

STANDARD TERMS AND CONDITIONS
WATER

FINANCIAL AID

- 1- The Company understands that from time to time its customers may have difficulty paying their water and/or wastewater bills issued by the Company. If at any time customers find that they cannot pay their water and/or wastewater bill by the due date, the Company requests that the customers contact the Company's Customer Service Center, prior to the due date, to work out a payment arrangement with the Company to avoid a shut-off of service, at 1-800-652-6987.
- 2- In addition to working out payment arrangements with customers in times of financial difficulty, the Company has also established a residential customer assistance program for its low income customers who are having difficulty paying their water and/or wastewater bills issued by the Company. This residential customer assistance program, called the H2O Help to Others Assistance Program, is designed to provide financial assistance to qualified residential customers to pay their water and/or wastewater bills and protect them from an unnecessary discontinuance of their water and/or wastewater service. A grant from the H2O Help to Others Assistance Program may be awarded to cover a portion or all of the residential customer's outstanding bill based on the customer's ability to pay, income level and the availability of funds in the program. For more information about this program, please contact NJ Shares at 1-877-652-9426 or any subsequent program administrator whose contact information may be found on the Company's web site.
- 3- The Company established a second residential customer assistance program for customers with a total annual income at or below 200% of the Federal Poverty guidelines called the H2O Help to Others Low Income Payment Program ("LIPP") or Discount Program. Through this program, the Company will provide a discount off of the customer's monthly bill. The actual H2O LIPP discount is set equal to the customer's applicable water Fixed Service Charge (not greater than a 1" meter charge). If the customer is also provided wastewater service by the Company, the customer is also eligible for a wastewater service discount equal to the water service discount amount. Residential customers who need help and qualify for the H2O LIPP should call the NJ Shares toll free number at 1-877-652-9426 or any subsequent program administrator whose contact information may be found on the Company's web site. Upon acceptance into the LIPP, residential customers who receive Social Security benefits or Medicare coverage can qualify for a credit equal to the current DSIC surcharge rate per Rate Schedule K on their monthly bill (not greater than the current 1" DSIC surcharge).
- 4- Upon acceptance into the LIPP, qualifying residential customers will be offered the opportunity to enroll in the Company's Conservation Program. Conservation Program offerings are free of charge to residential customers enrolled in the LIPP and can include instructions on performing a home water audit, a retrofit kit for use with certain appliances and fixtures, and a leak repair of fixtures for which the customer is responsible (value up to \$300).

BUDGET BILLING

The Company will make available to residential customers whose accounts do not reflect past-due balances the option to pay their bills on a monthly, budgeted basis. The budget billing plan year will be a twelve (12)-month time frame. It would allow a customer to pay a predetermined monthly amount, based upon the customer's average usage. If a customer is a new customer with little or no prior history of utility use, the monthly budget amount shall be determined using a reasonable estimate of likely usage. The budget billing plan will be made available to eligible customers by bill insert or bill message at least twice in each twelve (12)-month period. The Company will "true up" the actual cost of service rendered as determined by actual meter readings and the actual monthly budgeted amount at the beginning of the budget plan year, and at least once during the budget plan year if the true-up performed during the customer's budget plan year reveals an increase or decrease of twenty-five (25) percent or more in the monthly budget amount and the Company will adjust the budget billing plan up or down, if necessary. There shall be no more than one such adjustment during the budget plan year. The Company will notify the customer of any change in the budget billing amount prior to such change. A final bill for the budget plan year shall be issued in the last month of the budget plan year, and shall contain the month's monthly budget amount, plus an adjustment of any difference between said amount and the actual cost of service rendered during the budget plan year. Payment of this final balance due is required before the customer will be allowed to participate in the budget billing program for the upcoming budget billing plan year. The Company shall notify the budget billing plan customers in writing of a revised monthly budget amount at least ten (10) working days before the due date the initial bill of the next budget plan year. Should the customer opt out of the budget billing plan, payment of the total charges incurred to date will be due immediately, or, in the alternative, agree to enter into a deferred payment agreement according to N.J.A.C. 14:3-7.7; or a credit will be applied to the account, whichever is applicable. The plan bill shall contain the information required by N.J.A.C. 14:3-7.2, Form of Bill for Metered Service, N.J.A.C. 14:3-7.3 Form of Bill for Unmetered Service, and N.J.A.C. 14:3-7.4, Method of Billing. Should the customer breach the terms of the budget billing plan by failing to make the monthly payments as required under the plan or by having a budget billing plan payment returned due to insufficient funds, the Company reserves the right to terminate the customer's participation from the program; payment of total charges incurred to date will be due immediately, or, in the alternative, the Company and the customer will agree to enter into a deferred payment agreement according to N.J.A.C. 14:3-7.7.

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By: William M. Varley, President
1025 Laurel Oak Road, Voorhees, New Jersey 08043
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