



Dear Municipal Official,

PSEG is deeply committed to the health, safety and well-being of our customers, employees and communities we serve. We know that our customers rely on us to heat their homes and power their lives and businesses, and we are doing our part in fulfilling this commitment.

PSEG, like many companies, has robust business continuity plans and emergency procedures that predate the COVID-19 outbreak. Over the past several weeks, we have been implementing those plans and ensuring their effectiveness. In addition, we are leveraging the guidance of the CDC and state and local authorities.

PSEG continues to operate normally, providing safe and reliable electricity and gas to its 2.4 million customers.

What You Should Know

PSEG offers online tools and resources to manage your account and stay connected:

- Log into [My Account](#)
- Download the PSEG [mobile app](#)
- Register for [MyAlerts](#) for text and email updates
- Enable our PSEG [Alexa](#) skill and link your account
- Follow us on [Facebook](#) and [Twitter](#)

As a result of the COVID-19 outbreak, effective immediately, PSEG is temporarily suspending shut-offs of electric or gas service to residential customers for non-payment. This policy will be in place through the end of April at which time PSEG will evaluate the continued need.

PSEG will continue to respond to customer repair needs while adhering to practicing safe social distancing. Our employees will be wearing appropriate Personal Protective Equipment (PPE) at all times as well as asking pre-screening questions to customers before entering any premises. We will continue to work with municipal officials as unique circumstances develop in their respective municipalities.

During any time of hardship, financial assistance and payment programs are available to help pay your energy bills. For more information, visit www.pseg.com/help.

Again, our priority is the safety and well-being of our customers, employees and the communities we serve, and our thoughts are with those experiencing difficulty at this time.

Sincerely,

Regional Public Affairs

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