132 N. Warren Street, Trenton, NJ 08608  
609-394-8847

Counties Served: Mercer

#### **Winter Heat Hotline – For Trenton residents – 609-989-3560**

This hotline is for RENTERS ONLY and is designed to report heating problems to Trenton city inspectors. Callers are asked to leave their name and telephone number; the name and telephone number of their landlord; the address of their rental property; and a brief description of the problem they are experiencing so that city officials can follow-up with the landlord and help to get the issue resolved.

### **OCEAN**

#### **Housing Assistance Services (Home, Heat, and Hope) Of Ocean Emergency and Community Services**

The Housing Financial Assistance program of Ocean County is also known as the Home, Heat, and Hope program. It provides assistance to eligible residents of Ocean County with utility payments, security deposits, back rent, and mortgage payments

200 Monmouth Avenue, Lakewood, NJ 08701  
732-363-5322

**La Casa Hispana  
Of Ocean Emergency and Community Services**

El “Casa Hispana del La” es el nombre alterno para los servicios de la emergencia y de comunidad del océano debido a su especialización en servicios de ayuda de la Español-lengua. El Casa Hispana del La proporciona necesidades y ayuda básicas de la cubierta así como servicios de la Español-lengua y del inmigrante. El Casa Hispana/ECS-Ocean del La es autorizado por el tablero de las súplicas de la inmigración para proporcionar servicios de la ayuda legal de la inmigración en condado del océano.

Para tener acceso a la información sobre el Casa Hispana del La, seleccione por favor las “necesidades básicas,” “cubierta y residencial,” o los “servicios de ayuda inmigrantes” dependiendo de su necesidad\

200 Monmouth Avenue, Lakewood, NJ 08701 /  
732-363-5322

**NJ County Board of Social Services Offices**

The Board of Social Services provides eligible county residents with financial, medical, and social services assistance. Assistance can be granted for emergency circumstances, as well as to meet ongoing needs. Typical help is available for

- Income Assistance Programs
- Medicaid Programs
- Social and Support Programs

**New Jersey's County Welfare Agencies  
(and Boards of Social Services)**

Agency	Phone	Fax
<b>Atlantic County Dept. of Family &amp; Community Development</b> 1333 Atlantic Ave. Atlantic City NJ 08401-8297	609-348-3001	609-343-2374
<b>Bergen County Bd. of Social Services</b> 216 Rte. 17 North Rochelle Park NJ 07662-3300	201-368-4200	201-368-8710
<b>Burlington County Bd. of Social Services</b> Human Services Facility 795 Woodlane Rd. Mount Holly NJ 08060-3335	609-261-1000	609-261-0463
<b>Camden County Bd. of Social Services</b> Aletha Wright Admin. Bldg. 600 Market St. Camden NJ 08102-8800	856-225-8800	856-225-7797
<b>Cape May County Bd. of Social Services</b> Social Services Bldg. 4005 Rte. 9 South Rio Grande NJ 08242-1911	609-886-6200	609-889-9332

<b>Cumberland County Bd. of Social Services</b> 275 North Delsea Dr. Vineland NJ 08360-3607	856-691-4600	856-692-7635
<b>Essex County Dept. of Citizen Services</b> Division of Welfare 18 Rector St., 9 <sup>th</sup> Fl. Newark NJ 07102	973-733-3000	973-643-3985
<b>Gloucester County Bd. of Social Services</b> 400 Hollydell Dr. Sewell NJ 08080	856-582-9200	856-582-6587
<b>Hudson County Dept. of Family Services</b> <b>Division of Welfare</b> John F. Kennedy Office Bldg. 100 Newkirk St. Jersey City NJ 07306	201-420-3000	201-420-0343
<b>Hunterdon County Div. Of Social Services</b> Community Services Center 6 Gauntt Place, PO Box 2900 Flemington NJ 08822-2900	908-788-1300	908-806-4588
<b>Mercer County Board of Social Services</b> 200 Woolverton St., PO Box 1450 Trenton, NJ 08650-2099	609-989-4320	609-989-0405
<b>Middlesex County Board of Social Services</b> 181 How Lane, PO Box 509 New Brunswick, NJ 08903	732-745-3500	732-745-4558  <b>WFNJ</b> 732-745-4555
<b>Monmouth County Div. of Social Services</b> Kozloski Rd., PO Box 3000 Freehold, NJ 07728	732-431-6000	732-431-6017  <b>WFNJ</b> 732-431-6267
<b>Morris County Office of Temporary Assistance Program Services</b> 340 W. Hanover (Morris Twp.) PO Box 900 Morristown, NJ 07963-0900	973-326-7800	973-829-8531
<b>Ocean County Board of Social Services</b> 1027 Hooper Ave., PO Box 547 Toms River, NJ 08754-0547	732-349-1500	732-244-8075  <b>WFNJ</b> 732-473-0669
<b>*Northern Satellite Office</b> <i>Northern Ocean County Resource Center</i> 225 Fourth St. Lakewood, NJ 08701	732-370-8854	732-905-9797
<b>*Southern Satellite Office</b> <i>The Commons at Stafford Business Park</i> 325 Recovery Rd. Manahawkin, NJ 08050	609-978-2100	609-978-2126

<b>Passaic County Board of Social Services</b> 80 Hamilton St. Paterson, NJ 07505-2060	973-881-0100	973-881-3232
<b>Salem County Board of Social Services</b> 147 S. Virginia Ave. Penns Grove, NJ 08069-1797	856-299-7200	856-299-3245
<b>Somerset County Board of Social Services</b> 73 E. High St., PO Box 936 Somerville, NJ 08876-0936	908-526-8800	908-231-9010
<b>Sussex County Div. of Social Services</b> 83 Spring St., PO Box 218 Newton, NJ 07860-0218  (Note change of address, above)	973-383-3600	973-383-3627
<b>Union County Div. of Social Services</b> 342 Westminster Ave. Elizabeth, NJ 07208-3290	908-965-2700	<b>WFNJ</b> 908-965-2758
<b>Warren County Div. of Temporary Assistance and Social Services</b> Court House Annex Second & Hardwick Sts., (501 Second St. -mailing) Belvidere, NJ 07823	908-475-6301	908-475-1533

## VII. OTHER STATE & LOCAL RESOURCES THAT MAY EASE YOUR FINANCIAL BURDENS

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### ***NJ Helps***

*NJHelps* is a **free** and **easy** guide for you to determine what programs and assistance for which you and your family may be eligible. *NJHelps* will tell you where to go for help and what to bring with you, after you have answered a few basic questions. *NJHelps* can also provide you with contact information and links to valuable resources available throughout the State.

*NJHelps* **cannot** guarantee that you qualify for these programs. You must still apply for help by contacting and filling out the required forms for each program.

*NJHelps* knows about the programs listed below. *NJHelps* can tell you whether your family might be able to get help from any of these programs. Click on the program name for a description of the program. Click on the "Continue" button to begin to screen for eligibility.

*NJHelps* will ask a few questions about your household, income, and expenses. *All the answers are anonymous and can never be linked to you.* The typical session lasts 5 to 15 minutes depending on how many people live with you. To begin the screening process visit <http://www.mynjhelps.com/>

### ***Child and Family Resources***

[Work First New Jersey \(TANF\)](#)

[New Jersey Cares for Kids \(Child Care Assistance\)](#)

[Kinship Navigator program \(Assistance for Relative Caregivers\)](#)

[Catastrophic Illness in Children Relief Fund](#)

### ***Earned Income Tax Credit Programs (EITC)***

Both the federal and state programs are designed to provide a tax credit to citizens who work and have earned income. The credit reduces the amount of tax you owe and may also give you a refund, even if you have no tax liability to New Jersey. To learn more about the federal program, go to <http://www.irs.gov/individuals/article/0,,id=96406,00.html> or call 800-829-1040. To learn more about the NJ EITC, go to <http://www.state.nj.us/treasury/taxation/> or call 888-895-9179.

### ***Employment and Training Assistance***

[One Stop Career Center](#)

[Workforce Investment Act Training Programs](#)

[Workforce Development Partnership Training](#)

[Self Employment Assistance](#)

[New Jersey Youth Corps](#)

***Food and Nutrition***

[Food Stamps](#)

[Women, Infants, and Children Services](#)

[EndHungerNJ](#)

***Health Insurance***

[Medicaid](#)

[NJ FamilyCare](#)

[Medicare Savings](#)

***Income Support for Adults***

[Work First New Jersey \(General Assistance\)](#)

***Need Help Finding Affordable Housing?***

[New Jersey Housing Resource Center](#)

***Need Help Paying Your Mortgage or Preventing Foreclosure?***

[NJ Home Ownership Preservation Effort \(NJ HOPE\)](#)

***Seniors and People With Disabilities***

[Senior Gold Prescription Discount Program](#)

[Pharmaceutical Assistance to the Aged and Disabled \(PAAD\)](#)

[AIDS Drug Distribution Program](#)

[Hearing Aid Assistance to the Aged and Disabled \(HAAAD\)](#)

[Adult Family Care](#)

[Assisted Living](#)

[Community Care Program for the Elderly and Disabled \(CCPED\)](#)

[Community Resources for People with Disabilities \(CRPD\) Waiver](#)

[Jersey Assistance for Community Caregiving \(JACC\)](#)

[Caregiver Assistance Program \(CAP\)](#)

[NJ WorkAbility](#)

[AIDS Community Care Alternatives Program](#)

[Traumatic Brain Injury \(TBI\) Waiver Program](#)

### **Telephone Service**

Verizon Communications makes residential telephone service more affordable in its service area by offering Communications Lifeline and Link Up America services for qualified, low-income customers. For eligibility and enrollment information call NJ SHARES at 1-888 337-3339 or visit their website at [www.njshares.org](http://www.njshares.org).

Through **Link Up America**, eligible new customers receive a 50% discount on the initial phone connection charge, with the remaining 50% paid in 12 monthly installments. Through **Communications Lifeline**, existing Verizon residential customers may be eligible to receive discounted local telephone service.

**Communications Lifeline** offers eligible consumers a service package that includes:

\* Discounted residential phone service, including Touch-Tone service, ranging from zero to \$1.95 per month

\* Opportunities to add optional features, like Caller ID, Three-Way Calling, and more

\* A choice of three different local service options:

**Flat Rate Service** provides an unlimited number of calls within a calling area at no additional cost.

**Moderate Rate Service** provides up to 75 outgoing local messages of 5 minutes or less each month without additional charges. For every local message after the first 75, customers are charged 6.5 cents.

**Low Use Message Rate Service** provides up to 20 outgoing local messages of 5 minutes or less each month without additional charges. For every local message after the first 20, customers are charged 10 cents.

You are eligible for these programs if no one claims you as a dependent on his or her income taxes (unless you are at least 60 years old) and you receive benefits from one of these programs: Medicaid, Food Stamp Program, General Assistance (GA), Supplemental Security Income (SSI), Home Energy Assistance Program (HEAP), Lifeline Utility Credit/Tenants Lifeline Assistance, Pharmaceutical Assistance to the Aged and Disabled (PAAD), Temporary Assistance to Needy Families/Work First New Jersey (TANF/WFJNJ)

**OR**

If you are age 65 or over and are not participating in one of the above programs and your annual income is at or below 150% of the federal poverty income level (in 2007\*, that is \$15,315 for one person and \$20,535 for a 2- person household), then you qualify for **Communications Lifeline** and **Link Up America**. You can call **NJ Shares** at **1 888 337-3339** -- or log onto [NJ Shares](#) for information on enrollment.

**You can find out how to enroll in Communications Lifeline or Link Up America by calling NJ Shares at 1 888 337-3339 or by logging onto [NJ Shares](#).**

**If anything in this guide is incorrect, or you know of additional resources that would be appropriate to include, please let us know by contacting us via e-mail at [info@nj211.org](mailto:info@nj211.org).**

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