

## **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*

### 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.**

### 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 *water, 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, residents must contact

New Jersey American Water Company:

If you're experiencing a financial hardship, please call 1-800-272-1325 to discuss your eligibility to enter into a payment arrangement.

<https://www.amwater.com/njaw/Customer-Service-Billing/covid-19-response>

Atlantic City Electric Company for further information on deferred payment arrangements. Customers who may be challenged in paying their bill should contact Atlantic City Electric Customer Care at 800-642-3780.