



# **BOROUGH OF ISLAND HEIGHTS**

## **OFFICE OF THE UTILITIES CLERK**

### **IMPORTANT MESSAGE: COVID-19 RATEPAYER RELIEF MEASURES**

Certain measures are in place providing relief to ratepayers experiencing economic hardship during the COVID-19 pandemic. Please review this message in its entirety. For more information please contact the Utilities Clerk (Penny Hagan) at 732-270-6415 – Monday – Friday – 9 AM to 3 PM.

### **SERVICE SHUTOFF MORATORIUM**

Executive Order 229 currently prohibits a local government from shutting off water or electric service to a residential customer, or to accounts primarily serving residential customers, due to nonpayment of water, sewer, or electric charges unless the disconnection is to prevent or ameliorate a risk to public health or safety. This shutoff moratorium remains in effect until January 1, 2022.

### **LATE PAYMENT PENALTY AND LIEN ENFORCEMENT MORATORIUM**

Until January 1, 2022, Executive Order 229 places a moratorium on local governments enforcing late payment charges and penalties on water or electric accounts, or referring a delinquent water or electric payment to tax sale. On or after January 1, 2022, charges and penalties may be imposed for delinquent payments, and any payments remaining delinquent may be referred to a tax lien sale held by the municipal tax collector.

### **BILL ASSISTANCE AND ARREARAGE FORGIVENESS PROGRAMS**

The New Jersey Department of Community Affairs (DCA) is currently developing a Low Income Household Water Assistance Program (LIHWAP). This program is designed to assist water and sewer customers facing economic hardship due to the COVID-19 pandemic. Further information will be provided once the program goes live.

### **OPPORTUNITY TO REPAY ARREARAGES IN INSTALLMENTS**

Residents experiencing economic hardship during COVID-19 and who are behind on their water/sewer charges may be eligible to enter into an agreement whereby the resident agrees to pay their arrearages in installments over a period of time. As part of the agreement, the resident must keep up to date on all current charges. For more information on repaying arrearages in installments, please email the Utility Clerk (Penny Hagan) at: [utilities@islandheightsborough.gov](mailto:utilities@islandheightsborough.gov) or call 732-270-6415 – Monday thru Friday – 9 AM to 3 PM.

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