

LINES

FALL/WINTER 2022

 **atlantic city
electric**®

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, 2022 through June 30, 2023.
- 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, and we're here to help. 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. Copies of social security cards for all household members
3. Proof of income
4. Copy of your most recent energy bill
5. Proof of residence (current lease or mortgage statement)

POWER OUT? CALL 800-833-7476



SMART ENERGY NETWORK IS COMING TO SOUTH JERSEY

Once our Smart Energy Network is fully operational in the fall of 2024, South Jersey customers will enjoy enhanced reliability, improved resiliency of energy service and customer service, and a suite of new tools and programs to help them save money and energy.

A key component of the Smart Energy Network will be new smart meters for our 565,000 customers. Customers began receiving the new meters, which closely resemble existing analog meters, in September. These upgrades will roll out over the next two years.

Smart meters securely provide real-time information about energy service, as well as a host of other benefits related to an improved customer experience. This real-time information will be particularly important for quicker power restoration following increasingly common disruptive weather events – and for programs that will allow you to closely monitor and manage your energy use.

Learn more about the process for installing new smart meters and the Smart Energy Network's benefits at atlanticcityelectric.com/SEN.

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



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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