



Working for *you*

Your Source For Energy Services and Information

December 2025

Managing winter energy usage and costs

Cold weather can lead to higher energy use when you turn on your heat. But you can take steps to stay warm and keep energy costs down. Here are some programs and resources to help you manage your energy usage this winter:



Energy-Saving Tips

pseg.com/EnergyTips

Visit this page and click on the “Winter Tips” tab for simple ways to save energy.

Energy Efficiency Programs

pseg.com/HomeEnergy or 1-855-846-2895)

Learn more about our residential energy efficiency programs that can help save money with discounts, rebates, and expert energy assessments.

Energy-Saving Tools and Resources

pseg.com/SaveEnergy

Provides links to a variety of programs, as well as tools and resources to help save energy and money.

MyMeter

pseg.com/SmartMeters or through *My Account* or the mobile app)

MyMeter gives a detailed view of how and when customers with a smart meter installed use electricity as well as helpful energy-saving information.

Equal Payment Plan

pseg.com/EPP

Estimates your yearly energy costs (based on last year’s usage) and divides the total into 12 equal monthly payments. You pay the same amount for your energy bill each month.

Bill Payment Assistance

pseg.com/Help

Provides access to programs and resources for customers who need help paying their bill.



Keep your gas meter clear of snow and ice

Did you know that the buildup of snow and ice on or around your gas meter can interrupt the flow of gas – and potentially create a hazardous condition? Please take the following precautions to help keep your gas flowing and ensure your meter is free from damage:

- Clear snow away from the meter and piping.
- Brush snow from the meter and piping before a thick layer of ice builds up.
- Maintain 14 inches of clearance from your meter to ground level.
- **DO NOT** pile snow on top of the gas meter, or around its connecting piping, when you shovel your premises.

For more gas safety information, visit pseg.com/GasSafety



Remember...

All PSE&G employees carry identification with their pictures on it. For your safety, ask to see the ID card of any PSE&G employee visiting your home or business.

Need help paying your winter heating bill?

Low Income Home Energy Assistance Program (LIHEAP)* - 1-800-510-3102

- PSE&G customers can receive an average of \$360 for their heating bill and \$300 for medically necessary cooling costs.
- You can now apply for LIHEAP through June 30, 2026, while funds are available.

If you apply for LIHEAP, you are also applying for USF with the same application. You must re-apply every year.

Universal Service Fund (USF) and Fresh Start Program (FSP)* - 1-800-510-3102

- PSE&G customers can receive from \$20 to \$200 as a credit each month on their bill.
- Applicants will be screened for the Fresh Start Program (FSP) automatically if they have a balance of \$60 or more. FSP offers the opportunity for forgiveness of past-due balances every 5 years.
- You can apply for USF year-round.

You do not have to be past-due on your bill to apply for LIHEAP and USF.

LIHEAP/USF gross income limits	
Household size	Monthly gross income
1	\$4,167
2	\$5,449
3	\$6,732
4	\$8,014

For household sizes greater than four, visit pseg.com/Help.

To apply for LIHEAP and USF, visit pseg.com/EnergyAssistance. To find a local agency that can help you with an application, call **1-800-510-3102** (Monday – Friday, 8 a.m. – 8 p.m.).

For more information about bill payment assistance programs and eligibility, visit pseg.com/Help or pseg.com/Ayuda (en español).

*These programs are available to qualifying customers. PSE&G does not administer these programs.

What to do if you see downed wires

At PSE&G, safety is our number one priority. Each day, we strive to deliver safe and reliable service to our customers. However, there are times when bad weather may cause service interruptions, or loss of power. For instance, broken tree limbs, ice, and heavy snow can bring down wires and cause the power to go out. If your lights go out, PSE&G employees will work around the clock to restore your service.

Remember, downed wires are often still energized making them extremely dangerous. Never go near a downed wire.

If you see downed wires, here's what you should do:

- **Stay at least 30 feet away** from downed wires or anything that may be touching them, and don't drive over downed wires.
- **Report downed wires immediately** at **1-800-436-PSEG (7734)**, through our mobile app, or through *My Account* at pseg.com/OutageCenter. Call **911** if an immediate hazard exists.
- **Tell us the nearest address** and the cross street of the downed wire.
- **If possible, write down the pole number** located on the metal tag of a nearby pole that has not been damaged, and that is located away from downed wires. This information will help us respond more quickly.