



# Working for you

Your Source For Energy Services and Information

DECEMBER 2018

**Just “ask Alexa”**

**Pay your bill,  
get energy tips  
and more!**

At PSE&G, we continually look for ways to improve your customer experience and make it easier to do business with us. Now we're bringing more convenience, flexibility and information to you with Amazon's Alexa! If you use the subscription-based Alexa app, you can now easily interact with PSE&G in real time to get the information you need and want by simply asking Alexa.

## **PSE&G's Alexa “skill” allows you to:**

- Find out your current balance
- Make a payment and ask billing questions
- Get meter reading and usage information
- Get safety and savings tips

There are plans to add **new features** in future releases, including some **WorryFree transactions** and **appointment scheduling**.

**To get started, go to the Alexa app and enable the PSE&G “skill.”  
Link your PSE&G MyAccount to Alexa - and start asking questions!**

## Keep Your Gas Meter Clear of Snow and Ice

You can help keep your natural gas supply flowing by keeping your meter free of snow and ice. If you are a natural gas customer whose gas meter is on the outside of your home or business, please take the following precautions:

- **DO** clear snowdrifts away from the meter and piping.
- **DO** brush snow from the meter and piping before a thick layer of ice builds up.
- **DO** 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.

## Need Help Paying Your Winter Heating Bill?

You can now apply for LIHEAP through August 31, 2019.

The Low Income Home Energy Assistance Program (LIHEAP) is now taking applications! LIHEAP helps income-eligible households with an average of \$300 toward their winter heating bills. See the chart below to find out if you qualify.

### LIHEAP GROSS INCOME LIMITS

Household Size	Monthly Gross Income
1	\$2,024
2	\$2,744
3	\$3,464
4	\$4,184
5	\$4,904
6	\$5,624

To determine eligibility for household sizes greater than 6, visit [pseg.com/help](http://pseg.com/help)

The LIHEAP application is also an application for the Universal Service Fund (USF) which helps low-income customers pay their PSE&G bill with a \$5 to \$150 monthly credit. One application – two programs.

Pick up a LIHEAP application at a PSE&G Customer Service Center listed on your bill, or call 1-800-510-3102, 7 days a week 9 am to 9 pm for more information. You can also visit [pseg.com/help](http://pseg.com/help) or [pseg.com/ayuda](http://pseg.com/ayuda) (en español) for more information and to download an application.

### Payment Assistance for Gas and Electric Program (PAGE)

PAGE provides assistance payment to moderate income households. Customers may benefit for combined assistance (gas and electric) for up to \$1,500 per year towards your past due bills in a 12-month period. You must make good faith payments and cannot be applying for or receiving assistance from low income programs (LIHEAP and USF) in the past year. Also, you must meet the annual income requirements.

For more information about PAGE eligibility requirements, visit [njpoweron.org](http://njpoweron.org) and apply online or call 1-855-465-8783.

## Call Us to Report 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 or ice and snow-covered wires can bring down the power lines and cause the power to go out. If your lights go out, PSE&G employees will work around the clock to restore your service.

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

- Stay away from downed wires or anything that may be touching them.
- Call us at 1-800-436-PSEG (7734).
- Tell us the nearest address of the downed power line and the cross street.
- If possible, write down the pole number located on the metal tag of a nearby pole that has not been damaged, and that is away from wires. This information will help us respond more quickly.

**Remember, put safety first and never go near a downed wire.**

### 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.