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ARP Application FAQs

Common Program Questions

**** Be sure all required fields on your application are COMPLETE and be sure to sign your application ****

What programs are available to assist me with home heating?

- **American Rescue Plan (ARP) Utility Debt Relief:** The American Rescue Plan (ARP) Utility Debt Relief Program is offered to help low-income households. The ARP Utility Debt Relief Program is a separate program, intended for households that are not currently enrolled in an energy assistance program such as LIHEAP or USF.
- 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 Returning Applicant button:
<https://njdca-housing.dynamics365portals.us/en-us/dcaid-services/>
- You will see separate sections for each program, and if you have a current application, you will be able to view your application.
- An ARP grant may assist 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 your utility.
- **USF:** Provides a monthly credit on gas and electric bills for income eligible customers (up to \$106,000 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.
- **LIHEAP:** The Home Energy Assistance Program helps very low-income residents with their heating and cooling bills, and makes provisions for emergency heating system services and emergency fuel assistance within the Home Energy Assistance Program.

What is the American Rescue Plan Utility Debt Relief Program?

- The American Rescue Plan (ARP) Utility Debt Relief Program is offered to help low-income households that are not currently enrolled in an energy assistance program, such as LIHEAP or USF. If you have already applied for LIHEAP and/or USF, you are not eligible for this program; however, if you received a notice to apply, please do so. An ARP grant may assist 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 your utility.

Who is eligible for ARP?

- The American Rescue Plan Utility Debt Relief Program is available to eligible individual households that pay for their own heat and meet low-income requirements. The ARP program is not available for business accounts, estates, or property management companies.
- All potentially eligible households should have received a letter in the mail from the Department of Community Services (DCA), with information on how to apply.
- The monthly household income must be at or below 60% of the NJ state median income:

Income Calculations

Household Size	1	2	3	4	5	6	7	8	9	10	11	12
100% Federal Poverty Level (2021)	\$12,880	\$17,420	\$21,960	\$26,500	\$31,040	\$35,580	\$40,120	\$44,660	\$49,200	\$53,740	\$58,280	\$62,820
LIHEAP/American Rescue Plan (60% State Med Income)												
Annual Income Limit	\$40,181	\$52,545	\$64,908	\$77,272	\$89,635	\$101,999	\$104,317	\$106,635	\$108,954	\$111,272	\$113,590	\$115,908
Monthly Income Limit	\$3,348	\$4,379	\$5,409	\$6,439	\$7,470	\$8,500	\$8,693	\$8,886	\$9,080	\$9,273	\$9,466	\$9,659
USF (400% FPL)												
Annual Income Limit	\$51,520	\$69,680	\$87,840	\$106,000	\$124,160	\$142,320	\$160,480	\$178,640	\$196,800	\$214,960	\$233,120	\$251,280
Monthly Income Limit	\$4,293	\$5,807	\$7,320	\$8,833	\$10,347	\$11,860	\$13,373	\$14,887	\$16,400	\$17,913	\$19,427	\$20,940

I didn't receive a letter about the ARP program. Can I still apply?

- Call our ARP Call Center at 844-930-1778, Mon.-Sat. 8:00 am – 8:00 pm. A call center agent can check if your household is on the list of potentially eligible households. Be prepared to provide your heating utility Account Number and ZipCode.
- You can also contact your utility company to confirm your Account Number and ZipCode. Here is a list of contacts for all New Jersey utility companies:
- <https://nj.gov/bpu/assistance/utility/>

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

- The ARP Utility Debt Relief Program is only available for households that use natural gas or electric service for their primary heating fuel.

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

- Navigate to the DCAid Service Portal to start your application.
- You can apply using a mobile device, such as a smart phone or a table, or you can apply on a computer/laptop.
- <https://njdca-housing.dynamics365portals.us/en-us/dcaid-services/>
- Click the blue button that says “New ARP Utility Debt Relief Application”
- After logging in to your myNJ account or creating a myNJ account, the first data you will enter is your Utility Account ID and ZipCode, which 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.

American Rescue Plan Utility Debt Relief Program FAQs

- 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).

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

If my spouse has passed away or is now divorced (and they were 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.

American Rescue Plan Utility Debt Relief Program FAQs

- If you are using a mobile device, you can take pictures of the documents before you apply or during the application process.
- In the application, you may upload your documents at the end of Step 5, after you sign the application. You will see a section called “Documentation – Upload files here.”
- 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 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.

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 our ARP Call Center at 844-930-1778, Mon.-Sat. 8:00 am – 8:00 pm. A call center agent can change your application back to “Incomplete,” to allow updates.

Do I need to have had an impact to my household due to COVID-19 in order to be eligible for the ARP Utility Debt Relief program?

- No. You do need to answer a question to indicate whether your household was impacted by COVID-19, but this is informational only and does not affect eligibility at this time.

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 Call Center at 844-930-1778. 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 to in order to assist you with your application.

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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://njdca-housing.dynamics365portals.us/en-US/>
- Click the **Apply for USF/LIHEAP/American Rescue Plan** button.
- Click the **Returning Applicant** button if you already have a myNJ account.
- Click the **Create an Account** button if you need to set up a myNJ account.
- Click the green button called **New USFHEA/American Rescue Plan Application**.

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>

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Citizenship Requirements

What are the program rules related to citizenship?

- At least one member of the household must be a U.S. citizen to be eligible for the Universal Service Fund (USF) program but not for the ARP program.
- Social Security Number is required for all U.S. Citizens in the household

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Income Information

How do I provide my income information?

- You will enter the monthly income for each household member in Step 2 of the application. You will then attest for each household member that the income you stated is accurate and that you give permission for the NJ DCA to run an income verification check with the Department of Labor.

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

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