



Atlantic City Municipal Utilities Authority

Winter Termination Program

The State of New Jersey and the MUA have implemented a Winter Termination Program that runs annually from November 15 through March 15 and is available for eligible residential customers to prevent water service shutoffs during the period of the winter season.

All customers who enroll in the Winter Termination Program are required to establish a 12-month budget payment plan with the MUA and should make every effort to post payments while enrolled in the program. While service cannot be terminated during the winter moratorium, customers are responsible for their water utility bill balance once the Winter Termination Program ends on March 15.

Customers who receive benefits from any of the following programs are eligible to enroll in the Winter Termination Program:

- Federal Home Energy Assistance Program (HEAP)
- Temporary Assistance to Needy Families (TANF)
- Federal Supplemental Security Income (SSI)
- Pharmaceutical Assistance to the Aged and Disabled (PAAD)
- General Assistance (GA) benefits
- Universal Service Fund (USF)
- Low-income Household Water Assistance Program
- Lifeline Credit Program

OR

You are unable to pay your utility bills because of circumstances beyond your control such as unemployment, illness, medically related expenses, recent death of an immediate family member, and any other circumstances, which might cause financial hardship.

Customers must provide proof of their receipt of the above benefits in order to qualify for the program. A Self-Certification Form can be sent or additional proof can be provided by calling or emailing at customer_billing@acmua.org.

[Click Here to fill up the Self-Certification Form](#)

For more information about the State's Winter Termination Program, go to:
<https://www.nj.gov/dca/dhcr/offices/wintertermination.shtml>

All customers in arrears should contact DCAid or NJ211 for assistance.