

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 and wastewater 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.
- Have arrears on their New Jersey American Water bill.
- Have made a good faith payment of at least \$100 (cumulative) within 90 days of application date.
- Not have defaulted on a payment plan with New Jersey American Water.

Households MAY:

Receive one grant of up to \$500 within a revolving 36-month period, applicable to water, wastewater, or combined services. Wastewater-only customers are eligible; however, no household may receive more than one grant during the 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 - \$3,990

2 people / \$0 - \$5,410

3 people / \$0 - \$6,830

4 people / \$0 - \$8,250

5 people / \$0 - \$9,670

6 people / \$0 - \$11,090

7 people / \$0 - \$12,510

8 people / \$0 - \$13,930

For households greater than 8 people,
add \$1,420 per additional person

H2O Help to Others 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

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.
- A good faith payment of at least \$100 (cumulative) 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 the application date, the payment must be made first. The payment must clear and be posted to the account before New Jersey American Water can verify payment has been made.
- Customers with a balance of less than \$100 or above \$500 will be rejected.
- Grants will be used for monthly water or wastewater services 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 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 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** provide the DCA application number (not required) received instead of providing income and ID for the household if they choose to apply this way.

- 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** provide the SHARES application number (not required) received instead of providing income and ID for the household if they choose to apply this way.

- New Jersey American Water Universal Affordability Discount Program

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

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 and applying by 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. The Zero Income Affirmation should be signed by the applicant.

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.	

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.



SUBMITTING DOCUMENTATION

For the security of personal information, we highly discourage emailing or faxing any personal documentation. The most effective method of submitting documentation is to upload it directly to your SHARES application as follows:

1. Go to <https://apply.sharesnation.org>.
 2. The login section is on the left side of the screen, enter your email address. (Be sure to use the same email address as you used to submit the application.) Click Login to receive an email from SHARES.
 3. Check your email (including your junk or spam folder if the email is not received within a couple of minutes) and click on the blue box "Login".
 4. Open the current application and upload documents by clicking on the buttons +Choose File or +Add Another File.
 5. Once all the required documentation is uploaded, a blue box labeled "**Finish Uploading Documents**" will start flashing and wiggling. Click on it to complete the upload. ****VERY IMPORTANT**** If it is not clicked, your documentation is considered incomplete, and your application may automatically get rejected.
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For those who do not have access to a phone/computer and email, you can mail the documentation by sending it to the address below. Please note, mailing documents will cause a delay in the processing of your application.

SHARES
203 Main St., Suite B
PMB #396
Flemington, NJ 08822

CHECKING YOUR SHARES APPLICATION STATUS

You do not have to call us to find out the application status. You can check the status of your application anytime which is updated in real time by following the below steps. We will contact you via phone, text, or email if any documents are required. Kindly reply appropriately.

1. Go to <https://apply.sharesnation.org>.
2. In the login area on the left side of the screen, enter your email address. (Be sure to use the same email address as you used to submit the application.) Click Login to receive an email from SHARES.
3. Check your email (including your junk or spam folder if the email is not received within a couple of minutes) and click on the blue box “Login”.
4. Your application will have one of the following statuses before the final approval or rejection.

STATUS	MEANING
SUBMITTED	This is the initial status when an application is sent to SHARES and has not been reviewed by the processing team. When application volume is high it can take some time for applications to be reviewed.
CURRENTLY UNAVAILABLE	This status indicates the grant was not available at the time of submission. If applying for multiple grants, there may be different statuses depending on availability – grants available will show as “Submitted”, while grants not available will show as “Currently Unavailable.” We encourage you to keep trying as availability fluctuates throughout the day.
SUBMITTED - DOCS REQUESTED	The application and documentation have been reviewed, and further information/documentation is required for our staff to continue reviewing the application. The request is sent via email, text and/or phone.
SUBMITTED – CLIENT RESPONDED	The applicant has uploaded the requested documentation and clicked on the “ Finish Uploading Documents ” button. This is an indication to our staff that the required information/documentation has been uploaded and ready for review.

PENDING	All documentation has been received and needs to be reviewed by a second staff member before sending the account information to the utility company and/or creditor.
INFORMATION REQUESTED FROM UTILITY	Applicant has applied for utility assistance; the staff has sent the account information to the utility company to be verified.
INFORMATION REQUESTED FROM CREDITOR	Applicant has applied for rent, mortgage or property tax assistance; the staff has sent the account information to be verified by the landlord, mortgage company or property tax agency.
UTILITY REVIEW IS COMPLETED	The account information has been reviewed by the utility company and sent back to SHARES for next steps.
AWAITING MEDICAL NOTE	The utility company has verified that they do not have an active medical note on file. A doctor's note verifying electric-powered medical equipment is used in the household must be provided to the UTILITY COMPANY.
BALANCE UNDER \$100	The utility company has indicated that the balance due on the account is below \$100. A decision to accept the grant by the applicant is required to be made within three days of our request. If no response is received, we move forward with the grant as is.
BALANCE UNDER \$30	The utility company has indicated that the balance due on the account is below \$30. A decision to accept the grant by the applicant is required to be made within three days of our request. If no response is received, we move forward with the grant as is.
FINAL REVIEW	Applicant has applied for rent, mortgage or property tax assistance. All documentation has been received from all parties. Final housing information will be verified. A final review is the final step to determine if the application is approved or denied.