

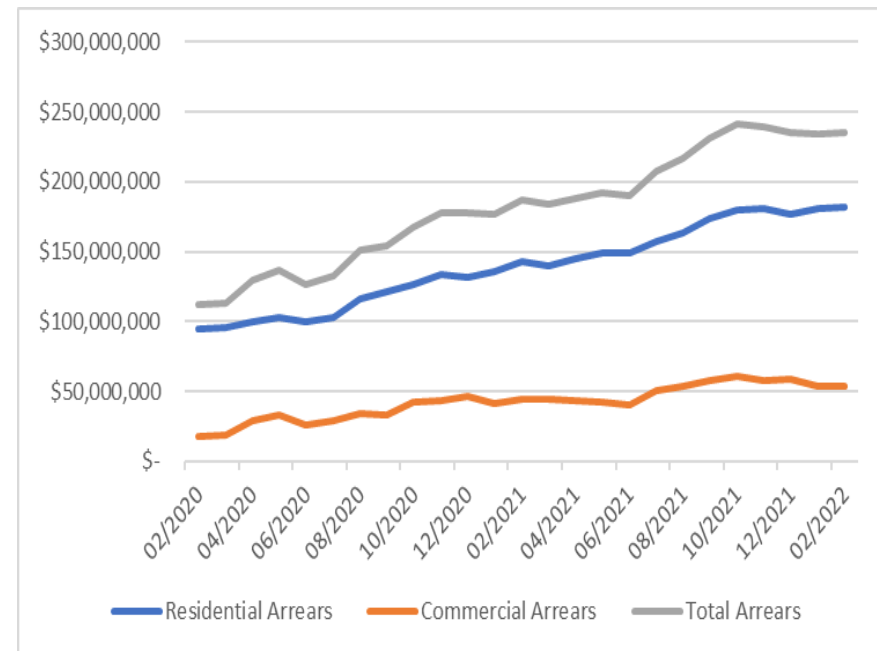


Accounts Receivable & Financial Assistance Programs

March 2022

ARREARS TREND SINCE FEB. 2020

- Arrears more than doubled over two years from \$112.4 million in 2020 to \$234.9 million
- Residential arrears almost doubled from \$94.5 to \$181.5 million
- Commercial arrears tripled from \$18 to \$53.4 million but is beginning to decline



ARREARS AS OF FEBRUARY 2022

Residential = \$181.5M

- ▲ 1/3 of arrears dollars would be eligible for field disconnect (no disconnects are occurring)
- ▲ 1/3 of arrears dollars are on payment agreements
- ▲ About 5% of arrears are inactive accounts

Commercial = \$53.4M

- ▲ 19% of arrears dollars are eligible for field disconnect
- ▲ About half of arrears dollars are on payment agreements
- ▲ About 10% are inactive accounts

Category	# of Accounts	\$ in arrears
Eligible for field disconnection	22,575	\$60,691,812
Deferred Payment Agreements	37,525	\$61,788,655
LSE Protected	1,595	\$14,428,249
Inactive Accounts	26,447	\$8,369,026

Category	# of Accounts	\$ in arrears
Eligible for field disconnection	2,429	\$10,385,617
Deferred Payment Agreements	3,109	\$25,673,191
Inactive accounts	2,453	\$5,407,695

OUTREACH EFFORTS & PROGRAMS TO HELP

Outreach Efforts

- Monthly bill messages and inserts on customer bills
- Monthly zoom video conferences on financial assistance
- Social media and website posting with information on programs
- Multiple correspondence sent to field eligible customer advising of available assistance
- Field visit to eligible customers
- Customer Advocates outbound calls to residential customers who declared a financial impact from COVID-19

Programs to Help

- **Deferred Payment Agreements** as low as \$10 based on financial situation
- **Federal Programs**
 - HEAP - one time income-based
 - RAS - one time up to \$10k
 - Emergency HEAP - one-time \$140 non-heat & \$350 heat
 - ERAP - one time up to 12 months
- **Project Warmth** - Private fund up to \$200 for non-heat & \$700 heat
- **One Shots** - Emergency assistance loan up to 4 months, needs to be repaid (not open yet)

COLLECTION TIMELINE

Focus is on connecting customers with available assistance and setting up deferred payment agreements

- PSEG Long Island field employees have delivered 30,400+ financial assistance fliers
- Since October 2021, 6,284 customers have received \$12.9 million in financial assistance
- Average total arrears has dramatically increased during the pandemic

	<u>Feb 2022</u>	<u>Feb 2020</u>
• Residential	\$969	\$487
• Commercial	\$2,324	\$986

Collection Activity	PSEG LI Resumption Timeline
Commercial Financial Assistance Visits	May 2021
Residential Financial Assistance Visits	September 2021
Commercial Disconnects	November 2021
Late Payment Charges	January 2022
Reconnect Fees	January 2022
Residential Disconnects	TBD
Meter Access Fees	TBD