Veolia in partnership with NJ SHARES Guidelines
Eligibility Guidelines for the Veolia Cares Program

About the Program

Veolia and NJ SHARES have partnered to create a water assistance program to provide help to those who are in a temporary financial crisis. The program is not based on income. It is a grant of up to $150 available to anyone in a temporary financial crisis who has made a good faith payment of at least $20 within 90 days of applying. All grant payments are issued directly to the utility company on the customer's behalf.

Eligibility Guidelines

Applicants MUST:

- Be a residential Veolia customer with an active account
- Be experiencing a temporary financial crisis, such as a job loss or illness
- Have arrears on their Veolia bill
- Have made a good faith payment of at least $20 within 90 days of application date

Households MAY:

- Receive a grant once between January 1 and December 31 of a given year
- Receive one water consumption grant of up to $150

Income Eligibility

- A household with a gross monthly income within the current LIHWAP program year may be required to apply for LIHWAP prior to applying for the Veolia Cares Program. **See below chart.**

Veolia Cares Program Income Guidelines
The determination letter for LIHWAP must be provided to NJ SHARES to apply for the Veolia Cares Program

LIHWAP (New Jersey) Income Guidelines

HOUSEHOLD SIZE / MAX GROSS MONTHLY INCOME
1 person / $0 - $3,464
2 people / $0 - $4,530
3 people / $0 - $5,596
4 people / $0 - $6,662
5 people / $0 - $7,728
6 people / $0 - $8,794
7 people / $0 - $8,994
8 people / $0 - $9,193
9 people / $0 - $9,393
10 people / $0 - $9,593
11 people / $0 - $9,793
12 People / $0 - $9,993

For households greater than 12 people, add $200 per additional person

Apply for Veolia Cares Program
(may apply for LIHWAP but not required)

Veolia Cares Program Policies and Procedures

Residence and Billing

- Veolia will reject multi-dwelling account applications – no exceptions
- The customer must have an actual meter reading submitted at time of application. Estimated readings will be rejected – no exceptions
- The water bill must be in the applicant's name
- The applicant must reside at the address listed on the application

Exceptions in Cases Where Applicants are Not the Customer of Record

- The bill is in the spouse's name and the spouse is deceased – copy of death certificate is required.
- The applicant is elderly or disabled and a volunteer, family member, or social worker that is applying on his/her behalf - Power of Attorney document or letter of authorization is required.

Status with Veolia

- **Clients do not need a shut-off notice to apply**
- Applicants must have made a good faith payment of at least $20 on their account within the last 90 days of the application date. If a good faith payment has not been made within the previous 90 days of application, the applicant must make the payment first.
- Grants will be used for water consumption charges only – not for deposits, reconnection fees, repairs, etc.
- No customer will receive a credit balance.

Required Documentation

NJ SHARES must receive these required documents within **ten business days** of the application date.

Personal ID for the Applicant and All Household Members

- Any unexpired government issued ID. ID must be provided for the applicant and all household members. If adult (18 and older) household member's ID shows a different last name than applicant, additional proof of residency is required. If the address is listed on the ID provided and it does not match the service address, additional proof of residency is required.

Proof of Residency

- If any documentation provided throughout the application process includes an address that does not match the service address, further proof of residency will be required. To prove residency, additional documentation dated within 30 days of the application date showing name and address must be provided.

Completed Signed and Dated Application

The client's signature and date must be on the application.

Proof of Income

- There are no income guidelines for this program so no income documentation is required.

Most Recent Energy Provider Bill

- This information is verified with Veolia.