



*2008 National Energy & Utility Affordability Conference  
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# New Jersey SHARES Programs

- NJS is the statewide energy fund assisting natural gas and electric customers throughout NJ. We partner with all of the regulated energy utilities in NJ.
- NJS provides statewide outreach and client services for the Verizon NJ Communications Lifeline Program.
- NJS assists United Water Company residential customers experiencing a temporary financial crisis in nine states.



# FAQ

## What is UWCares?

UWCares is a customer assistance program sponsored by United Water and administered by New Jersey SHARES, Inc. a non-profit, 501(c) (3) corporation. The program serves individuals and families who are in need of temporary help in paying their United Water bills.



# FAQ

## How is it funded?

UWCares has several funding sources. It receives tax deductible contributions from individual contributors, corporations, and United Water customers. United Water pays all of the administrative costs of running this program. 100% of all contributions to UWCares are used to provide bill payment assistance grants to eligible households. Contributions to UWCares are tax deductible.



# FAQ...continued

## Who does UWCares help?

A financial crisis can happen to anyone, regardless of age, income or family situation. A crisis is often due to unforeseen circumstances, such as a job loss or illness. UWCares assists residential households who are experiencing a financial crisis and have demonstrated a good faith effort to pay their United Water bills.



# FAQ...continued

## **What are the limits on grants to each individual?**

UWCares can assist with a grant of up to \$100. UWCares grants, along with good faith payments, and payment arrangements need to either maintain or restore service in order to be approved.

## **Who determines eligibility for grants?**

Intake agencies process grant applications which are reviewed for eligibility by our staff.



# UWCares Grant Guidelines

- Grants of up to \$100 may be awarded for residential customer bill payment assistance
- Clients must have made good faith payment of \$20 within 180 days to the utility.
- Grants must ensure continuation or restoration of service.
- Clients may apply only once for a grant in a calendar year.



# Process...

- Download applications from all intake sites daily and match with supporting documentation.
- Contact United Water to verify information and issue grants to suspend collection activity.
- Send letter notifying client of approval or rejection.
- Send funds to utilities with corresponding list of issued grants.





For additional information

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