Understanding Your PSE & G. Bill

We have the energy

to make things better ... for you, for our investors and for our stakeholders.



# Agenda

- Icebreaker
- Benefits of the redesign PSE&G bill
- Review common elements of the bill
- Review resources available on PSE&G My Account
- Additional resources and questions

# Benefits of the redesigned PSE&G Bill

- Information customers perceive as most important catches the eye
  - Total amount due
  - Next Meter Reading date in bold and new icon
- Larger paper (8.5" x 11") & color format improves readability
- More prominent message center included throughout the bill
- Usage graphs are in color and include monthly demand information (electric portion)
- Definitions are incorporated throughout the bill and are easier for you to understand



A closer look at your bill...

# A closer look – page 1 (summary)



Total amount due

\$137.71

\$137.71

Please pay by

August 11, 2018

## Your energy bill

Message Center

This bill reflects BPU approved changes, effective September 1, 2018, to the Supply and Delivery portions of your electric bill. The change in the Supply portion is the result of an increase in transmission charges if you receive PSE&G's Basic Generation Service (BGS). The change in the Delivery portion is the result of an increase in the Electric Base Rates due to Energy Strong investments, as well as the approval of the new Energy Efficiency 2018 Program included in the Green Program Recovery Charge. Due to these changes, a typical residential customer who purchases supply from PSE&G, and uses 750 kilowatt-hours in a summer month and 7,200 kilowatt-hours annual increase of \$6.24 or approximately 0.50%. Tariff information may also be found by visiting pseg.com/tariffs.

NEXT METER READING August 22, 2018

#### How to contact us

\_ 1-855-BIZ-PSEG (249-7734)

Customer service: 7am to 5:30pm Mon to Fri, Closed on weekends and holidays

Emergencies / outages: 24 hours daily TTY for the hearing impaired 1 800 225-0072

TTY for the hearing impaired 1 800 facebook.com/pseg

witter.com/psegdelivers

Visit pseg.com/myaccount to access your account anytime

Text us. Register for MyAlerts by texting REG to 4PSEG(47734) > Text OUT to report an outage. Bill date: July 27, 2018

For the period: June 24, 2018 to July 25, 2018

ABC Company

ACCOUNT NUMBER



SERVICE ADDRESS

1234 Main Street Anytown, NJ 00000-0000

## Your billing summary

Balance remaining from your last bill

 PSE&G balance from last bill
 \$144.97

 SPayment received July 5, 2018 - thank you!
 -\$144.97

 Balance remaining from your last bill
 \$0.00

This month's charges and credits

This month's charges and credits

Total amount due by Aug 11, 2018

T01/100 Page 1 of 5

- The summary page includes:
  - Total amount due & due date
  - Bill date and bill period
  - Account number & Service Address
  - Message center
  - Contact information
- Your Billing Summary includes high level information about your balance

Total amount due

\$137.71

You do not need to make a payment.

With automatic bill payment, we'll debit your bank account on Aug 11, 2018

## Past due reminder

Total amount due

\$137.71

Please pay by

**September 12, 2018** 



\$137.71

See shut-off notice below for payment details



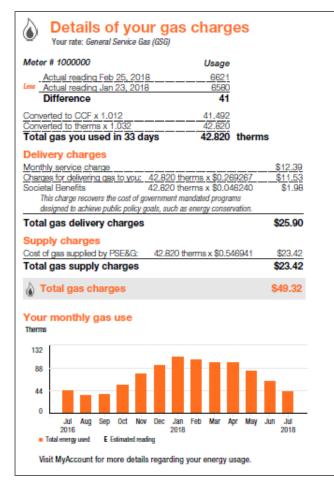
# A closer look – page 2 (summary)



- Account information w/ invoice number included at the top of each subsequent page
- Meter reading & rate resources included in content box
- The message center continues to provide you with more information on our offerings and important updates
- Remit coupon includes the variety of ways to pay your bill



# A closer look - page 3 (gas)



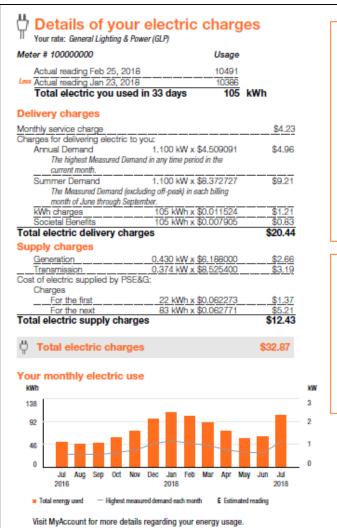
## Price to compare

A history of PSE&G's monthly Basic Gas Supply Service (BGSS) prices are located on our website at www.pseq.com.

Your PoD ID is: PG000000000000000000 — Your PoD ID is your Point of Delivery identification within PSE&G's system.

- Rate & Meter Number
- Usage detail from meter read; difference of readings from present and past meter read
- Price to compare information including POD found on right hand side
- Calculation to CCF to Therms
- Delivery and Supply details and costs
- Definitions included under term
- Your Monthly Gas Use Chart includes:
  - Total energy used (orange bars)
  - Estimates noted by E at the top of the bar

# A closer look – page 4 (electric)



#### MEASURED DEMAND

Demand kW

1.10

Measured Demand is the maximum use of electricity at any time during a monthly time period, as measured by your meter.

#### BILLED DEMAND

Annual Demand kW	1.10
Summer Demand kW	1.10

#### SUPPLY CAPACITY

Generation	kW	0.430
Transmissio	n kW	0.374

Supply capacity is required to serve the system's annual peak usage. The above supply capacity represents your share of these facilities, in kilowatts (kW), it is calculated based on your peak usage from the previous summer. Supply capacity values are updated periodically throughout the year and are prorated based on your service period.

## Price to compare

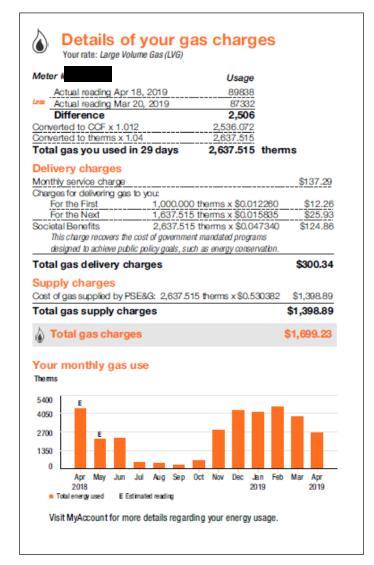
If you want to consider getting your electric supply from another supplier, you can compare their price with ours. This month, your cost for energy supply is \$12.43. This price to compare varies from month to month, depending on your usage.

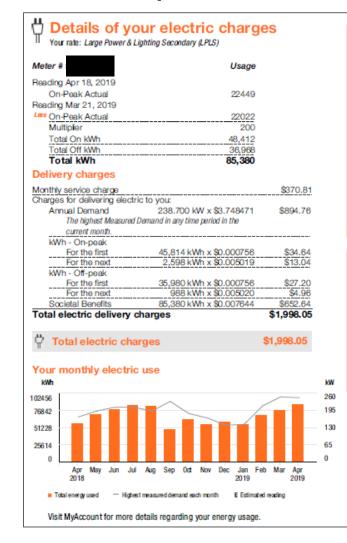
Your PoD ID is: PE00000000000000000 — Your PoD ID is your Point of Delivery identification within PSE&G's system. You will need this number if you are considering enrolling with another supplier.

- Rate information & Meter Number
- Usage detail from meter read; difference of readings from present and past meter read
- Price to compare information including POD found on right hand side
- Delivery charges include annual demand and summer demand
- Supply charges include generation and transmission costs
- Definitions included under term
- Your Monthly Electric Use Chart includes:
  - Total energy used (orange bars)
  - Highest measured demand for each month (line)
  - Estimates noted by E at the top of the bar



## LVG & LPLS Rates Bill Examples





#### MEASURED DEMAND

On-Peak kW 238.70 Off-Peak2 kW 177.10

Measured Demand is the maximum use of electricity at any time during a monthly time period, as measured by your meter.

#### BILLED DEMAND

Annual Demand kW 238.70

#### SUPPLY CAPACITY

Generation kW 260.849 Transmission kW 113.200

Supply capacity is required to serve the system's annual peak usage. It represents your share of these facilities, in kilowatts (kW). It is calculated based on your peak usage from the previous summer. Supply capacity values are updated periodically throughout the year and are prorated based on your service period.

## Price to compare

You are currently buying your electricity from another supplier. If you had been purchasing your electric supply from PSE&G, your cost would be \$8,128.92. This is your price to compare. It varies from month to month depending on your usage.

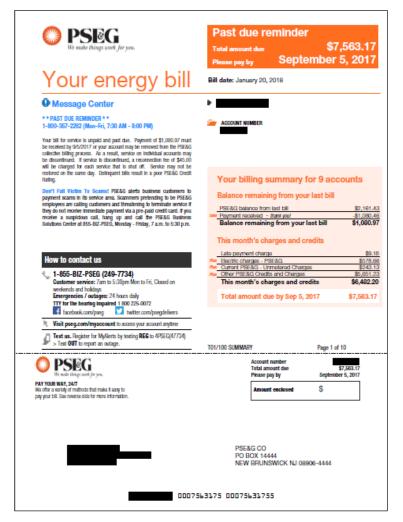
#### Your PoD ID is: P

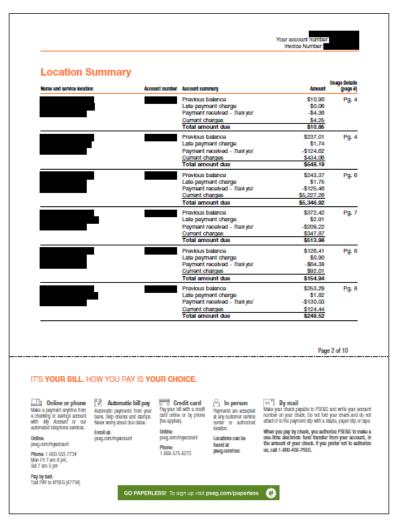
Your PoD ID is your Point of Deliver identification within PSE&G's system.



A closer look at <b>some</b> additional <b>elements</b>

## A closer look - Collective Bill

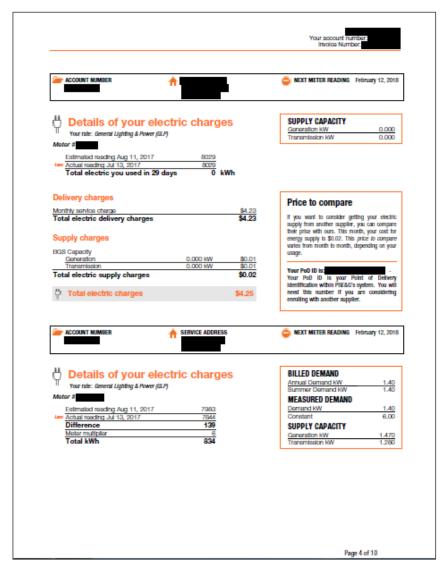


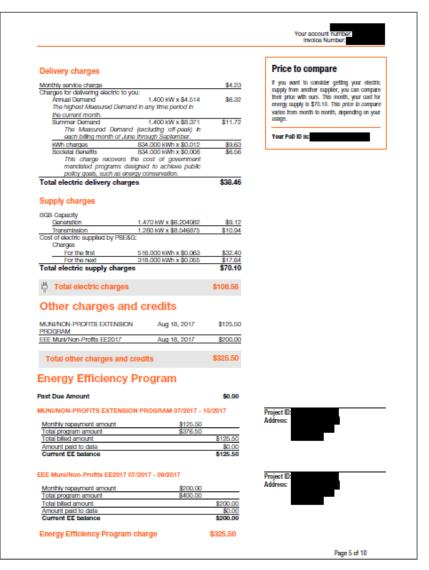


- Detail on each accounts' gas / electric charges will follow the location summary
- Page numbers and additional details have been added to Location Summary



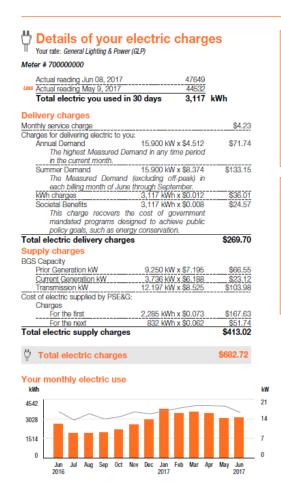
## A closer look - Collective Bill





## A closer look - Generation & Transmission

ABC Company Your account number: 1111111111 Invoice Number: 6000000000000



■ Total energy used — Highest measured demand each month

E Estimated reading

BILLED DEMANDS
Annual Demand kW 15.90
Summer Demand kW 15.90
MEASURED DEMANDS
Demand kW 15.90
SUPPLY CAPACITY
Prior Generation kW 12.613
Current Generation kW 14.013
Transmission kW 12.197
Supply capacity values are updated periodically throughout the year. The supply capacity charges are prorated based on your service

### Price to compare

period.

If you want to consider getting your electric supply from another supplier, you can compare their price with ours. This month, your cost for energy supply is \$413.02. This price to compare varies from month to month, depending on your usage.

#### Your PoD ID is: PE000007947865762912 — Your PoD ID is your Point of Delivery identification within PSE&G's system. You will need this number if you are considering enrolling with another supplier.

 Demand and Supply Capacity information is included in the content box

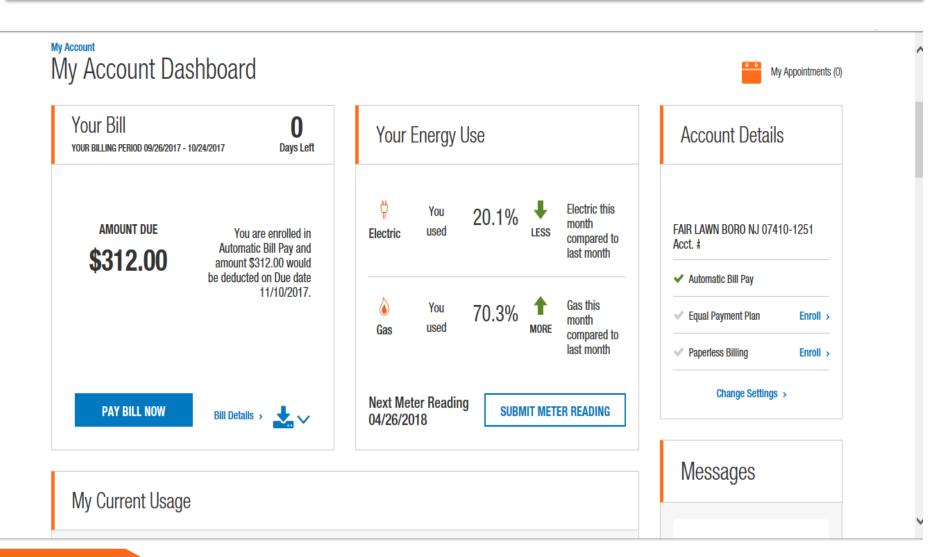
BILLED DEMANDS	
Annual Demand kW 15.90	
Summer Demand kW 15.90	
MEASURED DEMANDS	
Demand kW 15.90	
SUPPLY CAPACITY	
Prior Generation kW 12.613	
Current Generation kW 14.013	
Transmission kW 12.197	
Supply capacity values are updated periodically throughout the year. The supply capacity charges are prorated based on your service period.	



# A look at the billing details in PSE&G's My Account

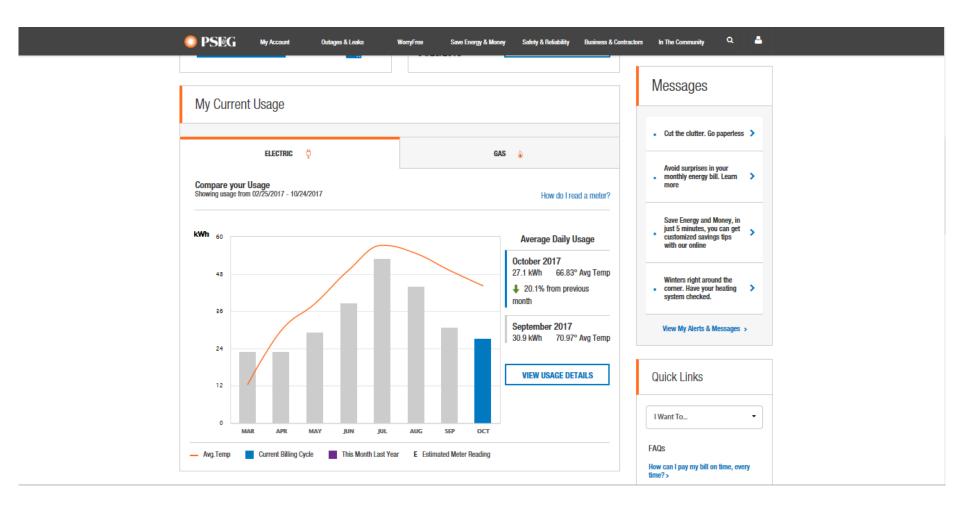
https://nj.pseg.com

## My Account Dashboard



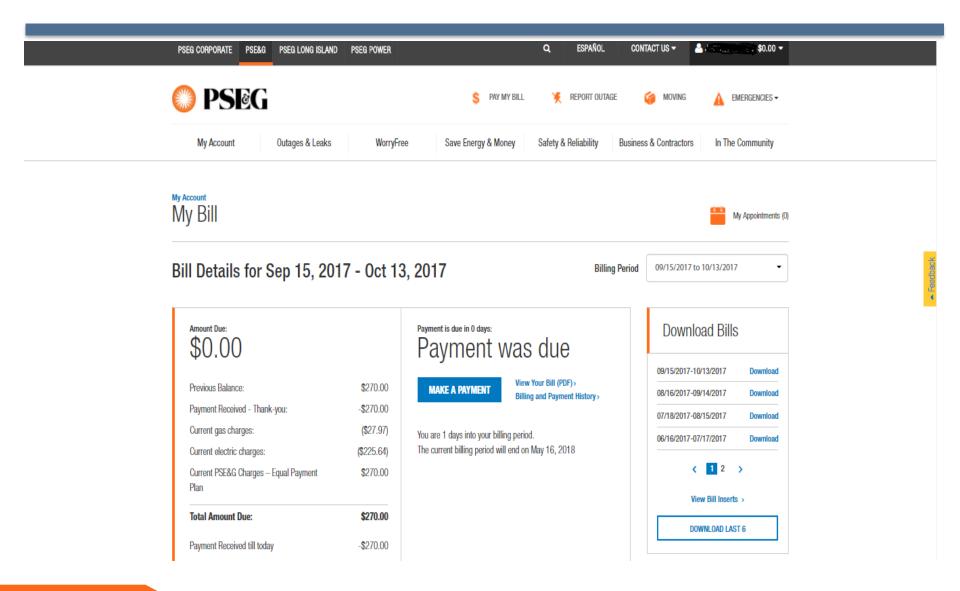


## **My Account Dashboard**





## **Bill Details**





Download

Download

**Billing Period** 

03/02/2018 to 04/02/2018

Amount Due: -\$2.22

Previous Balance: \$92.04

Payment Received - Thank-you: -\$92.04

Current gas charges: \$10.98

Current electric charges: \$97.41

Total Amount Due:

Payment Received till today -\$110.61

Automatic Bill Payment will be made in 1 days:

Payment is due today

Your Automatic Bill Payment is \$2.22-. Your remaining balance is \$0.00

MAKE A PAYMENT

\$108.39

View Your Bill (PDF) > Billing and Payment History >

You are 16 days into your billing period.

The current billing period will end on May 01, 2018

Download Bills

03/02/2018-04/02/2018

12/30/2017-01/30/2018

01/31/2018-03/01/2018 **Download** 

11/30/2017-12/29/2017 **Download** 

1 2 3 4 >

View Bill Inserts >

DOWNLOAD LAST 15

## **Equal Payment Plan**

Learn More About Equal Payment Plan

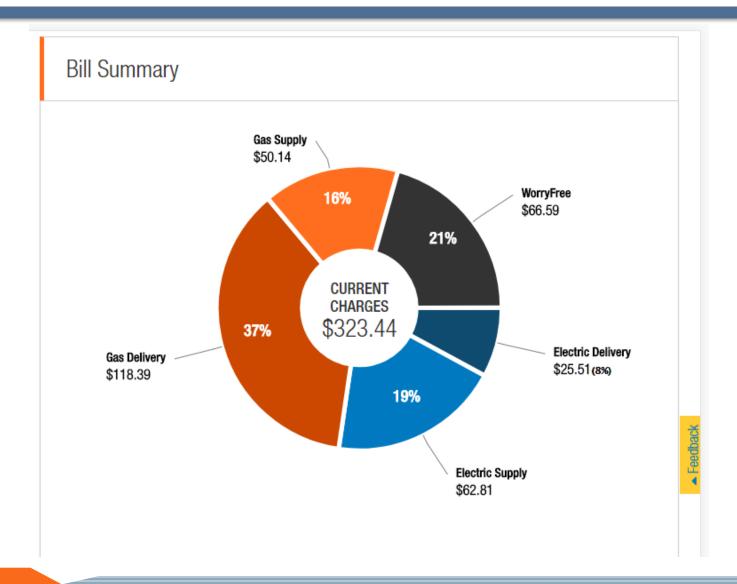
Enroll in Equal Payment Plan and your monthly payment would be \$97.00

ENROLL ME IN THE EQUAL PAYMENT PLAN

**Account Details** 

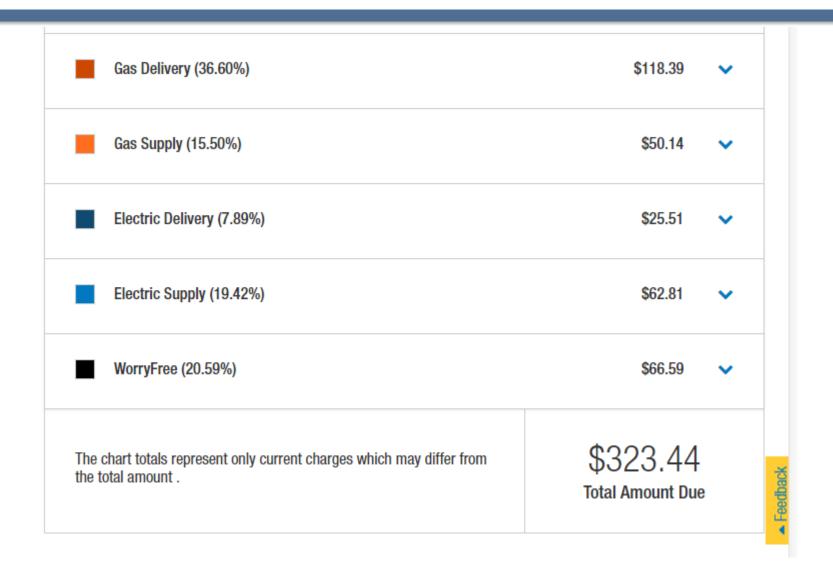


## **Bill Details**





## **Bill Details**





Questions?

**Additional Resources** 

# Additional Resources



It's important to have a partner you can rely on every day to help keep your business running smoothly. Here is how we are making it easier for you to do business with us:



## **Business Solutions Center**

Call our dedicated business customer service line for answers to your energy questions. 1-855-BIZ-PSEG (1-855-249-7734)



## **Business Ambassador Program**

Connect with a knowledgeable professional who will come to your business to help you with your energy issues. 1-855-BIZ-PSEG (1-855-249-7734)



## My Account

Log in to view or pay bills, report outages, and more – all online!



## MyAlerts

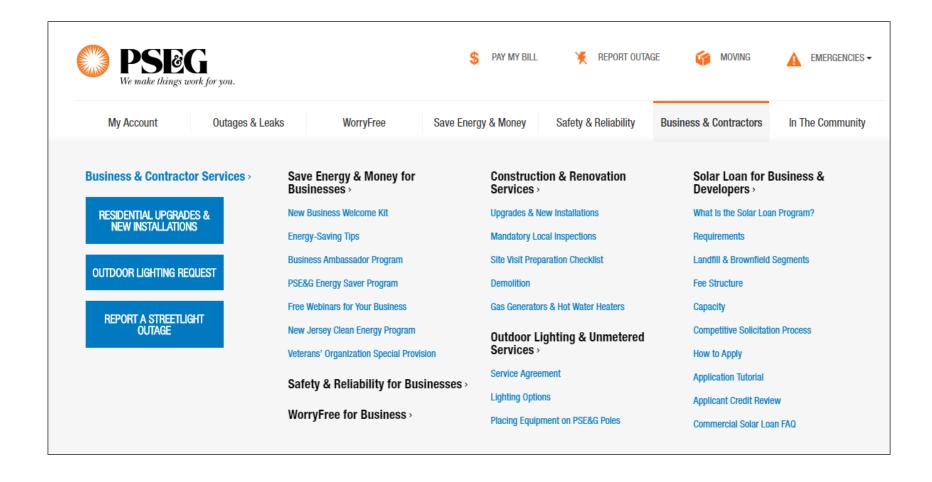
Sign up for 2-way text and/or email updates about outages or payments.



## **Business Resources**

Visit our online resource for information about programs, products and services that can help you save energy and money.

# Learn more at pseg.com





Thank you for your time!

Additional Questions? Send to: LargeCustomerSupport@pseg.com