

# New Jersey Guide to Meeting Basic Utility Needs 2011 - 2012

## 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 and 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.

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](http://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. 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 one's annual gross income.

**2011/2012 Federal Poverty Table with Associated Percentages for Program Eligibility**

**This Table Reflects One's Annual Gross Income**

Household Size	Federal Poverty Level	175% of Poverty Level	200% of Poverty Level	225% of Poverty Level	400% of Poverty Level
1	\$ 10,890.00	\$ 19,058	\$ 21,780.00	\$ 24,503	\$ 43,560.00
2	\$ 14,710.00	\$ 25,743	\$ 29,420.00	\$ 33,098	\$ 58,840.00
3	\$ 18,530.00	\$ 32,428	\$ 37,060.00	\$ 41,693	\$ 74,120.00
4	\$ 22,350.00	\$ 39,113	\$ 44,700.00	\$ 50,288	\$ 89,400.00
5	\$ 26,170.00	\$ 45,798	\$ 52,340.00	\$ 58,883	\$ 104,680.00
6	\$ 29,990.00	\$ 52,483	\$ 59,980.00	\$ 67,478	\$ 119,960.00
7	\$ 33,810.00	\$ 59,168	\$ 67,620.00	\$ 76,073	\$ 135,240.00
8	\$ 37,630.00	\$ 65,853	\$ 75,260.00	\$ 84,668	\$ 150,520.00
Each add'l. family member, add:	\$ 3,820.00	\$ 6,685.00	\$ 7,640.00	\$ 8,595.00	\$ 15,280.00

Sources: <http://aspe.hhs.gov/poverty/11fedreg.shtml>  
<http://liheap.ncat.org/profiles/povertytables/FY2011/popne.htm#>  
<http://liheap.ncat.org/profiles/povertytables/FY2011/popstate.htm>  
 Last Update: October 20, 2011

### **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 1<sup>st</sup> through April 30<sup>th</sup>. 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 a gross income (income before taxes are taken out) that falls at or below 200% of the federal poverty level. The chart in this section gives specific gross income maximums for FFY 2011/2012. 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 <http://www.state.nj.us/dca/divisions/dhcr/offices/hea.html> or [Download the Application Form, Instructions and Required Documents](#) (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>]

### 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 2011 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; go to the New Jersey Board of Public Utilities Web site at [www.state.nj.us/bpu/assistance/programs/index.html#4](http://www.state.nj.us/bpu/assistance/programs/index.html#4); or call 866-240-1347.

USF/LIHEAP Maximum Monthly Gross Income Eligibility Levels		
Household Size	USF Program	LIHEAP Program
1	\$1,589	\$1,815
2	\$2,146	\$2,452
3	\$2,703	\$3,089
4	\$3,260	\$3,725
5	\$3,817	\$4,362
6	\$4,374	\$4,999
7	\$4,931	\$5,635
8	\$5,488	\$6,272
9	\$6,045	\$6,909
10	\$6,602	\$7,333

11	\$7,159	\$7,485
12	\$7,716	\$7,638
<b>If more than 12, add:</b>	<b>\$557 for each person</b>	<b>\$153 for each person</b>

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

**APPLICATION AGENCIES**

<b>County</b>	<b>Application Agency</b>	<b>Phone Number</b>	<b>Fax Number and Hours of Operation</b>
<b>Atlantic</b>	Atlantic Care Behavioral Health Inc. Pleasantville Center 310 Bellevue Ave. Hammonton, NJ 08037	(609) 567-2900	(609) 567-3896 (FAX) Monday - Friday 8:30 AM - 4:30 PM
	Atlantic Human Resources Martin Luther King Center Martin Luther King Blvd. Atlantic City, NJ 08401	(609) 343-7380 Ext. 4643, 4646 or 4645	(609) 348-3904 (FAX) Monday - Friday 8:30 AM - 4:30 PM
	Atlantic Human Resources Risley Square 319 E. Jimmie Leeds Road Building 700 Suite 702 Galloway, NJ 08205	(609) 404-4801 (609) 404-4802	(609) 404-4431 (FAX) Monday - Friday 8:30 AM - 4:30 PM
<b>Bergen</b>	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
	Ramapough Indian Nation 189 Stag Hill Road Mahwah, NJ 07430	(201) 529-1171 ext 201	Monday - Friday 9:00AM - 5:00PM
<b>Burlington</b>	Burlington County CAP 1 Van Sciver Parkway Willingboro, NJ 08046	(609) 835-4329 (609) 835-2464 PERMANENTLY	(609) 835-9647 (FAX) Monday - Friday 9:00AM - 5:00PM

County	Application Agency	Phone Number	Fax Number and Hours of Operation
<b>Camden</b>	Camden County Council on Economic Opportunity The Hoyt's Theater-Point Plaza 5287 Rt. 70 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	856-365-1862 (FAX) Monday - Friday 8:30 - 4:30 PM
<b>Cape May</b>	Cape Human Resources Inc. PO Box 667 100 E Main St. Whitesboro, NJ 08252	(609) 465-4531 Ext. 18	(609) 465- 4142 (FAX) Monday - Friday 8:30 AM - 4:30 PM
	Long Fellow Rd & Monroe Ave. Woodbine, NJ 08270	(609) 861-2816	Monday-Friday 9:00 AM– 4:00 PM
<b>Cumberland</b>	Bethel Development Corp. 113 S 5th Street PO Box 1278 Millville, NJ 08332	(856) 327-9092	(856) 327-1946 Monday -Friday 8:00AM -4:30PM
	Nanticoke Lenni-Lenape Tribe 18 East Commerce St. PO Box 544 Bridgeton, NJ 08302	(856) 455-6910	(856) 455-5338 Monday-Friday 9:00AM - 5:00PM
	Gateway Community Action Partnership 110 Cohansey St. Bridgeton, NJ 08302	(856) 451-2966, Ext. 6720	(856) 455-7288 (FAX) Monday -Friday 8:00AM -4:30PM
<b>Essex</b>	La Casa De Don Pedro 317 Roseville Ave. Newark, NJ 07107	(973) 485-0795 & 0796	(973) 485-7555 (FAX) (973) 485-9984 (FAX)
<b>This agency services all Essex County</b>			

County	Application Agency	Phone Number	Fax Number and Hours of Operation
<p><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&amp;G Newark:</b> Mon-Fri 9am – 4:30pm (minimum of 50 clients per day; first come, first serve basis)  <b>PSE&amp;G West Orange:</b> every Friday 9am – 4pm. (Hours are subject to change.)</p>			
	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
<b><i>This agency services Newark Residents only.</i></b>			
<b>Gloucester</b>	Gateway Community Action Partnership 901 Delaware Ave. Paulsboro, NJ 08066	(856) 423-0040	(856) 423-3876 (FAX) Monday-Friday 8:30AM - 4:30PM
	Hispanic Family Center of Southern New Jersey Woodbury Crossing 3 South Broad St., Suite 2B, Woodbury, NJ 08096	(856) 848-7150	(856) 854-7152 (FAX) Monday, Wednesday, Friday 8:30 - 4:30 PM
<b>Hudson</b>	Bayonne Economic Opportunity Foundation 555 Kennedy Blvd. Bayonne, NJ 07002	(201) 437-7222	(201) 217-9850 (FAX) Monday -Friday 9:00AM - 4:00PM
	<b><i>Bayonne Economic Opportunity Foundation services Bayonne residents only.</i></b>		
	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
<b>Hunterdon</b>	NORWESCAP 84 Park Avenue E104 Flemington, NJ 08822	(908) 782-0612	(908) 454-1800 (FAX) Monday -Friday 8:00AM -4:00PM
	<b>Mailing Address:</b> 350 Marshall St. Phillipsburg, NJ 08865		
<b>Mercer</b>	County of Mercer Mercer County Administration 640 S. Broad St., Room 429 Trenton, NJ 08650	(609) 989-6959 (609) 989-6065 (609) 989-6544 (609) 989-6858	(609) 278-2758 (FAX) Monday -Friday 8:30AM -4:30PM
	Mercer County Hispanic Association 18 E 6th Ave. Hamilton, NJ 08619	(609) 587-8181	(609) 587-2222 Monday -Friday 9:00AM -5:00PM

County	Application Agency	Phone Number	Fax Number and Hours of Operation
<b>Middlesex</b>	Puerto Rican Action Board 90 Jersey Ave. PO Box 240 New Brunswick, NJ 08903	(732) 828-4541	(732) 828-4546 (FAX) Monday -Friday 8:30AM -4:30PM
<b>Monmouth</b>	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
	Affordable Housing Alliance 59 Broad St. Eatontown, NJ 07724	(732) 389-2204	(732) 542-1263 Monday –Friday 9:00AM -5:00PM
<b>Morris</b>	Morris County Organization for Hispanic Affairs, Inc. 97 Basset Hwy. Dover, NJ 07801	(973) 366-1131 (973) 366-4770 Ext. 109 or 103	(973) 361-7878 (FAX) Monday -Friday 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
<b>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</b>	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
<b>Passaic</b>	Paterson Task Force 155 Ellison Street Paterson, NJ 07501	(973) 279-2333	(973) 279-2334 (FAX) Monday - Friday 8:30AM - 4:30PM
	Paterson Task Force 213 Broadway Street Paterson, NJ 07501	(973) 279-2333 Ext 228	
	United Passaic Organization 199 Madison Street Passaic, NJ 07055	(973) 472-3501	(973) 472-3503 (FAX) Monday - Friday 9:00AM - 4:00PM
	Passaic County Weatherization 1310 Rt. 23 North Wayne, NJ 07470	(973) 569-4032	(973) 305-0843 (FAX) Monday - Friday 9:00AM - 4:00PM

County	Application Agency	Phone Number	Fax Number and Hours of Operation
<b>Salem</b>	Puertorican Action Committee of South NJ 114 East Main Street Penns Grove, NJ 08069	(856) 299-5800	(856) 299-3276 Monday - Friday 8:30AM - 4:30PM
	Gateway Community Action Partnership 14 New Market St. Salem, NJ 08079	(856) 935-0944	(856) 935-0920 (FAX) Monday - Friday 8:30AM - 4:30PM
<b>Somerset</b>	Catholic Charities Diocese of Metuchen 92 Main St. Suite 406 Somerville, NJ 08876	(908) 333-2271	Monday - Friday 9:00 AM - 4:00 PM
	Satelite Office 935 Hamilton St. Franklin, NJ 08873	(908) 333-2271	Monday - Friday 9:00 AM - 4:00 PM
	NORWESCAP, Inc. 120 Finderne Ave. Bridgewater, NJ 08807  <b>Mailing Address:</b> 350 Marshall St. Phillipsburg, NJ 08865	(908) 685-3033	(908) 454-1800 (FAX) Monday - Friday 8:00AM - 4:00PM
<b>Sussex</b>	NORWESCAP, Inc. 15 Cork Hill Franklin, NJ 07416  <b>Mailing Address:</b> 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
	<b>Union</b> PROCEED 1126 Dickinson St. Elizabeth, NJ 07201	(908) 351-7727	(908) 353-5185 (FAX) Monday - Friday 9:00AM - 4:00PM
<b>Warren</b>	NORWESCAP, Inc. 350 Marshall St. Phillipsburg, NJ 08865	(908) 454-7000 (888) 454-4778	(908) 454-1800 (FAX) Monday - Friday 8:00AM - 4:00PM

(Source - NJ Department of Community Affairs)  
Revised 10.18.11

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. Participants must pay 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. For more information call 1.866.240.1347.

### Additional Information:

- [LIHEAP/USF Fact Sheet, Income Guidelines](http://www.state.nj.us/dca/divisions/dhcr/offices/heausfincomefact.html) [http://www.state.nj.us/dca/divisions/dhcr/offices/heausfincomefact.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]

### Temporary Relief for Utility Expenses (TRUE) Program

The New Jersey Board of Public Utilities has awarded \$25 million in Temporary Relief for Utility Expenses (TRUE) Program funding to the Affordable Housing Alliance (AHA). This one-time TRUE Grant assistance is intended for low-to-middle income New Jersey residents who are struggling to pay their electric and natural gas bills. The maximum grant is \$750 for electric and \$750 for gas service, depending on your balance owed. Funds will be allocated on a first-come, first-serve basis.

#### To be eligible you must:

- Be a homeowner or renter living in NJ
- Currently receive gas and/or electric services from one of the following providers: JCP&L, PSE&G, Rockland and Electric, Atlantic City Electric, NJNG, Elizabeth Gas, South Jersey Gas, or a third party provider who bills through one of these companies)
- Have a past history of making regular payments towards your utility bill
- Be at least 45 days past due with your electric or gas account; and/or received a disconnection notice, but still have utility service connected
- Have paid at least four payments of \$25 in the last six months. (Three payments must be made 30 days before submitting the application.)
- Provide all required documentation along with the application
- Not be eligible for or received LIHEAP or USF in the last year
- Meet income eligibility requirements (see below)

#### Income Eligibility Requirements for the Temporary Relief for Utility Expenses (TRUE) Program

*This table reflects Annual Gross Incomes.*

Household Size	Minimum Annual Income	Maximum Annual Income
1	\$ 21,672	\$ 57,120
2	\$29,160	\$69,853
3	\$ 36,636	\$85,397
4	\$44,112	\$ 103,034
5	\$51,600	\$ 109,934
6	\$59,076	\$ 116,834
7	\$ 66,552	\$123,734
8	\$74,040	\$ 130,634
9	\$ 81,516	\$ 137,534

*Updated 10.18.11*

You can use any one of the following methods to apply for this program:

- Submit an online application (you will need electronic versions of all required documentation)
- Contact local agencies that have partnered with AHA to assist you with the process

- Download an application from the website and mail it to AHA, 94 Broad St., Eatontown, NJ 07724

Begin the application process and find contact information for participating agencies at the [Affordable Housing Alliance website](http://www.ahanjtrue.com/application.html) [http://www.ahanjtrue.com/application.html].

To learn more call 732-982-8710 or visit the [AHA TRUE website](http://www.ahanjtrue.com/application.html). [http://www.ahanjtrue.com/application.html]

County	TRUE Program Agency	Agency Website	Fax Number and Hours of Operation
<b>Atlantic</b>	Atlantic Human Resources		609 404 4801
<b>Bergen</b>	Bergen County Cap	<a href="http://www.bergencap.org">http://www.bergencap.org</a>	201 968 0200 x7008
<b>Burlington</b>	Affordable Housing Alliance	<a href="http://www.housingall.org">www.housingall.org</a>	732 982 8710
<b>Camden</b>	Camden OEO	<a href="http://www.camdencountyoeo.net">http://www.camdencountyoeo.net</a>	856 964 6887
<b>Cape May</b>	Affordable Housing Alliance	<a href="http://www.housingall.org">www.housingall.org</a>	732 982 8710
<b>Cumberland</b>	Bethel Development		856 327 9092
<b>Essex</b>	La Casa	<a href="http://www.lacasanwk.org">http://www.lacasanwk.org</a>	973 485 0795 or 0796 (x4415 or 4409, opt 7)
<b>Gloucester</b>	Camden OEO	<a href="http://www.camdencountyoeo.net">http://www.camdencountyoeo.net</a>	856 964 6887
<b>Hudson</b>	P.A.C.O.		201 217 0583
<b>Hunterdon</b>	MECHA		609 587 8800
<b>Mercer</b>	MECHA		609 587 8800
<b>Middlesex</b>	P.R.A.B.	<a href="http://www.prab.org">http://www.prab.org</a>	732 828 4541
<b>Monmouth</b>	Affordable Housing Alliance	<a href="http://www.ahanjtrue.org">http://www.ahanjtrue.org</a>	732 982 8710
<b>Morris</b>	MCOHA		973 644 4884
<b>Ocean</b>	Ocean, Inc	<a href="http://oceaninc.org">http://oceaninc.org</a>	732 244 9041, ext. 10 or 11
<b>Passaic</b>	Affordable Housing Alliance	<a href="http://www.ahanjtrue.org">http://www.ahanjtrue.org</a>	732 982 8710
<b>Salem</b>	Bethel Development		856 327 9092
<b>Somerset</b>	Catholic Charities		908 333 2271
<b>Sussex</b>	Affordable Housing Alliance	<a href="http://www.ahanjtrue.org">http://www.ahanjtrue.org</a>	732 982 8710
<b>Union</b>	La Casa	<a href="http://www.lacasanwk.org">http://www.lacasanwk.org</a>	973 485 0795 or 0796 (x4415 or 4409, opt 7)
<b>Warren</b>	Affordable Housing Alliance	<a href="http://www.ahanjtrue.org">http://www.ahanjtrue.org</a>	732 982 8710

Source: <http://www.ahanjtrue.com/application.html>

Revised 10.18.11

## **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 150 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 receive up to \$700 on their electric heat account. Grants are distributed year-round based on funding availability. Applicants must first apply to the TRUE Program before being considered for NJSHARES.

### **Eligibility Guidelines for NJ Shares**

Applicants Must:

- Reside in New Jersey
- Be experiencing a financial crisis, such as a job loss or illness
- Be behind on their energy bill, or need a fuel delivery
- Have income over the limit for Federal programs such as the Low Income Energy Assistance Program (LIEAP) and state programs such as the Universal Service Fund (USF).
- Have an income level that does not exceed 400% of the Federal Poverty Level
- Have made a good-faith payment of \$100 or more within 90 days of applying for NJ SHARES (for gas and electric customers; deliverable fuel customers are excluded from this rule)

### **Guidelines for Senior Citizens and People With a Disability:**

Applicants 65 years of age or older, with households of one or two members, will be eligible for NJ SHARES if the maximum household income is \$80,000 annually or \$6,666 monthly. Proof of age is required.

Applicants receiving Federal Social Security Disability (SSD) benefits, with households of one or two members, will be eligible for NJ SHARES if the maximum household income is \$80,000 annually or \$6,666 monthly. Applicants must show proof of Federal SSD benefit.

### **Required Documentation for NJ SHARES applications:**

Documents should be furnished to the intake agency at time of application.

- 1) Proof of income (last four consecutive weeks prior to application date)
- 2) Proof of identification
- 3) Most recent energy bill

To donate or apply for the New Jersey SHARES program, please call an Intake Agency in your area (see list below), call the toll-free energy assistance hotline at 1-866-NJSHARES (1-866-657-4273), or visit [NJSHARES](http://www.njshares.org). [www.njshares.org]

County Served	NJ SHARES Intake Agencies	Telephone
Atlantic	<a href="#">Atlantic Care Behavioral Health Hammonton Family Community Center</a>	609-567-2900
Atlantic	<a href="#">Mizpah Inland Human Services, Inc.</a>	609-476-2002
Atlantic	<a href="#">Family Service Association -Egg Harbour Township Family Success Center</a>	609-569-0376
Atlantic	Family Service Association -Pleasantville Family Success Center	609-272-8800
Atlantic	<a href="#">The Salvation Army - Atlantic City</a>	609-344-0660
Atlantic	Total Living Center, Inc	609-345-6700x2804
Atlantic	Spanish Community Center	856-697-2967
Atlantic	Boys and Girls Club of Atlantic City	609-441-1813
Atlantic	Grace Community Family Life Center	609-677-9884
Bergen	<a href="#">Covenant Life Ministries Church</a>	201-837-9177
Bergen	<a href="#">Center For Food Action-Hackensack</a>	201-883-9375
Bergen	Assemblywoman Connie Wagner - Bergen	201-576-9199
Bergen	<a href="#">Assemblywoman Charlotte Vandervalk</a>	201-666-0881
Bergen	<a href="#">Heightened Independence &amp; Progress</a>	201-996-9100
Bergen	<a href="#">Center For Food Action -Englewood</a>	201-569-1804
Bergen	Center For Food Action Northwest -Mahwah	201-529 2029
Bergen	<a href="#">Center For Food Action-Fairview</a>	201-945-5831
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 -Saddle Brook</a>	201-703-9857
Bergen	<a href="#">Bergen County Community Action Program, Inc.-Moore Street</a>	201-968-0200x7008
Bergen	Bergen County Community Action Program, Inc.-PSE&G Customer Service	201-968-0200x7008
Bergen	<a href="#">Urban League for Bergen County</a>	201-568-4988
Burlington	The Christian Caring Center,Inc-Pemberton	609-893-0700
Burlington	Saint Vincent DePaul Society-St. Mary of the Lakes (Medford)	609-953-0021
Burlington	Saint Vincent DePaul Society-Holy Eucharist Church (Tabernacle)	609-268-0005
Burlington	<a href="#">Spanish American Social Cultural Association-Hispanic Social Service Center (SASCA)</a>	609-835-1111
Burlington	<a href="#">Senator Diane B. Allen</a>	609-239-2800
Burlington	Saint Vincent DePaul Society-Corpus Cristi (Willingboro)	609-835-7757
Burlington	<a href="#">Catholic Charities - Diocese of Trenton (Delanco)</a>	856-764-6940
Burlington	Saint Vincent DePaul Society-St. Isaac Jogues(Marlton)	856-797-7352
Burlington	<a href="#">Senator Dawn Marie Addiego, Assemblyman Scott Rudder, &amp; Assemblyman Patrick Delany</a>	609-654-1498
Burlington	Abundant Life Fellowship Church	856-461-7000
Burlington	<a href="#">Resources For Independent Living, Inc.-Seniors and Disabled Population</a>	609-747-7745
Burlington	Assemblyman Joseph R. Malone, III - Burlington	609-298-6250
Camden	<a href="#">Camden City Independent Living Center-Camden</a>	856-966-0800
Camden	<a href="#">Hispanic Family Center of Southern New Jersey-Westfield Ave</a>	856-541-2717

Camden	<a href="#">Camden County Council On Economic Opportunity, Inc.-Sheridan Apartments</a>	856-541-3311
Camden	Centerville Outreach Ministries, Inc.	856-342-7215
Camden	<a href="#">Catholic Charities - Diocese of Camden (Camden)</a>	856-691-1841
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. - County Center</a>	856-772-9100
Camden	<a href="#">Camden County Council On Economic Opportunity, Inc. - CUI</a>	856-964-6887
Camden	<a href="#">Hispanic Family Center of Southern New Jersey-29th Street</a>	856-964-4692
Cape May	<a href="#">Cape Human Resources-Whitesboro</a>	609-465-4531
Cape May	Puerto Rican Action Committee (Woodbine)	609-861-5800
Cape May	<a href="#">Cape Human Resources,Inc-Woodbine</a>	609-465-4531
Cumberland	Nanticoke Leni-Lenape Indians	856-455-6910
Cumberland	<a href="#">Camden City Independent Living Center-Cumberland</a>	856-966-0800
Cumberland	<a href="#">Family Support Organization-Cumberland</a>	856-507-9400
Cumberland	<a href="#">Vineland First Church of the Nazarene</a>	856-696-4380
Cumberland	The Salvation Army - Bridgeton	856-451-0999
Cumberland	<a href="#">Bethel Development Corporation</a>	856-327-9092
Cumberland	CASA PRAC, Inc. (Puerto Rican Action Council)	856-692-2331
Cumberland	Gateway Community Action Partnership-Cumberland	856-451-6330
Cumberland	Lawrence Township Senior Center-Cedarville	856-447-1000
Cumberland	<a href="#">Vineland Township Customer Service Office-Vineland Municipal Customers Only</a>	856-794-4021
Essex	<a href="#">Prison Mothers' Prayer Ministries</a>	973-732-4888
Essex	<a href="#">Newark Emergency Services for Families, Inc</a>	973-639-2100
Essex	Multi Educational Tutoring Services(METS)French/Creole	973-677-0100
Essex	<a href="#">Tri-City Peoples Corporation-East Orange</a>	973-676-5506
Essex	Township of Nutley	973-284-4977x2423
Essex	Saint James African Methodist Episcopal Church	973-624-4007
Essex	Essex County Division of Community Action	973-395-8350
Essex	<a href="#">A Partnership for a Better Tomorrow -Essex, Bergen County</a>	862-520-5842
Essex	<a href="#">East Orange Housing Authority(By appointment only)</a>	973-678-0250 x26
Essex	<a href="#">The Salvation Army - Newark</a>	973-623-5959
Essex	<a href="#">Ironbound Community Corporation (Ironbound Residents Only)</a>	973-465-0555
Essex	The Salvation Army - Montclair Citadel	973-744-3312
Essex	<a href="#">New Community Corporation (FRC)</a>	973-565-9500
Essex	<a href="#">Newark Now-Bradley Court Family Success Center</a>	973-991-1290
Essex	<a href="#">Bloomfield Department of Health and Human Services - Bloomfeild Residents Only</a>	973-680-4017
Essex	City of East Orange Division of Senior Services(East Orange Seniors Only)	973-266-8832
Essex	<a href="#">The G.I. Go Fund (Newark City Hall Rm. B28)</a>	973-802-1479
Essex	Assemblyman Albert Coutinho	973-589-0714
Essex	<a href="#">Clinton Hill Community Resource Center</a>	973-802-1002
Essex	<a href="#">Newark Now-Georgia King Village Family Success Center</a>	973-621-2241
Essex	The Rock Community Center of Newark Inc.	973-484-5840
Essex	<a href="#">United Way of North Essex (Suburban Towns of Essex County Only)</a>	973-746-4040

Essex	<a href="#">Newark PreSchool Council</a>	973-848-5071
Essex	<a href="#">Team Resurrection Inc.</a>	973-351-5172
Essex	Orange Housing Department	973-677-4559
Essex	<a href="#">North Ward Family Success Center</a>	973-485-5723
Essex	<a href="#">Gods Promise Community Development Center</a>	973-900-6833
Essex	<a href="#">Ironbound Community Corporation(Ironbound residents only)-Courtland Street</a>	973-344-5949
Essex	<a href="#">Newark Now-Financial Empowerment Center</a>	973-624-free
Gloucester	<a href="#">The United Methodist Church of Mantua</a>	856-468-2711
Gloucester	<a href="#">Camden City Independent Living Center-Gloucester</a>	856-966-0800
Gloucester	Assemblyman Domenick DiCicco, Jr. - Lindenwold, Laurel Springs, Gloucester Township, Clementon	856-228-0923
Gloucester	<a href="#">Paulsboro Community Development Center</a>	856-224-1401
Gloucester	<a href="#">Hispanic Family Center of Southern New Jersey-Woodbury</a>	856-848-7150
Gloucester	<a href="#">Family Support Organization-Gloucester</a>	856-507-9400
Gloucester	<a href="#">Gateway Community Action Partnership-Gloucester</a>	856-423-0040
Hudson	<a href="#">Town of Harrison - Senior Center</a>	973-268-2463
Hudson	<a href="#">HOPES Community Action Partnership Inc. (Hoboken)</a>	201-656-3711
Hudson	HOPES, CAP Inc - Hoboken	201-876-2935
Hudson	City of Jersey City Department of Health and Human Services	201-547-6808
Hudson	Senator Sandra B.Cunningham	201-451-5100
Hudson	Urban League of Hudson County	201.451.8888
Hudson	<a href="#">Puertorriquenos Asociados for Community Organization, Inc (PACO)</a>	201-217-0583
Hudson	<a href="#">Kearny Department of Public Health</a>	201-997-0600 x3502
Hudson	<a href="#">Bayonne Economic Opportunity Foundation</a>	201-437-7229
Hudson	<a href="#">Suits for Success-Hudson County</a>	201-222-8787
Hudson	<a href="#">Save Latin America, Inc.</a>	201-271-7474
Hudson	<a href="#">CEUS(Comite Union Para Salvadorenos)</a>	201-617-2466
Hudson	<a href="#">Visiting Homemaker Services</a>	201-656-6001
Hunterdon	<a href="#">Hunterdon Helpline - Hunterdon</a>	800-272-4630
Hunterdon	<a href="#">NJ SHARES INC. - Hunterdon County</a>	866-657-4273
Hunterdon	<a href="#">Jewish Family Services of SHW- Hunterdon</a>	908-725-7799
Mercer	Assemblyman Joseph R. Malone, III - Robbinsville	609-298-6250
Mercer	Mercer County Hispanic Association(Trenton)	609-392-2446
Mercer	<a href="#">Assemblyman Reed Gusciora</a>	609-292-0500
Mercer	<a href="#">NJ SHARES INC.- Mercer</a>	866-657-4273
Mercer	<a href="#">HomeFront</a>	609-989-9417
Mercer	<a href="#">Lawrence Community Center- HomeFront</a>	609-883-3379
Mercer	Hamilton Township Senior Services- Hamilton Twp. Seniors Only- By Appointment	609-890-3686
Mercer	Ewing Neighborhood Center	609-882-0856
Mercer	Assemblywoman Bonnie Watson Coleman	609-292-0500
Mercer	United Progress Inc.	609-392-2161
Mercer	<a href="#">Catholic Charities - Diocese of Trenton (Trenton)</a>	609-394-8847
Mercer	Bromley Neighborhood Civic Center-Hamilton Twp.	609-587-8100
Mercer	El Centro de Recursos Catholic Charities	609-394-2056

Mercer	Assemblyman Wayne P. DeAngelo	609-631-7501
Mercer	Mercer County Hispanic Association(Hamilton)	609-587-8800
Mercer	<a href="#">Millhill Child &amp; Family Development Corporation(Millhill Families Only)</a>	609-989-7333
Mercer	Mercer County Hispanic Association(Hightstown)	609-448-2446
Mercer	Assemblywoman Caroline Casagrande - Mercer	732-866-1695
Mercer	<a href="#">Ujima Ministries</a>	609-882-0788
Middlesex	<a href="#">Cathedral Community Development Corporation</a>	732-826-8207
Middlesex	<a href="#">Puerto Rican Association for Human Development, Inc.</a>	732 442-1081
Middlesex	<a href="#">Catholic Charities - Diocese of Metuchen (Middlesex)</a>	732-826-9160
Middlesex	PRAB, Inc.-New Brunswick	732-828-4541
Monmouth	Saint Vincent DePaul Society-Holy Family (Keyport)	732 264-8132
Monmouth	Saint Vincent DePaul Society-St. Joseph's (Keyport)	732-290-1878
Monmouth	<a href="#">Red Bank Resource Network Mental Health Association</a>	732-383-5135
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 Caroline Casagrande - Monmouth	732-866-1695
Monmouth	McLaughlin Pentecostal Faith Church	732-337-9532
Monmouth	Saint Vincent DePaul Society-St. Catharine's (Holmdel)	732-224-1395
Monmouth	Saint Vincent DePaul Society-St. Peter Claver Parish (Asbury Park)	732-775-4157
Monmouth	<a href="#">Check-Mate, Inc.-Asbury Park</a>	732-780-7656
Monmouth	<a href="#">Interfaith Neighbors, Inc.</a>	732-775-0525
Monmouth	<a href="#">Freehold Area Open Door, Inc.</a>	732-780-1089
Monmouth	<a href="#">Affordable Housing Alliance-Monmouth</a>	732-389-2204
Monmouth	<a href="#">Long Branch Concordance</a>	732-571-1670
Monmouth	<a href="#">First Pentecostal Church (Neptune)</a>	732-775-7789
Monmouth	First United Methodist Church	732-775-2693
Monmouth	<a href="#">Saint Vincent DePaul Society-Saint Benedict Church (Holmdel)</a>	732-264-4712x34
Monmouth	Check-Mate,Inc-Long Branch	732-870-6685
Monmouth	<a href="#">Hispanic Affairs &amp; Resource Center-Red Bank</a>	732-747-9000
Monmouth	<a href="#">MOCEANS- Center For Independent Living-Monmouth County</a>	732-571-4884
Monmouth	Check-Mate,Inc-Freehold	732-780-7656
Monmouth	<a href="#">Hispanic Affairs &amp; Resource Center-Freehold</a>	732-431-6977
Monmouth	<a href="#">Hispanic Affairs &amp; Resource Center-Asbury Park</a>	732-774-3282
Morris	<a href="#">Morristown Senior Center - Morristown Only</a>	973-292-6690
Morris	<a href="#">Morristown Neighborhood House</a>	973-538-1229
Morris	<a href="#">Morris County Organization for Hispanic Affairs (Morristown)</a>	973-366-4770
Morris	The Salvation Army - Morristown	973-539-2700
Morris	<a href="#">Urban League of Morris County</a>	973-539-2121
Morris	Morris County Organization for Hispanic Affairs (Dover)	973-366-4770
Morris	Senator Anthony R. Bucco	973-627-9700
Morris	<a href="#">DAWN Center for Independent Living-Morris</a>	888- 383-3296
Ocean	Catholic Charities - Diocese of Trenton (Lakewood)	732-363-5322
Ocean	Saint Francis Community Center	609-494-8861
Ocean	<a href="#">Ocean Community Economic Action Now,Inc-Toms River</a>	732-244-9041
Ocean	PRAB,Inc-Lakewood	732-886-9395

Ocean	Saint Vincent DePaul Society-St. Aloysius (Jackson)	732-370-0098
Ocean	<a href="#">Ocean Community Economic Action Now,Inc-Lakewood</a>	732-942-3405
Ocean	Lakewood Resource and Referral Center	732-942-9292
Ocean	<a href="#">Affordable Housing Alliance -Ocean</a>	732-389-2958
Ocean	<a href="#">Solutions to End Poverty Soon (STEPS)</a>	732-367-1640
Ocean	<a href="#">MOCEANS- Center For Independent Living-Ocean County</a>	732-505-2310
Passaic	<a href="#">Beyond Today (Passaic,Bergen,Essex, Union, Somerset, Middlesex )</a>	973-569-9100
Passaic	Catholic Family & Community Services	973-279-7100
Passaic	Paterson Task Force for Community Action,Inc	973-279-2333
Passaic	United Passaic Organization	973-472-2478
Passaic	<a href="#">Wayne Welfare Department</a>	973-694-1800
Passaic	Hispanic Information Center of Passaic, Inc	973-779-7022
Salem	The Salvation Army - Salem	856-935-0305
Salem	Puerto Rican Action Committee (Penns Grove)	856-299-5800
Salem	Gateway Community Action Partnership-Salem	856-935-0944
Salem	<a href="#">United Way of Salem County</a>	856-935-2538
Salem	<a href="#">Family Support Organization-Salem</a>	856-507-9400
Somerset	Somerset Community Action Program, Inc-Hamilton Street	732-846-8888
Somerset	<a href="#">Hunterdon Helpline - Somerset</a>	800-272-4630
Somerset	<a href="#">Somerset County Community Development</a>	908-541-5756
Somerset	<a href="#">Jewish Family Services of SHW- Somerset</a>	908-725-7799
Somerset	Somerset Community Action Program ,Inc-Belmont Drive	732-302-0700
Somerset	<a href="#">Catholic Charities - Diocese of Metuchen (Somerset)</a>	908-333-2271
Sussex	People Help of Sussex County	973-729-1745
Sussex	Senator Steven V. Oroho, Assemblywoman Alison Littell McHose, Assemblyman Gary R. Chiusano - Sparta	973-300-0200
Sussex	<a href="#">NJ SHARES INC. - Sussex</a>	866-657-4273
Sussex	<a href="#">DAWN Center for Independent Living-Sussex</a>	888- 383-3296
Sussex	<a href="#">Project Self Sufficiency</a>	973-940-3500
Union	Promise Ministry	732-943-7214
Union	Proceed, Inc.-Plainfield	908-351-7727
Union	<a href="#">Roselle Family Success Center</a>	908-445-8043
Union	<a href="#">Linden Family Success</a>	908-486-6792
Union	<a href="#">Catholic Charities Archdiocese of Newark (Union Parish Access Center)</a>	908-497-3966
Union	Proceed, Inc.-Elizabeth	908-351-7727
Union	HOPES, CAP Inc - Union County	1-888-409-2935
Union	Healing and Helping Women In Our Communities with Health Awareness	732-943-7941
Union	<a href="#">Jefferson Park Family Success Center</a>	908-469-9508
Union	Westfield Community Center (by appointment only)	908-232-4759
Union	<a href="#">Rahway Community Action Organization (RCAO) at the JFK Center</a>	732-382-9311
Union	Urban League of Union County,Inc.	908-351-7200
Warren	<a href="#">DAWN Center for Independent Living-Warren</a>	888- 383-3296
Warren	<a href="#">NJ SHARES INC. - Warren County</a>	866-657-4273
Warren	<a href="#">Hunterdon Helpline - Warren</a>	800-272-4630
Warren	<a href="#">Catholic Charities - Diocese of Metuchen (Warren)</a>	908-782-7905

Warren	Jewish Family Services of SHW- Warren	908-725-7799
		Source: <a href="http://www.nishares.org/whereToApply/county.asp">http://www.nishares.org/whereToApply/county.asp</a> Revised October 4, 2011

### 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. **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), USF, Work First New Jersey/Temporary Assistance to Needy Families (WFNJ/TANF), Federal Supplemental Security Income (SSI), Pharmaceutical Assistance to the Aged and Disabled (PAAD), and those who are unable to pay their utility bills due to circumstances beyond their control such as unemployment or illness 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. Eligible participants must have an income that is at or below 225% of the Federal Poverty Guidelines (see chart at the beginning of this section.) 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

This program is available through December 31, 2011 or while funds last. 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

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

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

**South Jersey Gas:** 1-888-773-8326

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 1-800-510-3102 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 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. Applicants for the Weatherization Assistance Program must have a gross annual income that falls below 200% of Federal Poverty Guidelines.

**Weatherization Managers**

<b>County</b>	<b>Contact/Location</b>	<b>Phone</b>	<b>Additional Information</b>
<b>ATLANTIC</b>	John Schmidt, Mgr. Gateway Community Action Partnership	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.	732-244-8176	Service Area Port Republic; Galloway; Absecon; Pleasantville; Atlantic City; Northfield; Linwood; Ventnor City; Egg Harbor; Margate City; Somers Point; Long Port
<b>BERGEN</b>	David Wenegrat Bergen County Community Action Program, Inc. 241 Moore St. Hackensack, NJ 07604	(973) 546-1441 (direct access) 201-968-0200-Ext. 7009 201-968-0243 Fax	9:00am to 5:00pm M-F
	Kevin Powell, Mgr. Ramapo Mountain Indians 189 Stag Hill Road Mahwah, NJ 07430	201-529-1171 Ext-206 201- 529-3212 Fax	8:30am to 4:30pm M-F

County	Contact/Location	Phone	Additional Information
<b>BURLINGTON</b>	Alexander Lopez, Mgr. 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
	Karen Richards, Mgr. Spanish American Social Cultural Association of NJ (SASCA) 201 Charleston Road (Saint Paul's) Willingboro, New Jersey 08046	609-835-1111 609-835-4366 Fax	9am to 5pm M-F
<b>CAMDEN</b>	Michele Brown-Williams Camden County Council on Economic Opportunity 5287 Rt 70 Pennsauken, NJ 08109	856-910- 8228 856-910-1186 Fax	9:00 am to 5:00 pm M-F
	Janja Lupse Conservation Services Group (CSG) 75 Lincoln Highway Suite 100 Iselin, New Jersey 08830	732-218-3411 732-634-8010 Fax	
<b>CAPE MAY</b>	George Blackman Cape Human Resources, Inc. Wildwood Community Center 100 Main Street P.O. Box 667 Whitesboro, NJ 08252	609-465-4129 609-465-4082 Fax	9:00am to 5:00pm M-F
<b>CUMBERLAND</b>	John Schmidt, Mgr. Gateway CAP 110 Cohansey St. Bridgeton, NJ 08302	856-455-5900 856-455-7288 Fax	8:30 am to 4:30pm M-F
	Mark Gould, Mgr. Native American Advancement Corporation 75 N. Pearl Street 1st Floor Bridgeton, NJ 08302	856-455-0600 856-459-5966	9:00am to 5:00 pm M-F
<b>ESSEX</b>	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

County	Contact/Location	Phone	Additional Information
	James Russell, Mgr. First Hopewell Multi-Purpose Center 525 Orange Street Newark, NJ 07107	973-497-9582 973-482-3364 Fax	9:00am to 5:00 pm M-F
<b>GLOUCESTER</b>	John Schmidt, Mgr. Gateway CAP 110 Cohansey St. Bridgeton, NJ 08302  Mailing Address: 65 Manhein Ave. Bridgeton, NJ 08302	856-455-5900 856-455-7288 Fax	8:30am to 4:30pm M-F
<b>HUDSON</b>	Daniel Fedora, Mgr. Bayonne Economic Opportunity Foundation 555 Kennedy Blvd. Bayonne, NJ 07002	201-437-7222 201-437-7220 Fax	9:00 am to 5:00pm M-F
	Henry Mendoza, Acting Mgr. 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
	Janja Lupse Conservation Services Group (CSG) 75 Lincoln Highway Suite 100 Iselin, New Jersey 08830	732-218-3411 732-634-8010 Fax	9:00 am to 5:00pm M-F
<b>HUNTERDON</b>	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
<b>MERCER</b>	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	9:00am to 3:45pm M-F
	Gail Dash, Business Mgr. 714 S. Clinton Ave. Trenton, NJ 08611	609-341-4784 609-392-3173 Fax	9:00am to 5:00pm M-F

<b>County</b>	<b>Contact/Location</b>	<b>Phone</b>	<b>Additional Information</b>
<b>MIDDLESEX</b>	Damian Torres Puerto Rican Action Board 90 Jersey Ave., P.O. Box 240 New Brunswick, NJ 08903	732-828-4672 732-828-4749 Fax	8:30am to 4:30pm M-F
<b>MONMOUTH</b>	Wilbur Martin Check-Mate, Inc. 910 4th Ave. P.O. Box 1288 Asbury Park, NJ 07712	732-988-6387- (direct access) 732-774-3100 Ext.117 732-643-6528 Fax	9:00am to 4:30pm M-F
<b>MORRIS</b>	Rosa Soto Morris County Organization For Hispanic Affairs, Inc. 97 Bassett Hwy Dover, NJ 07801	973-366-4770 Ext 22 973-361-7878 Fax	9:00am to 5:00pm M-F
<b>OCEAN</b>	Todd Erickson Ocean, Inc. 22 Hyers Street Toms River, NJ 08753	732-244-8176 732-244-5396 Fax	8:30am to 1:00pm 2:00pm to 4:30pm M-F
<b>PASSAIC</b>	Sam Yodice, Mgr. Passaic County Home Energy / Weatherization 930 Riverview Dr. Suite 250 Totowa NJ 07512	973-569-4032 973-812-3160 Fax	8:30am to 4:30pm
	Lana R. Stokes Paterson Task Force 155 Ellison St. Paterson, NJ 07505	973-279-2333 973-279-0135 Fax	9:00am to 4:00pm M-F
	Eleanor Williams United Passaic Organization 41 Myrtle Ave. Passaic, NJ 07055	973-472-3501 973-472-3503 Fax	9:00am to 4:00pm M-F
<b>SALEM</b>	John Schmidt, Mgr. Tri-County CAP 110 Cohansey St. Bridgeton, NJ 08302	856-935-0944 Ext. 2104 856-455-0920 Fax	8:30am to 4:30pm M-F
<b>SOMERSET</b>	John Korp Northwest NJ Community (Norwescap) Action Program, Inc. 350 Marshall St. Phillipsburg, NJ 08865	908-454-7000 Ext-157 908-454-2968 Fax	8:00am to 4:00pm M-F

County	Contact/Location	Phone	Additional Information
	Alicia Carman Somerset County CAP 900 Hamilton Street Somerset, NJ 08873	732-846-9888 732-846-7569 Fax	9:00am to 5pm M-F
<b>SUSSEX</b>	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
<b>UNION</b>	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 908-791-3969 Fax	8:30am to 4:30pm M-F
	John Korp Northwest NJ Community Action Program, Inc. 350 Marshall St Phillipsburg, NJ 08865	908-454-7000 Ext- 157 908-454-2968 Fax	8:00am to 4:00pm M-F
Source: <a href="http://www.state.nj.us/dca/divisions/dhcr/forms/docs/wealist.doc">www.state.nj.us/dca/divisions/dhcr/forms/docs/wealist.doc</a> List created on 8.23.11			

### ***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](http://njcleanenergy.com/). [http://njcleanenergy.com/]

### ***Home Performance with ENERGY STAR® (HpwES) Program***

The Home Performance with ENERGY STAR Program 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. The cost of this assessment varies among technicians but is required to be considered for low interest loans, tax credits and savings if the technician makes the recommended energy-saving changes.

Financial incentives are based upon the percentage of energy savings that are projected if the work is completed. These savings include fall promotion discounts which bring savings as high as \$5,000 if the project is enrolled in the Home Performance Program before December 31, 2011. Homeowners may also be eligible for 0% interest financing (up to \$10,000) for home energy savings projects.

Funding is also available for oil, propane and municipal electric customers who choose to participate in HPwES program. The funding is available until June 30, 2012 (project completion paperwork must be submitted by that day) or until funds last, whichever comes first.

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

[See 2011 NJ HPwES Customer Incentives and Requirements.](http://www.njcleanenergy.com/residential/programs/home-performance-energy-star/benefits-and-incentives) [http://www.njcleanenergy.com/residential/programs/home-performance-energy-star/benefits-and-incentives]

**To be eligible for savings and applicable tax credits Work Scope Approval must be processed by December 31, 2011.**

### ***Rebates and Promotions***

New Jersey's Clean Energy Program offers many rebates for those who are buying energy-saving heating and cooling equipment and appliances for their home including gas furnaces, gas boilers, water heaters, clothes washers, refrigerators, freezers, central air conditioners and ductless mini-split A/C systems, air-to-air heat pumps and ENERGY STAR lighting. In some cases a \$50 rebate and free pick-up of old freezers and refrigerators in working order is available. To arrange for a free pick-up call 877-270-3520. Learn more about the [Refrigerator/Freezer Recycling Program](http://www.njcleanenergy.com/residential/programs/refrigerator-freezer-recycling-program). [http://www.njcleanenergy.com/residential/programs/refrigerator-freezer-recycling-program]

The 2011 rebates available through the WARMAdvantage Program when NJ residents purchase eligible furnaces or boilers, range from \$300 to \$400 incentive savings. Units must be purchased no later than June 15, 2012 and applications postmarked by June 30, 2012. The propane and oil portion of the program will be terminated earlier if State Energy Program funds are exhausted prior to June 30, 2012. [Learn more about these savings and access a list of eligible equipment.](http://www.njcleanenergy.com/residential/programs/warmadvantage/furnaces-and-boilers) [http://www.njcleanenergy.com/residential/programs/warmadvantage/furnaces-and-boilers] Call 866-NJSMART (866-657-6278) for further information.

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

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*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 CredAbility, a national non-profit credit counseling agency (CCCS) by calling 1-800-251-CCCS. You can also visit CCCS's [Web site](http://www.credability.org/). [http://www.credability.org/]

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)**

Equal Payment Plan In the company's Equal Payment Plan (EPP), you're billed one-twelfth of your annual estimated usage each month. To account for your actual household use during the year, the reviews of your actual usage occur in the 8th and 12th months - it is at these times that payment amounts might be adjusted. Call 800-662-3115 for assistance. (TTY- 800-221-0479)

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 energy 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:

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

**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](http://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>. To be eligible, you must meet the following requirements:

- Balance must be no older than 60 days past due
- Must have made at least one payment in the past 90 days
- Account cannot be inactive due to non-payment
- You cannot have had another DPA in the last six months

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 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 need to be adjusted, 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 800-275-PSEG (7734) or go to [PSE&G website](http://www.pseg.com/home/customer_service/bill/help/programs.jsp).  
[[http://www.pseg.com/home/customer\\_service/bill/help/programs.jsp](http://www.pseg.com/home/customer_service/bill/help/programs.jsp)]

### ***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/billing/help-paying-your-bill.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.

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 the [website](#).

[[http://www.citgoheatingoil.com/how\\_to\\_apply.html](http://www.citgoheatingoil.com/how_to_apply.html)] **This program will not open again until the end of December, 2011 (for the 2012 heating season.)**

### ***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 (9:00 a.m. to 4:00 p.m.)

**Out of State Callers:** 1-609-341-9188

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

**Cable Complaint:** 1-800-624-0331

### 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 (609-341-9188) 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](http://www.state.nj.us/bpu/assistance/complaints/inquiry.html). [http://www.state.nj.us/bpu/assistance/complaints/inquiry.html]
- For cable complaints, please [click here](http://www.state.nj.us/bpu/assistance/complaints/inquiry.html). [http://www.state.nj.us/bpu/assistance/complaints/inquiry.html]
- For slamming complaints, please [click here](http://www.state.nj.us/bpu/assistance/complaints/slamming.html). [http://www.state.nj.us/bpu/assistance/complaints/slamming.html]

### **Written Complaints**

Please direct your written complaints to:

New Jersey Board of Public Utilities  
Division of Customer Assistance  
44 South Clinton Avenue (9th Floor)  
Post Office Box 350  
Trenton, New Jersey 08625-0350

### **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 your 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) using the search terms “utility payment assistance” or dial 2-1-1 for assistance.)

The following list of local organizations are offered *in addition* to the local resources that are reflected in the energy assistance programs that were described earlier. The organizations included in earlier listings have been designated to oversee applications to these programs because they are community organizations that have a good familiarity with the needs of residents in the area. If you know of resources that are not included in the guide, please share them with us via e-mail at [info@nj211.org](mailto:info@nj211.org).

### **BURLINGTON**

#### **Catholic Charities’ Emergency and Community Services**

Provides financial assistance to eligible residents of Burlington County with back rent, and mortgage payments, food and clothing when funding is available

801 Burlington Avenue, Delanco, NJ 08075  
856-764-6940

### **CAMDEN**

#### **Senior Citizens United Community Services of Camden County**

This organization provides assistance once a year to Camden County residents who meet financial eligibility requirements and are 60 years of age or older. Assistance provided includes one time payment for 100 gallons of oil, kerosene, coal, etc. or up to \$250 toward utility back bill with a shut-off notice. The program provides heating system repairs and/or replacements during the contract year.

146 Black Horse Pike  
Mount Ephraim, NJ 08059  
Business Hours: Mon - Fri 9:00am - 4:00pm  
Main Phone (856) 456-1121

### **ESSEX**

#### **United Way 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. They do not pay security deposits for rental properties.

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

6 Park Avenue  
Flemington, NJ 08822

Contact: Jean Mooney - 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. To be considered for this program you must first contact the Hunterdon County Division of Social Services at 908-788-1300 to see if you are eligible for programs offered by the county. If you do not, you may call the Interfaith Hospitality Network for an initial phone screening. Funding for this program is stable until November 30, 2011. New funding sources are currently being sought.

10 E. Main Street  
Flemington NJ 08822 / 908-782-2490 / Website: [www.ihnhunterdon.org](http://www.ihnhunterdon.org)

## **MERCER**

### **Crisis Ministry**

This organization provides utility assistance for eligible Mercer County residents.

Eligibility: Mercer County residents who have received a shut-off notice or whose electricity has been shut-off

123 E. Hanover Street  
Trenton, NJ 08608  
609-396-9355  
Contact: Vanessa Lagares (ext. 16)  
[www.thecrisisministry.org](http://www.thecrisisministry.org)

### **Catholic Charities' 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 Serviced: 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.

### **RISE (formerly known as Community Action Service Center)**

This organization provides information & referral and assistance with employment, education, emergencies, emergency shelter, ESL, food pantry, rental and utilities emergency assistance, and VITA.

Eligibility: Low income residents of Hightstown and East Windsor

116 N Main St  
Hightstown, NJ 08520  
Main Phone (609) 443-4464

### **MONMOUTH**

#### **Project Paul**

Project Paul is a non-profit organization that distributes food and clothing to the needy, prevents homelessness and supports single parents in college. Food pantry services are accessible to families in need. - Homeless Prevention Program - assists with rent and utilities to qualified families. - Thrift Shop - clothing, household articles and basic emergency needs are available. - Education Support Program - single parents receive grant assistance for transportation and other costs associated with their enrollment in classes at a local college. Free ESL class for mothers in the community. Used furniture store.

Eligibility: Project Paul serves residents of Aberdeen, Atlantic Highlands, Fair Haven, Hazlet, Highlands, Holmdel, Keansburg, Keyport, Little Silver, Matawan, Middletown, Monmouth Beach, Rumson, Sea Bright, and Union Beach. Proof of income and residency is required. Homeless Prevention: Call to determine eligibility

211 Carr Ave  
Keansburg, NJ 07734  
(732) 787-4887

#### **Mercy Center**

This organization manages a food pantry, assists clients in finding and financing necessary medical treatment and prescription medications; provide assistance with payment of rent/mortgage arrears and utility payments arrears; Sisters of Mercy, staff and volunteers provide mental health services as well

Screening and Referral: Clients are interviewed to ascertain their needs. Mercy Center will refer clients to appropriate community providers and provide emergency services until the referring agency can assist the client. Mental Health Support:

Eligibility: Low income residents of Monmouth County

Application: referral from Social Worker

1106 Main St.  
Asbury Park, NJ 07712  
Business Hours: Mon - Fri 08:30am - 05:00pm evening hours for groups only  
Main Phone (732) 774-9397 / Website: <http://www.mercycenternj.org/index.php>

### **MORRIS**

#### **Hope House/Catholic Charities**

Provides emergency assistance for short term, temporary shelter, rent, mortgage and/or utility payments for low income persons with HIV and their immediate families/dependents.

19-21 Belmont Ave  
Dover, NJ 07802  
Business Hours: Mon - Fri 9:00am - 5:00pm,

(973) 361-5555  
Toll Free (800) 213-4967

## **OCEAN**

### **Catholic Charities' Emergency and Community Services**

This organization provides assistance to eligible residents of Ocean County with utility payments and back rent when funding is available.

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](#)

## **PASSAIC**

### **Catholic Family & Community Services (CFCS)**

This project offers a variety of services to aid Passaic County families in crisis. There is a food pantry on-site offering a three day supply of emergency food. For those facing lockouts or shut off notices, there is financial assistance available. For those experiencing homelessness, the project offers hotel placement, case management services, and an apartment listing of available housing. The project accepts referrals and walk ins. Emergency shelter available.

Eligibility: Low income families and individuals with proof of need.

24 DeGrasse St.  
Paterson, NJ 07505  
Business Hours: Mon - Fri 8:30am - 4:30pm  
(973) 279-7100

## **SUSSEX**

### **Hope House/Catholic Charities**

Provides emergency assistance for short term, temporary shelter, rent, mortgage and/or utility payments for low income persons with HIV and their immediate families/dependents.

19-21 Belmont Ave  
Dover, NJ 07802  
Business Hours: Mon - Fri 9:00am - 5:00pm,  
(973) 361-5555  
Toll Free (800) 213-4967

**WARREN**

**Catholic Charities**

Programs can provide one-time emergency assistance for utility payments, car repairs, prescription assistance, child care payments, etc. They do not pay security deposits for rental properties.

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

6 Park Avenue  
Flemington, NJ 08822

Contact: Sue Kenney - 908-782-7905

**Hope House/Catholic Charities**

Provides emergency assistance for short term, temporary shelter, rent, mortgage and/or utility payments for low income persons with HIV and their immediate families/dependents.

19-21 Belmont Ave  
Dover, NJ 07802  
Business Hours: Mon - Fri 9:00am - 5:00pm,  
(973) 361-5555  
Toll Free (800) 213-4967

**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)*

<b>Agency</b>	<b>Phone</b>	<b>Fax</b>
<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> 257 Cornelison Ave. Jersey City NJ 07302	201-420-3000	201-395-4622
<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. 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>Monmouth County Div. of Social Services</b> Kozloski Rd., PO Box 3000 Freehold, NJ 07728	732-431-6000	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 08757-0547	732-349-1500	732-343-2374 <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>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., Suite 203 PO Box 218 Newton, NJ 07860-0218	973-383-3600	973-579-9894
<b>Union County Div. of Social Services</b> 342 Westminster Ave. Elizabeth, NJ 07208-3290	908-965-2700	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
Source: <a href="http://www.state.nj.us/humanservices/dfd/programs/foodstamps/cwa/">http://www.state.nj.us/humanservices/dfd/programs/foodstamps/cwa/</a> Updated on 10.13.11		

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

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### ***NJHelps***

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. Once you are on the NJHelps website, 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/>]

#### ***New Jersey Cares for Kids (Child Care Assistance)***

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

#### ***Kinship Navigator program (Assistance for Relative Caregivers)***

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

#### ***Catastrophic Illness in Children Relief Fund***

[<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/humanservices/dfd/programs/eitc/> or call 609-292-6400. (The information in this section is from 2010. Material will be revised when reference sources are updated.)

### ***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/>]

[Workforce Development Partnership Training](http://lwd.dol.state.nj.us/labor/ui/aftrfile/grants.html)

[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)

[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)

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

***Food and Nutrition***

[NJ SNAP](http://www.state.nj.us/humanservices/dfd/programs/foodstamps) (formerly known as the food stamps program)

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

[Women, Infants, and Children Services](http://www.state.nj.us/health/fhs/wic/)

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

[EndHungerNJ](http://www.endhungernj.org/forms/providerssearch.aspx)

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

***Health Insurance***

[Medicaid](http://www.state.nj.us/humanservices/dmahs/info/resources/care/)

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

[Medicare](http://www.state.nj.us/health/senior/federalbenefits/health.shtml)

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

[NJ FamilyCare](http://www.njfamilycare.org/pages/whatitis.html)

[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/)

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

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

[New Jersey Housing Resource Center](http://www.nj.gov/njhrc/)

[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](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](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, Supplemental Nutrition Assistance (SNAP), 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 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://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](http://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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## Reference Sources

<http://www.njcleanenergy.com/residential/programs/comfort-partners/comfort-partners>  
<http://www.njshares.org/index.asp>  
<http://www.state.nj.us/dca/divisions/dhcr/forms/docs/heaappl.pdf>  
<http://www.state.nj.us/dca/divisions/dhcr/offices/hea.html>  
<http://www.state.nj.us/dca/divisions/dhcr/offices/heausfincomefact.html>  
<http://www.elizabethtowngas.com/Home/PayYourBill.aspx>  
<https://www.njng.com/my-account/payment-options/index.asp>  
<http://www.oru.com/programsandservices/specialneedsandassistance/index.html>  
<http://www.state.nj.us/bpu/assistance/index.html>  
[http://www.citgoheatingoil.com/how\\_to\\_apply.html](http://www.citgoheatingoil.com/how_to_apply.html)  
<http://www.njshares.org/otherPrograms/communications-lifeline.asp>  
<http://www.ahanjtrue.com/application.html>  
<http://www.njcleanenergy.com/>  
<http://www.ihnhunterdon.org/our-work/rapid-re-housing-program/>  
<http://www.state.nj.us/njhealthlink/programdetails/cap.html?pageID=Caregiver+Assistance+Program&file=file:/njhealthlink/programdetails/cap.html&whichView=popup>  
<http://www.state.nj.us/humanservices/dds/projects/discoverability/>  
<http://www.state.nj.us/humanservices/dds/ohcs/waiver/accap/index.html>  
<http://www.state.nj.us/humanservices/dds/ohcs/waiver/tbi/index.html>  
<http://www.mercycenternj.org/index.php>  
[www.thecrisisministry.org](http://www.thecrisisministry.org)  
[www.ihnhunterdon.org](http://www.ihnhunterdon.org)