

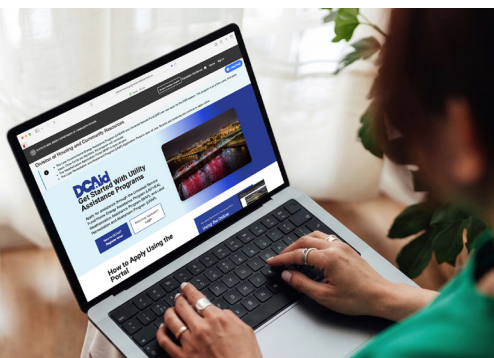
How to apply for LIHEAP/USF using the DCAid Portal



To get started, you must have an email to create a DCAid account. This is how you will log in and get updates about your application.

1. Go to the DCAid website

Open your internet browser and go to pseg.com/EnergyAssistance and you will be redirected to the “DCAid Portal.” If this is your first time, click on “Register Now” or “Login” if you already have an account.



2. Complete “Program Qualifications”

Reply to prequalification questionnaire

3. Select the USFHEA card

- Click “Get Started” on the USFHEA card
- Confirm the “Program Selection”
- Review the “Warning Tab”
- Review the “Application Process Tab”

4. Review required documents tab

To complete the application, you will need proof of address, identity, income, and depending on the program, other documents may be required.

5. Enter your “Contact Details”

IMPORTANT: Select **PSE&G** as the “Assisting Agency”

6. Enter your “Address & Housing Details”

7. If applicable, apply for medically necessary cooling

To apply for the medically-necessary cooling benefit, a doctor’s note is required for one household member.

8. Enter energy information

9. Enter your household information

Create a household record for **each** household member.

10. Enter income record

- Create an income record for all household members 18 or older.
- If someone is 18 or older and has no income, choose “Zero Income” or “Full Time Student.”

11. Upload your documents

- Choose a “Document Type” so the “Upload” button turns **blue**.
- Some forms can be downloaded right from the screen; fill them out, then sign back into “DCAid” to upload them into the portal.

12. “Review Application”

Review all information entered throughout the application. If something is wrong, click “Previous” to fix it.

13. Sign and submit “Fair Hearing Process” and “Application Certification” forms

Choose **PSE&G** from the dropdown to ensure the application is assigned to us after submission.

14. Submit your application

Click “Submit” when you’re done. You can log in anytime to see your application status.

If you need assistance at any time during the application, **make sure to save and close** your progress. For assistance, call PSE&G’s PAID Team by calling **(908) 709-6868** or visit one of our **Customer Service Centers (CSCs)** for help with your application.



* Some customers may qualify for additional assistance programs such as SHARES Utility Assistance Grants and NJ Lifeline for Seniors and Disabled Adults.

➤ For more information on available Payment Assistance Programs, please visit pseg.com/Help.