

## IMPORTANT MESSAGE: COVID-19 RATEPAYER RELIEF MEASURES

This notice announces relief measures for residential ratepayers experiencing economic hardship during the COVID-19 pandemic. Please review this message in its entirety. For more information please go to our website at [www.cranfordnj.org](http://www.cranfordnj.org) or contact the Tax Collectors Office.

### INSTALLMENT PLAN AVAILABILITY

BE ADVISED that State law requires residential customers to be offered an installment plan for any sewer arrearages accruing between March 9, 2020 and March 15, 2022. To maintain the installment plan, a residential customer must make timely payments on all current charges. Sewer liens sold before January 1, 2022 cannot be included in the installment plan.

### LATE FEES, CHARGES AND PENALTIES

BE ADVISED that P.L. 2021, c.317 prohibits local governments from charging residential customers interest, fees or charges for late payments of sewer accruing between March 9, 2020 and March 15, 2022 until after March 15, 2022 at which time interest and penalties may begin to accrue. This prohibition does not apply to sewer liens that were sold before January 1, 2022. Late interest, fees or charges may be enforced against arrearages accruing before March 9, 2020 and after March 15, 2022.

### BILL ASSISTANCE AND ARREARAGE FORGIVENESS PROGRAMS

The application period for the New Jersey Department of Community Affairs' Low Income Water Assistance Program (LIHWAP) is now open. This federally funded program will provide financial assistance to low-income households to reduce the balances on their residential water and sewer bills. LIHWAP will provide benefits directly to water and sewer service providers on behalf of residential customers. The assistance can be used in order of priority, to:

- Restore services where services have been terminated and pay reconnection fees and other charges accrued due to a disconnection
- Avoid service disruption for those residential customers who are in danger of disconnection and to help them afford bill payment going forward; and
- Support those household customers who are current in their bills but might be in danger of falling behind in the near future

Priority will also be given to families with elderly or disabled household members and or/with children under the age of five, no matter which category they fall into.

To be eligible for LIHWAP assistance, applications must be water/sewer bill holders who are responsible for paying their water and sewer bills directly to the water/sewer provider. Also, applicants' total gross household income must be at or below 60% of the state median income (6,439 a month for a family of four). The LIHWAP frequently asked questions webpage, available at <https://njdca-housing.dynamics365protals.us/lihwapfaq> has additional information about maximum income limits and other items.

People can apply online through the DCAid application portal at <https://njdcahousing.dynamics365protals.us/en-us/dcaid-services/>.

Those without internet or computer can call 1-800-510-3102 to be directed to one of the community action agencies to assist them with starting, completing and submitting an application online.

Tax Collector:

Karyn Kinane: [k-kinane@cranfordnj.org](mailto:k-kinane@cranfordnj.org)  
908-709-7230

Deputy Tax Collector:

Tamikia Rowe: [t-rowe@cranfordnj.org](mailto:t-rowe@cranfordnj.org)  
908-709-7229