

Important information about winter shut-offs

If you are having trouble paying your utility bills this winter, the NJ Board of Public Utilities (BPU) has a program to protect you from having your gas, electricity, water and/or wastewater turned off from November 15 through March 15. This period may be extended beyond March 15 if winter conditions continue.

Who is eligible?

You qualify for protection during this period if you are being helped by one of the programs listed below:

- The Low Income Home Energy Assistance Program (LIHEAP)
- The Universal Service Fund (USF)
- NJ Lifeline Credit Program
- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- Work First New Jersey General Assistance (GA)
- Pharmaceutical Assistance to the Aged and Disabled (PAAD); or
- If you are an applicant of any state, local, or utility program that provides assistance or discounted rate specifically to help eligible customers pay wastewater or water bills; or
- If you cannot pay because of problems beyond your control.

What do you have to do?

If you qualify for protection (see section above, "Who is eligible?") from shut-off during this period, you **must** call PSE&G and set up a Winter Payment Plan. The toll-free telephone number is **1-800-357-2262**. As part of this plan, you must pay as much as you can on your PSE&G bill during the winter. By staying on your Winter Payment Plan, your electric and gas bills will be easier to pay. If you and PSE&G cannot agree on a payment plan, PSE&G will ask the BPU to make a plan for you. You can also call the BPU at **1-800-624-0241** with any questions.



Need information about programs to help pay your PSE&G bill? Visit pseg.com/Help

- The Low Income Home Energy Assistance Program (LIHEAP)*
 - Help with winter heating bills for New Jersey residents. Applications accepted October 1, 2026 to June 30, 2027 while funds are available.**1-800-510-3102 or energyassistance.nj.gov**
- The Universal Service Fund (USF) Program*
 - Year-round help for residents of New Jersey. If you are enrolled in USF and have a balance of \$60 or greater, you will also be included in the Fresh Start program that provides forgiveness of past-due balances every five years.**1-800-510-3102 or energyassistance.nj.gov**
- NJ Lifeline Credit Program*
 - Year-round help for seniors and disabled adults.**1-800-792-9745 or aging.nj.gov**
- SHARES Utility Assistance Grants*
 - Year-round help for low to moderate income residents with an outstanding balance on their energy bill. To apply for the SHARES grants, you may be required to apply for LIHEAP/USF first.**1-866-657-4273 or sharesnation.org**

Programs that can help you save energy and lower your energy bills:

- PSE&G's Energy Efficiency Programs
1-855-846-2895 or pseg.com/HomeEnergy
- State of NJ Department of Community Affairs
 - Weatherization Program***1-800-510-3102 or energyassistance.nj.gov**
- NJ Comfort Partners
 - Save energy in your home if you qualify.**1-866-378-4345 or pseg.com/ComfortPartners**

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