STANDARD TERMS AND CONDITIONS
WASTEWATER

FINANCIAL AID

APPLICABILITY

Applicable to all wastewater service customers served by the Company.

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 H20 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. The customer bill reductions provided for under the H2O LIPP are accounted for as revenue reduction adjustments.

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).