

Matthew M. Weissman
Managing Counsel - State Regulatory

Law Department
PSEG Services Corporation
80 Park Plaza – T5, Newark, New Jersey 07102-4194
tel : 973-430-7052 fax: 973-430-5983
email: matthew.weissman@pseg.com



January 12, 2023

VIA ELECTRONIC DELIVERY

Carmen D. Diaz
Acting Secretary of the Board
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 Acting Secretary Diaz:

This submission is respectfully made on behalf of Public Service Electric and Gas Company in compliance with the December 21, 2022 Order of the New Jersey Board of Public Utilities ("Board") in the above-captioned matter, authorizing a further extension of the established regulatory asset period from December 31, 2022 to March 15, 2023.

Consistent with the Orders 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 and May 20, 2020, respectively, this document is being electronically filed with the Board and the New Jersey Division of Rate Counsel. No paper copies will follow.

Thank you for your time and attention to this matter. Please direct any inquiries regarding this matter to the undersigned.

Very truly yours,

A handwritten signature in blue ink that reads "Matthew Weissman".

Matthew M. Weissman

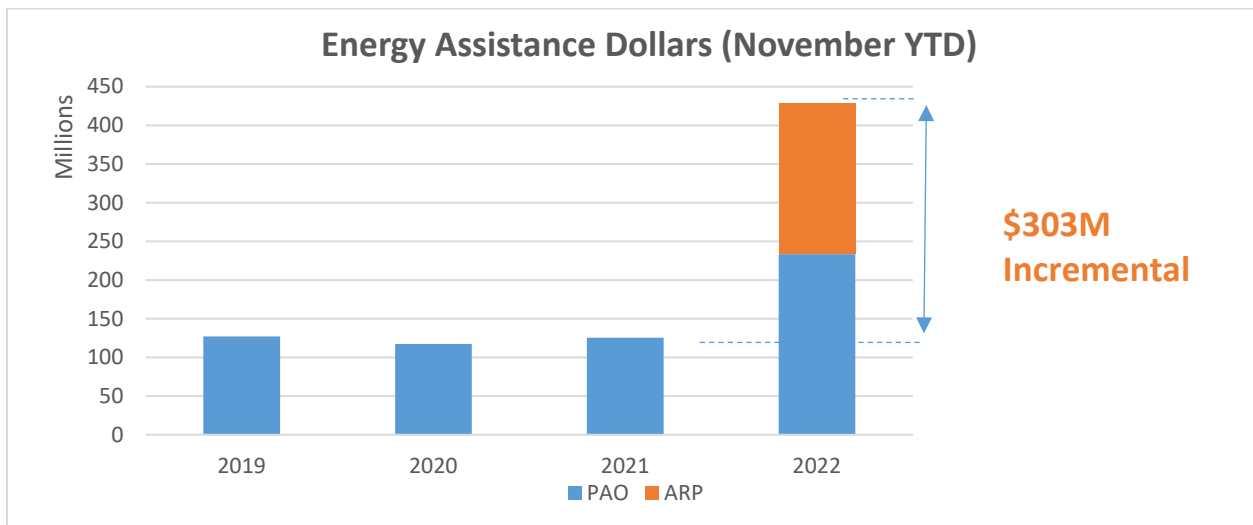
cc: Service List

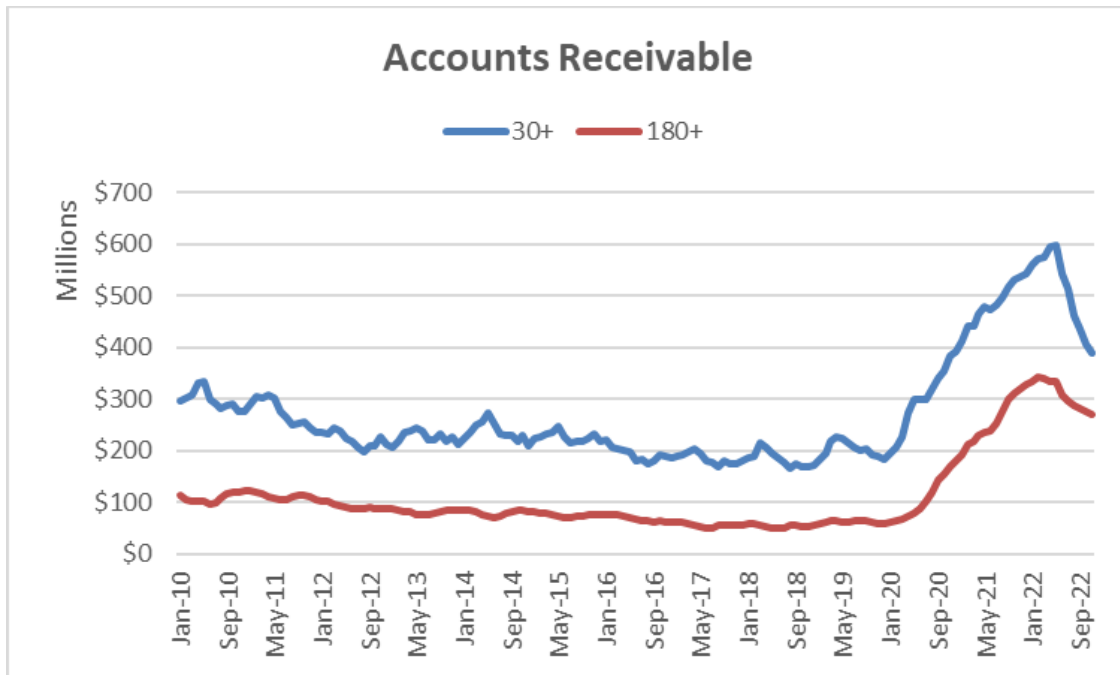
Utility Collection and Outreach Plan for Q1 2023

Payment Assistance Outreach Efforts

In 2021, PSE&G embarked on a comprehensive communication plan to ensure no customers struggling to pay their bill would be unaware of assistance that was available. This included bill inserts and bill messages, direct mail, personal phone calls, television and radio advertising, public webinars, meeting with policy makers and trusted community organizations, bodega posters, distribution of materials through food pantries and senior centers, social media advertising in English and Spanish, and even a door-to-door campaign. Every field visit to a residential customer by a field collector included the sharing of Payment Assistance Program information.

In 2022, these efforts continued and were recognized by Chartwell as a Best Practice in Program Marketing out of 50 submissions received from around the country. In addition, customer surveys show that our customer base's awareness of energy assistance programs is close to 70%. Our communication plan has resulted in our customers' receipt of \$303M more in energy assistance in 2022 than they had been receiving annually immediately before and during the pandemic, helping to drive down PSE&G's outstanding Accounts Receivable. In the chart below, PAO refers to Payment Assistance Outreach or the historical energy assistance programs available in New Jersey through the Universal Service Fund, Fresh Start Program, Low Income Home Energy Assistance Program, Payment Assistance for Gas and Electric (PAGE), NJ Shares and Lifeline; ARP refers to the American Rescue Plan.





Continued Promotion of Universal Service Fund and Other Programs

As funds from the American Rescue Plan have expired, the Universal Service Fund (USF) with Fresh Start Program (FSP) expansions remains in place. This program is now the best source of funds for a delinquent customer to catch up on past due balances and avoid shut-off, because while energy assistance dollars have helped over 210K PSE&G customers, customer arrearages over 180 days are still 5 times what they were pre-COVID. Based on PSE&G's years of collection experience and observations made during COVID shut-off restrictions, there are certain customers who do not act until shut off is imminent. PSE&G collectors will continue, through March 15 and thereafter, to attempt contact with customers who have not received assistance, to explain USF with Fresh Start and, if appropriate, shut off a service. This will drive customers to our Collection Call Center, where representatives have been trained in these programs, or to our Customer Service Center, where intake agencies are present several days a week.

PSE&G will continue through March 15, 2023 and throughout the year to maintain our social media presence, maximize digital communication channels, produce timely bill inserts and maintain a presence at community events throughout our territory. In addition, we will be doing another post card in January to delinquent customers with no e-mail on file. During Q1 we will also work on promotions for PAGE and NJ Shares, as both programs may benefit undocumented customers. In February, prior to the end of the WTP, PSE&G will reach out to all our delinquent customers explaining LIHEAP, the emergency benefits and opportunities to enter into Deferred Payment Arrangements.

I/M/O 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 Nos. EO20030254 and AO20060471

Service List

BPU

Carmen D. Diaz
Acting Secretary of the Board
Board of Public Utilities
44 South Clinton Avenue
P.O. Box 350
Trenton, NJ 08625-0350
carmen.diaz@bpu.nj.gov
board.secretary@bpu.nj.gov

Taryn Boland
Chief of Staff
taryn.boland@bpu.nj.gov

Robert Brabston, Esquire
Executive Director
robert.brabston@bpu.nj.gov

Stacy Peterson
Deputy Executive Director
stacy.peterson@bpu.nj.gov

Michael Beck, Esq.
Chief Counsel
michael.beck@bpu.nj.gov

Carol Artale, Esquire
Deputy General Counsel
carol.artale@bpu.nj.gov

Heather Weisband, Esquire
heather.weisband@bpu.nj.gov

Alice Bator
Director, Division of Audits
alice.bator@bpu.nj.gov

Michael Kammer
Director, Division of Water
michael.kammer@bpu.nj.gov

Lawanda Gilbert
Director, Division of Cable
Television and Telecommunications
lawanda.gilbert@bpu.nj.gov

Julie Ford-Williams
Director
Division of Customer Assistance
julie.ford@bpu.nj.gov

DIVISION OF LAW

Daren Eppley, Esquire
Division of Law
Hughes Justice Complex
Public Utilities Section
25 Market Street
P.O. Box 112
Trenton, NJ 08625
daren.eppley@law.njoag.gov

Pamela Owen, Esquire
pamela.owen@law.njoag.gov

RATE COUNSEL

Brian O. Lipman, Esquire
Division of Rate Counsel
140 East Front Street, 4th Floor
P.O. Box 003
Trenton, NJ 08625-0003
blipman@rpa.nj.gov

T. David Wand, Esquire
dwand@rpa.nj.gov

Susan McClure, Esquire
smcclure@rpa.nj.gov

Brian Weeks, Esquire
bweeks@rpa.nj.gov

Maria Novas-Ruiz, Esquire
mnovas-ruiz@rpa.nj.gov

Bethany Rocque-Romaine, Esquire
bromaine@rpa.nj.gov

Robert Glover, Esquire
rglover@rpa.nj.gov

Debora Layugan
dlayugan@rpa.nj.gov

RATE COUNSEL CONSULTANT

Susan Baldwin
13 Church Hill Street
Watertown, MA 02472
smbaldwinconsulting@gmail.com

ELECTRIC & GAS COMPANIES

ACE

Cynthia L.M. Holland, Esquire
Assistant General Counsel
Atlantic City Electric Company
92DC42
500 N. Wakefield Drive
Newark, DE 19714-6066
cynthia.holland@exeloncorp.com

PSE&G

Matthew Weissman, Esquire
PSE&G
80 Park Plaza, T-5
Newark, NJ 07102-4194
matthew.weissman@pseg.com

Danielle Lopez
danielle.lopez@pseg.com

Bernard Smalls
bernard.smalls@pseg.com

Caitlyn White
caitlyn.white@pseg.com

Michele Falco
michele.falco@pseg.com

JCP&L

Joshua Eckert, Esquire
JCP&L
300 Madison Avenue
Morristown, NJ 07960
jeckert@firstenergycorp.com

ROCKLAND

John L. Carley, Esquire
Consolidated Edison Co. of NY
4 Irving Place
New York, NY 10003
carleyj@coned.com

NJNG

Andrew K. Dembia, Esquire
1415 Wycoff Road
P.O. Box 1464
Wall, NJ 07719
adembia@njng.com

**SOUTH JERSEY GAS &
ELIZABETHTOWN GAS**

Deborah Franco, Esquire
Regulatory Affairs Counsel
520 Green Lane
Union, NJ 07083
dfranco@sjindustires.com

BOROUGH OF BUTLER

Robert H. Oostdyk, Jr., Esquire
Murphy McKeon P.C.
51 Route 23 South
P.O. Box 70
Riverdale, NJ 07457
roostdyk@murphymckeonlaw.com

James Lampmann
Borough Administrator
1 Ace Road
Butler, NJ 07405
jlampmann@butlerborough.com

WATER/WASTEWATER COMPANIES**Gordon's Corner Water Company**

David G. Ern, President
27 Vanderburg Road
P.O. Box 145
Marlboro, NJ 07746
dgern@gordonscornerwater.com

Eric Olsen
eolsen@gordonscornerwater.com

Aqua NJ, Inc.

Adam Burger
10 Black Forest Road
Hamilton, NJ 08691
aburger@aquaaamerica.com

Kimberly Joyce
kajoyce@aquaaamerica.com

William C. Packer, Jr.
wcpackerjr@aquaaamerica.com

NJ American Water Company

Bruce V. Miller, Esquire
Sarmili Saha, Esquire
Cullen Dykman LLP
One Riverfront Plaza
Newark, NJ 07102
bmiller@cullenllp.com
saha@cullenllp.com

Debbie Albrecht
debbie.albrecht@amwater.com

Favson Lakes Water Company

John Cannie, President
160 Boonton Avenue
Kinnelon, NJ 07405
flwc@optonline.net

Montague Water Company

Steve Lubertozzi, President
2335 Sanders Road
Northbrook, IL 60062
steve.lubertozzi@uiwater.com

Middlesex Water Company

Dennis W. Doll
481 C Route 1 South, Suite 400
Iselin, NJ 08830
ddoll@middlesexwater.com

Jay Kooper
jkooper@middlesexwater.com

Suez Water NJ, Inc.

Rodolphe Bouichou
461 From Road, Suite 400
Paramus, NJ 07652
rodolphe.boulchou@suez.com

Mark Janovic
mark.janovic@suez.com

Jim Cagle
jim.cagle@suez.com

Midtown Water Company

John J. Brunetti, President
1655 US Highway 9
Old Bridge, NJ 08857

Shore Water Company

Samuel Faiello, President
105-23rd Avenue
South Seaside Park, NJ 08752
samsjff@verizon.net

Gloria Stuart
glorstuart@comcast.com

Simmons Water Company

David B. Simmons, Jr., President
P.O. Box 900
Branchville, NJ 07826
dbsjr@simmonstransport.com

Atlantic City Sewer Company

Tom Kavanaugh
Carl Cordek
1200 Atlantic Avenue, Suite 300
Atlantic City, NJ 08401
tkavanaugh@acsewerage.com
cordekc@aol.com

Lake Lenape Water Company

Jeffrey Fuller, President
83 Eagle Chase
Woodbury, NJ 11797
jmf1294@yahoo.com

Mt. Olive Villages Water Company

Henry K. Schwartz, President
200 Central Avenue
Mountainside, NJ 07902
zln1@aol.com

MUNICIPAL WATER COMPANIES

Richard Calbi, Director
Village of Ridgewood
131 N. Maple Avenue, Suite 5
Ridgewood, NJ 07450
rcalbi@ridgwoodnj.net

Chris O'Leary, General Manager
Borough of Park Ridge Water
53 Park Avenue
Park Ridge, NJ 07656
coleary@parkridgeboro.com

Art Dysart, Superintendent
Clinton Water and Sewer Utility
43 Leigh Street
Clinton, NJ 08809
artdysart@clintonnj.gov

Andrew Dujack, President
Town of Dover Water Commissioners
100 Princeton Avenue
Dover, NJ 07801

Robert Kinsey, Superintendent
Town of Dover Water
37 North Sussex Street
Dover, NJ 07801
rkinsey@dover.nj.us

John Allsebrook, Superintendent
Borough of Berlin Water Department
59 South White Horse Pike
Berlin, NJ 08009
dpwsupt@berlinnj.org

Kristin Epstein, Assistant Director
Trenton Water Works
333 Cortland Street
P.O. Box 528
Trenton, NJ 08604
kepstein@trentonnj.org

Patricia McGowan, Water Clerk
City of Bordentown Water Department
324 Farnsworth Avenue
Bordentown, NJ 08505
pmcgowan@cityofbordentown.com

John J. Wells, Licensed Operator
jwalls@cityofbordentown.com

Steve DiOrio, Superintendent
Collingswood Water Department
215 Hillcrest Avenue
Collingswood, NJ 08108
sdiorio@collingswood.com

Mike McIntyre, Director
Wildwood Water Utility
3416 Park Boulevard
Wildwood, NJ 08260
mmcintyre@wildwoodnj.org

CABLE TV AND TELECOMMUNICATIONS

Altice USA (f/k/a/ Cablevision)
Marilyn D. Davis, Area Director
Government Affairs
Altice USA
494 Broad Street, 9th Floor
Newark, NJ 07102
marilyn.davis16@alticeusa.com

Charter Communications f/k/a Time Warner
Michael A. Chowaniec
VP-State Regulatory Affairs
Charter Communications
400 Atlantic Street
Stamford, CT 06901
michael.chowaniec@charter.com

Comcast
Elizabeth Murray
Senior Director or Regulatory Affairs
Comcast
50 Randolph Road
Somerset, NJ 08873
elizabeth_murray@comcast.com

Stephanie Kosta
Vice President – Government Affairs
Comcast
3800 Horizon Boulevard, Suite 300
Trevose, PA 19053
stephanie_kosta@comcast.com

Service Electric Cable TV of Hunterdon, Inc.
John Capparell
General Manager
Service Electric Cable TV
2260 Avenue A, LVIP#1
Bethlehem, PA 18017
jcapparell@spectv.com

Jennifer Brown
Regulatory Affairs Director
brownj@spectv.com

INCUMBENT LOCAL EXCHANGE CARRIERS (ILECS)

Verizon New Jersey, Inc.
Ava-Marie Madeam
Vice President - State Regulatory
Affairs NY, NJ, CT
999 West Main Street, 3rd Floor
Freehold, NJ 07728
avamarie.p.madeam@verizon.com

Sylvia Del Vecchio, Manager
Verizon New Jersey, Inc.
9 Gates Avenue, 2nd Floor
Montclair, NJ 07042-3399
sylvia.i.del.vecchio@verizon.com

Richard C. Fipphen, Esquire
Assistant General Counsel
Verizon New Jersey, Inc.
140 West Street, 6th Floor
New York, NY 10007
richard.fipphen@verizon.com

CenturyLink
Josh Motzer
Director – State Government
Relations
37 W. Broad Street, Suite 470
Columbus, OH 43215
josh.motzer@centurylink.com

Momentum Telecom (Warwick Valley)
Virginia O'Hanlon
Manager - Regulatory & Tax
Compliance
47 Main Street
Warwick, NY 10990
vohanlon@momentumtelecom.com

AT&T
Charlene Brown
VP External Affairs – NJ
AT&T
192 West State Street
Trenton, NJ 08873
cb1362@att.com

Service Electric of Cable TV New Jersey, Inc.
Robert H. Williams, Esquire
General Manager
320 Sparta Avenue
Sparta, NJ 07871
bobw@secable.com

Robbin Blessing
Assistant Manager
robbin@secable.com

AARP
Janine G. Bauer, Esquire
101 Grovers Mill Road, Suite 200
Lawrenceville, NJ 08648
jbauer@szaferman.com

Evelyn Liebman
Director of Advocacy
AARP NJ State Office
303 George Street, Suite 505
New Brunswick, NJ 08901
eliebman@aarp.org