

PSE&G Presents

New Jersey's Payment Assistance Programs
September 20, 2022, 10 am
Bergen County



WELCOME

SARA PEÑA

DIRECTOR OF EXTERNAL AFFAIRS

- 01 Intro of Regional Public Affairs Managers
- 02 Purpose of Webinar
- 03 Webinar Housekeeping

DIRECTOR'S UPDATE

- World events and increased demand have led to significant fluctuation in the natural gas commodity markets, putting upward pressure on the supply charge.
- New Jersey's Basic Gas Supply Service (BGSS), codified by the NJ BPU, approach protects customers from month-to-month and day-to-day commodity price fluctuations by providing an annual rate based on market realities.
- The Basic Gas Supply Service (BGSS) rate reflects the actual cost utilities pay for natural gas, and utilities do not make any money on the supply charge. Every utility in New Jersey has filed for a rate increase due to the increased gas supply cost.

DIRECTOR'S UPDATE (CONTINUED)

- On September 9, 2022, the BPU approved PSE&G's BGSS filing, which will take effect on October 1, 2022. The 23.5% rate increase responds to the 200% increase in natural gas prices. In doing this, the BPU acknowledges and accepts the increase gas supply cost.
- Despite the increase, PSE&G's gas bills will remain the lowest in the state. And rates are still lower than they were in the mid 2000's
- The impact on a residential PSE&G customer using 100 therms per month during the winter months, and 610 therms on an annual basis, would see an increase in their monthly winter bill of \$24.77.
- Visit: nj.pseg.com/saveenergyandmoney to find energy saving tips, tools and resources to help you reduce your energy costs.

CREDIT AND COLLECTIONS

CHRISTY BARONE

MANAGER OF CREDIT AND COLLECTIONS
& PAYMENT ASSISTANCE OUTREACH

01

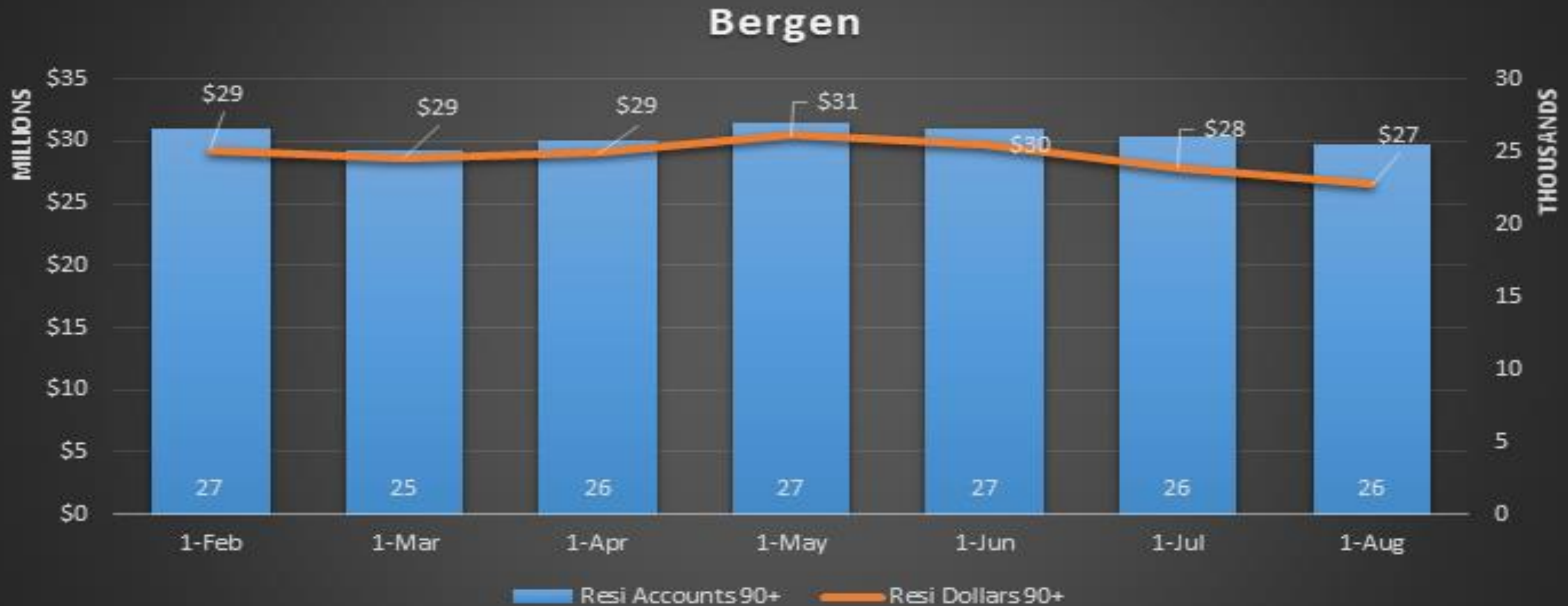
State of Affairs of Credit
and Collections

02

Current Campaigns

03

Payment Assistance Outreach Intro



RESIDENTIAL ACCOUNTS 90+ DAYS DELINQUENT

In February PSE&G began receiving payments for the American Rescue Plan and started tracking data of residential accounts 90+ days delinquent. This information has become beneficial in designing a plan to help bring customers current.

ROSA PAGNILLO- LOPEZ

PAYMENT ASSISTANCE OUTREACH (PAO)
PROCESS LEAD

01

Role of PAO

Education, Promotion, Partnerships, and
Advocacy

02

Customer Service Centers &
Intake Agencies

03

Bi-Lingual Website Links

pseg.com/help

pseg.com/ayuda (Spanish)

04

Questions about today's webinar?



**AFTER TODAY'S WEBINAR PLEASE SEND YOUR
QUESTIONS ABOUT THE ENERGY PROGRAMS TO:**
pao@pseg.com

LILIA DIAZ

PAYMENT ASSISTANCE OUTREACH

- 01 New Jersey's Payment Assistance Programs
- 02 Eligibility Requirements
- 03 How to Apply
- 04 Scam Alert

PROGRAMS

DISCLAIMER

THE ENERGY PROGRAMS DISCUSSED TODAY
ARE AVAILABLE TO QUALIFYING RESIDENTIAL
CUSTOMERS PSE&G DOES NOT ADMINISTER
PAYMENT ASSISTANCE PROGRAMS

FOR MORE INFO:
PSEG.COM/HELP
PSEG.COM/AYUDA

AMERICAN RESCUE PLAN (ARP)

A TEMPORARY FEDERAL GRANT WHICH PROVIDES UP TO \$13,000 TOTAL BENEFIT

- Up to \$8,000 Gas
- Up to \$5,000 Electric
- Must be past due \$300 or greater

INCOME LIMITS (MONTHLY GROSS)

- Household Size of 3
 - \$7,677

APPLICATION PROCESS IS SIMPLE

- (609) 984-6670
- pseg.com/energyassistance

PROGRAM EXTENDED UNTIL FURTHER NOTICE



**FOR MORE INFORMATION ABOUT
NJ PAYMENT ASSISTANCE
PROGRAMS PLEASE VISIT:**

pseg.com/help
pseg.com/ayuda

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

A FEDERAL PROGRAM HELPING NJ HOUSEHOLDS PAY FOR HEATING COSTS

- Credit to PSE&G Bill.
- Check issued to Non-Subsidized Renter w/heat included
- Household size and income determine benefit

SUPPLEMENTAL BENEFITS

- Cooling Benefit - Physician's Notice Required
 - Not the same as the PSE&G Critical Care Application
- Emergency Assistance
 - Oil Heat (Begins Nov 15th)
 - Gas/Electric Heating Accounts (Begins Mar 16th)

INCOME LIMITS (MONTHLY GROSS)

- Household Size of 3
 - \$5,596

APPLICATION TERM (ANNUALLY: OCT 1ST - JUN 30TH)

- Intake Agency
- (800) 510-3102
- pseg.com/energyassistance



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FOR MORE INFORMATION ABOUT
NJ PAYMENT ASSISTANCE
PROGRAMS PLEASE VISIT:

pseg.com/help
pseg.com/ayuda

UNIVERSAL SERVICE FUND (USF)

A STATE-FUNDED PROGRAM PROVIDING A MONTHLY CREDIT TO NJ HOUSEHOLDS FOR ELECTRIC & GAS COSTS

- Benefits are based on consumption and income
 - \$5 to \$180 credit for each utility
- Fresh Start Program (FSP):
 - Auto-enrolled if past due \$60 or greater
 - Forgives past due balance
 - Must pay monthly charges for 12 months
 - Through September 2023
- If customer moves, must recalculate benefit

INCOME LIMITS (MONTHLY GROSS)

- Household Size of 3
 - \$7,677

APPLICATION YEAR-ROUND

- One application for LIHEAP, USF, and NJ WAP

FOR MORE INFORMATION ABOUT
NJ PAYMENT ASSISTANCE
PROGRAMS PLEASE VISIT:

pseg.com/help
pseg.com/ayuda

PAYMENT ASSISTANCE GAS & ELECTRIC (PAGE)

A STATE-FUNDED FINANCIAL ASSISTANCE PROGRAM FOR HOUSEHOLDS EXPERIENCING ECONOMIC HARDSHIP

- Must be past due at least \$100
 - \$400 utility credit (Low-Income)
 - Can receive LIHEAP/USF
 - \$700 utility credit (Moderate Income)
- Applicants can apply once in 12 mo. from the grant award date
- Available to undocumented households

INCOME LIMITS (ANNUAL GROSS)

- Household Size of 3
 - \$111,918
- Should not have \$15,000 or more in liquid assets

APPLICATION YEAR-ROUND

- Intake Agency
- (732) 389-2204
- www.njpoweron.org



FOR MORE INFORMATION ABOUT
NJ PAYMENT ASSISTANCE
PROGRAMS PLEASE VISIT:

pseg.com/help
pseg.com/ayuda

NJ SHARES

ASSISTS NJ HOUSEHOLDS WHO DO NOT QUALIFY FOR FEDERAL OR STATE ENERGY PROGRAMS

- Up to \$700
 - At least a \$100 good faith payment w/in previous 90 days
 - Households that do not qualify for LIHEAP and USF and PAGE
 - Must present denial notice
- Up to \$500 SMART Utility Assistance Grant
 - Supplemental for those who have received LIHEAP, USF, and PAGE and continue to have an outstanding balance.
- Available to undocumented households
- Applicants can apply once in 12 mo. from the grant award date

INCOME LIMITS (MONTHLY GROSS)

- Household Size of 3
 - \$7,320

APPLICATION YEAR-ROUND

- Intake Agency
- 866-NJSHARES (657-4273)
- njshares.org



FOR MORE INFORMATION ABOUT
NJ PAYMENT ASSISTANCE
PROGRAMS PLEASE VISIT:

pseg.com/help
pseg.com/ayuda

NJ LIFELINE

UTILITY ASSISTANCE PROGRAM

ELIGIBILITY REQUIREMENTS

- Age 65 or older, or Disabled individuals ages 18 - 64
- And, receiving Social Security Disability Title II benefits

ONE-TIME ANNUAL BENEFIT

- \$225
 - Account Credit to PSE&G Bill
 - Non-Subsidized Renter w/heat included issued check

INCOME LIMITS (Not Household Income)

- No more than \$38,769 (Single)
- No more than \$45,270 (Married)

APPLICATION YEAR-ROUND

- 1-800-792-9745
- aging.nj.gov
- Pharmaceutical Assistance to the Aged and Disabled (PAAD)
beneficiaries auto-enrolled



FOR MORE INFORMATION ABOUT
NJ PAYMENT ASSISTANCE
PROGRAMS PLEASE VISIT:

pseg.com/help
pseg.com/ayuda

ELIGIBILITY REQUIREMENTS

ELIGIBILITY DOCUMENTS

OTHER DOCUMENTS MAY BE REQUESTED TO DETERMINE PROGRAM ELIGIBILITY

PROGRAM	ARP	LIHEAP	USF	PAGE	NJ SHARES	NJ LIFELINE
State ID				X		
SS Card	X	X	X	X	X	X
Proof of Income	X	X	X	X	X	X
Proof of Residence	X	X	X	X	X	X
Utility Bill	X	X	X	X	X	X

FAMILY SIZE	*ARP Monthly Gross	*LIHEAP Monthly Gross	*USF Monthly Gross	*PAGE Annual Gross	NJ SHARES Monthly Gross	NJ LIFELINE (Not Household Income)
1	\$4,530	\$3,464	\$4,530	\$69,282	\$4,293	\$38,769
2	\$6,103	\$4,530	\$6,103	\$90,600	\$5,807	\$45,270
3	\$7,677	\$5,596	\$7,677	\$111,918	\$7,320	N/A
4	\$9,250	\$6,662	\$9,250	\$133,237	\$8,833	N/A

*AS OF OCTOBER 1, 2022

INCOME GUIDELINES

HOW TO APPLY?



**Greater Bergen County
Community Action, Inc.**
294 Union Street
Hackensack, NJ 07601
www.greaterbergen.org

(201) 488-5100 Ext 2
liheap@greaterbergen.org

INTAKE AGENCY

AGENCIES IN NJ ARE
DESIGNATED BY THE
DEPARTMENT OF
COMMUNITY AFFAIRS
TO ADMINISTER
LIHEAP & USF

ONLINE APPS

PROGRAM ONLINE
APPLICATIONS LINKS

ARP
LIHEAP
USF

pseg.com/energyassistance

PAGE

njpoweron.org

NJ
SHARES

njshares.org

NJ
LIFELINE

aging.nj.gov

ALERTS

SOMETIMES IMPOSTORS CONTACT CUSTOMERS

PHONE

PSE&G would never require a specific type of payment.

EMAIL

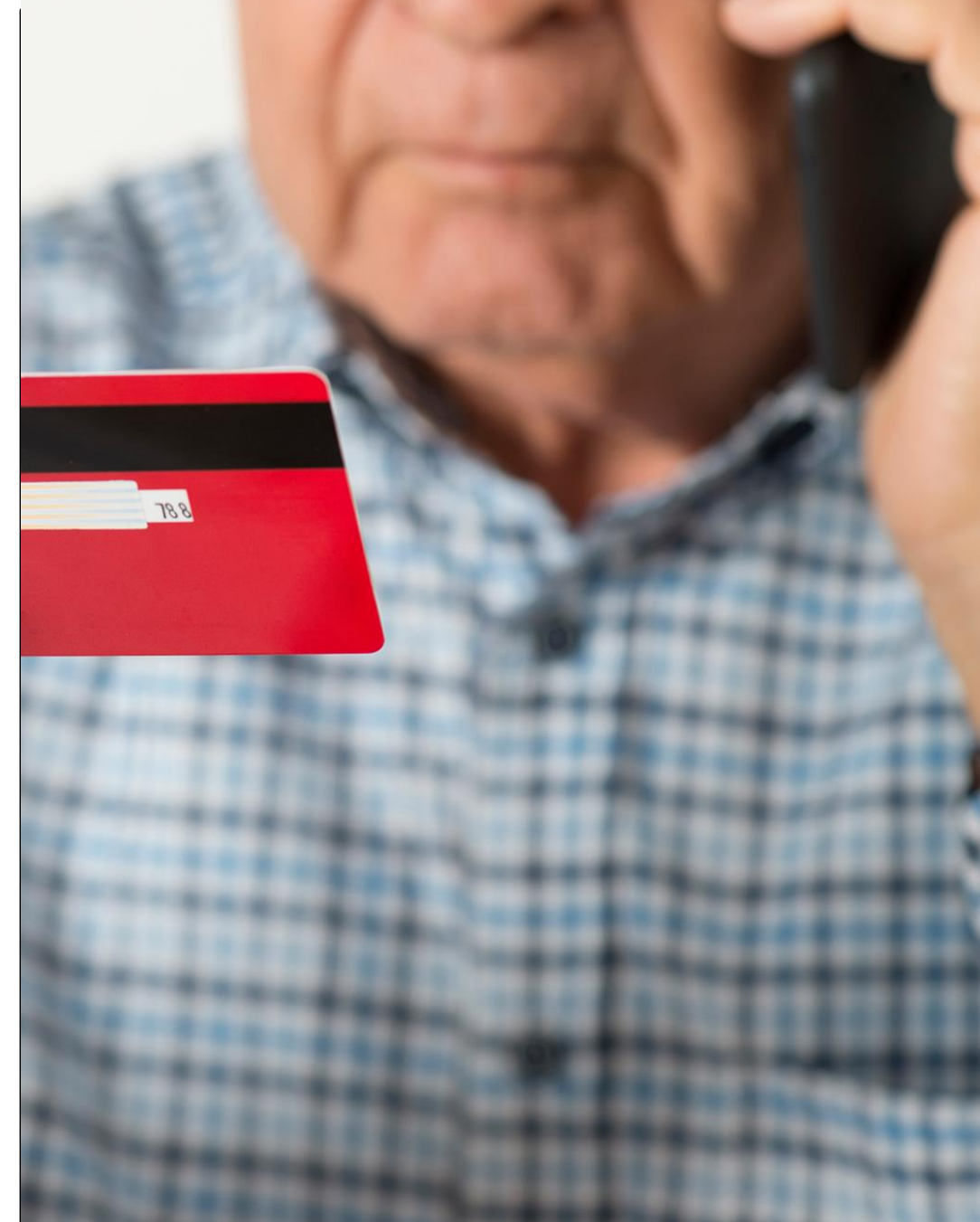
Ask customers to provide personal information online without first logging into My Account

IN-PERSON

Customers should call 1-800-436-PSEG (7734) to verify his/her presence

MORE TIPS PLEASE VISIT:

pseg.com/scamalert



SCAM ALERT!

Thank you for listening!

Feel free to send in any questions
to pao@pseg.com



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

Credit and Collection
1-800-357-2262



pseg.com/help
pseg.com/ayuda

pseg.com/saveenergyandmoney



Q & A