



Summer Month 2012  
Account number 12 345 678 90 Invoice number: 012345678901  
Customer service and emergencies 1 800 436-PSEG (7734)

**PSE&G Electric**

Usage	Meter	111111111
Estimated reading	July 11	25250
Estimated reading	June 11	24470
<b>Total kWh</b>		<b>780</b>

Charges		Rate - RS
<b>Delivery ①</b>		
Service charge		\$2.52
Distribution charges		
kWh charges	600 kWh @ \$0.063267	37.96
	Next 180 kWh @ \$0.067444	12.14
<b>Sub-Total Delivery</b>		<b>\$52.62</b>
<b>Supply* ②</b>		
BGS Energy		
Charges	600 kWh @ \$0.109800	65.88
	Next 180 kWh @ \$0.119056	21.43
<b>Sub-Total Supply</b>		<b>\$87.31</b>
<b>Total electric charges</b>		<b>\$139.93</b>

*\*The total supply amount (\$87.31 or an average of \$0.111936 per kWh) is your Price to Compare for this month should you consider another electric supplier for these services. Your Price to Compare varies each month depending upon your usage pattern.*

**Explanation of Charges:**

The basic billing unit for electricity is a kilowattour (kWh). The charge for each kilowattour used is determined by the rate schedule.

**1. Delivery Charge:** The charge for delivering electricity to homes and businesses including the cost of government-mandated programs designed to achieve public policy goals, such as energy conservation. Refer to the Tariff for Electric Service for more details.

PSE&G will continue to deliver electricity to its customers and is still the company that customers call if they have problems with their service.

**2. Supply Charge:** The charge for generation, including

the cost of the transmission from generation facilities to the local distribution system.

**Third Party Supply:** A customer may choose to receive electric supply from PSE&G or a third party supplier. A customer who receives electric supply from a third party supplier will not have to pay the Basic Generation Service Charges (BGS) to PSE&G. The price to compare per kilowattour for PSE&G's BGS Charges for residential customers, by rate schedule, is indicated in the table on the preceding page.

**General Information:**

- To access information about past energy usage:** Previous billing history, which details your monthly energy use and payments, is available through the View/Pay My Bill page of **MyAccount**. Just click on the link for Billing History. You may also access the Home Energy Toolkit, where you can understand how you currently use energy and how to lower your energy costs in the future. You will also learn how the weather impacted your bill and why your bill changed from the previous month and year.
- Purchased Electric Power Payment Schedule (PEP):** Under certain conditions, PSE&G will purchase electric energy produced by small power producers. For additional information write to: Manager, Non-utility Generation Contracts, PSE&G – T8, P.O. Box 570, Newark, NJ 07101.
- Board of Public Utilities (BPU) Assistance:** PSE&G

is subject to the jurisdiction of the New Jersey Board of Public Utilities, 44 South Clinton Avenue, 9th Floor, Post Office Box 350, Trenton, NJ 08625-0350. You may contact the BPU at (609) 341-9188 or (800) 624-0241 to request assistance in the resolution of a disputed bill.

- Returned Check Charge:** There is a \$15 charge for returned checks.
- Notice to Tenant Customers of PSE&G:** The BPU regulations state that a tenant customer may not be billed or have their service disconnected for failure to pay for electric and/or gas service that was diverted outside their premises without their permission. If you are a renter and suspect that your meter is supplying service outside your premises, you should notify PSE&G immediately by calling 1-800-436-PSEG (7734).

*(Continued on next page.)*

## General Information: (continued)

### Interest Paid on Residential Billing Error

**Overpayments:** As a residential customer, you are entitled to interest on any overpayment made due to a billing error. You must provide written notification to us of the alleged error. If an error is found, interest will apply to any overpayment that is not fully returned or credited to your account within two billing cycles (approximately 60 days) after written notification of the

error to us. Interest will be paid or credited at the rate set by the BPU.

- **Tax-exempt Customers:** Bills for customers exempt from the New Jersey Sales and Use Tax, Corporation Business Tax and Transitional Energy Facility Assessment will be adjusted in accordance with their tax-exempt status. See tariff for more details.

## Payment Assistance Programs to help with your bill

There are several programs available that may help you pay your PSE&G bill. Take a minute to see if you qualify for one of the programs below, and get the help you need – when you need it the most.

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

**1-800-510-3102**

*The Low Income Home Energy Assistance Program (LIHEAP) is now taking applications!*

- ▶ PSE&G heating customers typically receive an average of \$400 toward their PSE&G bill.
- ▶ Customers with a household income at or lower than income limits can apply.
- ▶ Call 1-800-510-3102; or ask a representative at a PSE&G customer service center for an application. You may also be eligible for other energy assistance programs.

#### LIHEAP INCOME LIMITS

Household Size	Monthly Gross Income
1	\$1,862
2	\$2,522
3	\$3,182
4	\$3,842
5	\$4,502
6	\$5,162

- ▶ **LIHEAP accepts applications from October 1, 2012 to April 30, 2013.**

### TEMPORARY RELIEF FOR UTILITY EXPENSES (TRUE) GRANT

**1-855-465-8783**

The TRUE grant helps customers, who are not eligible for low income programs such as LIHEAP and/or the Universal Service Fund (USF), with one-time assistance of up to \$1,500 toward their PSE&G bill.

### NJ SHARES (NJS)

**1-866-NJSHARES (657-4273)**

NJ SHARES helps moderate-income customers, who are not eligible for low income programs such as LIHEAP and/or USF, with up to \$1,000 toward their PSE&G bill.

Both NJ SHARES and the Temporary Relief for Utility Expenses (TRUE) Grant are fully funded in all counties and accept applications year round.

NJ SHARES and TRUE Grant are accepting applications of customers whose services have been disconnected and will give priority to those applications.

### NJ LIFELINE

**1-800-792-9745**

NJ Lifeline helps income-eligible seniors and disabled adults with a \$225 utility bill credit. Supplemental Security Income (SSI) recipients do not need to apply since the NJ Lifeline benefit is automatically included in their monthly benefit check. Customer's annual income (not the household income) must be less than \$25,312 if single or less than \$25,312 if single or less than \$31,035 if married. NJ Lifeline accepts applications year round.

**For more information about these programs, call the toll-free numbers listed or visit [pseg.com/help](http://pseg.com/help) or [pseg.com/ayuda](http://pseg.com/ayuda) (en español). Applications are available at all PSE&G customer service centers or can be downloaded from the PSEG Web site.**



**PSEG**

*We make things work for you.*