

# Eligibility Guidelines for the Atlantic City Electric Customer Relief Fund

## About the Program

Atlantic City Electric and SHARES have partnered to provide a program to help Atlantic City Electric customers who have fallen behind on their electric bill. Eligibility is based on household size and income. Customers can receive up to \$300 towards their electric bill. Grants will be used for consumption charges only – not for deposits, reconnection fees, repairs, etc. All grant payments are issued directly to the utility company on the customer's behalf and no customer will receive a credit balance.

## Eligibility Guidelines

### **Households MUST:**

- Have an active residential account with Atlantic City Electric.
- Reside at the service address listed on the Atlantic City Electric bill.
- Have an arrearage of at least \$250 for 60 days or more on the Atlantic City Electric bill.

### **Households MAY:**

- Receive one grant of up to \$300 for electric service. Please be aware that the ACE Customer Relief Fund is a once in a lifetime grant.

### **Income Eligibility:**

- Households must have a combined gross monthly income at or below State Median Income (SMI)

## Income Guidelines

### ACE Customer Relief Fund

#### Income Guidelines

#### HOUSEHOLD SIZE /

#### GROSS MONTHLY INCOME

1 person / \$0 - \$6,945

2 people / \$0 - \$9,082

3 people / \$0 - \$11,219

4 people / \$0 - \$13,356

5 people / \$0 - \$15,493

6 people / \$0 - \$17,630

7 people / \$0 - \$18,031

8 people / \$0 - \$18,432

9 people / \$0 - \$18,832

10 people / \$0 - \$19,233

11 people / \$0 - \$19,634

12 people / \$0 - \$20,035

For households greater than 12 people,  
add \$384 per additional person

## **ACE Customer Relief Fund Policies and Procedures**

### **Residence and Billing**

- Account holder must be a New Jersey resident with an active residential account.
- Account holder and all household members must reside at the service address listed on the utility bill. A family member, spouse or significant other can apply for assistance provided they reside in the home.
  - If multiple names appear on the utility bill, and are not disclosed on the application, we will require additional documentation

### **Status with Atlantic City Electric**

Account must have a balance of at least \$250 for 60 days or more

## **Required Documentation**

**SHARES must receive these documents within 14 days of the application date to process an application**

### **Assistance Received (Categorical Eligibility)**

If a household has received assistance within the current year from any of the programs below, they **must** provide the benefit/determination letter received instead of providing income and ID for the household if they choose to apply this way.

- Lifeline Utility Assistance Program
- Lifeline Communications Program
- Medicaid
- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP)
- Work First New Jersey – Temporary Assistance to Needy Families (TANF)
- Veteran's Pension
- Veteran's Survivor's Pension

If a household has received assistance within the current heating season from any of the programs below, they **may** (not required) provide the DCA application number received instead of providing income and ID for the household.

- Low-Income Home Energy Assistance Program (LIHEAP)
- Universal Service Fund (USF)

If a household has received assistance from any of the programs below within the current calendar year, they **may** (not required) provide the SHARES application number received instead of providing income and ID for the household.

- AQUA Aid Grant
- New Jersey American Water H2O Program
- New Jersey American Universal Affordability Discount Program
- NJ Board of Public Utilities Payment Assistance for Gas and Electric (NJ BPU PAGE) Program
- NJ SHARES Energy Assistance Grant
- NJ SHARES Municipal Customer Assistance Program
- NJ SHARES SMART Utility Assistance Program
- NJ SHARES Mortgage Assistance, Rent, and Taxes (NJ SMART) Program

**Personal ID for the Applicant and All Household Members (Applicable only if no other assistance listed on the previous page has been received.)**

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 (Applicable only if no other assistance listed on the previous page has been received.)**

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. |
| <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 Atlantic City Electric Bill**

Provide the most recent Atlantic City Electric bill to include all pages. This information is verified with Atlantic City Electric.

**Completed Signed and Dated Application**

- The application must be signed and dated.
- If a volunteer, family member, or social worker is completing the application for an account holder that is elderly or disabled and unable to complete the application on their own a Power of Attorney document or letter of authorization will be required.