

**Q: Can residential electric and gas service be shut-off During the winter months?**

**A:** The Board of Public Utilities (BPU) has adopted a policy to protect certain residential customers from shut-offs during the winter months from November 15 through March 15. This period may be extended if winter conditions continue. Those residential electric and gas customers who receive benefits from any of several assistance programs will not have their service shut-off as long as they make a good faith effort to pay as much as they can afford during the winter. These programs are:

- Lifeline Credit
- Low Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- Work First New Jersey General Assistance (GA)
- Pharmaceutical Assistance to the Aged and Disabled (PAAD)
- Customers unable to pay because of circumstances beyond their control

All recipients of the Low Income Home Energy Assistance Program (LIHEAP) are required to transfer all LIHEAP benefits to their major heat supplier.

Customers who are eligible under the Winter Termination Program MUST contact Butler Electric at 973-838-7208.

All customers who are eligible for shutoff protection may inquire about entering into payment arrangements with the utility. Butler Electric will calculate your monthly budget payment amount. You will be required to pay this amount, although a lesser amount can be accepted during the winter upon showing that you are unable to pay the entire budget amount. The amount of the bill may also include any balance you owe Butler Electric from past-unpaid bills.

You will not be shut-off if you can show Butler Electric you are making a good faith effort to pay. If you fall too far behind during the winter, chances are that you will be cut off after March 15 or later if weather conditions require an extension of the program. Customers who have the ability to make good faith payments but refuse to do so shall be referred to the Board of Public Utilities for determination. If Butler Electric determines you are not making a good faith effort, and they notify you that they will shut you off, negotiate with them again. If you and Butler Electric cannot agree, Butler Electric shall refer the dispute to the Board of Public Utilities for a determination. You may also contact the Board of Public Utilities at 973-648-2350 or 800-624-0241.

**Weatherization Information**

Office of Weatherization  
Department of Community Affairs  
609-292-6140 or 800-510-3102