

# Eligibility Guidelines for the New Jersey American Water H2O Help to Others Program™

## About the Program

New Jersey American Water and SHARES have partnered to provide a program to help New Jersey households afford their water bills. Eligibility is based on household size and income. Customers can qualify for a grant of up to \$500 through the H2O Help to Others Program provided they have residential accounts with New Jersey American Water, have a household income that is below 300% of the Federal Poverty Level and have fulfilled at least 50% of the payment terms set by New Jersey American Water. All grant payments are issued directly to New Jersey American Water on the customer's behalf.

## Eligibility Guidelines

### **Households MUST:**

- Have an active residential account with New Jersey American Water.
- 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 New Jersey American Water bill.
- Have made a good faith payment of at least \$100 within 90 days of application date.
- Not be eligible for a payment arrangement with New Jersey American Water.
- Not have defaulted on a payment plan with New Jersey American Water.

### **Households MAY:**

Receive one grant of up to \$500 for water consumption once in a revolving 36-month period

### **Income Eligibility:**

Household income must be at or below 300% of the Federal Poverty Level. **See chart on Page 2.**

## New Jersey American Water H2O Help to Others Income Guidelines

### New Jersey American Water Income Guidelines HOUSEHOLD SIZE / MAX GROSS MONTHLY INCOME

1 person / \$0 - \$3,913

2 people / \$0 - \$5,288

3 people / \$0 - \$6,663

4 people / \$0 - \$8,038

5 people / \$0 - \$9,413

6 people / \$0 - \$10,788

7 people / \$0 - \$12,163

8 people / \$0 - \$13,538

For households greater than 8 people,  
add \$1,375 per additional person

## H2O Help to Others Program™

### Policies and Procedures

#### **Residence and Billing**

- Applicants must be New Jersey residents with an active New Jersey American Water account.
- The applicant must reside at the service address listed on the utility bill – no exceptions.
- The water bill must be in the applicant's name – no exceptions.
  - ◆ If multiple names appear on the utility bill and not disclosed on the application, we will require further documentation.
- New Jersey American Water will reject multi-dwelling account applications – no exceptions.

#### **Status with New Jersey American Water**

- The customer must have received a shut-off notice or currently be shut-off to be considered for a grant.
- Applicants must have made a good faith payment of at least \$100 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. The payment must clear and be posted to the applicant's account before New Jersey American Water can verify payment has been made.
- Customers with a balance of less than \$100 will be rejected.
- Customers with shut off amounts greater than \$500 will be rejected.
- Grants will be used for water consumption charges only – not for deposits, leaks, reconnection fees, repairs, etc.
- Grants must restore or maintain service.
- No customer will receive a credit balance.

## 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 an 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:

<p><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.</p>	<p><b>Self-employed:</b> Letter confirming the total gross income for the last 30 consecutive days.</p>	<p><b>Unemployment:</b> Determination letter along with proof of receipt of last 30 days of unemployment benefit.</p>
<p><b>Rental Income:</b> Current lease and rental payment receipt.</p>	<p><b>Social Security Income:</b> Award letter for current year.</p>	<p><b>Pension Income:</b> Most recent check or letter verifying lifetime receipt of benefits.</p>
<p><b>Workers’ Compensation:</b> Current bank statements showing identified direct deposits with recipient’s name and address.</p>	<p><b>Alimony and/or Child Support:</b> Proof of payment and frequency.</p>	

### **Most Recent New Jersey American Water Bill**

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

### **Completed Signed and Dated Application**

- The customer’s signature and date must be on the application.
- 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.