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### Common Program Questions

#### What programs are available to assist me with monthly utility bills?

- **American Rescue Plan (ARP) Utility Debt Relief Program:** ARP grants are offered to help low-income households that have fallen behind on their utility (gas and electric) payments, and the program is funded by the United States Department of Health and Human Services' Low Income Home Energy Assistance Program (LIHEAP) through the American Rescue Plan. ARP benefits are paid directly to the utility. Income limit eligibility for ARP is the same as for the Universal Service Fund (USF), see link listed below. The ARP program is ending by December 30, 2022.
- **Universal Service Fund (USF):** Provides a monthly credit on gas and electric bills for income eligible customers (example: up to \$111,000 annual income for a family of four). USF also offers energy debt forgiveness through the USF-Fresh Start program. As long as the household pays their current monthly charges in full for one year, old overdue balances are forgiven through Fresh Start. See income limits here: [Review the Energy Assistance Program Fact Sheet and Income Guidelines](#)
- **Low-Income Home Energy Assistance Program (LIHEAP):** Helps income eligible residents (example: up to \$79,942 annual income for a family of four) with their heating and cooling bills and makes provisions for emergency heating system services and emergency fuel assistance within the Home Energy Assistance Program. See income limits here: [Review the Energy Assistance Program Fact Sheet and Income Guidelines](#)
- If you are not sure if you are enrolled in any of these programs, you can log in to the DCA Service Portal using this link – click the Login with myNJ button:
  - <https://dcaid.dca.nj.gov/en-US/>
  - Scroll down. Check the UAP Applications section for any current applications. You may see older applications in separate sections for each program.

#### What is the Low Income Home Energy Assistance Program (LIHEAP)?

- LIHEAP helps income eligible residents (example: up to \$79,942 annual income for a family of four) with their heating and cooling bills and makes provisions for emergency heating system services and emergency fuel assistance within the Home Energy Assistance Program. See income limits here: [Review the Energy Assistance Program Fact Sheet and Income Guidelines](#)

#### Who is eligible for LIHEAP?

- To be eligible for LIHEAP benefits, the applicant household must be responsible for home heating or cooling costs, either directly or included in the rent. LIHEAP is not available for business accounts, estates, or property management companies. Income eligibility limits available here: [Review the Energy Assistance Program Fact Sheet and Income Guidelines](#)

- Persons who live in public housing and/or receive rental assistance are not eligible for assistance unless they pay for their own heating costs directly to the fuel supplier.

### **My primary heating fuel is not electric or natural gas (i.e., oil, wood). Can I still apply?**

- LIHEAP is available for fuel deliverables and gas and electric heating sources.

### **How do I apply? Can I apply using my smart phone?**

- Yes, you can apply using a mobile device, such as a smart phone or a tablet, or you can apply on a computer/laptop.
- Navigate to the DCAid Service Portal to start your application.
  - <https://dcaid.dca.nj.gov/en-US/>
- If you have created an account or applied for a program in the past, you may log in using the Login with MyNJ button.
- If you have never applied before, use the Set up myNJ button to register your name and email address on the NJ portal. After logging in to the DCAid Service Portal, you will be redirected back to begin or resume your application.
- After logging in or creating an account, you will see three cards on the DCA ServiceAid portal:
  - **Program Qualifications Card** – Asks basic information about your current living situation.
  - **Applicant Household Details** – Collects information about all household members and household income.
  - **Program Applications Card** – Displays programs you are eligible for and allows application entry.
- Complete the Program Qualifications card first. Answer the questions.
  - If you received USF/HEA benefits in the 2022 season (10/1/2021 – 9/30/2022), and want to apply for the new season, you may try to create a recertification application for these programs. Answer Yes to the question “Have you received USF/HEA relief in the past year?”.
  - A new window will open and prompt you to enter the head of household’s Social Security Number and birthdate.
  - If the system can verify your data, a new Utility Assistance Program (UAP) recertification application will be created for you to reapply.
  - If the system is unable to verify the information, click the Cancel button. The past year relief question will now default to No, and you will still be able to create a new USF/HEA program application in a later step if you want to apply.
- Click the Submit button to complete the Program Qualifications card questions.
- Click the Get Started button on the Applicant Household Details.
  - Complete the Contact Details and Address questions.

- Click the Add a Household Member button and enter all Household Members.
- Click the Add Income Source(s) for Each Member to add income information for all household members, even those with zero income.
- Click the Submit button to complete the Applicant Household Details card.
- Click the Program Applications card. You should see a USF/HEA card.
  - Note: If there is no USF/HEA card displayed, this indicates that you have an existing USF/HEA application. Return to the Profile page and scroll down. In the 2023 Season section, look for your USFHEA application under the UAP Applications section. You may click the Application ID link to review your application. If the existing application is in an Incomplete state, you may review, update and submit your application.
  - To begin a new application, click the Get Started button on the USF / HEA card to begin.
- Enter or confirm all data required on the application steps, sign the application and upload any required documents and lastly submit the application.
- If your utility account is not eligible for LIHEAP, you may still be eligible for other heating assistance programs. The Program Applications card will display any programs you are eligible for.

### **Which household members should I include on my application?**

- All household members, including the applicant, must be listed in the household member section of the application.
- At a minimum, one household member, the applicant, needs to be listed in the Household Member section of the application.
- The applicant (person filling out the application) does not have to be on the utility bill, but the billing owner (name on the utility bill) must be listed in the Household Member section.

### **How long will it take to process my application?**

- Your application should be processed within 60 days of DCA receiving your completed application.

### **When will I get my benefits?**

- Your application should be processed within 60 days of DCA receiving your completed application. If your application is approved, it can take up to 30 days to be applied to your energy account, depending on your utility's bill cycle.

### **Should I pay my bill or wait until I get my benefits?**

- Keep paying your bill every month, as much as you can.

### **How long does it take for benefits credits to show on my account?**

- It can take up to 30 days after application approval, depending on your utility's bill cycle.

### **What happens if I move while receiving benefits?**

- You must inform all utility companies of your move. Call the DCA at 1-800-510-3102 to update your address and if needed your utility account information.

### **If my spouse has passed away or we are now divorced (and the spouse was the applicant), what documents can I provide to transfer the application to myself?**

- Death certificate if passed away, or divorce decree.

### **How do I upload documentation?**

- If applying on a laptop or computer, scan your documentation and upload the documentation to your laptop or computer.
  - In the application, you may upload your documents on the Document step.
  - Click the Upload file button next to the document category you wish to upload.
  - If applying on a laptop/computer: Click the Browse button and locate the files you want to upload. Select the files to upload and click the Open button. Preview the document then click the Submit button. Note: You can only upload one file at a time.
- If you are using a mobile device, you can take pictures of the documents before you apply or during the application process.
  - On a mobile device, if you have already taken photos of the files: select the Upload file button, select Photo Library, select the photos to upload and click the Choose link. Click the Upload button.
  - On a mobile device, if you want to take a photo, select the Choose a File button, select Take Photo or Video option, take the photo, and click the Use Photo link. Click the Upload button.

### **I submitted my application, but I want to make some changes, or upload additional documentation. What can I do so can update my application?**

- You may only make changes if the application has a status of "Incomplete." If you need to make changes, call the DCA at 1-800-510-3102. An agent can change your application back to "Incomplete," to allow updates.

### **I do not have a computer, a mobile device, or internet access. I am not able to fill out the application on my own.**

- Call the DCA at 1-800-510-3102. An agent will ask you for your contact information and notify your closest Outreach Agency, and an Outreach Agency representative will reach out to you in order to assist you with your application.

### Login Credentials

#### How do I access my application?

- You can apply on the DCAid Service Portal. Once submitted and processed the application is no longer available for updates but may be reviewed.
- Portal: <https://dcaid.dca.nj.gov/en-US/>
- After logging in, scroll down.
  - Scroll down. Check the UAP Applications section for any current applications. You may see older applications in separate sections for each program.
- Click the Application ID link to view your application.
- After submitting the application, it will be available for you to view, read-only. It should be in a Submitted status. If you need to make updates, you will need to call the DCA at 609-984-6670 and ask the agent to move the application back to an Incomplete status.

#### I don't know my login credentials.

- If you are having trouble viewing the site with Internet Explorer (IE), please try Microsoft Edge, Mozilla Firefox, or Google Chrome.
- On the myNJ login page, there are self-service links available to allow you to request your Login ID be sent to you, to request a password reset and to submit a helpdesk request.

#### How do I reset myNJ password?

- On the myNJ login page, there are self-service links available to allow you to request your Login ID be sent to you, to request a password reset and to submit a helpdesk request.
- <https://my.state.nj.us/selfservice/PasswordReset>

#### How do I get my Login ID? I forgot it.

- On the myNJ login page, there are self-service links available to allow you to request your Login ID be sent to you, to request a password reset and to submit a helpdesk request.
- <https://my.state.nj.us/selfservice/IDRetrieval>

#### I still need help logging in.

- You may request help for your myNJ account through this page:  
<https://my.state.nj.us/mynjhelp/HelpRequest>

### Citizenship Requirements

#### What are the program rules related to citizenship?

- Social Security Number is required for all U.S. Citizens in the household
- For Work only permit: IRS, IRS-ID-Document, or ITIN Document
- For Non-qualified Non-Citizen: IRS ID Document, Birth Certificate, Driver License (undocumented are allowed to have DL in NJ), or any country Passport.
- For Qualified Non-Citizen: Legal Resident Card, Income Tax Return, SSN Card, GovIssued Doc w/SSN
- For US Citizen: Gov Issued Document, Income Tax Return, SSN Card

### Income Information

#### How do I provide my income information?

- You will enter the monthly income for each household member over 18-years-old in the Applicant Household Details card. If a household member is over 18 and does not have any income, enter the record and submit either a Zero Income Statement form or proof of full-time student status.

#### Do food stamps count as income/TANF?

- No, food stamps are not income.

#### Application Question: “Anyone receiving TANF in Household?”

- SNAP benefits are not considered income. ONLY select this if you are receiving WFNJ/cash assistance.

#### Additional Names on Lease/Mortgage or Utility Bill?

- If there are any additional people listed on your documents that are not living in your household, we will ask for verification of whether they are still living your household.

#### Does child support count as income?

- Yes, Child support counts as income.

#### Is the Child tax credit reported as income? Is the child tax credit considered income?

- No



### How do I qualify for recertification?

An applicant must meet all the following criteria to qualify for the recertification process:

1. Applicant must have applied during the previous (federal [HEA] and state [USF]) fiscal year.
2. Applicant must live in same address as previous benefitted year.
3. Applicant household size and income must still meet benefitable requirements.
4. Applicant must have applied via USF/HEA (as documents had been previously submitted). An ARP application is not considered for recert.
5. The applicant or any household members should not be receiving benefits in another application.

### How are benefits calculated?

- HEA benefits are calculated immediately based on household size and income.
- USF benefits involve HEA information + utility account balance and other (information from utility company).
- Cooling benefits are paid out in conjunction with HEA and will be a flat \$300 for the current season 2022-2023.
- Cooling benefits are verified when the applicant submits a Physician Certification for Cooling Benefits (PCCB) form, and is valid for 5 years, the date that form is submitted and processed by DCA is when the "Cooling Date" is set. Five years after that designated date, the applicant will need to upload a new PCCB form to continue receiving the yearly cooling benefit.