



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, please send an email to finalwater@mtolivetwp.org to notify the water department of your participation.

Please be advised that this debt does not go away, all of the money that you owe must be repaid after March 15, 2026 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.