

# AQUA New Jersey in partnership with SHARES Eligibility Guidelines for the AQUA Aid Grant

## About the Program

AQUA New Jersey and SHARES have partnered to provide a program to help New Jersey households afford their water and/or sewer bills. Eligibility is based on household size and income. Customers can qualify for grants of up to \$150 for water service or up to \$250 for combined water and sewer service through the AQUA Aid Program provided they meet the eligibility and guidelines below. All grant payments are issued directly to the utility company on the customer's behalf.

## Eligibility Guidelines

### Applicants MUST:

- Have an active residential account with AQUA New Jersey
- Reside at the service address listed on the utility bill
- Be experiencing a temporary financial crisis, such as a job loss or illness
- Have arrears on their AQUA New Jersey bill
- Have made a good faith payment of at least \$1 within 90 days of application date

### Households MAY:

- Receive a grant once in a revolving 12-month period
- Receive one water service grant of up to \$150 or one combined water/sewer service grant of up to \$250

### Income Eligibility:

AQUA Aid Program applicants must be AQUA New Jersey residential customers who have a gross monthly household income that is less than 200% of the Federal Poverty Level. **See chart below.**

### AQUA Aid Grant Income Guidelines

#### AQUA Income Guidelines

#### HOUSEHOLD SIZE / MAX GROSS MONTHLY INCOME

1 person / \$0 - \$2,608

2 people / \$0 - \$3,525

3 people / \$0 - \$4,442

4 people / \$0 - \$5,358

5 people / \$0 - \$6,275

6 people / \$0 - \$7,192

7 people / \$0 - \$8,108

8 people / \$0 - \$9,025

9 people / \$0 - \$9,942

10 people / \$0 - \$10,858

11 people / \$0 - \$11,775

12 People / \$0 - \$12,692

For households greater than 12 people,  
add \$917 per additional person

Apply for the AQUA Aid Program

# AQUA Aid Program Policies and Procedures

## **Residence and Billing**

- AQUA New Jersey 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 applicant must reside in New Jersey at the address listed on the application – no exceptions.
- The water and/or sewer bill must be in the applicant’s name.

## **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.

## **Status with AQUA New Jersey**

- Applicants must have made a good faith payment of at least \$1 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 only be used for water and/or sewer consumption charges, account activation charges, deposits, late-payment charges and reconnection fees.
- Grants must maintain or restore service.
- No customer will receive a credit balance.

**Customers do not need a shut-off notice to apply**

## **Required Documentation**

**SHARES must receive these documents within ten business days of the application date to process an application.**

### **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.

### **Proof of Income**

Proof of the last four consecutive weeks of income from the date of the application for all household members ages 18+. Any household members ages 18+ without income should be listed on the online application or Zero Income Affirmation form, if applying with paper. Proof of income includes:

<b>Paystubs</b> If paystubs cannot be produced: A letter signed and dated by the employer verifying paid in cash and the total gross monthly income.	<b>Self-employed:</b> Letter confirming the total gross income for the last 30 consecutive days.	<b>Unemployment:</b> Determination letter along with proof of receipt of last 30 days of unemployment benefit.
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<b>Rental Income:</b> Current lease and rental payment receipt.	<b>Social Security Income:</b> Award letter for current year.	<b>Pension Income:</b> Most recent check or letter verifying lifetime receipt of benefits.
<b>Workers' Compensation:</b> Current bank statements showing identified direct deposits with recipient's name and address.	<b>Alimony and/or Child Support:</b> Proof of payment and frequency.	

**Most Recent Water/Sewer Provider Bill**

Provide the most recent bill to include all pages. This information is verified with AQUA New Jersey.

**Completed Signed and Dated Application**

- The application must be signed and dated.
- If 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.