



## **FAQs on Expiration of Shutoff Moratorium and Grace Period**

**Q. Has the Moratorium on Utility Shutoffs expired?**

A. Yes, the moratorium on utility shutoffs for customers behind on paying their bills ended on June 30, 2021; however, on June 14, 2021 Governor Phil Murphy signed [Executive Order 246](#) providing a grace period during which water, as well as electric and gas utility customers cannot be disconnected for non-payment. This grace period will end on **December 31, 2021**.

**Q. What does the grace period mean?**

A. Between July 1 and December 31, 2021, there is a grace period in which residential utility services may not be discontinued for non-payment. In addition, late charges may not be collected. Utility customers have until **December 31, 2021** to apply for financial assistance, sign up for deferred payment agreements with their utilities, and address any unpaid balances in order to avoid disconnection. After that date, you may be at risk of disconnection if your utility bill remains past due; however the Authority will defer service disconnections in accordance with the Winter Termination Program (for more information regarding the Winter Termination Program, click on the Financial Assistance link below) through March 15 as well as continue to accept payment plan enrollments.

**Q. What should I do if I am behind on my water/sewer payments?**

A. Contact Evesham MUA at (856) 983-1878 immediately to enroll in a 12 - month, interest free payment plan. You are entitled to one payment plan within a 12 - month period with no money down and late charges for past due amounts will not accrue during this time. For further assistance with paying your water/sewer bill, review the [financial assistance](#) programs offered by the State of New Jersey. Customers should seek assistance as soon as possible to qualify. In addition, even with enrollment into an interest free payment plan, the unpaid balances will continue to add up, so it's highly recommended to start now on trying to get caught up.

**Q. How do I know what programs to apply for which fit my circumstance?**

A. You can apply for utility bill financial assistance in the following ways:

- Using the DCAid online screening tool: <https://nj.gov/dca/dcaid>
- By calling 2-1-1 or visiting <https://www.nj211.org/utility-assistance-programs>

**Q. What are my rights as a residential utility customer?**

A. Under New Jersey law, you are protected by the [Utility Customers Bill of Rights](#).