

AGENDA

Introductions

- PSE&G
- Elizabethtown Gas

Energy Efficiency (EE)

- Comfort Partners
- Other EE Programs

Payment Assistance Programs

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- NJ LIFELINEI

➤ USF

- Fresh Start

➤ LIHEAP

- Emergency Assistance

How to Apply?

- PSE&G
- Elizabethtown Gas
- Online Links
- Intake Agencies

Q & A

New Jersey Comfort Partners

- Free NJ Board of Public Utilities (BPU) program administered by the electric and natural gas utilities of the state
- Aims to help income-eligible customers reduce their utility bills by implementing cost effective measures which save energy and money while improving their home's safety and comfort at no cost
- Both homeowners and renters may receive services through Comfort Partners
- Customers must have a household income at or below 250% of the Federal Poverty Guidelines
- Eligible customers will receive a free comprehensive in-home audit and free energy education services from certified contractors
- Eligible customers may also receive the installation of energy-efficiency measures at no cost to them, including:
 - Efficient lighting products
 - Hot water conservation measures
 - Smart thermostats
 - Insulation Upgrades
 - Air Sealing/Duct Sealing and repair
 - Heating/cooling equipment maintenance
 - And other measures
- **For more information on the Comfort Partners program, please visit <https://njcleanenergy.com/cp> or call 800-915-8309 (Option 1)**



New Jersey Comfort Partners

Targeted Customers

- Electric and natural gas customers who have a household income at or below 250% of the federal poverty guidelines
- Customers currently enrolled in one of the following assistance programs:
 - *Universal Service Fund (USF)
 - Lifeline
 - Home Energy Assistance Program (HEAP)
 - Temporary Assistance to Needy Families (TANF)
 - Supplemental Security Income (SSI)
 - Pharmaceutical Assistance to the Aged and Disabled (PAAD)
 - Section 8 Housing Assistance
 - SNAP
 - General Assistance (GA)
- Customers must reside in a 1-14 unit residential building, use the household as their primary residence and have an electric or natural gas account in their name which is only for their unit and not shared with any other residence (separately metered).
 - Customer can be the owner or renter

2023 Income Guidelines (250% of the Federal Poverty Guidelines)

Size of Family	Weekly Income	Monthly Income	Yearly Income
1	\$701	\$3,038	\$36,450
2	\$948	\$4,108	\$49,300
3	\$1,195	\$5,179	\$62,150
4	\$1,442	\$6,250	\$75,000
5	\$1,689	\$7,321	\$87,850
6	\$1,937	\$8,392	\$100,700
7	\$2,184	\$9,463	\$113,550
8	\$2,431	\$10,533	\$126,400

For family units with more than 8 family members:
Add \$247 to the weekly income, \$1,071 to the monthly income, or \$12,850 to the yearly income for each additional member.



DISCLAIMER

THE PAYMENT ASSISTANCE PROGRAMS
DISCUSSED TODAY ARE AVAILABLE TO
QUALIFYING RESIDENTIAL CUSTOMERS.

*PSE&G AND ELIZABETHTOWN GAS DO NOT
ADMINISTER PAYMENT ASSISTANCE
PROGRAMS.*

NEW JERSEY PAYMENT ASSISTANCE PROGRAMS

PAGE

HELPS ZERO-TO-MODERATE INCOME HOUSEHOLDS PAY THEIR PAST DUE GAS AND/OR ELECTRIC BILLS

- Must have a past due of at least \$100
- *Available to undocumented households*

INCOME LIMITS (ANNUAL GROSS)

- Household Size of 4 - \$133,237
- Should not have \$15,000 or more in liquid assets

APPLICATION YEAR-ROUND

- Intake Agency
- (732) 389-2204
- njpoweron.org
- Available at PSE&G Customer Service Centers

NJ SHARES

HELPS MODERATE-TO-FIXED INCOME HOUSEHOLDS EXPERIENCING A FINANCIAL CRISIS.

- Up to \$700 for gas and up to \$700 for electric service
- Households that do not qualify for LIHEAP and USF
 - Must present denial notice
- *Available to undocumented households*

INCOME LIMITS (MONTHLY GROSS)

- Household Size of 4 - \$9,250

APPLICATION YEAR-ROUND

- Intake Agency
- (866) NJ-SHARES (657-4273)
- njshares.org

NJ LIFELINE

A \$225 YEARLY CREDIT FOR CUSTOMERS 65 YEARS OLD OR DISABLED ADULTS OVER THE AGE OF 18 WHO RECEIVE SOCIAL SECURITY DISABILITY BENEFIT.

INCOME LIMITS (NOT BASED ON HOUSEHOLD INCOME)

- No more than \$42,142 (Single)
- No more than \$49,209 (Married)

APPLICATION YEAR-ROUND

- (800) 792-9745
- aging.nj.gov
- *Pharmaceutical Assistance to the Aged and Disabled (PAAD) beneficiaries are auto-enrolled*
- Available at PSE&G Customer Service Centers

USF (Universal Service Fund)

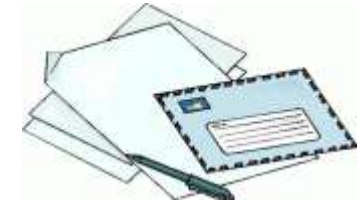
- For a period of 2 years effective 10/1/21 the Federal Poverty Level (FPL) changed from 185% to 400%
- Joint application with LIHEAP
- State program- Funded by Gas and Electric Ratepayer
- Enrollment Period is year round
- Benefit amount is determined by energy usage, household size and income.
 - Customer should spend no more than 4% of income on electric heat or 2% of annual income of non-heating electric costs and 2% of income of gas.
- Benefit amount is \$5 min up to \$180 max (2-yr change) (for both Gas and Electric)
- NJ SNAP, PAAD or NJ Lifeline recipients are automatically screened
- Recertification forms are mailed to prior year recipients
- Considered a Protected Class (11/15 to 3/15)
- Service must be on to receive a benefit
- If a customer moves, they can request to have the USF benefit moved over.
- **Enhancements will end 9/30/23**

2021		This year 2023
YEARLY	USF	USF
Household Size	185 % FPL	400 % FPL
1	\$23,604	\$54,360
2	\$31,896	\$73,236
3	\$40,188	\$92,124
4	\$48,468	\$111,000



USF (Universal Service Fund) - Fresh Start

- For a period of 2 years, all customers in arrears greater than \$60.00 will be considered regardless of past participation
- Arrears balances in excess of \$60.00 are placed into the program
- 1/12 of the Fresh start balance is waived each month if the prior months bill is paid.
 - Capped at \$100/month. There is no cap for a period of 2 years.
- Each month the customer is allowed to catch up and earn prior forgiveness
- Customers are given an extra 3 months at the end of the 12 months to catch up. (15-month program)



LOTS OF LETTERS

- USF Enrollment Letter
- Fresh Start Enrollment Letter
- Reminder Letter
- Final Reminder letter
- Thank You letter



LIHEAP (Low Income Home Energy Assistance Program)

- LIHEAP is now median state income. Program has changed from 200% of the federal poverty level to 60% median state income.
- Federally funded
- **Enrollment Period: October 1 to June 30th**
- NJ SNAP, PAAD or NJ Lifeline recipients are automatically screened
- Recertification forms are mailed to prior year recipients
- Considered a Protected Class (11/15 to 3/15)
- Service must be on to receive a benefit

Last year 2021		This year 2023
YEARLY	LIHEAP	LIHEAP
Household Size	200% FPL	60% median state income
1	\$25,524	\$41,568
2	\$34,476	\$54,360
3	\$43,440	\$67,152
4	\$52,404	\$79,944

Emergency Period

- LIHEAP Recipients are eligible to receive up to \$1,000 in Emergency LIHEAP from **3/16 to 6/30**
- Must have a shut off notice or already shut off
- LIHEAP Emergency must prevent Shutoff or restore service
- May combine a LIHEAP benefit and a LIHEAP Emergency to maintain and/or restore service



LIHEAP Emergency Elizabethtown Gas Procedure

- To be eligible, you must be a LIHEAP recipient and have received a shut off notice or have a past due balance of \$300 or greater.
- LIHEAP Emergency must prevent Shutoff or restore service.
- You may apply for a LIHEAP Emergency Grant at your local agency from March 16 through June 30 each year or contact our call center for further information 1-800-242-5830.
 - **PROCEED, Inc., 1122 E. Grant Street, Elizabeth NJ 07202**
- To prevent shut off contact our call center at 1-800-242-5830 to set up a payment arrangement with 25% down on your bill.



LIHEAP EMERGENCY ASSISTANCE

How do PSE&G Customers apply for LIHEAP Emergency Assistance?

- Must be approved for LIHEAP
- Must have a gas or electric heating account
- Must have a shut-off/disconnection notice OR Fresh Start with a past due balance is \$300
- Visit PSE&G Customer Service Centers (CSC)

Elizabeth CSC
112 E. Grand Street
Elizabeth, NJ 07202

Plainfield CSC
120 W. Seventh Street
Plainfield, NJ 07060

- OR Visit an Intake Agency
- OR Call 211

HOW TO APPLY

ONLINE APPS

- dcaid.dca.nj.gov (LIHEAP/USF)
- njpoweron.org (PAGE)
- njshares.org (NJ SHARES)
- aging.nj.gov (NJ LIFELINE)

INTAKE AGENCIES (UNION COUNTY)

PROCEED, INC

1122 E. Grand Street
Elizabeth, NJ 07201
(908) 351-7727 Ext. 292
energy@proceedinc.com

HOPES CAP, INC

1201 E. 7th Street
Plainfield, NJ 07062
(855) 654-6737 Ext. 1016
energyassistance@hopes.org

THANK YOU FOR LISTENING

PSE&G



General questions
1-800-436-PSEG (7734)

Credit and Collection
1-800-357-2262



pseg.com/help
pseg.com/ayuda

pseg.com/saveenergyandmoney

ELIZABETHTOWN GAS



General questions
1-800-242-5830



www.elizabethtowngas.com/residential/energy-assistance