



PSE&G OFFERS CUSTOMERS RESOURCES AND OPTIONS TO GET CAUGHT UP ON BILLS

PSE&G is helping customers get back on track, together

Newark, NJ – October 18, 2021: Recognizing the financial difficulties the pandemic has caused, PSE&G continues its effort to educate and support its customers through the pandemic recovery (pseg.com/HelpNow). With a special designation by the New Jersey Board of Public Utilities (BPU) declaring this week “Utility Assistance Week,” PSE&G wants customers to know:

- Income eligibility requirements have been expanded for utility assistance programs including the [Universal Service Fund \(USF\)](#) and [Low Income Home Energy Assistance Program \(LIHEAP\)](#).
- A family of four making up to \$105,000 a year can now receive help to cover most, if not all, of what they owe.
- The expansion of income eligibility is more than double of the pre-pandemic limit.
- Eligibility has been expanded for USF’s Fresh Start Program, which provides forgiveness of past due balances as long as customers pay their monthly energy bills in full for a year.
- PSE&G is educating customers in our communities while offering more flexible payment options and new [deferred payment arrangements](#) (DPAs).

“The pandemic has inflicted financial hardship on many of our customers, some for the very first time, and most are unaware that they may qualify for help,” said PSE&G Chief Customer Officer and vice president of Customer Care, Deborah Affonsa. “We want to spread the word and raise awareness about the new and expanded programs that can provide relief. Most importantly, we want our customers to know we are here to help and we care.”

Building Awareness in Communities

Building awareness and understanding about the recently expanded state/federal payment assistance programs is at the center of PSE&G’s campaign.

Working with social service agencies, PSE&G has brought community advocates into several of its customer service centers to personally help customers access resources to help pay their utility bill.

Community outreach efforts also include a grass roots approach to connecting with customers in need throughout PSE&G’s service territory. With the support of

local municipal and county officials, PSE&G participated in several pandemic related relief events and has deployed dozens of outreach associates into communities, going door to door handing out information and answering questions.

New Jersey residents can find out if they're eligible for state assistance with the NJ Department of Community Affairs' anonymous online screening tool called DCAid by visiting nj.gov/dca/dcaid.

Flexible Payment Options

In addition to these grass roots efforts, PSE&G is offering more flexible payment options and new [deferred payment arrangements](#) (DPAs). A DPA allows customers to continue to pay their regular monthly bill, plus an amount toward their past-due balance. A customer can make a DPA with as little as \$0 down and up to 12 months to pay, if they qualify.

"We never want to shut off any customer's utility service because of inability to pay," said Affonsa. "We want to work with customers to keep them connected and get them back on track, together."

Visit pseg.com/helpnow for valuable information about new payment assistance programs, pandemic relief and flexible payment options.

- [PSE&G Deferred Payment Arrangement](#) or 800-357-2262 or pseg.com/MyAccount
- [NJ 2-1-1 Utility Assistance](#) or 2-1-1; 800-510-3102

Utility Payment Assistance Programs:

- [Universal Service Fund \(USF\)](#) or 800-510-3102 or energyassistance.nj.gov
- [Low Income Home Energy Assistance Program \(LIHEAP\)](#) or 800-510-3102 or energyassistance.nj.gov
- [Payment Assistance Gas and Electric \(PAGE\)](#) or 732-389-2204 or 732-982-8710 or njpoweron.org
- [NJ SHARES \(NJS\)](#) or 866-NJSHARES (657-4273) or njshares.org
- [New Jersey Lifeline](#) or 800-792-9745 or aging.nj.gov

###

PSE&G

Public Service Electric & Gas Co. (PSE&G) is New Jersey's oldest and largest gas and electric delivery public utility, serving three-quarters of the state's population. PSE&G is the winner of the ReliabilityOne Award for superior electric system reliability in the Mid-Atlantic region. In 2020, PSE&G was named the most trusted combined gas & electric utility in the East Region, by the Cogent Syndicated Brand Trust Index. PSE&G is a subsidiary of Public Service Enterprise Group Inc. (PSEG) (NYSE:PEG), a diversified energy company. PSEG has been named to the Dow Jones Sustainability Index for North America for 13 consecutive years (www.pseg.com).