



PAYMENT ASSISTANCE OUTREACH (PAO) PRESENTS:

ENERGY ASSISTANCE WEBINAR
MONDAY, APRIL 24 AT 2 PM

THIS WEBINAR WILL PROVIDE YOU WITH IMPORTANT INFORMATION ABOUT ENERGY ASSISTANCE AVAILABLE THROUGH NEW JERSEY'S BILL PAYMENT ASSISTANCE PROGRAMS, INCLUDING HOW TO APPLY. YOU WILL ALSO LEARN ABOUT VALUABLE ENERGY EFFICIENCY PROGRAMS THAT CAN HELP CUSTOMERS SAVE ENERGY AND MONEY.

TYPES OF COMMUNICATION



- **EXTERNAL**

- Community Outreach Vendor Visit
- Webinars/Conferences/Workshops

- **LINKS**

- www.pseg.com/help
- www.pseg.com/ayuda (Spanish)

- **INTERNAL**

- Training Customer Contact Associates
- Program Updates: Flyers & Handouts
- Mail Assistance – Applications to customers
- Bill Inserts, Bill Messages, Press Releases
- E-Newsletter

- **PARTNERSHIPS**

- Liaisons with LIHEAP/USF Agencies, Affordable Housing Alliance (AHA) and NJ SHARES
- Work with NJ DCA and NJ BPU on regulations/outreach events

AGENDA



- *Welcome*
- *PSE&G Energy Efficiency Programs*
- *PSE&G Collections and Payment Assistance Outreach*
- *Bill Payment Assistance Programs*
 - PAGE & NJ SHARES
 - NJ Lifeline
 - Universal Service Fund (USF)
 - USF Fresh Start Program
 - Low Income Home Energy Assistance (LIHEAP)
 - LIHEAP Emergency Assistance
- *Thank you, Contacts and Links*
- *Q & A*



SUBMIT YOUR QUESTIONS IN THE Q&A OR CHAT TO ASK QUESTIONS ABOUT THE PRESENTATION

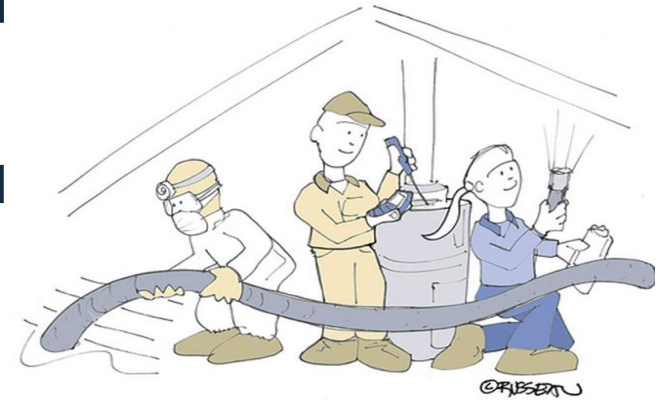
**AFTER TODAY'S WEBINAR PLEASE SEND YOUR QUESTIONS ABOUT
BILL PAYMENT ASSISTANCE PROGRAMS TO:
pao@pseg.com**



PSE&G ENERGY EFFICIENCY PROGRAMS

NEW JERSEY COMFORT PARTNERS PROGRAM

- A FREE energy saving and energy education program for qualified low-income customers
- We help customers save energy and make their homes healthy and safe
- We have helped over 130,000 families since establishment in 2001



PSE&G HOME WEATHERIZATION PROGRAM FOR INCOME-QUALIFIED CUSTOMERS

Customers may qualify for a NO-COST energy efficiency inspection—and up to \$7,500 in energy efficiency, health, and safety upgrades at no extra charge.



NEW JERSEY COMFORT PARTNERS PROGRAM

OVERVIEW:

- Statewide low-income energy conservation program sponsored by New Jersey Clean Energy Program and administered by gas and electric utilities

ELIGIBILITY:

- Available to all eligible low-income households; no cost to participants
- Total household income \leq 250% of federal poverty guideline OR participating in one of the following income eligible programs (Income Verification may still be required):
 - NJ Lifeline
 - Section 8
 - HEAP
 - TANF
 - SSI
 - PAAD
 - USF
 - Medicaid
- Dwellings of 1 - 14 units - Owners and renters are eligible

PROGRAM BENEFITS:

- Enhance customers' health, safety and comfort
- Reduce customers' household energy consumption
- Make customers' energy bills more affordable

PSE&G HOME WEATHERIZATION PROGRAM FOR INCOME-QUALIFIED CUSTOMERS

OVERVIEW:

Free home energy efficiency assessment and up to \$6,000 in energy efficiency upgrades and up to \$1,500 in health and safety improvements

ELIGIBILITY:

Based on a customer's household income level between 251 – 400% FPL.



HOW IT WORKS:

- An energy efficiency professional will perform a home walk-through either in-person or remotely via video chat on your smartphone
- The contractor will recommend specific energy efficiency measures to ensure the best savings
- On the first visit, customers may receive energy-smart products including LED light bulbs, aerators, efficient showerheads and advanced power strips, installed at no cost, to help them start using less energy right away
- Customers might also qualify for additional energy efficiency, health, and safety improvements, valued at up to \$7,500 installed at a future visit that may include:
 - A programmable smart thermostat
 - Insulation upgrades in walls, ceilings, and attics
 - Air sealing of windows and doors

PSE&G ENERGY EFFICIENCY PROGRAM LINKS

FOR MORE INFORMATION ON OUR MODERATE-INCOME PROGRAM PLEASE VISIT:

- homeenergy.pseg.com/homeweatherization

FOR MORE INFORMATION ON OUR LOW-INCOME PROGRAM PLEASE VISIT:

- pseg.com/comfortpartners



PSE&G COLLECTIONS UPDATES


Winter Termination Period

- November 15 – March 15
- Protects customers receiving assistance from being disconnected for non-payment
- PSE&G also protects seniors 65 and over
- Customers will still get other collection activity
- Temperature restrictions exist all year
- Residential customers will not be shut off if the forecasted temperature following the shut-off is expected to have a high less than 32 degrees in the 24 hours following the shut-off or above 90 degrees in the 48 days following the disconnect.


Our Shut-off Notice

Month 1

Message Center


 **** SHUT-OFF NOTICE ****
1-800-357-2262 (Mon-Fri, 7:30 AM - 8:00 PM)

Your bill is now past due. Payment of \$537.96 must be received by 10/10/2022 or service may be shut off. **A statement of customer rights and fees is shown on the reverse side.**

 **Shut-off notice**
Total amount due \$580.17
See shut-off notice below for payment details

Month 2

Message Center

 **** SHUT-OFF NOTICE ****
1-800-357-2262 (Mon-Fri, 7:30 AM - 8:00 PM)


Your service is currently in danger of being shut off. \$514.79 is due immediately. Note further that an additional \$42.21 is now past due and must be paid by 11/8/2022 or \$557.00 will be required to avoid shut off. **A statement of customer rights and fees is shown on the reverse side.**

Balance remaining from your last bill

PSE&G balance from last bill	\$580.17
<i>Less</i> Payment received October 20, 2022 – thank you!	-\$23.17
Balance remaining from your last bill	\$557.00

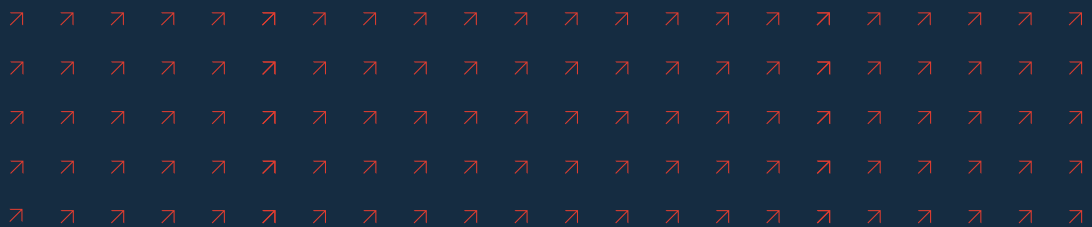
DPA: Deferred Payment Agreement

- PSE&G offers a Equal Payment Plan (EPP) to spread an estimated year of service equally over 12 months
- When a customer falls behind on their bill, they need a DPA which spreads their past due usage over 12 months and the customer must pay this in addition to the current bill
- A customer is required to get 1 DPA in a rolling 12 months for up to 25% down
- If the DPA breaks, the customer will likely be given a second opportunity for a DPA but will be required to pay 25%-50% as a down payment
- If the customer received a commitment from a social agency, PSE&G calls this a voucher, the customer can create a DPA using that voucher as a scheduled down payment



PSE&G would rather not shut off a customer for not paying their bills

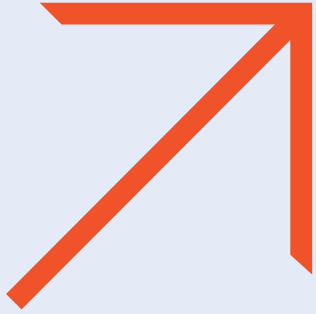
- Customers should contact us early
- Customers should provide us good phone numbers and e-mail addresses
- PSE&G will send a customer an e-mail a day or two before they are scheduled for disconnection
- Applying for assistance alone will not prevent shut-off
- Once a customer is caught up, we encourage them to start on EPP to help manage their budget





PSE&G BILL PAYMENT ASSISTANCE PROGRAMS

DISCLAIMER



THE BILL PAYMENT ASSISTANCE
PROGRAMS DISCUSSED TODAY ARE
AVAILABLE TO QUALIFYING RESIDENTIAL
CUSTOMERS, **PSE&G** DOES NOT
ADMINISTER BILL PAYMENT ASSISTANCE
PROGRAMS.

FOR MORE INFO:

pseg.com/help

pseg.com/ayuda (Spanish)

NEW JERSEY BILL PAYMENT ASSISTANCE PROGRAMS (LOW TO MODERATE INCOME)

PAYMENT ASSISTANCE GAS & ELECTRIC (PAGE)

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

- Must be past due at least \$100
- Additional assistance available from LIHEAP/USF Programs

INCOME LIMITS (ANNUAL GROSS)

- Household size of 4, max annual income \$133,237
- Should not have \$15,000 or more in liquid assets

APPLICATION YEAR-ROUND

- Affordable Housing Alliance
 - (732) 389-2204
 - njpoweron.com

NJ SHARES

HELPS MODERATE-TO-FIXED INCOME HOUSEHOLDS EXPERIENCING A FINANCIAL CRISIS AND PAST DUE

- 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

INCOME LIMITS (MONTHLY GROSS)

- Household size of 4, max monthly income \$9,250

APPLICATION YEAR-ROUND

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

THESE PROGRAMS ARE AVAILABLE TO UNDOCUMENTED HOUSEHOLDS

NEW JERSEY PAYMENT ASSISTANCE PROGRAMS (SENIOR & DISABLED ADULTS)

NJ LIFELINE

A PROGRAM FOR CUSTOMERS 65 YEARS OLD OR DISABLED ADULTS OVER THE AGE OF 18 WHO RECEIVE SOCIAL SECURITY DISABILITY BENEFIT

- One-time annual benefit
 - \$225

INCOME LIMITS (NOT BASED ON HOUSEHOLD INCOME)

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

APPLICATION YEAR-ROUND

- NJ Division of Aging
 - (800) 792-9745
 - aging.nj.gov

PHARMACEUTICAL ASSISTANCE TO THE AGED AND DISABLED (PAAD) BENEFICIARIES ARE AUTO-ENROLLED

NJ BOARD OF PUBLIC UTILITIES UNIVERSAL SERVICE FUND (USF)

**USF Income Levels Expanded from 10/1/2021 to
09/30/2023**

- Requires proof of previous 30 days income
- A 12 month program that gives Electric & Gas utility customers up to \$180 per month to make bills more affordable
- Customers can received from \$5 to \$180 monthly
- Year round program application

Household Size	Monthly Income
1	\$4,530
2	\$6,130
3	\$7,677
4	\$9,250

USF FRESH START PROGRAM

- Customers with overdue balances of \$60 < will be screened for the USF Fresh Start Program (FSP).
 - No separate application needed for FSP
- USF customers with FSP will have 1/12th of their overdue balance forgiven every month their current bill is paid.
- No limit to the amount eligible for FSP
- No one that is income eligible will be denied FSP even if they were FSP or USF recipients before



INCREASED ELIGIBILITY FOR USF & FSP PROGRAMS WILL CHANGE AFTER SEPTEMBER 30, 2023

LOW INCOME HOME ENERGY ASSISTANCE (LIHEAP)

Household Size	Monthly Income
1	\$3,464
2	\$4,530
3	\$5,596
4	\$6,662

Helps with winter heating costs & medically necessary cooling costs

- Requires proof of previous 30 days income
- LIHEAP and USF are the same application
- Applications available at all PSE&G Customer Service Centers or at local LIHEAP/USF Intake Agencies
- Call 1-800-510-3102 for more information
- visit pseg.com/energyassistance to access the DCAid application portal

LIHEAP EMERGENCY ASSISTANCE (EA)

As of March 15th, LIHEAP Emergency Assistance (EA) begins and PSE&G customers can receive up to \$1,000 benefit payment:

- Must be approved for LIHEAP (Started November 2022)
- Gas or electric heating with PSE&G
- Has a shut-off notice OR is on the USF Fresh Start Program and past due \$300

LIHEAP EMERGENCY ASSISTANCE ENDS JUNE 30, 2023

HOW TO APPLY FOR USF AND LIHEAP

- Applications are available at all PSE&G Customer Service Centers or at local LIHEAP/USF Intake agencies
- LIHEAP and USF are the same application
- LIHEAP Applications accepted until June 30, 2023
- USF available year round
- Call 1-800-510-3102
 - For more information
 - To request LIHEAP Emergency Assistance
 - To check on a submitted application

FOR INFORMATION AND LINKS TO APPLY ONLINE VISIT pseg.com/help OR pseg.com/ayuda (Spanish)

ELIGIBILITY DOCUMENTS

PROGRAM	LIHEAP	USF	PAGE	NJ SHARES	NJ LIFELINE
State ID/ (Undocumented Households: Passport)	N/A	N/A	X	N/A	N/A
Social Security Card	X	X	X	X	X
Proof of Income	X	X	X	X	X
Proof of Residence	X	X	X	X	X
PSE&G Bill	X	X	X	X	X

OTHER DOCUMENTS MAY BE REQUESTED TO DETERMINE ELIGIBILITY

INCOME GUIDELINES

FAMILY SIZE	LIHEAP Monthly Gross	USF Monthly Gross	PAGE Annual Gross	NJ SHARES Monthly Gross	NJ LIFELINE (Not Household Income)
1	\$3,464	\$4,530	\$69,282	\$4,530	\$42,142
2	\$4,530	\$6,103	\$90,600	\$6,103	\$49,209
3	\$5,596	\$7,677	\$111,918	\$7,677	N.A
4	\$6,662	\$9,250	\$133,237	\$9,250	N/A

INCOME GUIDELINES CHANGE ANNUALLY

LIHEAP/USF AGENCIES

BERGEN COUNTY

Greater Bergen County Community Action Inc.
294 Union St. Hackensack, NJ 07601
(201) 488-5100, ext. 2, Fax (201) 342-7452
Mon. and Wed. 9 am – 3 pm
Mail applications: GBGA LIHEAP
535 Midland Ave. Garfield, NJ 07026
liheap@greaterbergen.com

**Greater Bergen Community Action
@ PSE&G Hackensack CSC**
214 Hudson St. Hackensack, NJ 07601
Thurs. 9 am – 12 pm; 1 pm – 3 pm

BURLINGTON COUNTY

Burlington County CAP
1 Van Sciver Park Way, Willingboro, NJ 08046
(609) 835-4329 option *4076
Mon. - Fri. 9 am - 5 pm
All Applications Mail to:
718 S Route 130 Burlington, NJ 08016
homeenergy@bccap.org

CAMDEN COUNTY

Camden County Council on Economic Opportunity (OE0)
Point Plaza, 5287 Route 70, Suite A, Pennsauken, NJ 08109
(856) 910-1180 or (856) 964-6887, Fax (856) 910-1186
Mon. - Fri. 9 am - 4 pm
or 538 Broadway, Camden, NJ 08103
or 555 Blackwood Clementon Rd.
Lindenwold, NJ 08021
Mon. - Fri. 9 am - 4pm
waphea@cccceo.com

Hispanic Family Center of Southern NJ, Inc.
2850 Federal St. Camden, NJ 08105
(856) 541-2717 ext. 313, Fax (856) 365-1862
Mon. - Fri. 8:30 am - 4:30 pm
lvillatoro@hispanicfamilycenter.com

ESSEX COUNTY

La Casa De Don Pedro
317 Roseville Ave. Newark NJ 07107
(973) 485-0795 or (973) 485-9984
Mon., Tues., Thurs. 9 am - 4 pm; Wed. 9 am - 6 pm
Drop off only on Fri. 9 am - 5 pm
Mail and email applications to:
P.O. Box 7118, Newark, NJ 07107
energyasst@lacasanwk.org

United Community Corporation (UCC)

Energy Assistance Department 106 Ann
St. Newark, NJ 07105 (973) 642-0181
Ext. 5712
Mon. - Fri. 9 am - 5 pm
Mail or email applications to:
P.O. Box 8217, Newark, NJ 07103
liheapdocs@uccnewark.org

ESSEX COUNTY

La Casa De Don Pedro @ PSE&G Newark CSC
80 Park Plaza, Newark, NJ 07102
Mon. & Thurs. 8 am - 4 pm; Fri. 8 am - 3 pm

La Casa De Don Pedro @ PSE&G West Orange CSC
59 Main St. West Orange, NJ 07052
Tues. & Wed. 8 am - 4 pm

GLOUCESTER COUNTY

Gateway CAP
901 North Delaware St. Paulsboro, NJ 08066 (856)
423-0040, Fax (856) 423-2537
Mon., Tues., Thurs., Fri. 9 am - 3:30 pm;
Wed. Closed
GloucesterSSD@gatewaycap.org

Hispanic Family Center of Southern New Jersey
21 Delaware St. Woodbury, NJ 08096
(856) 848-7150 ext. 412, Fax (856) 848-7152
Mon. - Fri. 8:30 am - 4:30 pm
lvillatoro@hispanicfamilycenter.com

HUDSON COUNTY

Bayonne Economic Opportunity Foundation (BE0F)
555 Kennedy Boulevard, Bayonne, NJ 07002
(201) 437-7222, Fax (201) 437-7220
Mon. - Thurs. 8:30 am - 4 pm;
Fri. 8:30 am - 3:30 pm
Mail application to:
P.O. Box 1032, Bayonne, NJ 07002
information@beof.org

BE0F @ PSE&G Bayonne CSC
608 Broadway, Bayonne, NJ 07002
Mon. - Fri. 9 am - 1 pm

P.A.C.O. Energy Conservation Department
346 Central Ave. Jersey City, NJ 07307
Mon. - Fri. 9 am - 4 pm
(201) 217-0583
Toll-Free 1-844-722-6432
LIHEAP@pacoagency.org

P.A.C.O. @ PSE&G Jersey City CSC
35 Journal Square Suite #2, Jersey City, NJ 07306
Tues. & Thurs. 9 am - 4 pm

P.A.C.O. @ PSE&G North Bergen CSC
5665 John F. Kennedy Blvd. North Bergen, NJ 07047
Tues. & Thurs. 9 am - 4 pm

HUNTERDON COUNTY

NORWESCAP, Inc.
84 Park Ave. Flemington, NJ 08822
908-782-0612, Fax (908) 454-3768
Mon. - Fri. 8:30 am - 4:30 pm
Mail applications to:
350 Marshall Street, Phillipsburg, NJ 08865
housing@norwescap.org

MERCER COUNTY

Mercer County Administration
640 S. Broad St. Rm 101, Trenton, NJ 08650
(609) 989-6959, Fax (609) 278-2758
Mon. - Fri. 8:30 am - 4 pm
Call to set up appointment 609-337-0933

Mercer County Hispanic Assoc. (MECHA)
231 Bakers Basin Rd. Unit 5, Lawrenceville, NJ 08648
(609) 578-4246 Mon. - Fri. 9 am - 4:30 pm
energy-assistance@njmecha.org

MECHA @ PSE&G Trenton CSC
28 West State St. Trenton, NJ 08608
Tues. & Thurs. 9 am - 2:30 pm

MIDDLESEX COUNTY

Puerto Rican Action Board (PRAB)
313 State St. 3rd FL, Perth Amboy, NJ 08861
Mon., Tues., Thurs., Fri. 10 am - 3 pm (closed Wed.)
(732) 828-4510 ext 306 (732) 324-1301 (fax)
Hea@prab.org

PRAB @ PSE&G New Brunswick CSC
317 George St. New Brunswick, NJ 08901
Tues. 9 am - 3 pm

MONMOUTH COUNTY

Affordable Housing Alliance (AHA)
20 Gibson Place, Suite 200, Freehold, NJ 07728
(732) 982-8710 (phones are off Thursdays)
or 59 Broad Street Eatontown, NJ 07724
or 3535 Route 66 Parkway 100, Building 4,
Neptune Township, NJ 07753
Mon. - Fri. 9 am - 4 pm
HEAdocs@housingall.org or for PAGE applications only:
PAGEAPP@housingall.org

MORRIS COUNTY

Morris County Org. for Hispanic Affairs, Inc. (MCOHA)
95-97 Bassett Highway, Dover, NJ 07801
(973) 366-1131 or (973) 366-9025
Fax (973) 361-7878
Mon., Wed., Thurs., Fri. 9 am - 5 pm; Tues. 9 am - 7 pm
(City of Morristown and Morris Plains only)
23 Clyde Potts Dr. Morristown, NJ 07960
(973) 644-5627 or (973) 644-4884
Fax (973) 644-4878
Mon., Tues., Thurs. Fri. 9 am - 4 pm; Closed Wed.
energy@mcoha.org

PASSAIC COUNTY

**County of Passaic Division of Weatherization
and Home Energy**
Totowa Business Center, 930 Riverview Drive, Suite 250,
Totowa, NJ 07512
(973) 569-4032, Fax (973) 256-2067
Mon. - Fri. 9 am - 3:30 pm
energyassist@passaiccountynj.org

PASSAIC COUNTY

Passaic County Home Energy - Paterson Office
301 Main St. Center City Mall, U-Level
Paterson, NJ 07505
Mon. - Fri. 9 am - 3:30 pm

Passaic County Home Energy @ Passaic City Hall
330 Passaic St. Passaic, NJ 07055
Mon. - Fri. 9 am - 3:30 pm

Paterson Task Force (PTF)
213 Broadway, Paterson, NJ 07501
(973) 279-2333 ext. 131 or 132
amcclendon@patersontaskforce.com
or 32-34 Circle Ave. Paterson, NJ 07522
Mon. - Fri. 8 am - 4 pm
rvelez@patersontaskforce.com

SOMERSET COUNTY

NORWESCAP, Inc.
170 Watchung Ave. North Plainfield, NJ 07060
(908) 685-3033
Mon. - Fri. 8:30 am - 4:30 pm
Mail Applications to:
350 Marshall St. Phillipsburg, NJ 08865
housing@norwescap.org

UNION COUNTY

PROCEED, Inc.
1122 E. Grand St. Elizabeth, NJ 07201
(908) 351-7727 ext. 292
Mon. - Fri. 8:30 am - 4 pm or
120 West 7th St. Suite 217, Plainfield, NJ 07060
Mon. - Fri. 8:30 am - 3:30 pm
energy@proceedinc.com

PROCEED, Inc. @ PSE&G Elizabeth CSC
550 N. Broad St. Elizabeth, NJ 07202
Wed. 9 am - 2pm

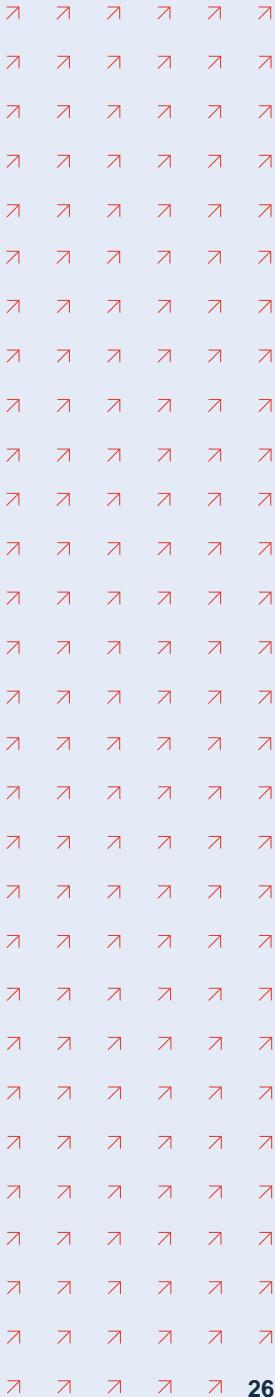
PROCEED, Inc. @ PSE&G Plainfield CSC
120 W. Seventh St. Plainfield, NJ 07060
Wed. 9 am - 2 pm

HOPES CAP, Inc.
1201 E. 7th St. Plainfield, NJ 07062
Attn: Community Programs
(855) 654-6737 x1016
Mon. - Fri. 9 am - 5 pm
Fax (201) 855-5238
energyassistance@hopes.org

NOTE:

Applications must be submitted or mailed to the agency
address within the county in which you live.

Solicitudes tiene que ser sometidas o enviadas
a la dirección de la agencia en el condado que vive.



ONLINE APPLICATIONS & TELEPHONE NUMBERS

LIHEAP/ USF	PAGE	NJ SHARES	NJ LIFELINE
pseg.com/energyassistance	njpoweron.org	njshares.org	aging.nj.gov
1-800-510-3102	1-732-389-2204	1-866-NJSHARES (657-4273)	1-800-792-9745



 Thank
you

PSE&G CONTACTS AND LINKS

PHONE:

All questions including billing

1-800-436-PSEG (7734)

Credit and Collection

1-800-357-2262

**Say "Social Services" if Social Service
Professional is calling on behalf of client*

LINKS:

PSE&G Bill Payment Assistance

pseg.com/help

pseg.com/ayuda (Spanish)

Energy Efficiency Programs

pseg.com/saveenergyandmoney

EMAIL:

PSE&G Payment Assistance Outreach

pao@pseg.com

