

## American Rescue Plan (ARP) Utility Debt Relief Application Instructions

### Indicate if you are a returning applicant or a new applicant

If you have ever submitted an application (for ARP Utility Debt Relief or the Low-Income Heating Assistance Program (LIHEAP) click the Returning Applicant button. You may not be eligible for assistance under the ARP Utility Debt Relief program.

### Returning Applicant

- Click the Returning Applicant button.
- Sign-in to your myNewJersey account. Enter your myNewJersey Login ID. Enter your Password.

### New Applicant

- Click the New Applicant button.
- Scroll down and click the Create an Account button.
- Enter your First Name, Last Name, Email. Enter your Email a second time. Click the Request Access button.
- Indicate if you have a myNewJersey Logon ID.
  - If yes, enter your Login ID and your Password. Click the Continue button. If needed, there are links on the right to help you if you don't know your Login ID or Password.
  - If no, you need to complete more information.
    - Enter a myNewJersey Logon ID. This is your choice – you will establish your login with this field.
    - Enter a Password and then enter your Password a second time.
    - For security verification, enter a Question that you may be asked when you contact the helpdesk, or if you want to learn your Login ID or change your password.
- Click the Continue button.

### Start the Application

Click the blue button called “New ARP Utility Debt Relief Application.”

### Enter Account Information

- The portal will next ask you to enter your Utility Account ID and ZipCode.
  - Your Utility Account ID can be found on your recent electric bill.
- After entry, click the Submit button.

### Step 1 Applicant Contact Details

Applicant Address Section

Enter Applicant Address Information:

- Salutation – How do you want to be addressed on formal communications? (For example: Ms., Mrs. Dr.).
- Last Name – Enter the last name of the Applicant.
- First name – Enter the first name of the Applicant.
- Middle Initial (MI) – Enter the middle initial of the Applicant.
- Street Address – Enter the full street number and name of your primary residence.
- City – Enter the name of the municipality where the primary residence of your household (family) is located.
- State – Enter the name of the state where the primary residence of the household (family) is located.
- Housing Type – Indicate what type of housing unit you live in.
- Zip Code – Enter the ZipCode of the household's (family) primary residence.
- Telephone number – Enter household's (family) primary telephone number (include area code).
- Mailing Address – Check this box if your mailing address is the same as above.
- Application County – Enter the county of the household's (family) primary residence.

### Mailing Address Section

- Mailing Address – Enter your full mailing address if it is different from the primary residence.
- Enter your Email Address.
- Optionally, enter an Alternate Phone Number.

### Heating Source Info

- Primary Heating Fuel Type – Please indicate your primary heating fuel source (example: if you pay for natural gas to heat your house but have to use an electric heater to heat any specific room of your unit, your primary heating fuel type will be natural gas).
- Heating Fuel Supplier Name – This utility name will default based on your Account ID. You cannot change it.
- Primary Household Account ID – This Account ID will default based on your entry in a previous step.
- Natural Gas Account Number – Enter your gas utility account number. You can find this number on your recent gas bill.
- Electric Account Number – Enter your electric account ID. You can find this number on your recent electric bill.
- Natural Gas Supplier Name and Electric Supplier Name fields – The Natural Gas Account # and/or Electric # will default based on the Account ID entered in a previous step.
- Click the Next button.

### Step 2 Household Information

- Main language spoken in your household – Select a value to indicate the main language spoken in your home.
- Select the blue Create button to list all household members. Note: At a minimum you must add the Household Information for the applicant.
- In the Create pop-up window, you will enter the following information for each household member: Member Name, Gender, Date of Birth, Relationship, Citizenship, Social Security Number, Disabled Yes/No, Pay Cycle, Income Amount, Income Source, Income Attestation.
- Click the Submit button.
- Click the blue Create button if you need to add another household member. Repeat until you have added information for all household members, regardless of age.
- Select an answer from the dropdown list to the question: “Did your Household have a COVID-19 impact?”
- Click the Next button.

### Step 3 Additional Information

#### Application Type – Applying For / Home and Energy Section

- Do you own your own home – Required: Yes or No
- Do you live in subsidized housing – Optional: Yes or No
- Do you pay for your own heat – Required: Yes or No
  - If no check the alternative that best describes your heating arrangement – Select the option that best describes your heating arrangement. Required if you answered “No” on the “Do you pay for your own heat” question.
- Do you receive rental assistance – Optional: Yes or No
- Do you live in a Residential Health Care facility – Optional: Yes or No
- Is anyone in your household receiving TANF – Optional: Yes or No
- My annual cost of heating fuel is – Enter your annual cost of heating fuel.
- Race – Optionally, indicate your race.
- Click the Next button.

### Step 4 Notes

- Click the Add note button if you want to write additional comments.

- Click the Next button.

**Step 5 Applicant Certification**

- Read the Applicant Certification attestation.
- Indicate if anyone helped you complete this application.
- Applicant Certification – Please read, sign and date Applicant Certification (You must sign this certification – otherwise your application will not be processed). Use your mouse (on a computer) or your finger (mobile device) to enter the Applicant Signature.
- Click the Submit Signature button.

**Documentation – Upload files here Section**

Documentation is not required for the American Rescue Plan (ARP) Utility Debt Relief program.

**Confirmation**

- A confirmation window will display indicating your application was successfully submitted. Click the OK button.
- Your new ARP Utility Debt Relief application will display under the “My ARP Utility Debt Relief Program Applications” section. Note your Application ID number. It is helpful to provide this if you want to inquire on the status of your application.

If you need assistance in completing your application, below is a list of agencies in your county that can help.

<b>FY2022 Outreach Agencies</b>		
<b>Agency Name</b>	<b>Counties Covered</b>	<b>Contact</b>
Community Food Bank of New Jersey, Inc.	Bergen, Cape May, Essex and Union	Meghan Gosselink - mgosselink@cfnj.org
The Hudson County Latino Foundation	Hudson and Passaic	McKensie Sprow - McKensie.Spro@hclatinofoundation.org
Humanitaire Chretien Sans Frontier, A NJ Nonprofit Corporation	Mercer and Somerset	Naimatou Brym - hcsf@humanitairechretiensansfrontiere.org; hcsfnj@gmail.com
Community Affairs and Resource Center	Atlantic, Middlesex, Monmouth and Ocean	Ariadne Cortez - acortez@carcnj.org
Family Promise of Sussex County	Hunterdon, Morris, Sussex and Warren	Summer Taylor - staylor@familypromisesussex.org
Lightup Your World Inc.	Burlington, Camden, Cumberland, Gloucester and Salem	Leke Adekitan - ladekitan@lightupyourworldinc.org