



American Rescue Plan (ARP) Utility Debt Relief Application Instructions

Access the DCAid Service Portal

If you are going to complete the application through a mobile device with a camera, you can use your device camera to capture the QR code on the letter that you received about this program. This will automatically bring you to the DCAid Service Portal.

iPhone Operating System – Use your camera to capture the QR code image. Open the camera on your mobile device, point it at the QR code, and you should see on your phone that a Yellow box is around the code. A window at the top will open, titled WEBSITE QR CODE. It will ask if you want to Open “dca.nj.gov” in Safari. Click on the WEBSITE QR CODE window.

Android Operating System – Use your camera to capture the QR code image. Open the camera on your mobile device, point it at the QR code, and you should see a pop-up window on your device that says, “Web address.” Click the Show options link. A second pop-up window will display. Click on the Open in browser link.

If you have issues using the QR code, you may also type in the URL for the DCAid Service Portal:

<https://njdca-housing.dynamics365portals.us/en-US/dcaid-services/>

Technical Note: Do not use multiple browsers if you encounter a technical error

Some applicants, when encountering a technical issue, will try to use a differ browser or device to complete their application. Please do not do this as this can cause data and application duplication. If you encounter an issue, please call our ARP Call Center at 844-930-1778 to speak with an agent during our operating hours or to schedule a callback.

Indicate if you are a returning applicant or a new applicant

Scroll down and click the Returning Applicant button if you have ever submitted an application (for ARP Utility Debt Relief, Universal Service Fund (USF), or the Low-Income Heating Assistance Program (LIHEAP). Click the Create an Account button if you need to create a new account.

Returning Applicant

Click the Returning Applicant button.

Sign-in to your myNewJersey account. Enter your myNewJersey Login ID. Enter your Password. If you receive an error, click the Return to the myNewJersey Login Page. You may use one of the following links to complete the login:

- Forgot your login ID? – The portal will ask you to provide your Email address that is on file on your account. The portal will also ask you to answer the security question you established when you set up your account. You will receive a confirmation that the login ID information was emailed to you. <https://my.state.nj.us/selfservice/IDRetrieval>
- Forgot your password? – The portal will ask you to provide your Login ID. The portal will also ask you to answer the security question you established when you set up your account. You will receive a confirmation that your password has been reset. Please check your email for the new password, and instructions on how to change it to one that is easier to remember. <https://my.state.nj.us/selfservice/PasswordReset>

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- Need help? – You may click the Request Help button to submit a help request. <https://my.state.nj.us/mynjhelp/HelpRequest>

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 and ZipCode are on the letter that you received in the mail about this program. If you no longer have the letter, there is a link on this verification page to contact information for all New Jersey utility companies; you can call your utility company to confirm your Account ID and ZipCode.

If your utility account is not eligible for the ARP Utility Debt Relief program, you may still be eligible for other heating assistance programs. Quick access is provided to apply for the Low-Income Home Energy Assistance Program (LIHEAP) and the Weatherization Assistance Program (WAP).

Note: If you are a PSE&G customer, the portal will ask you to provide some more information about your PSE&G account. Select one of the following options:

- Electric Only
- Natural Gas Only
- Electric and Natural Gas

After entry, click the Submit button.



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Step 1 Applicant Contact Details

At the top of the page, you will see links to three files, which you may view to help you enter this application:

- Program Definitions
- Instructions for HEA/USF/American Rescue Plan (this document)

Supporting Documents Section

These documents may be optionally downloaded, completed, and uploaded to the application. You may also download the program FAQs document.

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.

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- 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 if different from your Electric account. You can find this number on your gas bill.
- Electric Account Number – Enter your electric account number if different from your gas account. You can find this number on your 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.

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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

- In this section you can attach documentation. Documentation is not required for the American Rescue Plan (ARP) Utility Debt Relief program. However, if you would like to also be considered for the Universal Service Fund (USF) program, the following documents should be provided:
 - Social Security Card/Verification for every household member, or birth certificate for children under 12 months-old
 - Address Verification
 - Current Energy Bill (60 days from application date)
 - Proof of Income or Zero Income Statement
 - Household Monthly Expenses Form (Fill out if total household income is zero)
 - Public Housing/Rental Assistance (if applicable)
- If applying on a laptop or computer, scan your documentation and upload the documentation to your laptop or computer.
- If you are using a mobile device, you can take pictures of the documents before you apply or during the application process.
- Click the Add files button.
- 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. Then click the Add files button. Note: You can upload multiple files at the same time.
- On a mobile device, if you have already taken photos of the files: select the Choose Files button, select Photo Library, select the photos to upload and click the Add files button.
- On a mobile device, if you want to take a photo, select the Choose Files button, select Take Photo or Video option, take the photo, and click the Use Photo link. Click the Add files button.
- When all files are uploaded, click the Submit button.



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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.