

Winter Termination Program

The NJ Department of Community Affairs has implemented a Winter Termination Program to prevent service discontinuation for eligible residential customers receiving **residential electric, sewer and water service** from a local authority, municipal utility, or rural electric cooperative from **November 15th through March 15th**.

Service cannot be disconnected during this period to those residential customers who demonstrate at the time of the intended termination that they are:

1. Recipients of benefits under the Federal Home Energy Assistance Program (HEAP) or certified as eligible therefore under standards set by the New Jersey Department of Human Services.
2. Recipients of Temporary Assistance to Needy Families (TANF).
3. Recipients of Federal Supplemental Security Income (SSI).
4. Recipients of Pharmaceutical Assistance to the Aged and Disabled (PAAD).
5. Recipients of General Assistance (GA) benefits.
6. Recipients of the Universal Service Fund (USF).
7. Recipients of the Low-income Household Water Assistance Program.
8. Recipients of benefits under the Lifeline Credit Program.
9. Persons unable to pay their utility bills because of circumstances beyond their control. Such circumstances shall include, but shall not be limited to, unemployment, illness, medically related expenses, recent death of an immediate family member, and any other circumstances, which might cause financial hardship.

If a customer receives electric, water, or wastewater related financial assistance, the customer shall forward all the benefits to their appropriate electric, water, or wastewater vendor.

During the protection period, an electric, water, or wastewater vendor shall not request a security deposit or an addition to an existing security deposit from a customer who is eligible for and seeks the protection of the Winter Termination Program.

All customers in arrears should be referred to [DCAid](#) or NJ211 for possible assistance.