

Appendix

Model Ratepayer Notice: COVID-19 Relief Measures (English and Spanish)

IMPORTANT MESSAGE: COVID-19 RATEPAYER RELIEF MEASURES

Certain measures are in place providing relief to ratepayers experiencing economic hardship during the COVID-19 pandemic. Please review this message in its entirety. For more information please go to our website at <insert web address> or contact <insert email/telephone number>.

SERVICE SHUTOFF MORATORIUM

BE ADVISED that Executive Order 229 currently prohibits a local government from shutting off water or electric service to a residential customer, or to accounts primarily serving residential customers, due to nonpayment of water, sewer, or electric charges unless the disconnection is to prevent or ameliorate a risk to public health or safety. **This shutoff moratorium remains in effect until January 1, 2022.**

Note: If your local government has a policy of not shutting off customers, it may want to state here that it is not part of their normal policy to shut off residential customers for non-payment.

LATE PAYMENT PENALTY AND LIEN ENFORCEMENT MORATORIUM

BE ADVISED that, **until January 1, 2022**, Executive Order 229 places a moratorium on local governments enforcing late payment charges and penalties on water or electric accounts, or referring a delinquent water or electric payment to tax sale. **On or after January 1, 2022**, charges and penalties may be imposed for delinquent payments, and any payments remaining delinquent may be referred to a tax lien sale held by the municipal tax collector.

BILL ASSISTANCE AND ARREARAGE FORGIVENESS PROGRAMS

The New Jersey Department of Community Affairs (DCA) is currently developing a Low Income Household Water Assistance Program (LIHWAP). This program is designed to assist water and sewer customers facing economic hardship due to the COVID-19 pandemic. Further information will be provided once the program goes live.

OPPORTUNITY TO REPAY ARREARAGES IN INSTALLMENTS

BE ADVISED that residents experiencing economic hardship during COVID-19 and who are behind on their <insert, as applicable, water, sewer, or electric> payments may be eligible to enter into an agreement whereby the resident agrees to pay their arrearages in installments over a period of time. As part of the agreement, the resident must keep up to date on all current charges. For more information on repaying arrearages in installments, <insert email/telephone number and, if applicable, the address of a webpage with specific information on deferred payment agreements>.