



Frequently Asked Questions for PSE&G's New Bill

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1. Why did PSE&G redesign its bill?

The last major redesign of PSE&G's bill occurred over 15 years ago. Using customer feedback, we wanted to update the bill with a modern look and feel, and provide useful information that is easier to find and understand.

2. How did PSE&G come up with the new bill design?

Through a series of focus groups, we gathered feedback from our residential and business customers, as well as our Customer Service Professionals. The re-designed bill combines this valuable feedback, and industry best practices, resulting in a new bill that makes it easier to understand and manage your energy costs.

3. What are the key enhancements that have been made as part of the bill redesign?

- More color has been incorporated throughout the bill to improve readability and highlight important messages.
- Key information like your balance, due date and next meter reading date is more prominently displayed on the first page.
- The new bill is larger and easier to read. It is printed on 8.5" x 11" paper and delivered in a larger envelope. The new bill is also available online via Paperless Billing. (Remember: Paperless Billing is always an option for customers. Please go to pseg.com/paperless for more information and to enroll in free Paperless Billing).

- On residential bills, usage graphs are now in color and provide monthly temperature and usage information. Commercial bills also have colorful usage graphs and additional energy information.
- Throughout the bill, there is information to help you understand the detailed components of your bill.
- On residential bills, a new “Snapshot of what you owe” section has been added to the first page. In this section, you can find a summary of your charges and your energy use compared to last year.

4. Have any features been removed from the old bill?

Bill form definitions (found on the second page of the old bill) are now found throughout the bill next to the relevant sections.

The individual locations of our 16 Customer Service Centers are no longer listed on the new bill. You can find more detailed information about our Customer Service Centers at pseg.com/csc.

5. Will a customer’s account information change as part of the bill redesign?

No, customer account information will **not** change. Your account number and meter number(s) will remain the same.

6. Will customers be able to request an old version of the bill?

Beginning in April 2018, the new bill format will replace the old bill format. However, customers will still be able to access their past thirteen (13) months of billing history by signing into our online self-service portal, *My Account* at pseg.com/myaccount.

7. Will customers still be able to *pay* their bill the same way?

Yes. How you pay is your choice. We offer a variety of convenient ways to pay that can be found on the reverse side of the payment remit coupon included with your bill. You can also visit pseg.com/paymentoptions for more information.

8. Are the benefits of the redesigned bill the same for business customers?

Business customers billed a non-residential rate will enjoy the same benefits as our residential customers. However, we have not included the “Snapshot of what you owe” section. During focus groups our business customers found a detailed summary on page 1 more valuable.

9. Having trouble viewing the electronic version of your new bill?

If you are having trouble viewing the electronic copy of your bill on your computer please ensure that you have installed the most recent version of Adobe Acrobat Reader. Please visit www.get.adobe.com/reader/ to download the most recent version. In order to seamlessly view

your bill every month, please select the updated version of Adobe as your default PDF viewer. Please visit www.adobe.com for more information on adding Adobe as your default PDF viewer.

If you are still having trouble viewing your bill, please call us at 1-800-436-7734. You will be asked to provide what type of device and browser you are using to view the bill; your internet provider and what version of Adobe Acrobat Reader you are using. This information is important to help troubleshoot the issue.

If you have other questions regarding the new bill design please email customerrelations@pseg.com.