

Veolia in partnership with SHARES Guidelines

Eligibility Guidelines for the Veolia Cares Program

About the Program

Veolia and SHARES have partnered to create a water assistance program to provide help to those who are in a temporary financial crisis. The program is not based on income. State specific grant thresholds determine how much you can receive. All grant payments are issued directly to the utility company on the customer's behalf.

Eligibility Guidelines

Households MUST:

- Be a residential Veolia customer with an active account.
- Be experiencing a temporary financial crisis, such as a job loss or illness.
- Have arrears on their Veolia bill.
- Have made a good faith payment of at least \$20 within 90 days of application date.

Households MAY:

- Receive a grant once between January 1 and December 31 of a given year.

Veolia Cares Program Policies and Procedures

Residence and Billing

- Veolia will reject multi-dwelling account applications – no exceptions.
- The customer must have an actual meter reading submitted at time of application. Estimated readings will be rejected – no exceptions.
- Account holder 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.

Status with Veolia

- The customer does not need a shut-off notice to apply.
- Customer must have made a good faith payment of at least \$20 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 be used for water consumption charges only – not for deposits, reconnection fees, repairs, etc.
- 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

Personal ID for the Applicant or Account Holder

Any unexpired government issued ID must be provided for the applicant or account holder. 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

There are no income guidelines for this program, so no income documentation is required.

Most Recent Veolia Bill

Provide the most recent Veolia bill to include all pages. This information is verified with Veolia.

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. |

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| 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. |