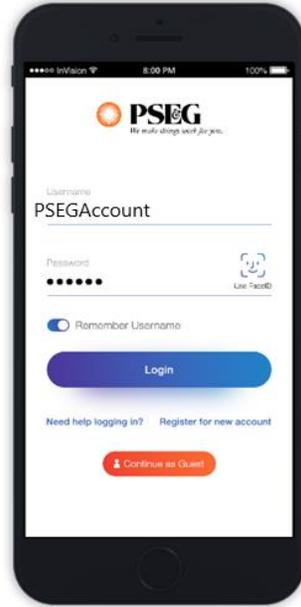
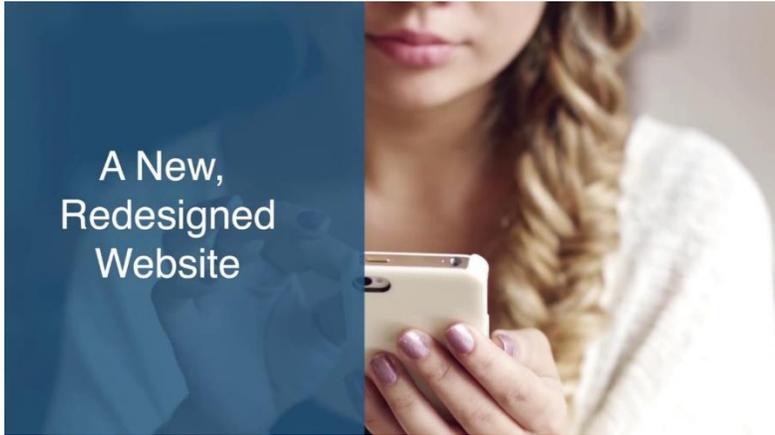


Power Your Business With PSE&G's Digital Tools!



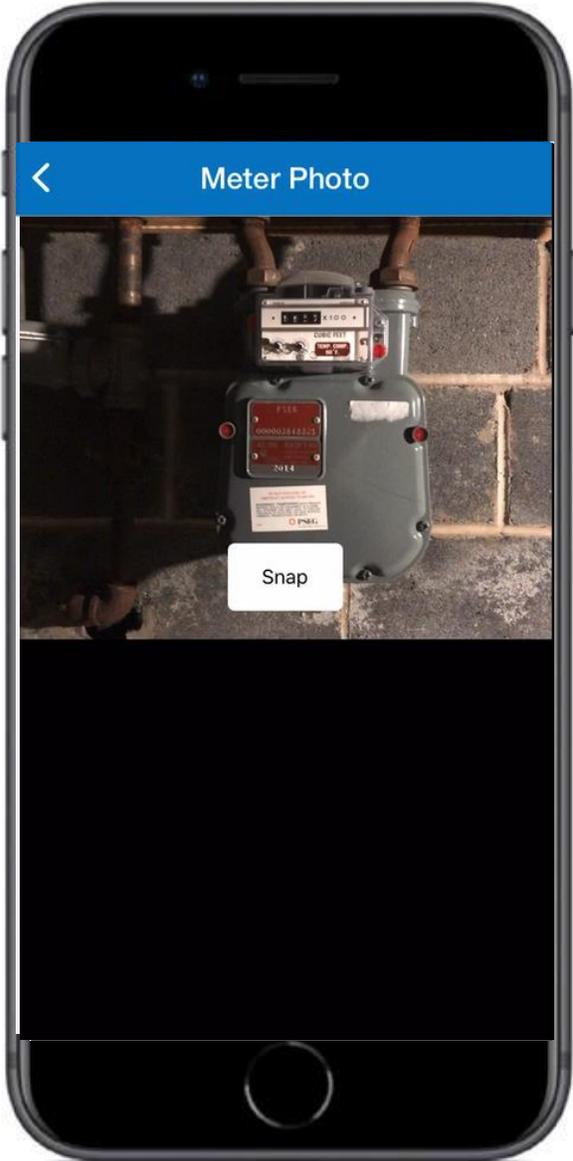
PRESENTED BY
JARED OSORIO - DIGITAL PRODUCT LEAD



Power In Your Hands With The PSE&G Mobile App

Key features in the mobile app

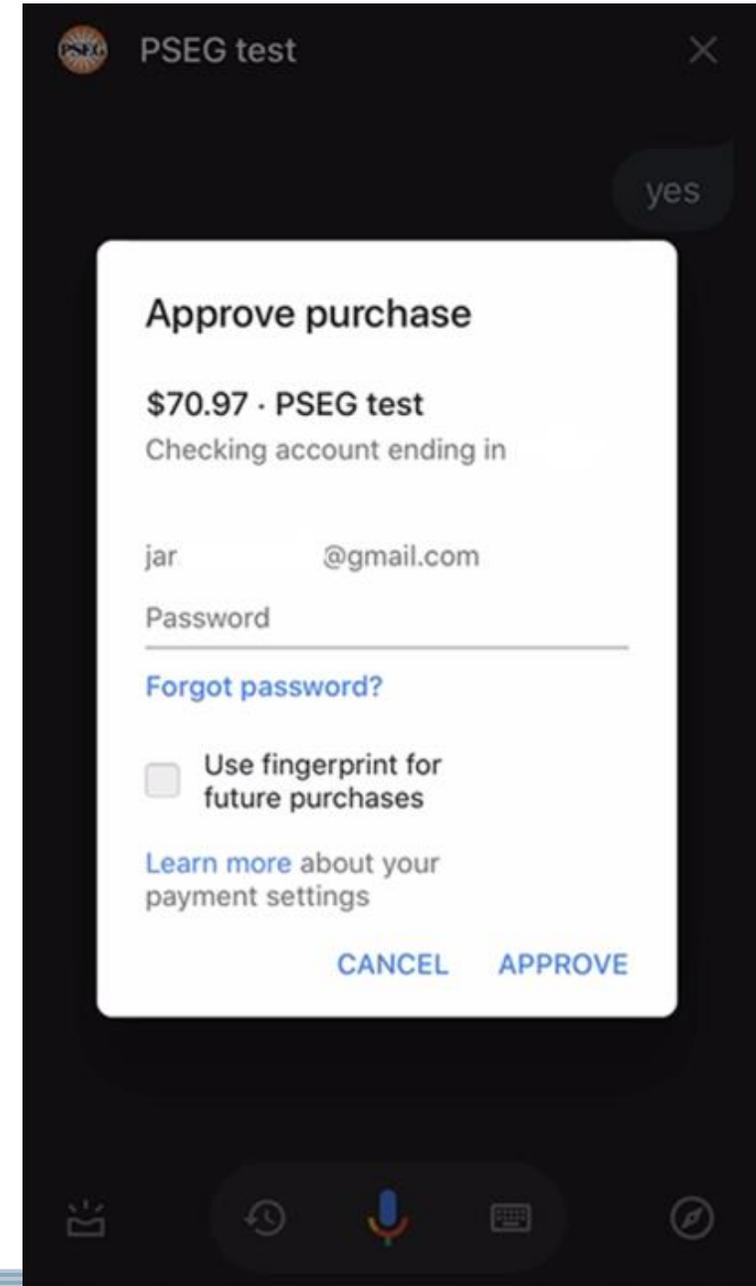
- Biometric login
- Account usage summary
- Make payments
- Report outages with just a tap
- Submit meter readings
- Update contact information
- Enroll in paperless billing, autopay, and equal payment plans
- Safety tips and info



Smart Speakers and Assistants

Google Assistant and Amazon Alexa

- Account linking process – set it and forget it
- Usage summary information and trend analysis
- Make payment with saved bank details
- Create service orders
- Report power outages
- Energy saving tips



Get Notified With My Alerts



Report Power Outages

Report power outages by texting the word "OUT," and then receive updates on your restoration status



Get Outage Alerts

Opt in to outage notifications and receive alerts when there's an outage that may affect your service, if there's a change in your estimated time of restoration, and when power in the area has been restored.



Check for Outage Updates

Text STAT to find out the status of a current outage.



Pay by Text

After registering, text PAY to [4PSEG \(47734\)](#) to make a full or partial payment.



Get Payment Reminders

Opt in for payment reminders to get a notification five days before your bill is due.



Know When a Payment Has Posted

Opt in for payment confirmation, and we'll let you know when a payment has posted to your account.

My Alerts – “How To” Guide

- Register your account
- Pay your bill
- Report an outage
- My Alerts commands

Keyword	Español	Purpose
REG	RGS	Register your cell phone to a PSE&G account; you will need the ZIP code and phone number associated with account
SUB	SUS	Subscribe to other alerts
NICK	NOM	Create a nickname for an account, such as: <i>Home, Mom, LakeHouse</i>
PAY	PAG	Make a payment using your saved bank details
BAL	SAL	Check your account balance
OUT	COR	Report a power outage
STAT	EST	Check the status of a reported outage
PAUSE	INT	Stop receiving alerts temporarily
RESUME	CON	Continue receiving alerts
STOP	ALT	Opt-out of My Alerts
HELP	AYUDA	Receive a listing of all supported keywords



My Account Dashboard

My Account Dashboard >

- PAY BILL
- MAKE AN APPOINTMENT
- REPORT AN OUTAGE
- TRANSFER SERVICE

My Bill >

- Ways to Pay
- Paperless Billing
- Automatic Bill Pay
- Equal Payment Plan
- Understanding My Bill
- Get Help Paying Your Bill
- Billing & Payment History
- My Meter Reading

My Service >

- New Customers
- Customer Service Center Locations
- Start, Stop, Move Service
- My Outage
- Energy Choice & Third Party Suppliers

My WorryFree >

My Appointments >

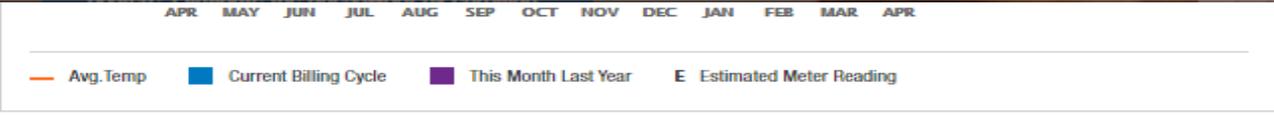
MyAlerts & Messages >

- Account Documents

Customer Service >

- Contact Us
- Report a Claim
- Scams & Fraud

My Profile >



News You Can Use

<h3>Investing in Our Communities</h3> <p>Investing in Our Communities</p> <p>At PSE&G, we believe in energizing the communities we serve – and that means going beyond providing electric or gas service. Find out what we're doing to uplift and invest in New Jersey.</p> 	<h3>Offers and Promotions</h3>	<h3>Smart Thermostat Rebates</h3>
--	--------------------------------	-----------------------------------

- arrive at your location as scheduled. If you prefer, you may submit a self-reading online prior to 05/15/2020. >
 - There is a pending Service Notification. >
 - You have account documents available to view >
 - Save energy and money! Get customized savings tips with our online >
- [View My Alerts & Messages >](#)

My Account – My Bill

Deferred Payment Agreement



1 ————— 2

Select a Deferred Payment Agreement Offer Review & Confirm Enrollment

1. Select a Deferred Payment Agreement Offer

Deferred Payment Agreement Offer Summary	
Past Due Amount:	\$694.58
Due Now:	\$347.29 05/13/2020
Balance:	\$347.29
6 Monthly Payments:	\$57.88 Per Month*

Your payments as part of this agreement will be **\$57.88 per month**. These payments will be shown on your bill each month and will be due on the same date as your normal energy bill. It is important that you do not miss a payment. Failure to make a payment by the due date, as agreed upon for this agreement, will cause the full amount to be due immediately.

[<Go Back](#) [REJECT THIS OFFER](#) [ENROLL IN THIS PAYMENT AGREEMENT](#)

My Bill - Continued

Change Electric Supplier ✕

Are you sure you want to change your electric supplier to PSE&G?

Additional Details
Enrollment or drop requests need to be received 13 days prior to the customer's next meter reading date in order to be effective on that meter reading cycle.

Customers enrolled with a supplier can switch to another supplier or return to PSE&G supply. Customers should always be aware of and review their supplier's contract obligations to avoid any unnecessary fees. Please refer to the terms and conditions of your agreement with the third party supplier.

Need help or have a question? Please call [1-800-436-7734](tel:1-800-436-7734).

The chart totals represent only current charges which may differ from the total amount due.

\$56354.46
Total Amount

Get Help From The Pros

Web form

- Have a question but can wait for a reply – response is within 24 hours
- Used for uploading documents or pictures of meter readings
- All types of inquiries are handled
- <https://nj.Pseg.Com/contactcustomerservice>

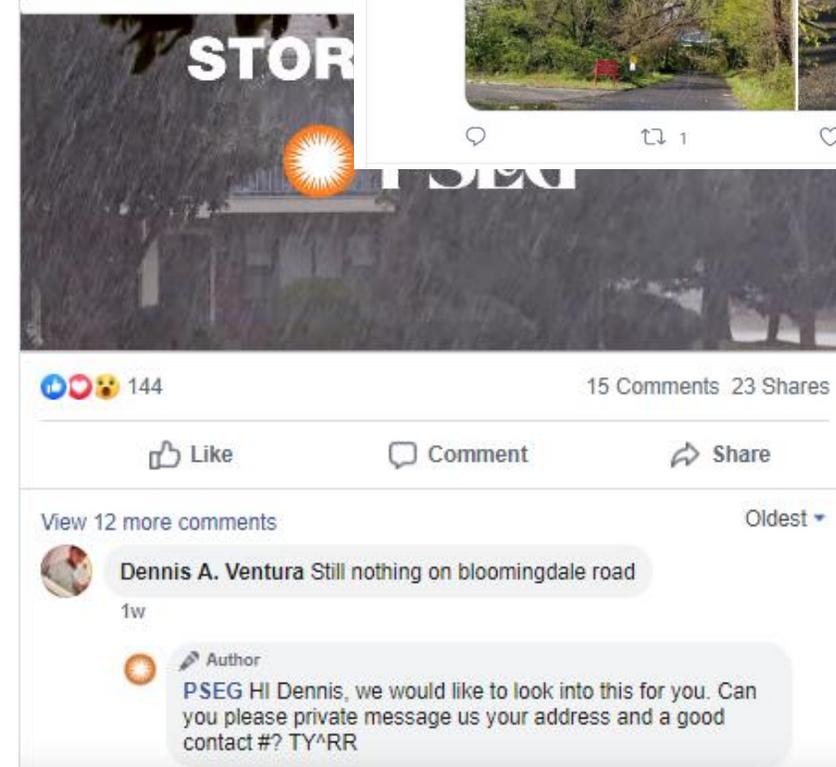
Web chat

- Connect immediately to representative to get the answers you need.
- All types of customer service inquiries handled
- You can access this logged into my account or from the public site.

The image shows a screenshot of the PSEG Customer Service 'Contact Us' page. At the top, it says 'My Account / Customer Service' and 'Contact Us'. Below this is a photo of a man in a dark polo shirt looking at a laptop. A 'REGISTER' button is visible. Below the photo, the text reads: 'Have a question, comment, or issue? Below is detailed contact information for your specific issue. For general questions call 1-800-436-PSEG (7734) or complete our [online form](#).' Overlaid on the right side of the page is a chat queue window. The window has a black header with a close button (X) and says 'Hello, Jared!' and 'An agent is on the way.' Below this is a white area with a speech bubble icon containing three dots, a large number '2', and the text 'Hang in there. You're number 2 in line.' At the bottom of the chat window is a button that says 'Cancel Chat Request'.

Social Care – We are there

- We are active on social from 7am- 11pm m-f and 8am-4pm on weekends.
- Facebook (www.facebook.com/pseg)
- Twitter (@Psegdelivers)
- All types of inquiries (for account specific issues please use private messages)



Supporting Our Business Customers During Uncertain Times

COVID-19 RESOURCES

Actions We're Taking:

- PSE&G is not discontinuing service for non-payment at this time.
- We are not charging late payment charges since the onset of the crisis.
- We're working with customers to make appropriate payment arrangements on past due bills.

We're Here for You:



Visit pseg.com/business for information about PSE&G programs, products and services that can help you **manage your energy needs**.



Call the [Business Solutions Center](#), a dedicated customer service line for our business customers staffed with knowledgeable, well-trained professionals, **ready to assist you** with your business needs. [1-855-BIZ-PSEG](tel:1-855-BIZ-PSEG) (1-855-249-7734), Monday - Friday, 7:00 a.m. – 5:30 p.m.



Register for our webinars for business customers. New webinars in 2020 will provide **valuable information** on **energy-related topics** that matter to your business. Look for invitations via email.



Take advantage of the many ways you can **connect with us**, including [My Account](#), [My Alerts](#) (text alerts), our online [Outage Center](#), Social Media, Live Chat, [Mobile App](#) and [Alexa](#).

Thank You For Attending !



Contact Information:

Jared Osorio

Digital Product Lead – PSE&G

Email – Jared.Osorio@pseg.com

Phone – 973-430-5081