

Utility Assistance Resource Guide

Burlington County

State Resources

NJ 211

- *24/7 Emergency/Crisis Help*
 - **Utility Assistance Hotline:** Dial 2-1-1, or 800-510-3102 or 866-240-1347
 - <https://www.nj211.org/utility-assistance-programs>

NJ Department of Community Affairs (DCA)

- *State Agency, administers LIHEAP/USF/LIHWAP*
 - DCAid Screening and Eligibility Tool for Assistance programs: <http://www.nj.gov/dca/dcaid>
 - For Energy Assistance Program Brochure, with income eligibility information, [click here](#)

NJ Board of Public Utilities (BPU)

- *State Agency overseeing regulated utilities*
 - Utility assistance programs offered by the State: <https://www.state.nj.us/bpu/assistance/programs/>
 - To file a complaint against a state-regulated utility: <https://nj.gov/bpu/assistance/complaints/>

Federal Resources

US Housing and Urban Development (HUD) Resource Page:

- [Help with Your Utility Bills: New Jersey](#)

Assistance Programs

Low Income Housing Energy Assistance Program (LIHEAP)

- *Heating cost, medically-necessary cooling cost assistance*
 - DCAid Screening and Eligibility Tool: <http://www.nj.gov/dca/dcaid>
 - Hotline: 1-800-510-3102

Low Income Household Water Assistance Program (LIHWAP)

- *Water and sewer payment assistance*
 - DCAid Screening and Eligibility Tool: <http://www.nj.gov/dca/dcaid>
 - Hotline: 1-800-510-3102

NJ SHARES

- *Energy, telephone, broadband, and water assistance. If receiving LIHEAP or USF, you are not NJ SHARES eligible.*
 - [NJ SHARES Energy Grant – APPLY – NJ SHARES \(njsharesgreen.org\)](http://njsharesgreen.org)
 - 1-866-657-4273

Universal Service Fund (USF)

- *Monthly credits for gas and electric bills, Fresh Start energy debt forgiveness. Expanded to moderate incomes due to COVID-19*
 - DCAid Screening and Eligibility Tool: <http://www.nj.gov/dca/dcaid>
 - 1-800-510-3102
 - Note: If you apply to LIHEAP, you automatically apply for the USF

NJ Lifeline Program

- *A \$225 yearly credit on your electric or gas bill for customers 65 years or disabled adults over the age of 18 who receive a Social Security Disability benefit.*
 - [Department of Human Services | Lifeline \(state.nj.us\)](http://www.state.nj.us/humanservices/lifeline/)
 - 1-800-792-9745

Payment Assistance Gas and Electric (PAGE)

- *Financial Assistance, must have a past due of \$100 or more on electric and/or gas bill*
 - <https://njpoweron.org/page/>
 - (732) 982-8710

NJ Comfort Partners

- *Electric or gas heat saving and education program*
 - <http://www.njcleanenergy.com/CP>
 - 1-800-915-8309

Emergency Broadband Benefit (EBB)

- *Federal COVID19 assistance program, \$50 a month towards broadband service*
 - [The Emergency Broadband Benefit Program \(getemergencybroadband.org\)](http://www.getemergencybroadband.org)
 - 833-511-0311

Local Outreach Agencies

Burlington County Community Action Partnership

- *Get assistance with LIHEAP/USF applications*
 - [Home Energy Assistance: https://www.bccap.org/home-energy-assistance/](https://www.bccap.org/home-energy-assistance/)
 - 609-835-2464, option 3
 - homeenergy@bccap.org

Affordable Housing Alliance

- *Administers NJ PAGE program, funded by the NJ Board of Public Utilities (BPU)*
 - Self-Screening and Application: njpoweron.org
 - 732-389-2958
 - utilityinfo@housingall.org

Utility Companies

For more utility contact info, including alternative energy suppliers, click [here](#).

Electric **PSE&G**

- Get Help Paying Your Energy Bill: PSEG.com/HelpNow
- 1-800-357-2262

Gas

PSE&G

- Get Help Paying Your Energy Bill: [PSEG.com/HelpNow](https://www.pseg.com/HelpNow)
- 1-800-357-2262

Water

NJ American Water

- [Bill Paying Assistance Programs](#)
- 1-800-272-1325

If you are unsure of your provider, refer to your utility bill. For a full list of regulated water companies, click [here](#).

Sewer

If you are unsure of your provider, refer to your utility bill. For a list of regulated wastewater (sewer) companies, click [here](#).