



# Working for you

Your Source For Energy Services and Information

AUGUST 2017

## Understanding Your PSE&G Bill For Residential Customers

This is a summary of the charges that may apply to you as a customer of PSE&G. It does not replace the PSE&G Tariffs for Electric Service and/or Gas Service. These Tariffs are on file with the New Jersey Board of Public Utilities. More detailed information can be obtained by calling the telephone number listed on your bill, by writing to the address shown on your bill, or by visiting our website at [pseg.com/tariffs](http://pseg.com/tariffs). Additionally, note that historical residential rates are provided on the PSEG website at "Our Family of Companies - PSE&G" under the Electric & Gas Tariffs section.

### Gas Service

	Winter Month 2017	Page 3 of 4
	Account number 12 345 678 90 Invoice number: 012345678901 Customer service and emergencies 1 800 436-PSEG (7734)	
<b>PSE&amp;G Gas</b>	PoD ID: PG000000441520494521	Rate - RSG(HTG)
Usage Meter 1111111	<b>Charges</b>	
Estimated reading March 4 8905	<b>Delivery</b>	
Actual reading Feb 3 8747	Service charge ①	\$ 5.84
Conversion to CCF x 1.0120	Distribution charge ② 165 therms @ \$0.374364	61.77
CCF total 159.896	Balancing charge ③ 137 therms @ \$0.114672	15.71
Conversion to therms x 1.034	<b>Total Delivery</b>	<b>\$83.32</b>
<b>Total therms 165</b>	<b>Supply* ④</b>	
	BGSS Commodity 165 therms @ \$0.339394	\$56.00
	<b>Total Supply</b>	<b>\$56.00</b>
	<b>Total Gas Charges</b>	<b>\$139.32</b>

⑤ \*The total supply amount (\$56.00 or \$0.339394 per therm) reflects your Price to Compare for this month should you choose another gas supplier for these services. Your monthly Price to Compare may vary each month depending on your usage pattern.

#### Notes:

The Balancing Charge includes a Weather Normalization Charge for the 2016-2017 heating season.

If you obtain your gas supply from a third party supplier, charge ④ does not apply. A charge similar to this would appear on your bill from your third party supplier.

### Gas Explanation of Charges

The basic billing unit for gas is a therm. The charge for each therm used is determined by the rate schedule.

**1. Service Charge:** A fixed monthly charge that includes the cost to maintain an account for a customer, including metering and billing.

**2. Distribution Charge:** The charge for delivering gas to a customer's home, including the cost of government-mandated programs designed to achieve public policy goals, such as energy conservation; also includes certain net revenue credits. Refer to the Tariff for Gas Service for more details.

**3. Balancing Charge:** Shown here are the charges for both balancing and weather normalization which are applied from November through March only. The Balancing Charge is for using PSE&G's storage system to adjust for the differences between the amount of gas delivered for a customer on a daily basis versus the amount of gas used by a customer on a daily basis. The

Weather Normalization Charge can be either a credit or a charge.

**4. Supply Charge:** The charge associated with the cost of natural gas supply. Refer to PSE&G's website for current charge.

**5. Price to Compare (PTC):** A customer may choose to receive gas supply from PSE&G or a third party supplier. The PTC is calculated using a customer's natural gas usage and the cost per therm for that gas. This number is useful in helping a customer compare offers from third party suppliers. The current PTC is available on PSE&G's website.

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

## RATE SCHEDULES AND DESCRIPTIONS

### Residential Service Gas (RSG):

Delivery service for residential purposes. Customers can purchase gas supply from a third party supplier or from PSE&G's Basic Gas Supply Service (BGSS) default service.

### Commodity Charge (BGSS-RSG):

BGSS default service provided by PSE&G for residential customers served under Rate Schedule RSG. The BGSS-RSG rate may change periodically. See the Tariff for the latest rate.

#### RATES FOR RESIDENTIAL GAS SERVICE (RSG) EFFECTIVE JUNE 1, 2017

Delivery Charges		
Service Charge		\$5.84
Distribution Charge:	All Use	\$0.328980
	Off Peak (2)	\$0.164490
Balancing Charge (1)		\$0.090263
Societal Benefits Charge (3)		\$0.047232
Weather Normalization Charge (1 & 5)		\$0.024362
Margin Adjustment Charge (3)		(\$0.006774)
Green Programs Recovery Charge (3)		\$0.004981
Commodity Charge		
Basic Gas Supply Service-RSG (3)		\$0.339408
Basic Gas Supply Service-RSG Off-Peak (3 & 4)		0.378601

#### Notes:

All charges are on a monthly basis and include all applicable taxes; and are applied on a per customer, per therm, or per balancing therm basis, as applicable. See Tariff for Provisions.

(1) Applicable in the months of November through March.

(2) Limited to customers with gas central air-conditioning equipment; see Tariff for provisions. Applicable in the months of April through October at a rate of one-half the applicable Distribution Charge.

(3) Charges may change periodically. Refer to [pseg.com/tariffs](http://pseg.com/tariffs) for current charge.

(4) Applicable in the months of May through October.

(5) Rate in effect for the 2016-2017 heating season.

## Electric Service

PSE&G Electric			Charges		Rate - RS
Usage	Meter	111111111			
Estimated reading	July 11	25220			
Estimated reading	June 11	24470			
<b>Total kWh</b>		<b>750</b>			
			<b>Delivery</b>		
			Service charge ①		\$2.43
			Distribution charges ②		
			kWh charges	600 kWh @ \$0.049733	29.84
				Next 150 kWh @ \$0.053800	8.07
			<b>Sub-Total Delivery</b>		<b>\$40.34</b>
			<b>Supply* ③</b>		
			BGS Energy Charges		
				600 kWh @ \$0.122217	73.33
				Next 150 kWh @ \$0.131933	19.79
			<b>Sub-Total Supply</b>		<b>\$93.12</b>
			<b>Total Electric Charges</b>		<b>\$133.46</b>

④ \*The total supply amount (\$93.12 or an average of \$0.124160 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.

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Summer Month 2017

Account number 12 345 678 90

Invoice number: 012345678901

Customer service and emergencies 1 800 436-PSEG (7734)



### PSE&G Electric

## Electric Explanation of Charges

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

**1. Service Charge:** A fixed monthly charge that includes the cost to maintain an account for a customer, including metering and billing.

**2. Distribution Charge:** The charge for delivering electricity to a customer's home, 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.

**3. Supply Charge:** The charge for generation, including the cost of the transmission from generation facilities to the local distribution system. Refer to PSE&G's website for current charge.

**4. Price to Compare (PTC):** 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 PTC per kWh for PSE&G's BGS Charges for residential customers, by rate schedule, is indicated in the bill illustration above. The current PTC is available on PSE&G's website.

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

## RATE SCHEDULES AND DESCRIPTIONS

**Residential Service (RS):** Delivery service for residential purposes.

**Residential Heating Service (RHS):** This rate schedule is closed and in the process of elimination. RHS delivery service is limited to residential purposes where electricity is the sole source of space heating for customers. This service is only available for customers at their current premises who are presently served under this rate schedule.

**Residential Load Management Service (RLM):** “Time-of-day” residential delivery service. The distribution rate varies between “peak” and “off-peak” hours and by season.

**Water Heating Storage Service (WHS):** Delivery service for controlled water heating storage.

**Water Heating Service (WH):** This rate schedule is closed and is in the process of elimination. Delivery service for controlled water heating. Service is limited to premises that are presently served under this rate schedule.

### RATES FOR RESIDENTIAL ELECTRIC SERVICE EFFECTIVE JUNE 1, 2017

	Residential Service (RS)	Residential Heating Service (RHS) (Closed)	Residential Load Mgmt Service (RLM)	Water Heating Service (WH) (Closed)	Water Heating Storage Service (WHS)
<b>Delivery Charges</b>					
Service Charge:	\$2.43	\$2.43	\$13.97	--	\$0.56
<b>Distribution Charges: \$/kWh</b>					
0-600 Summer (1)	\$0.040934	\$0.053456	--	--	--
0-600 Winter (1)	0.035636	0.034563	--	--	--
Over 600 Summer (1)	0.045018	0.059501	--	--	--
Over 600 Winter (1)	0.035636	0.012855	--	--	--
Summer On-Peak (1 & 2)	--	--	\$0.064365	--	--
Summer Off-Peak (1 & 3)	--	--	0.015126	--	--
Winter On-Peak (1 & 2)	--	--	0.015126	--	--
Winter Off-Peak (1 & 3)	--	--	0.015126	--	--
Common Use	--	\$0.059501	--	--	--
All Use	--	--	--	\$0.048931	\$0.000166
Societal Benefits Charge (4)	\$0.007881	\$0.007881	\$0.007881	\$0.007881	\$0.007881
Non-utility Generation Charge (4)	(0.000140)	(0.000140)	(0.000140)	(0.000099)	(0.000099)
System Control Charge	0.000000	0.000000	0.000000	0.000000	0.000000
Solar Pilot Recovery Charge (4)	0.000073	0.000073	0.000073	0.000073	0.000073
Green Programs Recovery Charge (4)	0.000980	0.000980	0.000980	0.000980	0.000980
<b>Electric Supply Charges</b>					
<b>Basic Generation Service: \$/kWh</b>					
0-600 Summer (1&4)	\$0.122214	\$0.093505	--	--	--
0-600 Winter (1&4)	0.122156	0.098738	--	--	--
Over 600 Summer (1&4)	0.131959	0.106535	--	--	--
Over 600 Winter (1&4)	0.122156	0.098738	--	--	--
Summer On-Peak (1, 2 & 4)	--	--	\$0.220998	--	--
Summer Off-Peak (1, 3 & 4)	--	--	0.054040	--	--
Winter On-Peak (1, 2 & 4)	--	--	0.208774	--	--
Winter Off-Peak (1, 3 & 4)	--	--	0.058063	--	--
Summer Use (1&4)	--	--	--	\$0.055399	\$0.054962
Winter Use (1&4)	--	--	--	0.058166	0.058665
Reconciliation Charge	Determined Monthly	Determined Monthly	Determined Monthly	Determined Monthly	Determined Monthly

**Notes:**

All Charges are on a monthly basis, include all applicable taxes; and are applied on a per customer, per kilowatt (kW) or kilowatt-hour (kWh) basis, as applicable. See Tariff for Provisions of all Rate Schedules.

(1) Summer is defined as the months of June through September. Winter is all other months.

(2) RLM – On-Peak Hours = 7 a.m. to 9 p.m. (EST) Mon.-Fri.

During Daylight Savings Time, all times will move ahead one hour (7 a.m. to 8 a.m. and 9 p.m. to 10 p.m.).

(3) RLM – Off-Peak Hours = All Other.

(4) Charge may change periodically. Refer to [pseg.com/tariffs](http://pseg.com/tariffs) for current charge.

## 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 **My Account** at [pseg.com](http://pseg.com). Just click on the link for "Billing History." You can also access PSE&G's Home Energy Toolkit which helps you analyze your home energy use to receive customized energy saving tips.
- **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, notify PSE&G immediately by calling 1-800-436-PSEG (7734).
- **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 and Corporation Business Tax will be adjusted in accordance with their tax-exempt status. See Tariff for more details.

## Year-Round Help Available to Pay Your PSE&G Bill

Take a minute to see if you qualify for one of the energy assistance programs below, and get the help you need – when you need it the most.

### Program for Low Income Households

#### Universal Service Fund (USF)

**1-800-510-3102 • [energyassistance.nj.gov](http://energyassistance.nj.gov)**

USF helps make energy bills more affordable for low-income customers. If you are eligible, you can receive from \$5 to \$150 monthly toward your PSE&G bill. You do not have to have a balance on your PSE&G account to apply. However, you must meet the required income limits. Visit [pseg.com/help](http://pseg.com/help) for more information.

### Programs for Moderate Income Households

#### Temporary Relief for Utility Expenses (TRUE) and/or Payment Assistance Gas and Electric (PAGE) Grants

**1-855-465-8783 • [njpoweron.org](http://njpoweron.org)**

Customers may benefit from both programs in a 12 month period for combined assistance towards their past due PSE&G bills. Up to \$750/utility is available under each program. To qualify for TRUE and/or PAGE, you must not be eligible for low income programs like USF. You must also meet the income program eligibility guidelines and the minimum payment

requirements. *For more information or to apply online, visit [njpoweron.org](http://njpoweron.org).*

#### NJ SHARES (NJS)

**1-866-NJSHARES (657-4273) • [njshares.org](http://njshares.org)**

For moderate income households experiencing financial crisis and not eligible for low income programs like USF, NJS can provide a grant of up to \$1,200 toward their PSE&G bill (depending on the balance owed). *For more information or to apply online, visit [njshares.org](http://njshares.org).*

### Program for Seniors/Disabled Adults

#### NJ LIFELINE • 1-800-792-9745

Seniors who are at least 65 years old, and disabled adults who are at least 18 years old and receiving Social Security Disability can apply to receive a \$225 yearly credit. Customer or customer and spouse annual gross income (*NOT THE HOUSEHOLD INCOME*) must be less than \$26,655 if single, or less than \$32,680 if married.

**To apply for or to get more information about any of these programs:**

- visit [pseg.com/help](http://pseg.com/help) or [pseg.com/ayuda](http://pseg.com/ayuda) (en español)
- call the toll-free numbers listed above, or
- visit one of PSE&G's 16 walk-in customer service centers listed on your bill.

**Applications for these programs are available all year but must be accompanied with all the required documentation. Applications by mail should be sent to the program administrators, not to PSE&G.**



**PSE&G**

*We make things work for you.*