

LINES

FALL/WINTER 2021



An Exelon Company

NEED HELP WITH YOUR ENERGY BILL THIS WINTER?

If you're having difficulty making a payment on your energy bill, we can help. We offer flexible payment plans and there are millions of dollars in energy assistance available for customers:



1. Special Payment Arrangements.

If you're having difficulty keeping your payment up-to-date, visit atlanticcityelectric.com to learn more about our individually tailored payment installment plans and submit a request.

2. Budget Billing. Avoid seasonal peaks by dividing payments evenly over the entire year. By knowing your bill amount each month, it will be easier to stay within your energy budget.

3. Energy Assistance Programs. Don't wait for winter heating bills to arrive. Apply for energy assistance today. Available programs include:

- The Low Income Home Energy Assistance Program (LIHEAP) provides critical home heating and cooling assistance to those who qualify. Customers can apply starting from Oct. 1, 2021 through June 30, 2022.
- The Universal Service Fund (USF) helps ensure energy bills are more affordable for eligible customers. Customers can use the USF application to apply for LIHEAP benefits at the same time. Eligible customers may qualify for the Fresh Start energy debt forgiveness program, a component of the USF program, that allows eligible New Jersey households to earn forgiveness for pre-existing arrearages by making full, on-time payments on their current monthly charges. For more information or to apply for LIHEAP or USF, call 800-510-3102 or visit energyassistancenj.gov.

- The Payment Assistance for Gas and Electric (PAGE) program provides relief on natural gas and electric bills for low- to moderate-income New Jersey households experiencing a temporary financial crisis. For more information, call 732-982-8710 or visit njpoweron.org.
- New Jersey SHARES is a nonprofit corporation that provides assistance to income eligible New Jersey households with energy, telephone and water bills. Visit njshares.org or call 866-657-4273 for details.
- Senior citizens and disabled adults can take advantage of Lifeline, a utility assistance program that offers \$225 to individuals who meet certain income guidelines. This benefit includes utility customers, as well as tenants whose utility bills are included in their rent. For more information about Lifeline, call 800-792-9745.
- The Emergency Rental Assistance Program provides temporary rental and utility assistance to low and moderate-income households that have had a substantial reduction in income due to the COVID-19 pandemic. The program offers rental and utility assistance to help New Jersey residents avoid eviction or loss of service. Call 2-1-1 for more information.

We understand that winter energy costs can be a challenge, especially when coupled with the impacts of the pandemic. Even if you've never applied for assistance before, or don't think you qualify, contact us today. Visit atlanticcityelectric.com/EnergyAssistance for more information.

FIVE THINGS YOU'LL NEED TO APPLY

1. Government issued photo ID
2. Proof of income
3. Copy of your most recent energy bill
4. Proof of residence (current lease or mortgage statement)

POWER OUT? CALL 800-833-7476



SAVE ENERGY AND MONEY THROUGH MY ACCOUNT

My Account is more than just a place to go to pay your bill. You can explore ways to help manage your energy costs and sign up for helpful billing options. Here are some cool things you can do when you sign into My Account at atlanticcityelectric.com/MyAccount:



Track your energy use with easy-to-read charts so you can make changes around your home and see the savings on your bill



Sign up for text and email alerts to know when your bill is ready or to receive payment reminders



Sign up for Budget Billing or paperless eBill



Enroll in payment arrangements if you receive a higher than normal bill due to colder weather



Check your outage status if your power is out

A MESSAGE FROM SAFETY

“When pruning trees this fall or hanging holiday lights, carry all ladders and tall equipment parallel to the ground, making sure you are clear of any overhead lines.”

— **Christine Alexander**, director,
Utility Safety and Training



News from Felecia Greer, customer advocate

SHARING THE GIFT OF ENERGY

Our Gift of Energy program is a thoughtful way to help your family members, friends or neighbors with their energy costs – and you don't have to wait until the holidays.

FOLLOW THREE SIMPLE STEPS TO GIVE THE GIFT OF ENERGY

1. Simply visit atlanticcityelectric.com/Gift or call 800-642-3780
2. Provide the name and address of your gift recipient
3. Make a payment on that person's account and get a free greeting card you can share with them

Whether it's heating season or cooling season, the Gift of Energy is always appreciated.

atlanticcityelectric.com twitter.com/ACElecConnect facebook.com/AtlanticCityElectric

Customer Service, Mon-Fri, 7 a.m. – 7 p.m.: 800-642-3780
TTY Telephone Number for Hearing Impaired: 800-852-7897 (English), 866-658-7714 (Spanish)

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