



# Winter Termination Program

Dear Customer:

Are you having trouble paying your electric, sewer and/or water bills?

If the answer is yes, you may be able to temporarily stop your service from being disconnected through the State's Winter Termination Program.

The Winter Termination Program prevents service discontinuation for eligible households from November 15th through March 15th.

Your service cannot be disconnected from November 15th through March 15th if you are receiving benefits from one of the below programs:

1. Federal Home Energy Assistance Program (HEAP).
2. Temporary Assistance to Needy Families (TANF).
3. Federal Supplemental Security Income (SSI).
4. Pharmaceutical Assistance to the Aged and Disabled (PAAD).
5. General Assistance (GA) benefits.
6. Universal Service Fund (USF).
7. Low-Income Household Water Assistance Program.
8. Lifeline Credit Program
9. State or local program that provides assistance, specifically, to help eligible customers pay electric, sewer, or water bills.

You may also be eligible if you are unable to pay your utility bills because of circumstances beyond your control, such as being unemployed, illness, medical-related expenses, recent death of an immediate family member, or any other circumstances that might cause financial hardship.

To qualify for the Winter Termination Program, you can either send the attached Self-Certification Form to the following address and/or email [wsbilling@florence-nj.gov](mailto:wsbilling@florence-nj.gov) . OR call us at 609-499-2525 .

***Please be advised that this debt does not go away, all of the money that you owe must be repaid after March 15, 2025 or your services may be disconnected.***

Please visit the DCAid website <https://dcaid.dca.nj.gov/en-US/are-you-eligible/> OR call NJ211 (dial 2-1-1) for possible assistance with your past-due bills.

Attached is a copy of the Self-Certification Form.

## Winter Termination Program Self-Certification

*As an alternative to verbally advising their utility company of their eligibility to receive protection under the Winter Termination Program, customers may complete this Self-Certification form and submit the form to their utility company(ies). It is recommended that a copy of this form be retained by the customer for their records. **Please note that completion and submission of the Self-Certification form to your utility company is NOT required in order to receive protection under the Winter Termination Program. Protection under the Winter Termination Program can be obtained by verbally advising your utility company(ies) of your eligibility or by submitting this Self-Certification form to the utility company. Please contact your utility company's customer service number to learn how it wishes to receive this form.***

Head of Household's Name: \_\_\_\_\_

Address: \_\_\_\_\_

I certify that I am receiving assistance from one or more of the below programs and am requesting protection under the NJ Department of Community Affairs' Winter Termination Program:

- Federal Home Energy Assistance Program (HEAP)
- Temporary Assistance to Needy Families (TANF)
- Federal Supplemental Security Income (SSI)
- Pharmaceutical Assistance to the Aged and Disabled (PAAD)
- General Assistance (GA) benefits
- Universal Service Fund (USF)
- Low-income Household Water Assistance Program
- Lifeline Credit Program

OR

I certify that I am unable to pay my local authority and/or municipal utility bill due to circumstances beyond my control and am requesting protection under the NJ Department of Community Affairs' Winter Termination Program.

Please select the circumstances under which you are requesting protection under the Program:

- Laid off/unemployed
- Illness
- Medically related expenses
- Recent death of an immediate family member
- Other: \_\_\_\_\_

I certify the foregoing statements made by me are true. I understand that if any of the foregoing statements made by me are willfully false, I am subject to punishment in accordance with law

Signature: \_\_\_\_\_

Date: \_\_\_\_\_