

Eligibility Guidelines for Veolia Water NY Water Affordability Program

About the Program

Veolia's Water Affordability Program is the first program in New York to offer low-income water utility customers a monthly bill discount. The discount will be applied to your meter facility charge, which can account for up to 25% of your monthly bill. In addition to receiving a monthly bill discount, qualifying customers will also be able to:

- Receive a one-time waiver of the reconnection fee each year if their service is shut off due to non-payment.
- Get double the Veolia rebate amount when purchasing certain water-saving appliances.

Eligibility Guidelines

Applicants MUST:

- Be the customer of record and be a residential Veolia customer with an active account.
- Participate in another utility affordability program or be the recipient of a government public assistance program (see list under required documentation) within the proceeding 12 months.

Required Documentation

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

Assistance Received

If an applicant has received a benefit in the last 12 months from another utility affordability program or received assistance through any of the government public assistance programs below, they may provide proof of benefit or the benefit award letter.

- Bureau of Indian Affairs General Assistance
- Federal Lifeline Program
- Federal Public Housing Assistance
- Food Distribution Program on Indian Reservation
- Home Energy Assistance Program (HEAP)
- Medicaid
- Safety Net Assistance
- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP)
- Tribal Head Start
- Tribal Temporary Assistance to Needy Families
- Temporary Assistance to Needy Persons/Families (TANF)
- Veteran's Pension
- Veteran's Survivor's Pension

Most Recent Veolia Water NY bill

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

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 by December 31st of every year and will be notified by SHARES when it's time to re-certify.



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.