

# PSE&G Presents

New Jersey's Payment Assistance Programs  
September 15, 2022, 2 pm  
Passaic 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](https://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

## Passaic



## 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](https://pseg.com/help)

[pseg.com/ayuda](https://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](mailto: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](https://pseg.com/energyassistance)

**PROGRAM EXTENDED UNTIL FURTHER NOTICE**



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

[pseg.com/help](https://pseg.com/help)  
[pseg.com/ayuda](https://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](https://pseg.com/energyassistance)



© 2022 PSEG. All Rights Reserved.



FOR MORE INFORMATION ABOUT  
NJ PAYMENT ASSISTANCE  
PROGRAMS PLEASE VISIT:

[pseg.com/help](https://pseg.com/help)  
[pseg.com/ayuda](https://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](https://pseg.com/help)  
[pseg.com/ayuda](https://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](http://www.njpoweron.org)



FOR MORE INFORMATION ABOUT  
NJ PAYMENT ASSISTANCE  
PROGRAMS PLEASE VISIT:

[pseg.com/help](http://pseg.com/help)  
[pseg.com/ayuda](http://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](https://njshares.org)



FOR MORE INFORMATION ABOUT  
NJ PAYMENT ASSISTANCE  
PROGRAMS PLEASE VISIT:

[pseg.com/help](https://pseg.com/help)  
[pseg.com/ayuda](https://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](https://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](https://pseg.com/help)  
[pseg.com/ayuda](https://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?



passaiccountynj.org  
(973) 569-4032  
energyassistance@passaiccountynj.org

**County of Passaic Division of Weatherization and Home Energy**

Totowa Business Center  
830 Riverview Drive Ste 250  
Totowa, NJ 07512

**Passaic County Home Energy - Paterson Office**

301 Main Street, Center City Mall, U-Level  
Paterson, NJ 07505

**Passaic County Home Energy @ Passaic City Hall**

330 Passaic Street; Passaic, NJ 07055



patersontaskforce.com  
(973) 279-2333 Ext 131 or 132  
amcclendon@patersontaskforce.com  
rvelez@patersontaskforce.com

**Paterson Task Force (PTF)**

213 Broadway  
Paterson, NJ 07055

**Paterson Task Force**

32-34 Circle Ave  
Paterson, NJ 07522

# INTAKE AGENCIES

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

# ONLINE APPS

PROGRAM ONLINE  
APPLICATIONS LINKS

## ARP LIHEAP USF

[pseg.com/energyassistance](https://pseg.com/energyassistance)

## PAGE

[njpoweron.org](https://njpoweron.org)

## NJ SHARES

[njshares.org](https://njshares.org)

## NJ LIFELINE

[aging.nj.gov](https://aging.nj.gov)

# ALERTS

# SOMETIMES IMPOSTORS CONTACT CUSTOMERS

## PHONE

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

## EMAIL

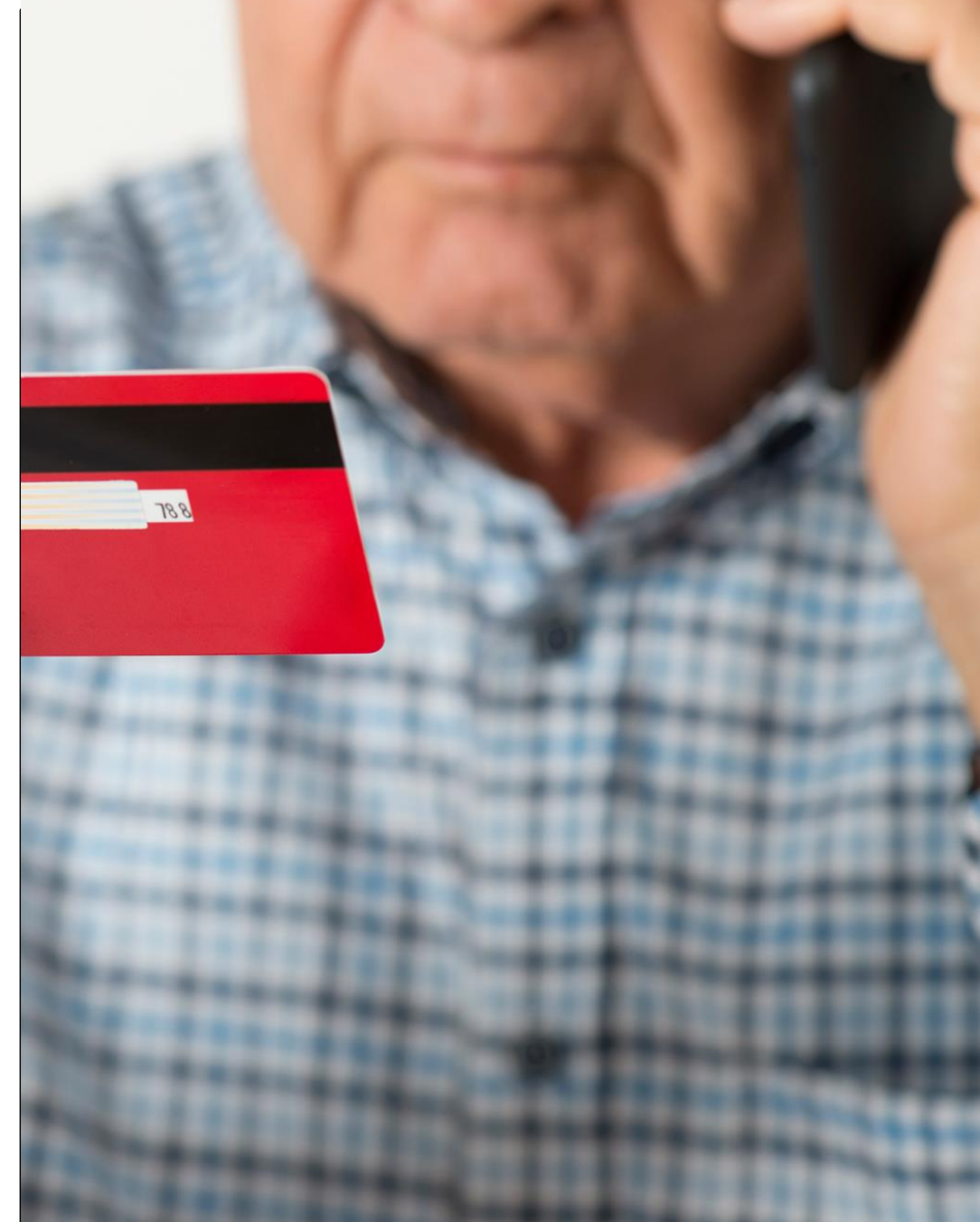
Ask customers to provide personal information online without first logging into My Account

## IN-PERSON

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

## MORE TIPS PLEASE VISIT:

[pseg.com/scamalert](https://pseg.com/scamalert)



# SCAM ALERT!

# Thank you for listening!

Feel free to send in any questions  
to [pao@pseg.com](mailto:pao@pseg.com)



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

Credit and Collection  
1-800-357-2262



[pseg.com/help](https://pseg.com/help)  
[pseg.com/ayuda](https://pseg.com/ayuda)

[pseg.com/saveenergyandmoney](https://pseg.com/saveenergyandmoney)



Q & A