

# Eligibility Guidelines for the New Jersey American Water Universal Affordability Discount Program

## About the Program

New Jersey American Water and SHARES have partnered to provide a program to help New Jersey households afford their water and/or wastewater bill. Eligibility is based on household size and income. Customers can qualify for a discount ranging from 15%-60% on the fixed service charge and usage of their water and/or wastewater bill through the Universal Affordability Discount Program, provided they have a residential account with New Jersey American Water and have a household income that is below 200% of the Federal Poverty Level.

## 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.

### **Households MAY:**

- Receive a tiered discount ranging from 15%-60% on their monthly fixed service charge and usage of water and/or wastewater
  - The tiers are as follows:
    - Customers who have income within 0-50% of FPL are Tier 1 and will receive a 60% discount.
    - Customers who have income within 51-100% of FPL are Tier 2 will receive a 45% discount.
    - Customers who have income within 101-150% of FPL are Tier 3 will receive a 30% discount.
    - Customers who have income within 151-200% of FPL are Tier 4 will receive a 15% discount.

### **Income Eligibility:**

Household income must be at or below 200% of the Federal Poverty Level. **See charts on Page 2 and Page 3.**

# New Jersey American Water Universal Affordability Discount Program

## New Jersey American Water Universal Affordability Discount Program

### Tier 1 Income Guidelines

HOUSEHOLD SIZE / MAX GROSS MONTHLY  
INCOME

1 person / \$0 - \$665

2 people / \$0 - \$902

3 people / \$0 - \$1,138

4 people / \$0 - \$1,375

5 people / \$0 - \$1,612

6 people / \$0 - \$1,848

7 people / \$0 - \$2,085

8 people / \$0 - \$2,322

For households greater than 8 people,  
add \$237 per additional person

## New Jersey American Water Universal Affordability Discount Program

### Tier 2 Income Guidelines

HOUSEHOLD SIZE / MAX GROSS MONTHLY  
INCOME

1 person / \$666 - \$1,330

2 people / \$903 - \$1,803

3 people / \$1,139 - \$2,277

4 people / \$1,376 - \$2,750

5 people / \$1,613 - \$3,223

6 people / \$1,849 - \$3,697

7 people / \$2,086 - \$4,170

8 people / \$2,323 - \$4,643

For households greater than 8 people,  
add \$473 per additional person

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Tier 3 Income Guidelines

**HOUSEHOLD SIZE / MAX GROSS MONTHLY  
INCOME**

1 person / \$1,331 - \$1,995

2 people / \$1,804 - \$2,705

3 people / \$2,278 - \$3,415

4 people / \$2,751 - \$4,125

5 people / \$3,224 - \$4,835

6 people / \$3,698 - \$5,545

7 people / \$4,171 - \$6,255

8 people / \$4,644 - \$6,965

For households greater than 8 people,  
add \$710 per additional person

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Tier 4 Income Guidelines

**HOUSEHOLD SIZE / MAX GROSS MONTHLY  
INCOME**

1 person / \$1,996 - \$2,660

2 people / \$2,706 - \$3,607

3 people / \$3,416 - \$4,553

4 people / \$4,126 - \$5,500

5 people / \$4,836 - \$6,447

6 people / \$5,546 - \$7,393

7 people / \$6,256 - \$8,340

8 people / \$6,966 - \$9,287

For households greater than 8 people,  
add \$947 per additional person

# New Jersey American Water Universal Affordability Discount Program

## Policies and Procedures

### **Residence and Billing**

- NJ American Water 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

## 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 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:

<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 New Jersey American Water Bill**

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

**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.

**Re-certification**

Account Holders will be required to re-certify every two years and will be notified by New Jersey American Water when it's time to re-certify. Please note that all required documentation for the program will need to be provided again at the time of re-certification except the current water bill.