

**New Jersey Guide to Meeting Basic Utility Needs
2009 - 2010**

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



Created November 11, 2008
Most Recent Update November 30, 2009

*To subscribe or submit feedback e-mail
info@nj211.org*

Download the latest edition of this guide at www.nj211.org

Table of Contents

I. Purpose	4
II. UTILITY ASSISTANCE PROGRAMS	5
Home Energy Assistance Program	5
LIHEAP The Low Income Home Energy Assistance Program	5
USF The Universal Service Fund Program.....	6
New Jersey Statewide Heating Assistance and Referral Energy Service Inc. (NJSHARES)	10
Lifeline Program.....	14
Winter Termination Program.....	15
Comfort Partners.....	15
Weatherization Assistance Program	16
Weatherization Managers.....	16
Rebate Offer to Upgrade Your Oil Tank.....	19
New Jersey's Clean Energy Program.....	20
Home Performance with ENERGY STAR®.....	20
III. ASSISTANCE PROGRAMS SPONSORED BY INDIVIDUAL UTILITY COMPANIES.....	21
Elizabethtown Gas	21
Jersey Central Power & Light Company (JCP&L).....	21
New Jersey Natural Gas Customers	21
Orange & Rockland Customers	22
PSE&G Customers.....	23
Sussex Rural Electric Cooperative (SREC).....	24
CITGO's Low Cost Heating Oil Program.....	24
Local Utility and Supplier Representatives	24
IV. NJ BOARD OF PUBLIC UTILITIES.....	25
CONSUMER RIGHTS	25
FILING A COMPLAINT	26
File a Complaint Online	26
Written Complaints	26
Request a Formal Hearing.....	26
V. ENERGY EFFICIENCY MEASURES	27
Simple Things You Can Do to Save Energy and Money.....	27
VI. LOCAL COUNTY RESOURCES.....	28
BURLINGTON.....	28
Housing and Residential Assistance Services Of Burlington Emergency and Community Services	28
ESSEX.....	28
Town of Bloomfield.....	28
HUNTERDON	28
Catholic Charities	28
Interfaith Hospitality Network of Hunterdon County.....	28
MERCER.....	29
Crisis Ministry	29
Housing and Residential Assistance Services of Mercer Emergency and Community Services	29
Mount Carmel Guild.....	29
Winter Heat Hotline – For Trenton residents – 609-989-3560.....	29
OCEAN	29

Housing Assistance Services (Home, Heat, and Hope) of Ocean Emergency and Community Services ..	29
La Casa Hispana of Ocean Emergency and Community Services	30
Learn more about Ocean County Services Using the Links Below	30
NJ County Boards of Social Services Offices	30
VII. OTHER STATE & LOCAL RESOURCES THAT MAY EASE YOUR FINANCIAL BURDENS	33
NJ Helps.....	33
Child and Family Resources	33
Earned Income Tax Credit Programs (EITC).....	33
Employment and Training Assistance	33
Food and Nutrition.....	34
Health Insurance.....	34
Income Support for Adults	34
Need Help Finding Affordable Housing?	34
Need Help Paying Your Mortgage or Preventing Foreclosure?	35
Seniors and People With Disabilities	35
Telephone Service	36

I. Purpose

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 and are available at 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.

Many individuals and families in our state are facing very difficult financial hardships due to our sluggish economy. If you are unable to pay your utility bills or are finding it increasingly difficult, reach out for help by exploring public assistance programs and call your utility company to find out about the services and payment options that they offer that might be of assistance to you.

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 to review the *Latest News for You* section, search the database of services in your local community, or 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 concerns.

II. UTILITY ASSISTANCE PROGRAMS

The following is a summation of the various energy assistance programs that are available to consumers in the State of New Jersey. Many of the programs listed below have income eligibility guidelines associated with them. These guidelines are based upon a figure known as the Poverty Level. Set by the federal government each year, this figure reflects an annual income that is considered to be at the poverty level based upon the number of members in a family and the cost of living at the time.

In many of the programs described below you will see references to the Federal Poverty Level as it relates to each program's income eligibility guidelines. It is important to note that the 2009 income limits have changed so that more families may qualify.

The table that follows reflects the current Federal Poverty Level set for various family sizes and includes figures for the various income eligibility guidelines set for each program. Income figures are reflective of annual gross incomes.

Federal Poverty Table with Associated Percentages for Program Eligibility					
This Table Reflects Annual Gross Incomes					
Household Size	Federal Poverty Level	175% of Poverty Level	200% of Poverty Level	225% of Poverty Level	400% of Poverty Level
1	\$ 10,830.00	\$ 18,952.50	\$ 21,660.00	\$ 24,367.50	\$ 43,320.00
2	\$ 14,570.00	\$ 25,497.50	\$ 29,140.00	\$ 32,782.50	\$ 58,280.00
3	\$ 18,310.00	\$ 32,042.50	\$ 36,620.00	\$ 41,197.50	\$ 73,240.00
4	\$ 22,050.00	\$ 38,587.50	\$ 44,160.00	\$ 49,612.50	\$ 88,200.00
5	\$ 25,790.00	\$ 45,132.50	\$ 51,580.00	\$ 58,027.50	\$ 103,160.00
6	\$ 29,530.00	\$ 51,677.50	\$ 59,060.00	\$ 66,442.50	\$ 118,120.00
7	\$ 33,270.00	\$ 58,222.50	\$ 66,540.00	\$ 74,857.50	\$ 133,080.00
8	\$ 37,010.00	\$ 64,767.50	\$ 74,020.00	\$ 83,272.50	\$ 148,040.00
Each add'l. family member, add:	\$ 3,740.00	\$ 6,545.00	\$ 7,480.00	\$ 8,415.00	\$ 14,960.00

Home Energy Assistance Program

The **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. This 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. The application period is typically from November 1st through April 30th. To apply for LIHEAP, contact the authorized local community action agency or community based organization in your area, call 800-510-3102 Monday through Saturday (9 AM-5 PM) or dial 2-1-1 any time of the day or night. A list of the agencies that will help you apply can be found 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 in this section 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.

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 or [Download the Application Form, Instructions and Required Documents](http://www.state.nj.us/dca/divisions/dhcr/forms/docs/heaappl.pdf) (PDF File)[<http://www.state.nj.us/dca/divisions/dhcr/forms/docs/heaappl.pdf>]

NOTE: Please submit the completed application to your [Local Application Agency](http://www.state.nj.us/dca/divisions/dhcr/offices/localagencies.html).
[<http://www.state.nj.us/dca/divisions/dhcr/offices/localagencies.html>]

USF The Universal Service Fund 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). With this application, 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 in this section), **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 Board of Public Utilities Web site at www.state.nj.us/bpu/assistance/programs/index.html#4.

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

APPLICATION AGENCIES

County	Application Agency	Phone Number	Fax Number and Hours of Operation
Atlantic	Atlantic Human Resources 1 S. New York Ave., Ste. 610 Atlantic City, NJ 08401	(609) 348-3021 (609) 348-3022	(609) 343-1687 (FAX) Monday - Friday 8:30 AM - 4:30 PM
Atlantic	Atlantic Human Resources Martin Luther King Center Martin Luther King Blvd. Atlantic City, NJ 08401	(609) 343-7380 Ext. 4658	(609) 348-3904 (FAX) Monday - Friday 8:30 AM - 4:30 PM

Atlantic	Atlantic Human Resources Pleasantville Center 119 Bellevue Ave. Pleasantville, NJ 08232	(609) 641-5111 Ext. 22, 23	(609) 641-2666 (FAX) Monday - Friday 8:30 AM - 4:30 PM
Bergen	Bergen County CAP 241 Moore St. Hackensack, NJ 07601	(201) 968-0200 Ext. 7036 (201) 968-0200 Ext. 7049	(201) 342-7452 (FAX) Monday - Friday 9:00AM - 5:00PM
Burlington	Burlington County CAP 1 Van Sciver Parkway Willingboro, NJ 08046	(609) 835-4329 (609) 835-2464	(609) 835-9647 (FAX) Monday - Friday 9:00AM - 5:00PM
Camden	Camden County Council on Economic Opportunity The Hoyt's Theater-Point Plaza 5247 Marlton Pike Pennsauken, NJ 08109	(856) 910-1180	(856) 910-1186 (FAX) Monday -Friday 9:00AM -5:00PM
	Camden County Council on Economic Opportunity 538 Broadway Ave. Camden, NJ 08103	(856) 964-6887	(856) 964-0428 (FAX) Monday -Friday 9:00AM -5:00PM
	Hispanic Family Center of Southern New Jersey Address 2700 Westfield Avenue Camden, NJ 08105	(856) 541-2717	856-363-1862 (FAX) Monday - Friday 8:30 - 4:30 PM
Cape May	Cape Human Resources Inc. 4005 Route 9 South PO Box 152 Rio Grande, NJ 08242	(609) 889-2699 (609) 465-4531	(609) 465-8133 (FAX) Monday - Friday 8:30 AM - 4:30 PM
	207 West Main St Whitesboro, NJ 08252	(609) 465-4531	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 Cohansey St. Bridgeton, NJ 08302	(856) 451-2966, Ext. 290	(856) 455-7288 (FAX) Monday -Friday 8:00AM -4:30PM
Essex	La Casa De Don Pedro 317 Roseville Ave. Newark, NJ 07107	(973) 485-0795 & 0796	(973) 485-7555 (FAX) (973) 485-9984 (FAX)
This agency services all Essex County			

OFFICE HOURS: Monday, Tuesday & Thursday, 9am – 5pm; Wednesday 9am – 7pm; Closed Fridays; Every second Saturday of the month, 9am – 1pm.
PSE&G Newark: Mon-Fri 9am – 4:30pm (minimum of 50 clients per day; first come, first serve basis)
PSE&G West Orange: every Friday 9am – 4pm. (Hours are subject to change.)

Essex	First Hopewell Multi-Purpose Community Center 525 Orange St. Newark, NJ 07107	(973) 497-9506	(973) 482-3364 (FAX) Monday -Friday 9:00AM -4:00PM
This agency services Newark Residents only.			
Gloucester	Tri-County CAP 901 Delaware Ave. Paulsboro, NJ 08066	(856) 423-0040	(856) 423-3876 (FAX) Monday-Friday 9:00AM - 5:00PM
	Hispanic Family Center of Southern New Jersey Woodbury Crossing 3 South Broad St., Suite 2B, Woodbury, NJ 08096	(856) 848-7150	(856)-363-1862 (FAX) Monday, Wednesday, Friday 8:30 - 4:30 PM
Hudson	Bayonne Economic Opportunity Foundation 555 Kennedy Blvd. Bayonne, NJ 07002	(201) 437-7222	(201) 437-2810 (FAX) Monday -Friday 8:30AM - 4:30PM
Hudson	Puertorriquenos Asociados for Community Organization 113 Brunswick St. Jersey City, NJ 07302	(201) 217-0581 (201) 217-0583	(201) 217-9850 (FAX) Monday -Friday 9:00AM -4:00PM
Hunterdon	NORWESCAP 63 Main St. Flemington, NJ 08822	(908) 782-0612	(908) 454-1800 (FAX) Monday -Friday 8:00AM -4:00PM
Mailing Address: 350 Marshall St. Phillipsburg, NJ 08865			
Mercer	County of Mercer Mercer County Administration 640 S. Broad St., Room 429 Trenton, NJ 08650	(609) 989-6739 (609) 989-6959 (609) 989-6065 (609) 989-6544 (609) 989-6858	(609) 278-2758 (FAX) Monday -Friday 8:30AM -4:30PM
Middlesex	Puerto Rican Action Board 90 Jersey Ave. PO Box 240 New Brunswick, NJ 08903-0240	(732) 828-4541	(732) 828-4546 (FAX) Monday -Friday 8:30AM -4:30PM
Monmouth	Check-Mate, Inc. 910 4th Ave. P.O. Box 1288 Asbury Park, NJ 07712	(732) 774-3100 Ext. 104 or 105	(732) 774-3340 (FAX) Monday -Friday 9:00AM -4:30PM
Morris	Morris County Organization for Hispanic Affairs, Inc.	(973) 366-1131	(973) 361-7878 (FAX) Monday -Friday

	97 Basset Hwy. Dover, NJ 07801		9:00AM - 5:00PM
	120-122 Speedwell Ave. Morristown, NJ 07960	(973) 644-5627 (973) 644-5632	(973) 644-4878 (FAX) Monday - Friday 9:00AM - 4:00PM
The Morristown office will only take applications for the following zip codes: 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			
Ocean	Ocean, Inc. Central Office 22 Hyers St., PO Box 1029 Toms River, NJ 08754	(732) 244-9041 Ext. 16	(732) 244-3962 (FAX) Monday - Friday 9:00AM - 4:30PM
	Lakewood HEA Office 507 River Ave. Lakewood, NJ 08701	(732) 942-3405	(732) 942-3409 (FAX) Monday-Friday 8:30AM - 4:30PM
Passaic	Paterson Task Force 9 Colt St., 4th Floor Paterson, NJ 07505	(973) 279-2333	(973) 279-2334 (FAX) Monday - Friday 8:30AM - 4:30PM
Passaic	United Passaic Organization 41 Myrtle Ave. Passaic, NJ 07055	(973) 472-2478	(973) 472-5474 (FAX) Monday - Friday 9:00AM - 4:00PM
Passaic	Passaic County Weatherization 1310 Rt. 23 North Wayne, NJ 07470	(973) 569-4032	(973) 305-0843 (FAX) Monday - Friday 9:00AM - 4:00PM
Salem	Tri-County 14 New Market St. Salem, NJ 08079	(856) 935-0944	(856) 935-0920 (FAX) Monday - Friday 8:30AM - 4:30PM
Somerset	NORWESCAP, Inc. 120 Finderne Ave. Bridgewater, NJ 08807 Mailing Address: 350 Marshall St. Phillipsburg, NJ 08865	(908) 685-3033	(908) 454-1800 (FAX) Monday - Friday 8:00AM - 4:00PM
Sussex	NORWESCAP, Inc. 15 Cork Hill Franklin, NJ 07416 Mailing Address: 350 Marshall St. Phillipsburg, NJ 08865	(973) 209-7549 Toll-Free Number (888) 454-4778	(908) 454-1800 (FAX) Monday - Friday 8:30AM - 3:00PM
Union	PROCEED 1126 Dickinson St. Elizabeth, NJ 07201	(908) 351-7727	(908) 353-5185 (FAX) Monday - Friday 9:00AM - 4:00PM

Warren	NORWESCAP, Inc. 350 Marshall St. Phillipsburg, NJ 08865	(908) 454-7000 (888) 454-4778	(908) 454-1800 (FAX) Monday - Friday 8:00AM - 4:00PM
Revised 11/18/2009			

USF FreshStart If you have a balance of \$60 or more on your energy bill as you enter the USF program, you may be eligible for additional benefits under the New Jersey Fresh Start Program.

The Fresh Start Program is a component of the USF program and is only available for your first year of participation in USF. Fresh Start is a partnership between the customer and USF to forgive past due balances and improve your payment record. Simply pay your current USF-supplemented bill on time and in-full every month and after 12 months of full on-time payments, your pre-USF program overdue balance will be erased. If you are eligible for Fresh Start when you enroll in USF for the first time, you will be automatically enrolled by your energy company and will be sent additional information about how the Fresh Start program works.

Additional Information:

- [LIHEAP/USF Fact Sheet, Income Guidelines](http://www.state.nj.us/dca/divisions/dhcr/offices/hausfincomefact.html) [http://www.state.nj.us/dca/divisions/dhcr/offices/hausfincomefact.html]
- [Local Application Agency's Contact Information](http://www.state.nj.us/dca/divisions/dhcr/offices/localagencies.html) [http://www.state.nj.us/dca/divisions/dhcr/offices/localagencies.html]
- [Frequently Asked Questions \(FAQs\) about USF](http://www.state.nj.us/dca/divisions/dhcr/faq/usf.html) (PDF File) [http://www.state.nj.us/dca/divisions/dhcr/faq/usf.html]

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

New Jersey SHARES, Inc. is an energy-assistance program that assists households who do not qualify for federal or state energy programs and whose income does not exceed 400 percent of the Federal Poverty Level. Each client fills out an electronic application with the assistance of a local community-based organization. New Jersey SHARES partners with more than 275 organizations statewide. Eligibility is determined by income and household size. New Jersey SHARES grant maximums are \$700 for heating and \$300 for electric service grants. Clients heating with electric can received up to \$700 on their electric heat account. Grants are distributed year-round based on funding availability. To donate or apply for the New Jersey SHARES program, please call toll-free 1-866-NJSHARES (1-866-657-4273) or visit [NJSHARES](http://www.njshares.org). [www.njshares.org]

WHERE TO APPLY FOR NJ SHARES IN YOUR COUNTY		
Agencies Listed by County (View alphabetic listing of agencies)		
County Served	NJ SHARES Intake Agencies	Telephone
Atlantic	Hammonton Family Community Center	609-567-2900
Atlantic	Mizpah Inland Human Services, Inc.	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	Tri County Independent Living Center -Atlantic	856-327-5177
Atlantic	The Salvation Army (Atlantic City)	609-344-0660
Atlantic	SSHV - Resident Council - AC Housing Authority	609-344-4405
Atlantic	Spanish Community Center	856-697-2967
Atlantic	Neighborly Needs, Inc	609-287-4649
Atlantic	Grace Community Family Life Center	609-677-9884
Atlantic	Atlantic City Rescue Mission	609-345-5517
Bergen	Save Your Home With Jackie	201-873-0515
Bergen	A Partnership for a Better Tomorrow-Bergen	973-509-1300
Bergen	Assemblywoman Vandervalk	201-666-0881

Bergen	Assemblywoman Connie Wagner	201-576-9199
Bergen	Senator O'Toole/Assemblyman Rumana	973-237-1360
Bergen	Center For Food Action (Englewood)	201-569-1804
Bergen	Center For Food Action Northwest (Mahwah)	201-529 2029
Bergen	Urban League for Bergen County	201-568-4988
Bergen	Social Service Association of Ridgewood (covering: Ridgewood, Glen Rock, HoHoKus, Midland Park, Waldwick and Wyckoff)	201-444-2980
Bergen	Center for Food Action (Elmwood Park)	201-703-9857
Bergen	Bergen County Community Action Program, Inc.-Moore Street	201-968-0200 x7008
Bergen	Bergen County Community Action Program, Inc.-PSE&G Customer Service	201-968-0200 x7008
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	Catholic Charities - Diocese of Trenton (Delanco)	856-764-6940
Burlington	St. Vincent De Paul Society- Corpus Cristi (Willingboro)	609-835-7757
Burlington	Abundant Life Fellowship Church	856-461-7000
Burlington	Resources For Independent Living-Seniors and Disabled Population	609-747-7745
Burlington	St. Vincent De Paul Society- St. Isaac Joques	856-797-7352
Burlington	Senator Haines Office	609-654-1498
Burlington	Assemblyman Malone's Office - Burlington	609-298-6250
Camden	Camden City Independent Living Center	856-966-0800
Camden	Assemblywoman Love's Office	856-401-3073
Camden	Senator Madden's Office - Camden	856-232-6700
Camden	Camden County Council On Economic Opportunity, Inc.-Sheridan Apartments	856-541-3311
Camden	Senior Citizens United Community Services (Senior citizens by appointment only)	856-456-1121
Camden	Assemblyman Moriarty's Office	856-232-6700
Camden	Catholic Charities - Diocese of Camden (Camden)	856-342-4193
Camden	Centerville Outreach Ministries, Inc.	856-342-7215
Camden	Hispanic Family Center of Southern New Jersey	856-541-2717
Camden	Camden County Council On Economic Opportunity, Inc. - UWC	856-365-8989
Camden	Camden County Council On Economic Opportunity, Inc. - County Center	856-772-9100
Camden	Camden County Council On Economic Opportunity, Inc. - CUI	856-964-6887
Cape May	Puerto Rican Action Committee (Woodbine)	609-861-5800
Cape May	Catholic Charities - Diocese of Camden (Rio Grande)	609.886.2662
Cape May	Tri County Independent Living Center -Cape May	856-327-5177
Cape May	The Salvation Army- Cape May Courthouse	609-463-6695
Cape May	Cape May County Office of Disability Services (Cape May disabled population only)	609 465-4117 ext. 28
Cape May	Cape Human Resources-Rio Grande	609-465-4531
Cumberland	Family Support Organization-Cumberland	856-507-9400
Cumberland	Tri County Independent Living Center -Cumberland	856-327-5177
Cumberland	Camden City Independent Living Center	856-966-0800
Cumberland	Bethel Development Corporation	856-327-9092
Cumberland	Catholic Charities - Diocese of Camden (Vineland)	856.691.1841
Cumberland	CASA PRAC INC.	856-692-2331
Cumberland	The Salvation Army-Bridgeton	856-451-0999
Cumberland	Tri County Community Action Partnership-Cumberland	856-451-6330
Cumberland	Vineland Township Customer Service Office-Vineland Municipal Customers Only	856-794-4021
Cumberland	Lawrence Township Senior Center-Cedarville	856-447-1000
Essex	Save Your Home With Jackie	201-873-0515
Essex	Essex County Division of Community Action	973-395-8350
Essex	Township of Nutley	973-284-4977 x2423

Essex	St. James AME Church - Social Services Corporation	973-624-4007
Essex	My Sistahz Keeper Association-Newark	973-624-2400
Essex	Tri-City Peoples Corporation	973-676-5506
Essex	Newark Emergency Services for Families	800-696-7063
Essex	The Salvation Army (Newark)	973-623-5959
Essex	East Orange Division of Senior Services(East Orange Seniors Only)	973-266-8832
Essex	New Community Corporation (FRC)	973-565-9500
Essex	Bloomfield Department of Health and Human Services - Bloomfeild Residents Only	973-680-4017
Essex	New Shoes International	973-530-5721
Essex	Ironbound Community Corporation (Ironbound Residents Only)	973-465-0555
Essex	The Salvation Army (Montclair)	973-744-3312
Essex	National Community Outreach/METS (Creole/English/Spanish Speaking)	973-673-1904
Essex	Gods Promise Community Development Center	973-900-6833
Essex	North Ward Family Success Center	973-485-5723
Essex	A Partnership for a Better Tomorrow -Essex	973-509-1300
Essex	Catholic Charities - Newark (Essex PAC)	973-266-7991
Essex	East Orange Housing Authority	973-678-0250 x26
Essex	V.I.S.I.O.N. at Hope Center -Irvington	908-820-8330
Essex	Newark PreSchool Council	973-848-5071
Essex	Orange Housing Department	973-677-4559
Essex	Assemblyman Coutinho	973-589-0714
Essex	United Way of North Essex (Suburban Towns of Essex County Only)	973-746-4040
Essex	Dwelles of Zion-CDC	973-230-1105
Gloucester	Assemblyman Moriarty's Office	856-232-6700
Gloucester	Center For Independent Living of South Jersey	856-853-6490
Gloucester	Family Support Organization-Gloucester	856-507-9400
Gloucester	Assemblywoman Love's Office	856-401-3073
Gloucester	Camden City Independent Living Center	856-966-0800
Gloucester	Hispanic Family Center of Southern New Jersey	856-848-7150
Gloucester	Paulsboro Community Development Center	856-224-1401
Gloucester	Volunteers of America	856-853-0350
Gloucester	Tri County Community Action Partnership-Gloucester	856-451-6330
Gloucester	Senator Madden's Office - Gloucester	856-232-6700
Hudson	Save Your Home With Jackie	201-873-0515
Hudson	Urban League of Hudson County	201.451.8888
Hudson	PACO	201-217-0583
Hudson	HOPES Community Action Partnership Inc. (Hoboken)	201-656-3711
Hudson	HOPES Inc. - Family Resource Center (Hoboken)	201-876-2935
Hudson	Town of Harrison - Senior Center	973-268-2463
Hudson	Bayonne Economic Opportunity Foundation	201-437-7229
Hudson	Kearny Department of Public Health	201-997-0600 x3511
Hudson	Dress for Success-Hudson County	201-222-8787
Hudson	Save Latin America, Inc.	201-271-7474
Hudson	North Hudson Community Action Corporation	201-866-9320
Hudson	Assemblyman L. Harvey Smith - Hudson	201-536-7851
Hudson	Senator Cunningham's Office	201-451-5100
Hudson	Department of Health and HumanServices-Jersey City-Jerome Colwell Project Director	201-547-6808
Hudson	Visiting Homemaker Services	201-656-6001
Hudson	My Sistahz Keeper Association-Jersey City	201-985-3900
Hunterdon	Senator Karrow's Office - Hunterdon	908-782-5127
Hunterdon	NORWESCAP (Hunterdon County)	888-454-4778
Mercer	HomeFront	609-989-9417
Mercer	Assemblywoman Greenstein's Office - Mercer	609-395-9911
Mercer	Assemblywoman Watson Coleman's office	609-292-0500
Mercer	Hamilton Township Senior Services- Hamilton Twp. Seniors Only- By Appointment	609-588-8074

Mercer	Lawrence Neighborhood Service Center	609-883-3379
Mercer	Ewing Neighborhood Center	609-882-0856
Mercer	Catholic Charities - Diocese of Trenton (Trenton)	609-394-8847
Mercer	United Progress Inc.	609-392-2161
Mercer	Bromley Neighborhood Civic Center-Hamilton Twp.	609-587-8100
Mercer	The Crisis Ministry of Princeton and Trenton (Trenton)	609-396-9355
Mercer	The Crisis Ministry of Princeton and Trenton (Princeton)	609-921-2135
Mercer	Jewish Family & Children's Service of Greater Mercer County	609 987-8100
Mercer	El Centro de Recursos Catholic Charities	609-394-2056
Mercer	Assemblyman Malone's Office - Robbinsville	609-298-6250
Mercer	Assemblyman Wayne DeAngelo's Office	609-631-7501
Mercer	Mercer County Hispanic Association	609-587-8800
Mercer	Assemblywoman Casagrande - Mercer	732-866-1695
Middlesex	Save Your Home With Jackie	201-873-0515
Middlesex	Assemblywoman Greenstein's Office - Middlesex	609-395-9911
Middlesex	The Salvation Army-New Brunswick	732-545-1477
Middlesex	Alliance for Disabled in Action	732-738-4388
Middlesex	Assemblyman Sam Thompson's Office - Middlesex	732-583-5558
Middlesex	Cathedral Community Development Corp	732-826-8207
Middlesex	Puerto Rican Association for Human Development, Inc.	732 442-1081
Middlesex	Senator Bob Smith - Middlesex	732-752-0770
Middlesex	Puerto Rican Action Board, Inc.	732-828-4510
Middlesex	Catholic Charities - Diocese of Metuchen (Middlesex)	732-826-9160
Monmouth	St. Vincent de Paul Society - St. Joseph's (Keyport)	732-290-1878
Monmouth	St. Vincent de Paul Society - Holy Family (Keyport)	732 264-8132
Monmouth	Assemblywoman Casagrande - Monmouth	732-866-1695
Monmouth	Monmouth County Division of Social Services (Atlantic Highlands)	732-431-6000
Monmouth	Monmouth County Division of Social Services (Ocean)	732-431-6000
Monmouth	Monmouth County Division of Social Services (Freehold)	732-431-6000
Monmouth	St. Vincent De Paul Society - Ascension Church (Bradley Beach)	732-774-4113
Monmouth	Freehold Area Open Door, Inc.	732-780-1089
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)	732-775-4157
Monmouth	Check-Mate, Inc.-Asbury Park	732-774-3100
Monmouth	St. Vincent de Paul Society - OLPH (Highlands)	732-872-1290
Monmouth	St. Vincent de Paul Society - Holy Trinity Conference (Long Branch)	732 222-3216
Monmouth	Keansburg Resource Network-MHA	732-495-8222
Monmouth	The Salvation Army- Red Bank	732-747-1626
Monmouth	Interfaith Neighbors, Inc.	732-775-0525
Monmouth	Long Branch Concordance	732-571-1670
Monmouth	Affordable Housing Alliance-Monmouth	732-389-2958
Monmouth	MOCEANS- Center For Independent Living	732-571-4884
Monmouth	St. Benedict's - St. Vincent DePaul Society	732-264-4712x33
Monmouth	Assemblyman Sam Thompson's Office - Monmouth	732-583-5558
Monmouth	Check-Mate,Inc-Freehold	732-780-7656
Monmouth	St. Vincent de Paul Society - St. James Conference (Red Bank)	732-741-0500
Monmouth	Save Your Home With Jackie	201-873-0515
Monmouth	First Pentecostal Church (Neptune)	732-775-7789
Monmouth	Check-Mate,Inc-Long Branch	732-870-6685
Morris	Morristown Neighborhood House	973-538-1229
Morris	Madison Municipal Welfare Dept	973-593-3075
Morris	Senator Bucco's Office	973-627-9700
Morris	Assemblyman Merkt's Office	973-895-9100
Morris	Urban League of Morris County	973-539-2121
Morris	The Salvation Army (Morristown)	973-539-2700
Morris	Morris County Organization for Hispanic Affairs (Morristown)	973-644-4884

Morris	DAWN Center for Independent Living-Morris	888- 383-3296
Morris	Morris County Organization for Hispanic Affairs (Dover)	973-366-4770
Ocean	Save Your Home With Jackie	201-873-0515
Ocean	Catholic Charities - Diocese of Trenton (Lakewood)	732-363-5322
Ocean	Ocean, Inc.-Toms River	732-244-9041
Ocean	St. Francis Community Center, LBICC	609-494-8861
Ocean	Lakewood Resource & Referral Center	732-942-9292
Ocean	Ocean, Inc-Lakewood	732-942-3405
Ocean	St. Vincent De Paul Society - St. Aloysius (Jackson)	732-370-0098
Ocean	Puerto Rican Action Board	732-886-9395
Ocean	Affordable Housing Alliance -Ocean	732-389-2958
Ocean	St. Vincent de Paul Society-St Mary's Church	609-698-7477
Ocean	MOCEANS- Center For Independent Living	732-505-2310
Ocean	STEPS	732-367-1640
Passaic	Senator O'Toole/Assemblyman Rumana	973-237-1360
Passaic	Hispanic Information Center of Passaic Inc	973-779-7022
Passaic	Jewish Family Service (Residents of Passaic and Clifton Only)	973-777-7638
Passaic	Paterson Task Force	973-279-2333
Passaic	United Passaic Organization	973-472-2478
Passaic	Catholic Family & Community Services	973-279-7100
Passaic	Wayne Welfare Department	973-694-1800
Salem	Tri County Independent Living Center -Salem	856-327-5177
Salem	The Salvation Army (Salem)	856-935-0305
Salem	Puerto Rican Action Committee (Pensgrove)	856-299-5800
Salem	Catholic Charities - Diocese of Camden (Penns Grove)	856.299.1296
Salem	Tri County Community Action Partnership-Salem	856-451-6330
Salem	Family Support Organization-Salem	856-507-9400
Somerset	Senator Bob Smith - Somerset	732-752-0770
Somerset	Somerset CAP-Hamilton Street	732-846-8888
Somerset	Somerset CAP-Belmont Drive	732-302-0700
Somerset	Somerset CAP-Watchung Ave	908-753-8490
Somerset	Somerset Community Action Program, Inc.-Lewis Street	732-846-9888
Somerset	Catholic Charities - Diocese of Metuchen (Somerset)	908-722-1881
Sussex	People Help of Sussex County	973-729-1745
Sussex	NORWESCAP (Sussex County)	888-454-4778
Sussex	Sussex County Division Of Social Services	973-383-3600
Sussex	DAWN Center for Independent Living-Sussex	888- 383-3296
Sussex	Senator Oroho, Assemblywoman McHose, Assemblyman Chiusano's Office	973-300-0200
Union	Proceed Inc	908-351-7727
Union	V.I.S.I.O.N. at Hope Center -Elizabeth	908-820-8330
Union	V.I.S.I.O.N. at Hope Center -1st Ave	908-820-8330
Union	Catholic Charities - Archdiocese of Newark (Cranford)	908-497-3966
Union	Rahway Community Action Organization (RCAO) at the JFK Center	732-382-9311
Union	Westfield Community Center (by appointment only)	908-232-4759
Union	Urban League of Union County	908-351-7200
Warren	NORWESCAP (Warren County)	888-454-4778
Warren	DAWN Center for Independent Living-Warren	888- 383-3296
Warren	Senator Karrow's Office - Warren	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.

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>

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 the Weatherization Managers Table in this section 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 Managers

County	Contact/Location	Phone	Additional Information
ATLANTIC	Miriam Lopez Tri-County Community Action Agency	856-455-5900	Service Area Buena; Buena Vista; Hamilton; Weymouth; Estell Manor; Egg Harbor; Corbin City
	Michele Brown- Williams Camden County Council on Economic Opportunity (OEO)	856-910-1180	Service Area Hammonton; Folsom; Mullica; Egg Harbor City
	Todd Erickson Ocean Inc.	609-407-2467 Ext. 17	Service Area Port Republic; Galloway; Absecon; Pleasantville; Atlantic City; Northfield; Linwood; Ventnor City; Egg Harbor; Margate City; Somers Point; Long Port
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	Ann Francemore 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	856-910-1180 856-910-1186 Fax	9:00 am to 5:00 pm M-F

	Pennsauken, NJ 08109		
CAPE MAY	George Blackman Cape Human Resources, Inc. Wildwood Community Center 4104 New Jersey Ave. Wildwood, NJ 08260	609-465-4531 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	Esteban Rivera 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
	Williams Primus Urban League of Morris County 300 Madison Avenue Morristown, NJ 07960	973-539-2121 973-998-6520 Fax	
OCEAN	Todd Erickson Ocean, Inc. 40 Washington St. Toms River, NJ 08754	732-244-8176 Ext. 20 732-244-5396Fax EMAIL- terickson@oceaninc.org	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
	Alicia Carman Somerset County CAP 429 Lewis Street Somerset, NJ 08873	732-846-9888 732-846-7569 Fax acarman@somersetcap.org	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 Mailing Address is: 1126 Dickinson St. Elizabeth, NJ 07201	908-351-7727 908-353-5185 Fax	8:30am to 4:30pm M-F

Rebate Offer to Upgrade Your Oil Tank

The state of New Jersey will pay you \$3,000 to upgrade your underground oil tank .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. A \$1,200 grant is also available to those who are removing an old underground oil tank and switching to another form of fuel. Income eligibility requirements and all other details about both grants are available [here](#).

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](#).

Home Performance with ENERGY STAR®

The Home Performance with ENERGY STAR, is just one of the programs brought to you by the New Jersey Board of Public Utilities and New Jersey's Clean Energy Program. It offers "whole house" solutions to reduce both your energy costs and carbon footprint. If you are eligible, you may be able to take advantage of financial incentives that will lead to increased comfort, safety, and durability of your home.

The service starts with an assessment of your home by specially trained and certified technicians who will assess your home from top to bottom, testing heating and cooling equipment; insulation levels; air sealing opportunities; windows and doors; and appliances and lighting. Valued at \$300, the assessment will cost homeowners \$125 and will make them eligible for low interest loans, tax credits and savings if they decide to make the recommended energy-saving changes.

Income eligible applicants include those whose income falls between If your income is between 225% and 400% of the poverty line for your household size, you may qualify for the Income Qualified Home Performance with ENERGY STAR subsidy.

[See Energy Star Fact Sheet for 2009 income figures and estimated savings.](#)

[<http://www.njcleanenergy.com/files/file/Residential%20Programs/HP/NJIncomeQualifiedHomePerformanceGuidelines.pdf>]

[Visit NJ Clean Energy Web site](#) [<http://www.njcleanenergy.com/residential/programs/home-performance-energy-star/benefits-and-incentives>] or call 866-NJSMART to learn more and get started.

To be eligible for savings and applicable tax credits Work Scope Approval must be processed by December 31, 2009. Financial incentives for 2010 are pending board approval. Please visit the website on a regular basis to find out what will be available in 2010.

III. ASSISTANCE PROGRAMS SPONSORED BY INDIVIDUAL UTILITY COMPANIES

Utility companies are well aware that many of their customers are facing very difficult financial hardships. If you are unable to pay your utility bills or are finding it increasingly difficult, call your utility company to find out about the programs and payment options that they offer that might be of assistance to you.

Elizabethtown Gas

Budget Payment Plan Elizabethtown Gas offers a Budget Payment Plan for those who want their bill to be the same amount every month for the next 12 months. This is a free service for residential customers whose accounts are up-to-date, and you can discontinue it at any time. To sign up, call the company at 1-800-242-5830, or visit one of their offices in Elizabeth (12 West Jersey St.) or Perth Amboy (296 State St.). The offices are open from 8:30 a.m. to 4:30 p.m., Monday through Friday.

Energy Assistance If you're having trouble paying your gas bill, Elizabethtown Gas suggests you reach out to the Consumer Credit Counseling Service (CCCS) by calling 1-800-251-CCCS. You can also visit CCCS's [Web site](#).

Deferred Payment Arrangements If your account is past due, Elizabethtown Gas will work with you to set up a Deferred Payment Arrangement. This will allow you to pay off your balance over an extended period of time, while staying current with any new bills. Call 1-800-242-5830, or visit one of their offices in Elizabeth (12 West Jersey St.) or Perth Amboy (296 State St.). The offices are open from 8:30 a.m. to 4:30 p.m., Monday through Friday.

Third Party Notification Program You can designate a relative, friend, neighbor or clergyman to get a duplicate copy of any shut-off notices. That person is not responsible for paying your bill, but making them aware of the situation can help prevent an unfortunate occurrence. To sign up for this program, please call the company at 1-800-242-5830.

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.

New Jersey Natural Gas Customers

Gift of Warmth

This is a fund established by New Jersey Natural Gas to help customers with financial difficulties who cannot afford to pay their energy bills. Funded through contributions from customers, shareholders and employees, the Gift of Warmth fund helps income-eligible households, as well as customers experiencing temporary or unanticipated financial hardship. The

program is administered by the United Way through local Community Action Program (CAP) agencies. Using the numbers listed below, contact the agency in your county for more information on how to obtain assistance through this fund:

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

Third-Party Notification This service allows residential customers to designate a relative, friend or government agency to receive a duplicated copy of any discontinuance notice for nonpayment of bills. The third party is not responsible for payment.

Budget Plan This plan can help by spreading out estimated annual natural gas costs evenly over 12 months at no additional charge. To join you can pay the "Budget Option" amount and any other non-gas charges shown on your NJNG bill, prior to the due date to automatically enroll in the plan. You can also visit My Account on NJNG's Web site, www.njng.com, to join.

Deferred Payment Arrangements If you think you may not be able to provide full payment for your bill by the due date, you should contact NJNG at 1-800-221-0051. NJNG Customer Services can discuss special payment arrangements to bring your account up-to-date and check to see if you qualify for programs that install weatherization measures in your home free-of-charge. You can also set up a Deferred Payment Agreement (DPA) to pay off your total balance in monthly increments with a visit to <http://www.njng.com>. Customers are urged to set up a DPA or contact NJNG to avoid collection efforts.

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 are 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. Call 877-434-4100 Monday through Friday from 8 AM to 7 PM except holidays.

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 Residential Whole House Efficiency Program is designed to assist residential PSE&G customers living in the following municipalities: Bayonne, Camden, Carteret, East Orange, Elizabeth, Gloucester City, Guttenberg, Hillside, Irvington, Jersey City, Kearny, Mount Holly, New Brunswick, Newark, North Bergen, Orange, Passaic, Paterson, Pemberton, Perth Amboy, Plainfield, Roselle, Trenton, Union City, and West New York.

Included in the program are free energy audits and efficiency measures. This program is being offered to PSE&G residential customers whose gross monthly income is above 225% but below 400% the Federal Poverty Level.

The multi-step program works as follows:

- Step 1: PSE&G will perform a FREE in-home energy audit (valued at \$300).
- Step 2: Customers will also receive FREE in-home air-leakage testing and air sealing (valued at \$1,000) to help prevent energy loss. PSE&G will also perform a free appliance safety test and install a free programmable thermostat (\$100 value) if the customer does not have one.
- Step 3: Finally, PSE&G will arrange for a contractor to visit the home and provide a written estimate for additional recommended efficiency improvements. (If the home is landlord owned, the landlord must agree to participate and pay for the cost of the work.)

PSE&G will initially pay 100% of the cost to install the recommended Step 3 energy efficiency measures. Depending on household income, the customer will repay only 20%-50% of the cost of the work. This cost will appear on the customer's PSE&G energy bill in 60 equal monthly payments or one lump sum. If the property is landlord-owned, the landlord will be billed.

Residential PSE&G Customers should call 1-800-854-4444 or visit the [PSE&G Web site](#) for more information on the program.

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: <http://www.citgoheatingoil.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

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

NJ Clean Energy Program: 1-866-NJSMART (1-866-657-6278)

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 shut-off. 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. You may submit them at <http://www.state.nj.us/bpu/assistance/complaints/inquiry.html>.

- 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

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

(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 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

ESSEX

Town of Bloomfield

Residents who are in danger of having their utilities shut-off and those who are in need of food should call Ida Pafundi, Executive Director of The United Way of Bloomfield, at 973-748-1732.

HUNTERDON

Catholic Charities

Programs can provide one-time emergency assistance for utility payments, car repairs, prescription assistance, child care payments, etc.

Eligibility: Applicants must demonstrate hardship and have a realistic plan for avoiding such hardship in the future.

6 Park Avenue
Flemington, NJ 08822
908-782-7905

Interfaith Hospitality Network of Hunterdon County

This Homeless Prevention and Rapid Re-housing Program (HPRP) provides case management; temporary financial assistance for rent, security deposits, moving costs, utility payments; and credit repair and legal services.

Eligibility: Families or individuals who are homeless or at risk of becoming homeless and whose income is equal to or less than 50 percent of the Area Median Income. This program is designed to assist people who can remain stably housed after the temporary assistance ends.

10 E. Main Street
Flemington NJ 08822
908-782-2490

MERCER

Crisis Ministry

Provides utility assistance for eligible Mercer County residents.

123 E. Hanover Street
Trenton, NJ 08608
609-396-9355
Contact: Dara Lewis
www.thecrisisministry.org

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

Mount Carmel Guild

Provides utility assistance for eligible Mercer County residents.

73 N. Clinton Ave.
Trenton, NJ 08609
609-392-5159
Contact: Sr. Loretta Maggio
www.mcgtrenton.org

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

Learn more about Ocean County Services Using the Links Below

[Income Assistance Programs](#)

[Medicaid Programs](#)

[Social and Support Programs](#)

NJ County Boards of Social Services Offices

The Board of Social Services provides eligible county residents with financial, medical, and social service assistance. Help can be granted for emergency circumstances, as well as to meet ongoing needs. To learn more about the services available where you live, contact the office located in the county in which you reside.

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

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

Rio Grande NJ 08242-1911		
Cumberland County Bd. of Social Services 275 North Delsea Dr. Vineland NJ 08360-3607	856-691-4600	856-692-7635
Essex County Dept. of Citizen Services Division of Welfare 18 Rector St., 9 th Fl. Newark NJ 07102	973-733-3000	973-643-3985
Gloucester County Bd. of Social Services 400 Hollydell Dr. Sewell NJ 08080	856-582-9200	856-582-6587
Hudson County Dept. of Family Services Division of Welfare 257 Cornelison Ave. Jersey City NJ 07302	201-420-3000	201-420-0343
Hunterdon County Div. Of Social Services Community Services Center 6 Gauntt Place, PO Box 2900 Flemington NJ 08822-2900	908-788-1300	908-806-4588
Mercer County Board of Social Services 200 Woolverton St., PO Box 1450 Trenton, NJ 08650-2099	609-989-4320	609-989-0405
Middlesex County Board of Social Services 181 How Lane, PO Box 509 New Brunswick, NJ 08903	732-745-3500	732-745-4558 WFNJ 732-745-4555
Monmouth County Div. of Social Services Kozloski Rd., PO Box 3000 Freehold, NJ 07728	732-431-6000	732-431-6017 WFNJ 732-431-6267
Morris County Office of Temporary Assistance Program Services 340 W. Hanover (Morris Twp.) PO Box 900 Morristown, NJ 07963-0900	973-326-7800	973-829-8531
Ocean County Board of Social Services 1027 Hooper Ave., PO Box 547 Toms River, NJ 08757-0547	732-349-1500	732-244-8075 WFNJ 732-473-0669
*Northern Satellite Office <i>Northern Ocean County Resource Center</i> 225 Fourth St. Lakewood, NJ 08701	732-370-8854	732-905-9797
*Southern Satellite Office <i>The Commons at Stafford Business Park</i> 325 Recovery Rd. Manahawkin, NJ 08050	609-978-2100	609-978-2126

Passaic County Board of Social Services 80 Hamilton St. Paterson, NJ 07505-2060	973-881-0100	973-881-3232
Salem County Board of Social Services 147 S. Virginia Ave. Penns Grove, NJ 08069-1797	856-299-7200	856-299-3245
Somerset County Board of Social Services 73 E. High St., PO Box 936 Somerville, NJ 08876-0936	908-526-8800	908-231-9010
Sussex County Div. of Social Services 83 Spring St., PO Box 218 Newton, NJ 07860-0218	973-383-3600	973-579-9894
Union County Div. of Social Services 342 Westminster Ave. Elizabeth, NJ 07208-3290	908-965-2700	WFNJ 908-965-2758
Warren County Div. of Temporary Assistance and Social Services 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

NJ Helps

NJHelps is a **free** and **easy** guide for you to use if you are trying to find programs and services that were designed to assist individuals and families in our state. After you have answered a few basic questions, *NJHelps* will tell you where to go for help and what to bring with you. It 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 \(TANF\)](http://www.state.nj.us/humanservices/dfd/programs/assistance/)

[<http://www.state.nj.us/humanservices/dfd/programs/assistance/>]

[New Jersey Cares for Kids \(Child Care Assistance\)](http://www.state.nj.us/humanservices/dfd/programs/child/subsidies/)

[<http://www.state.nj.us/humanservices/dfd/programs/child/subsidies/>]

[Kinship Navigator program \(Assistance for Relative Caregivers\)](http://www.state.nj.us/njfosteradopt/kinship/)

[<http://www.state.nj.us/njfosteradopt/kinship/>]

[Catastrophic Illness in Children Relief Fund](http://www.state.nj.us/humanservices/cicrf/home/)

[<http://www.state.nj.us/humanservices/cicrf/home/>]

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](http://lwd.dol.state.nj.us/labor/wnpjpin/wnpjpin_index.html)

[http://lwd.dol.state.nj.us/labor/wnpjpin/wnpjpin_index.html]

[Workforce Investment Act Training Programs](http://www.njtrainingsystems.org/)

[<http://www.njtrainingsystems.org/>]

[Workforce Development Partnership Training](#)

[<http://lwd.dol.state.nj.us/labor/ui/aftrfile/grants.html>]

[Self Employment Assistance](#)

[<http://lwd.dol.state.nj.us/labor/wnjpin/findjob/onestop/SEA.html>]

[New Jersey Youth Corps](#)

[<http://lwd.dol.state.nj.us/labor/wfprep/edtrain/ged/Youth.html>]

Food and Nutrition

[Food Stamps](#)

[<http://www.state.nj.us/humanservices/dfd/programs/foodstamps>]

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

[<http://www.state.nj.us/health/fhs/wic/>]

[EndHungerNJ](#)

[<http://www.endhungernj.org/forms/providerssearch.aspx>]

Health Insurance

[Medicaid](#)

[<http://www.state.nj.us/humanservices/dmahs/info/resources/care/>]

[Medicare](#)

[<http://www.state.nj.us/health/senior/federalbenefits/health.shtml>]

[NJ FamilyCare](#)

[<http://www.njfamilycare.org/pages/whatitis.html>]

Income Support for Adults

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

[<http://www.state.nj.us/humanservices/dfd/programs/workfirstnj/>]

Need Help Finding Affordable Housing?

[New Jersey Housing Resource Center](#)

[<http://www.nj.gov/njhrc/>]

Need Help Paying Your Mortgage or Preventing Foreclosure?

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

[<http://www.state.nj.us/dobi/njhope/>]

Seniors and People With Disabilities

[Senior Gold Prescription Discount Program](#)

[<http://www.state.nj.us/health/seniorbenefits/seniorgold.shtml>]

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

[<http://www.state.nj.us/health/seniorbenefits/pbp/>]

[AIDS Drug Distribution Program](#)

[<http://www.state.nj.us/health/aids/freemed.shtml>]

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

[<http://www.nj.gov/health/seniorbenefits/haaad.shtml>]

[Adult Family Care](#)

[<http://www.state.nj.us/health/senior/go.shtml>]

[Assisted Living](#)

[<http://www.state.nj.us/health/healthfacilities/alinnj/index.shtml>]

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

[http://www.state.nj.us/caregivernj/resources/serv_home.shtml]

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

[<http://www.state.nj.us/humanservices/dds/ohcs/waiver/crpd/>]

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

[<http://www.nj.gov/health/senior/jacc.shtml>]

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

[<http://www.state.nj.us/njhealthlink/programdetails/cap.html?pageID=Caregiver+Assistance+Program&file=file:/njhealthlink/programdetails/cap.html&whichView=popup>]

[NJ WorkAbility](#)

[<http://www.state.nj.us/humanservices/dds/projects/discoverability/>]

[AIDS Community Care Alternatives Program](#)

[<http://www.state.nj.us/humanservices/dds/ohcs/waiver/accap/index.html>]

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

[<http://www.state.nj.us/humanservices/dds/ohcs/waiver/tbi/index.html>]

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 Web site at 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/WFNJ)

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 2009, that is \$16,245 for one person and \$21,855 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](http://www.njshares.org)** 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](http://www.njshares.org).

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.
