



Via E-mail

January 12, 2023

Carmen D. Diaz, Acting Secretary
NJ Board of Public Utilities
44 South Clinton Avenue, 9th Floor
P.O. Box 350
Trenton, NJ 08625-0350

RE: IN THE MATTER OF THE NEW JERSEY BOARD OF PUBLIC UTILITIES
RESPONSE TO THE COVID-19 PANDEMIC
Docket No. AO20060471

Dear Acting Secretary Diaz,

On December 21, 2022, the Board issued an order approving the extension of the Covid-19 Regulatory Asset deferral period until March 15, 2023. The Board also ordered that utility companies regulated by the Board to file a formal plan within 15 days from the effective date of the Order outlining how the additional time afforded by that Order will be used to obtain appropriate federal funds and to work with customers to reduce arrearages and avoid disconnections.

Since the beginning of the Covid-19 pandemic, the Company has worked with customers and the Board to help them with paying their bills and avoid disconnections. The Company contacts its customers to discuss setting up deferred payment plans. It also informs customers about its Veolia Cares program and the LIHWAP federal program.

The Veolia Cares program is administered by New Jersey Shares who reviews applications and awards grants in accordance with the requirements of the program. In December 2022, the Company funded the program with \$100,000 in order to help customers in need.

The only federal program available to water utilities is the LIHWAP program established in early 2022. This program is administered by the New Jersey Department of Community Affairs. The Company received its first check dated November 7, 2022 in the amount of \$79,078.59. The Company continues to work with DCA to receive funds to apply to customer accounts. The Company just received another file from DCA requesting updated balance information for 90 customers.

During the extension, the Company will continue to work with customers to assist them in paying their bills including setting up payment plans, Veolia Cares and LIHWAP.

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Please advise if you need additional information.

Very truly yours,

A handwritten signature in black ink, appearing to read "Gary S. Prettyman", written over a large, loopy scribble.

Gary S. Prettyman

Cc: Bob Brabston
Mike Kammer
Julie Ford
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