

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

Households 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 - \$2,660

2 people / \$0 - \$3,607

3 people / \$0 - \$4,553

4 people / \$0 - \$5,500

5 people / \$0 - \$6,447

6 people / \$0 - \$7,393

7 people / \$0 - \$8,340

8 people / \$0 - \$9,287

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

10 people / \$0 - \$11,180

11 people / \$0 - \$12,127

12 People / \$0 - \$13,073

For households greater than 12 people,
add \$947 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.
- 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 AQUA New Jersey

- Customers 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 customer 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 14 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:

Paystubs If paystubs cannot be produced: A letter signed and dated by the employer verifying paid in cash and the total gross monthly income.	Self-employed: Letter confirming the total gross income for the last 30 consecutive days.	Unemployment: Determination letter along with proof of receipt of last 30 days of unemployment benefit.
Rental Income: Current lease and rental payment receipt.	Social Security Income: Award letter for current year.	Pension Income: Most recent check or letter verifying lifetime receipt of benefits.

Workers' Compensation: Current bank statements showing identified direct deposits with recipient's name and address.	Alimony and/or Child Support: Proof of payment and frequency.	
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Most Recent AQUA New Jersey Bill

Provide the most recent water/sewer 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 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.