

On **March 15, 2022** the winter moratorium ends. If you are behind on your bill – take action TODAY to protect your service from being interrupted.



Utility Payment Solutions:

To protect utility service from being interrupted, customers must contact PSE&G before March 15, 2022.

- ☑ **Contact PSE&G to set up a Deferred Payment Arrangement (DPA)** This special arrangement is available to all customers, regardless of past payment history, with no money down.
 - Visit pseg.com/myaccount
 - Call 800-357-2262. When asked, “What would you like help with today?” just say, “Payment arrangement.”
 - A DPA allows a customer to pay their regular monthly bill, plus an amount towards the past due balance, over an agreed upon period of time.
 - The customer’s account will be protected from the day they create the DPA and remain protected as long as they make their monthly payments.
 - The customer will receive a confirmation letter from PSE&G documenting the terms of the arrangement.

- ☑ **Apply for utility assistance** programs as soon as possible **and** notify PSE&G that you have applied for assistance by calling: 800-357-2262.

Thanks to increased income limits, more people are now eligible for payment assistance.

Apply for Utility Payment Assistance Programs – see details on next page/reverse side

- Visit: www.nj211.org/utility-assistance-programs
- Call 2-1-1
- Customer must notify PSE&G that they have applied for assistance. Provide the name of the program, and place the customer applied or confirmation number.
- Their account will be protected from disconnection for up to 90 days, however it is the customer’s responsibility to ensure the application is processed.



To recertify or check application status:

- Visit: <https://www.nj211.org/apply-recertify-and-check-application-status-utility-assistance-benefits-online>
- Call 2-1-1.

It’s important to know:

- Customers must apply through the State.
- PSE&G does not manage the application process for these assistance programs and cannot check the application status.
- PSE&G has social service agency representatives at 80 Park Plaza, Newark, New Jersey.

www.pseg.com/HelpNow - PSE&G: 800-357-2262

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[Universal Service Fund \(USF\)](#) or [800-510-3102](#)

- **Who is eligible:** PSE&G residential customers with a monthly gross income less than \$8,833, family of 4.
- **Program overview:** Provides \$5 to \$180 per month toward your bill. If you apply for LIHEAP, you are also applying for USF.
- **Deadline:** Applications accepted year round.

If you are eligible for Universal Service Fund (USF), you are eligible and automatically enrolled in the Fresh Start Program that provides forgiveness of past due balances.

To apply, call [800-510-3102](#) or visit: [Universal Service Fund \(USF\)](#)

[Low Income Home Energy Assistance Program \(LIHEAP\)](#) or [800-510-3102](#)

- **Who is eligible:** PSE&G residential heating customers with a monthly gross income less than \$6,439, family of 4.
- **Program overview:** Provides an average of \$300 toward your bill. You may also be eligible for USF.
- **Deadline:** Applications accepted from October 1 until June 30.

To apply, call [800-510-3102](#) or visit: [Low Income Home Energy Assistance Program \(LIHEAP\)](#).

[Payment Assistance Gas and Electric \(PAGE\)](#) or [732-389-2204](#)

- **Who is eligible:** PSE&G residential customers with annual gross [income eligibility](#) between \$67,000 up to \$181,500 – depending on household size.
- **Program overview:** Provides credit for gas and electric bills.
- **Deadline:** Applications accepted year round.

To qualify for PAGE, you must:

- Have a balance on your utility bill of at least \$100 and be past due.
- First apply for LIHEAP and USF; then, if you meet the PAGE requirements, you can apply for PAGE.

To apply, call [732-389-2204](#) or visit: [Payment Assistance Gas and Electric \(PAGE\)](#)

[NJ SHARES \(NJS\)](#) or [866-NJSHARES](#) (657-4273)

- **Who is eligible:** PSE&G residential customers with a monthly gross income less than \$8,833, for a family of 4 (must be higher than LIHEAP or USF limits).
- **Program overview:** Provides up to \$700 for electric and/or \$700 for gas, depending on the balance owed on your bill.
- **Deadline:** Applications accepted year round.

To apply, call [866-NJSHARES](#) (657-4273) or visit: [NJ SHARES \(NJS\)](#)

[New Jersey Lifeline](#) or [800-792-9745](#)

- **Who is eligible:** PSE&G residential customers who are at least 65 years old, and disabled adults who are at least 18 years old and receiving Social Security Disability Title II. Annual gross income (not the household income) must be less than \$38,769 if single or less than \$45,270 if married.
- **Program overview:** Provides up to \$225 yearly credit.
- **Deadline:** Applications accepted year round.

To apply, call [800-792-9745](#) or visit: [New Jersey Lifeline](#)

www.pseg.com/HelpNow - PSE&G: 800-357-2262