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October 1, 2021

**VIA ELECTRONIC DELIVERY**

Aida Camacho-Welch, Secretary  
New Jersey Board of Public Utilities  
44 South Clinton Avenue  
P.O. Box 350  
Trenton, New Jersey 08625-0350

**Re: In The Matter of the New Jersey Board of Public Utilities’ Response to the  
Covid-19 Pandemic  
BPU Docket No. AO20060471**

Dear Secretary Camacho-Welch:

Pursuant to the order of the New Jersey Board of Public Utilities dated September 14, 2021, I am providing herewith the “Utility Collection and Outreach Plan for 2021-2022” on behalf of Public Service Electric and Gas Company (“PSE&G” or the “Company”). The attached summarizes PSE&G’s plans to promote customer participation in newly enhanced customer assistance programs, as well as enhanced deferred payment arrangement opportunities, along with the anticipated cost of these efforts.

In addition to the incremental costs associated with increased arrearages, PSE&G has incurred substantial incremental costs in order to ensure proper social distancing, including costs to establish remote reporting sites, lease additional company vehicles to support the one person one vehicle COVID protocol, and acquire the standard and enhanced personal protective equipment (“PPE”) and hygiene products that have been required by the protocols. The Company has made all reasonable efforts to ensure the health and safety of our employees and our customers, which is always our number one priority. At the same time, we have prudently controlled costs, and will continue to do so, while also continuing to provide essential electric and gas delivery service and performing the construction work and the operations and maintenance activities required to do so.

For example, at the outset of this emergency in the spring of 2020, PSE&G opened 33 remote reporting sites in an effort to support operational separation plans that had been developed in light of New Jersey’s physical distancing protocol requirements. As increasing numbers of people became vaccinated and certain restrictions began to ease, these sites began demobilizing in Q2 2021. At this time PSE&G’s Gas Operations division has closed all COVID remote reporting sites and returned individuals to district offices, where they are able to follow all applicable physical distancing protocols. PSE&G Electric Operations is currently maintaining 9 remote sites with the intention to reduce that number to 3 by mid-October. If PSE&G begins to experience

higher rates of positive COVID cases or close contacts as a result new COVID variants or a general increase in the number of COVID positive cases, we may need to reenact our COVID separation plans to protect our employees. Similarly, we have seen a decrease in PPE usage as a result of the relaxation of protocols, but if PSE&G's cases begin to increase we may need to reenact more stringent PPE and hygiene requirements.

With regard to hygiene, as a result of the COVID-19 pandemic and the uncertainty regarding transmission of the virus, PSE&G implemented a cleaning protocol for all vehicles and equipment. The Company engaged a third party vendor to perform detailed cleaning and disinfecting of all company-owned and rented equipment on a regular basis. If the company had a confirmed COVID-19 case the vehicle/equipment that was exposed as a result of that case received an enhanced cleaning treatment. In an effort to reduce costs PSE&G researched and implemented a product that provided a barrier to reduce COVID transmission. This product was applied on a 30 day cycle as opposed to regular cleaning and disinfecting. All processes associated with the disinfecting of vehicles/equipment ceased during Q2-Q3 of 2021 with the exception of COVID positive cases, in which the vehicles/equipment receive an enhanced cleaning. Again, if cases begin to increase, we may need to begin these cleaning and disinfecting activities again.

Consistent with the Order issued by the Board in connection with *In the Matter of the New Jersey Board of Public Utilities' Response to the COVID-19 Pandemic for a Temporary Waiver of Requirements for Certain Non-Essential Obligations*, BPU Docket No. EO20030254, Order dated March 19, 2020, this document is being filed electronically with the Secretary of the Board. No paper copies will follow.

Very truly yours,



Matthew M. Weissman

cc: Service List

# Utility Collection and Outreach Plan for 2021-2022

## Promotion of Universal Service Fund and Fresh Start

As of October 1, 2021 the Universal Service Fund (USF) and Fresh Start Program (FSP) will undergo significant changes. These are the three most important. First, there has been an increase to the USF income guidelines from 175% of the Federal Poverty Level (FPL) to 400% of the FPL, making this the most inclusive income program. Second, FSP, which is a component of the USF, was previously offered to each person only once, upon the customer's initial USF application; now everyone receiving USF can benefit from FSP if they owe a minimum of \$60. This is the only forgiveness program that will address all outstanding balances, not just the balances accumulated through COVID. The third change allows customers to earn forgiveness more quickly as every month their bill is current, they will receive relief for 1/12 of the delinquent balance.

PSE&G will produce two mailings to all delinquent customers to promote this program as well as the Low Income Home Energy Assistance Program (LIHEAP). LIHEAP has also increased its income guidelines (not to the levels of USF), and the combination of these programs offers enormous potential benefits to customers. In addition, PSE&G plans to target some the most delinquent customers in its territory with field outreach as these customers stand to benefit the most from the new program parameters.

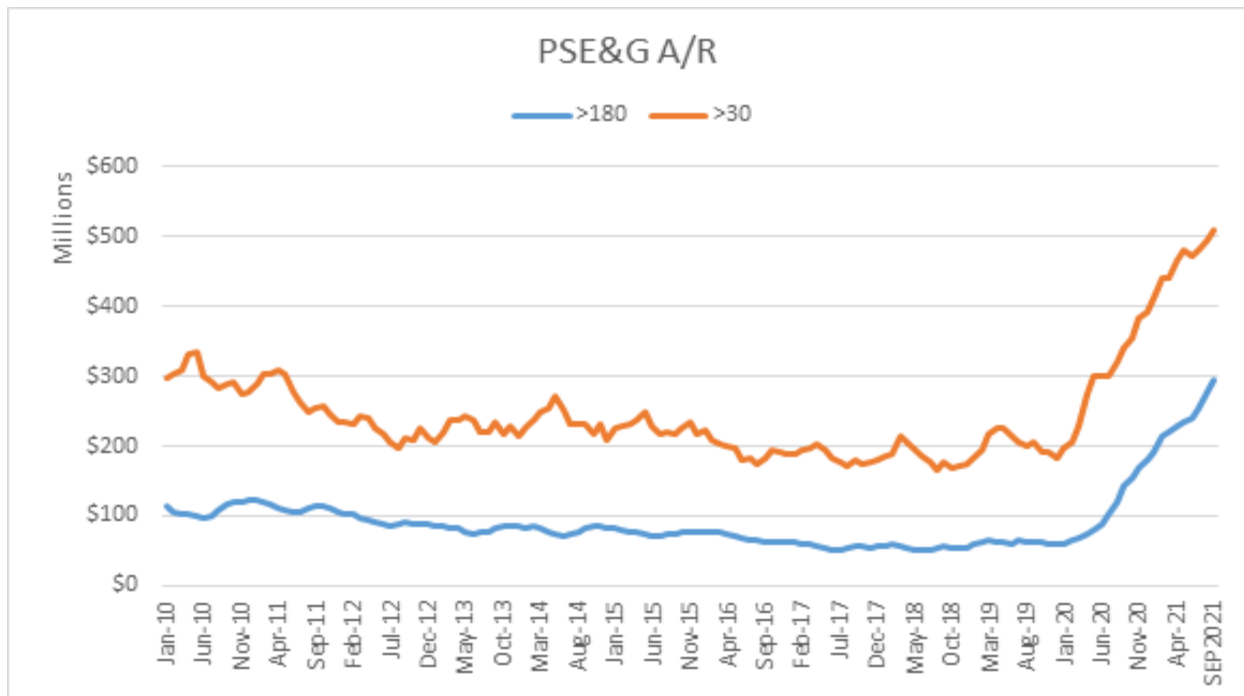
- PSE&G currently has 100K residential customers who have a minimum delinquent balance of \$1,000 that is >90 days old. These customers owe well over \$200M and will benefit from the changes to the Universal Service Fund. Because customers can use one application to apply for USF and LIHEAP, clearly promoting and communicating the benefits from the one program will allow customers to apply for and receive benefits from both programs.

The potential benefit from the USF and FSP program warrants a robust plan for customer outreach. PSE&G will dedicate additional field resources to door-to-door visits throughout the winter. The purpose of this visit is to explain and provide documents about the payment assistance programs and program changes. Those performing the visit will receive specific training on the programs and the changes to the parameters. In order to help manage the conversation, they will also receive scripting that breaks the potential benefits down in layman's terms. The visits will preceded by an e-mail or phone call to explain that PSE&G is visiting the home to inform customers of new programs that may help them pay their bills. The resources dedicated to this effort will be in uniforms different than those

worn by field collectors. PSE&G will also increase its outreach through various means of correspondence to insure customers are made aware of the new opportunities afforded them. This additional outreach will include social media, letter, email, and call campaigns.

Fresh Start can be a complicated program leading to customer inquiries and often requiring billing intervention to insure benefits are applied timely and accurately. With an anticipated increase in recipients, there is a need for additional back-office support to appropriately manage the account activity.

## Accounts Receivable



While we attempt to get customers to apply for assistance or enroll in DPAs prior to the expiration of the grace period, many customers have not done so and may not take action until they are facing shut-off. The graph above demonstrates the increase in A/R>30 and AR>180 during the period of the Covid-19.

PSE&G wants to bring our receivables back to normal levels as soon as possible while ensuring customers have access to all available assistance. PSE&G also recognizes the importance of promoting Deferred Payment Arrangements (DPAs) prior to shut-off, and will run an Easy Enrollment campaign prior to the end of the moratorium. PSE&G is also exploring an enhanced self-service DPA option and if feasible, it could be in place within a year. This new, expand self-serve option will allow eligible customers to manage their payment terms without dealing with a collection representative, avoiding what can be an uncomfortable customer experience.

I/M/O Response to the COVID-19  
Pandemic  
BPU Docket No. AO20060471

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