

Michael P. Kelly
Manager, Collection Operations

Public Service Electric & Gas Company
80 Park Plaza, MC T7, Newark, New Jersey 07102-4194
tel: 973.430.7775 fax: 973.624.4107

RECEIVED



June 27, 2011

JUL 06 2011

DHS
DIV. OF PLANNING

Dear Social Service Professional:

At PSE&G, we recognize that times are tough for many of our customers. A combination of economic factors and the extreme weather have left many households struggling to pay their energy bills. Fortunately, this year, the New Jersey Board of Public Utilities created a brand new program called the **Temporary Relief for Utility Expenses (TRUE) Grant** to help moderate-income households who are struggling to pay their PSE&G bills.

For households that are not eligible for low income programs, the TRUE Program provides a one-time grant of up to \$1,500 (\$750 for gas and \$750 for electric) towards their PSE&G bill. The amount of the TRUE grant will depend on the PSE&G balance owed.

To be eligible for a TRUE grant, customers must meet the following income and eligibility requirements:

- Must have an annual income for a two-person household of at least \$29,000 and not more than \$69,853. A household of four must have an annual income between \$44,112 and \$103,034. To see income requirements for other households, visit www.pseg.com/true_guidelines. (The enclosed flyer can be posted and shared with your clients.)
- Be 45 or more days past due on their energy bill and/or have received a service discontinuation notice
- Demonstrate that four payments of a least \$25 each have been made within the past six months
- Not have received LIHEAP or USF benefits in the last year.

In addition to the TRUE Program, there are other programs available to help customers pay their energy bills:

- **The Universal Service Fund (USF) (1-866-240-1347)** helps make energy bills more affordable for low income customers with a \$5 to \$150 monthly credit.
- **NJ SHARES (1-866 (NJSHARES) 657-4273)** helps moderate income customers not eligible for low income programs or the TRUE Grant, with up to \$300 toward electric bills and \$700 toward natural gas bills.
- **NJ Lifeline (1-800-792-9745)** helps seniors and disabled adults with a \$225 yearly credit towards their PSE&G bills.

For more information on energy assistance programs, or to download program applications, please visit www.pseg.com/help or www.pseg.com/ayuda (Spanish). Applications are also available at all PSE&G walk-in Customer Service Centers listed on the PSE&G bill. For access to billing information and payment history, customers can sign up for *My Account* at pseg.com. *My Account* is available in English and Spanish.

Thank you for sharing information about these vital programs and services. By partnering together, we can help provide energy bill assistance to those who need it most.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Kelly", is written over a horizontal line.

NEW PROGRAM

Temporary Relief for Utility Expenses (TRUE)

The TRUE program is a one-time assistance program that may help low- to moderate-income households experiencing economic hardship and struggling to pay their PSE&G bills.

PSE&G customers can receive a one-time TRUE grant of up to \$1,500 (depending on the balance owed) towards their PSE&G bill.

To be eligible for a TRUE grant, customers must:

- Have an electric and/or gas account that is currently 45 days or more past due.
- NOT have their electric and/or gas service disconnected.
- Have made at least four payments of \$25 or more in the last six months.
- NOT have received LIHEAP or USF in the last year.
- Meet the TRUE grant annual income requirements listed in the chart at below.

To obtain an application:

- Call toll free: 1.855.465.8783
- Pick up an application at a PSE&G Customer Service Center, listed on your bill, or
- Log on to pseg.com/true_grant and apply.

NUEVO PROGRAMA

Alivio Temporal Para Gastos de Servicios Públicos (TRUE, por sus siglas en inglés)

El Alivio Temporal para Gastos de Servicios Públicos es un programa de ayuda única para hogares de bajos a medianos ingresos quienes luchan para pagar sus facturas de PSE&G.

Clientes de PSE&G pueden recibir una subvención única de no más de \$1,500 (dependiendo del saldo que deba) en sus facturas de PSE&G.

Para ser elegible al subsidio del programa TRUE, los clientes deben:

- Tener una cuenta de electricidad y/o de gas que está actualmente con 45 o más días vencidos.
- NO tener su servicio de electricidad y/o de gas desconectada.
- Haber pagado por lo menos cuatro pagos de \$25 o más en los últimos seis meses.
- NO haber recibido LIHEAP ni USF durante el pasado año.
- Cumplir los requisitos de ingreso anual establecidos por el programa TRUE alistado en la tabla abajo.

Para obtener una solicitud:

- Llame gratis: 1.855.465.8783
- Recoja una solicitud en una de nuestras Oficinas de Servicios al Clientes de PSE&G alistado en su factura, o
- Visite el sitio Web: pseg.com/true_grant para solicitar.

Income Eligibility Requirements

Annual income per household size must fall within the following range:

Normas de Ingresos Anual del Programa de Alivio Temporal Para Gastos de Servicios Públicos

El Ingreso Anual del hogar tiene que fluctuar entre los ingresos alistados a continuación:

Household Size Tamaño del hogar	1	2	3	4	5	6	7	8	9
Minimum Annual Income Ingreso Anual Mínimo	\$21,672	\$29,160	\$36,636	\$44,112	\$51,600	\$59,076	\$66,552	\$74,040	\$81,516
Maximum Annual Income Ingreso Anual Máximo	\$57,120	\$69,853	\$85,397	\$103,934	\$109,934	\$116,834	\$123,734	\$130,634	\$137,534

For more information about the TRUE grant and other programs to help you with your PSE&G bill, visit pseg.com/help or call 1.855.465.8783.

Para más información sobre el programa TRUE u otros programas que le pueden ayudar con su factura de PSE&G, visite pseg.com/ayuda o llame gratis al 1.855.465.8783.

PAOTRM0611

