



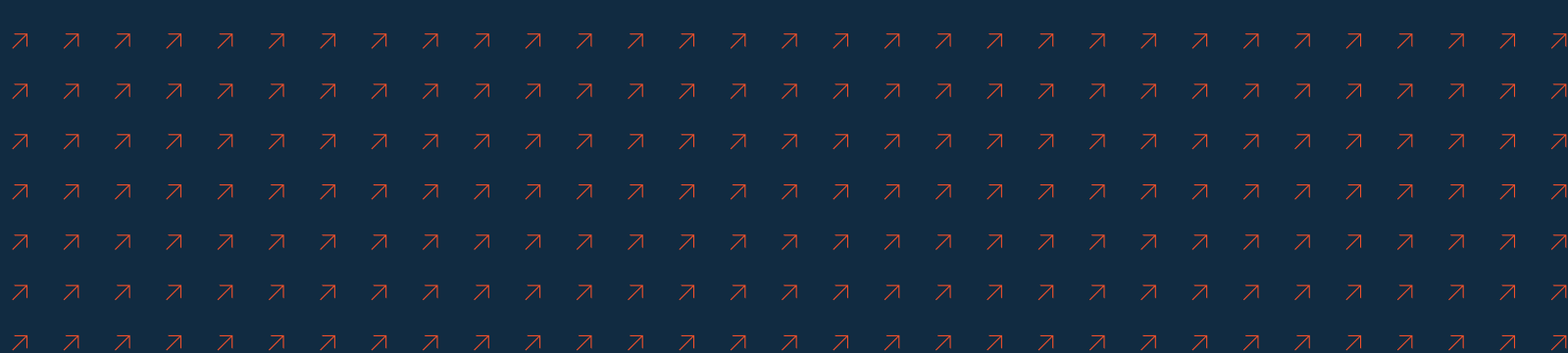
 ***Working* toward
a cleaner, more
reliable future.**



PSEG

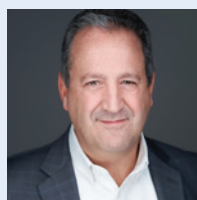
Our *vision.*

Powering a future where people
use less energy, and it's cleaner,
safer, and delivered more reliably
than ever.

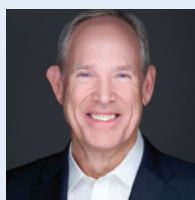


Meet the PSEG

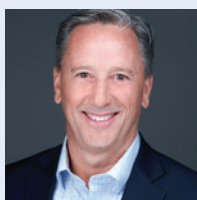
Senior Executive Team



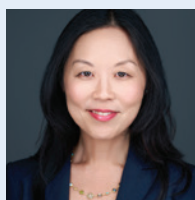
Ralph LaRossa
*Chair, President and Chief
Executive Officer, Public
Service Enterprise Group Inc.*



Charles V. McFeaters
*President and Chief
Nuclear Officer*



Daniel J. Cregg
*Executive Vice President and
Chief Financial Officer, PSEG*



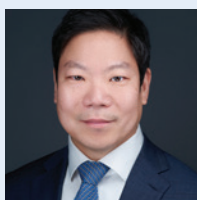
Grace H. Park
*Executive Vice President
and General Counsel, PSEG*



Kim C. Hanemann
*President and Chief Operating
Officer, Public Service Electric
and Gas Company*



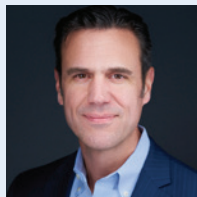
Sheila J. Rostiac
*Senior Vice President Human
Resources, Chief Human Resources
Officer and Chief Diversity Officer*



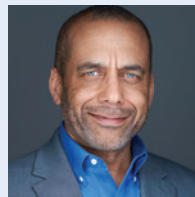
Michael Hyun
*Senior Vice President,
Chief Commercial Officer*



Zeeshan Sheikh
*Senior Vice President –
Chief Information and
Digital Officer*



Scott Jennings
*Senior Vice President
Finance, Planning and Strategy*



Richard T. Thigpen
*Senior Vice President –
Corporate Citizenship*

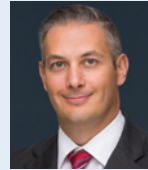
Meet the PSEG

Corporate Citizenship External Affairs Team

Federal Affairs



Kristen Ludecke
VP Federal Affairs and Sustainability



Michael Brairton
Senior Director, Federal Affairs

State Affairs



Wesley Mathews
VP State Government Affairs



Kathleen Donovan
State Government Affairs, Agency Liaison



Josie DiRienzo
Director, State Government Affairs



James Gilroy
Manager, State Affairs

Corporate Social Responsibility and the PSEG Foundation



Calvin R. Ledford, Jr.
*President, PSEG Foundation & Director,
Corporate Social Responsibility*



Lauren Ugorji
Manager, Corporate Social Responsibility



Maria Spina
*Senior Manager, PSEG Foundation
& Corporate Social Responsibility*



Sandi Mayer
*Employee & Volunteerism
Programs Coordinator*



Paul Drake
Public Affairs Manager



Aliyya Clark
Corporate Social Responsibility Specialist

Regional Public Affairs

Northern Team



Sara Peña
Director – External Affairs North



Everton Scott
*Sr. Regional Public Affairs Manager
Essex, Hunterdon, Morris and
Passaic Counties*



Joe McQueen
*Sr. Regional Public Affairs Manager
Hudson County*



Gary Williams
*Regional Public Affairs Manager
Essex County*



Lauren Samulka
*Regional Public Affairs Manager
Bergen County (South)*



Donnett Verley
*Regional Public Affairs Manager
Bergen County (North)*

Southern Team



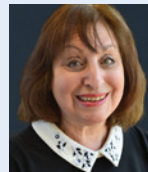
Frank Lucchesi
Director – External Affairs South



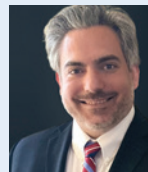
Mike Coyle
*Regional Public Affairs Manager
Mercer, Middlesex and
Monmouth Counties*



Addie Colon
*Regional Public Affairs Manager
Camden and Gloucester Counties*



Caren Freyer
*Regional Public Affairs Manager
Burlington and Ocean Counties*



Matt Rose
*Regional Public Affairs Manager
Somerset and Union Counties*

focus

From PSEG *leadership*



“For over 120 years, we’ve kept your lights on and homes warm while prioritizing safety. We’re working to fulfill our Powering Progress vision by investing in energy infrastructure that can support our customers’ needs. We also continue our work to keep customer bills as low as possible through our long-standing dedication to operational excellence and affordability efforts including our award-winning energy efficiency programs.”

— *Ralph LaRossa, PSEG chair, president and CEO*

“PSE&G has a lot of experience executing large infrastructure projects and part of our success has been in building a team that can meet the needs of our customers. Our company’s number one value is focused on the safety and security of our communities and our workforce, and we want everyone who works at PSE&G to go home from work the same way—or better—than they arrived. As we build the workforce of the future, we’re also continuing to focus on our customers, working hard to keep our bills affordable as we maintain top-notch reliability.”

— *Kim Hanemann, PSE&G president and COO*



“PSEG is honored to be part of the very fabric of the communities where we live and serve. Whether supporting volunteer efforts or funding scholarship programs, PSEG supports our communities and cares about our customers. We know that affordability is a major concern for our customers and, since we are moving toward a future where people will depend on electricity for everything from cars to careers, we need to have a balanced energy transition that keeps reliability and affordability in mind.”

— *Rick Thigpen, PSEG senior vice president – Corporate Citizenship*

Who we are

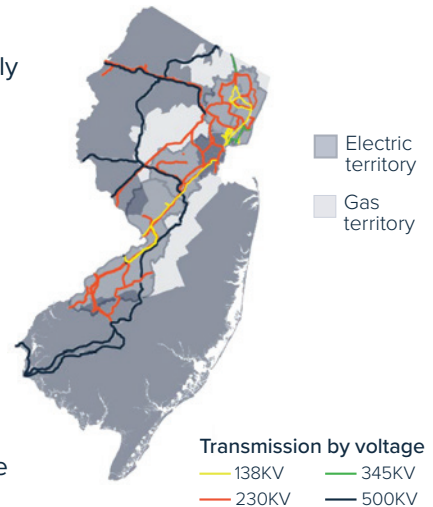
Founded in 1903, Public Service Enterprise Group (PSEG) is a Newark, New Jersey based energy company consisting primarily of a regulated utility (PSE&G), a merchant nuclear generation business (PSEG Nuclear) and PSEG Long Island.

One of New Jersey's largest employers, our 13,000 employees power the lives of 2.4 million electric customers and 1.9 million natural gas customers.

PSEG Nuclear operates three nuclear reactors in South Jersey and is the largest source of carbon-free energy in the state.

PSEG conducted \$2.5 billion of business with New Jersey based companies in 2024, helping boost the state's economy.

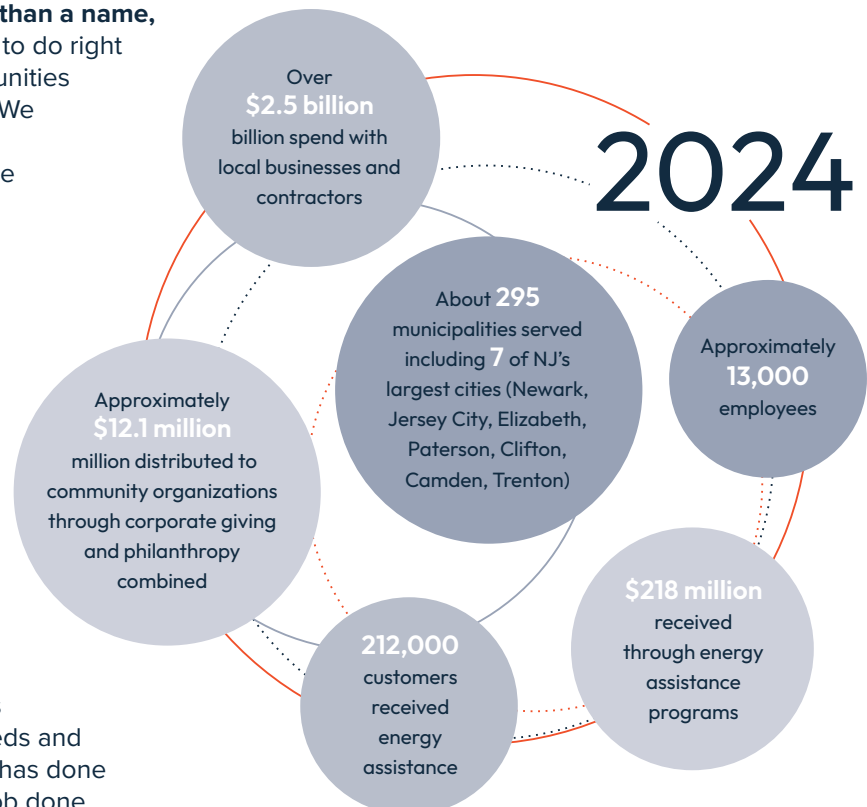
We aim to be ready for whatever the future may bring and strive for operational excellence in our work.



Why we care

“Public Service” is more than a name, it’s a philosophy. We aim to do right by our people, the communities we serve and our planet. We also strive to be ready for whatever challenges come our way and face them head on.

For over 120 years, PSEG’s employees have been dedicated to providing the services our customers and communities count on for everyday life. We are incredibly proud of our company’s long history and we know that the challenges of 1903 were different than those of today. Our workforce is rising to meet today’s needs and doing what our company has done for generations: get the job done.



Awards and recognition

PSEG and its employees are honored to receive a number of awards and recognition from organizations from a variety of disciplines.

2025



2025 Easiest Utilities to do Business With



America's Most JUST Companies



America's Most Responsible Companies



2024 ReliabilityOne® Award for Outstanding Metropolitan Service Area Reliability Performance in the Mid-Atlantic Region, 23rd consecutive year



PSE&G's Clean Energy Jobs Program awarded the Leaders of the Pack Award in the Workforce Development category



America's Greatest Workplaces for Women



America's Greatest Workplaces for Mental Well-being

2024



#1 in Customer Satisfaction with Residential Gas and Electric Service in the East among Large Utilities



2024 Most Trusted Brands (residential), 2024 Easiest to Do Business with (residential) and one of the Trusted Business Partners in the 2024 Business Study



Dow Jones Sustainability Index – North America, 17th consecutive year



ENERGY STAR Partner of the Year Award for Sustained Excellence in the Energy Efficiency Program Delivery category



2024 ReliabilityOne® Award for National Outstanding Customer Engagement

Customer satisfaction and affordability

PSE&G takes pride in our long-standing service excellence, reliability, focus on affordability and customer care.

Affordability is a key concern for our customers, particularly due to rate increases that went into effect in June 2025. Utilities like PSE&G do not make a profit from these increases, as they are passed directly through to the consumer. These increases were driven by a supply/demand imbalance in the PJM grid, which PSE&G is part of.

We recognize that bill increases are challenging for customers, and we manage our operations and maintenance costs as part of our work to keep bills as affordable as possible. According to a September 2025 study by Bank of America, New Jersey is one of 8 states that “stands out as the most favorable, as they had the tightest affordability gaps, with real GDP growth consistently outpacing bills.”

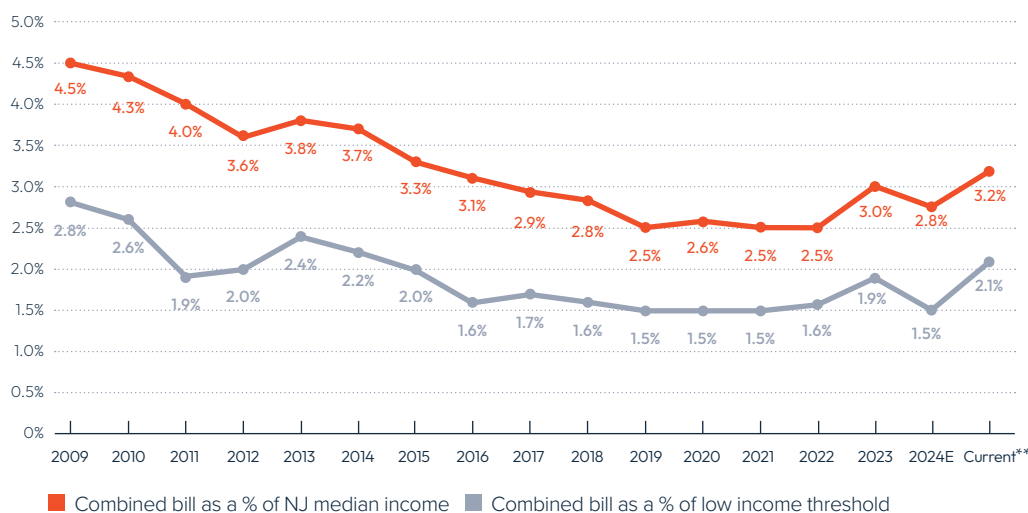
We also take care to educate customers on ways to save energy and money. For more than 20 years PSE&G has worked with non-profits and community organizations to share energy assistance program details. In 2024, we participated in more than 150 outreach events and helped 226,000 customers, with \$265 million in payment assistance.

In summer 2025, PSE&G proactively launched a Summer Relief Initiative aimed at helping customers manage their bills amid both rate increases and higher energy use during the summer months. This initiative included a Summer Moratorium, an expansion of the Winter Termination Program, which ran July 1, 2025 through September 30, 2025. The summer relief initiative also included a suspension of reconnection fees.

In 2024, PSE&G ranked #1 in customer satisfaction for both residential electric and gas service in the east among large utilities in the J.D. Power U.S. Electric and Gas Utility Residential Customer Satisfaction Studies. PSE&G’s performance across all six evaluated categories was rated highly by customers. We also received three awards in 2024 from Escalent: 2024 Trusted Business Partners, 2024 Most Trusted Brands and one of 30 utilities named Easiest To Do Business With.

With electricity demand expected to grow, we remain focused on managing costs while also working to update our infrastructure and make improvements to deliver the service our customers expect, now and into the future.

PSE&G electric and gas combined bills* % of New Jersey household income including low-income customers after assumed credits



Affordability of the combined bill has improved ~29% since 2009 for median-income customers and ~25% for low-income customers.

Learn more about our affordability efforts:



* Based on a typical residential electric and gas customer, using electric rates as of June 1 and gas rates as of January 1. The current electric customer uses 683 kilowatt-hours per summer month and 6,700 kilowatt-hours on an annual basis and a current gas heating customer uses 172 therms per winter month and 1,040 therms on an annual basis. Notes: NJ Median income source <https://fred.stlouisfed.org/series/MEHOINUSNJ646N>. 2024 is not available, therefore assume 3% annual increase over 2023. Income level of USF, the lowest threshold of the three low-income programs, is 175% of the Federal Poverty Line. Assumes the customer also qualifies for LIHEAP and Lifeline. 2022 results were adjusted to normal levels of customer assistance, which was elevated in 2022 due to funds received through the American Recovery Plan.
** 'Current' represents rates as of October 15, 2024, and maintains the same income and benefit levels as 2024E.

Reliability and resiliency

Today's customers rely on electricity to fuel their daily lives. When the power does go out, usually due to weather, PSE&G customers are restored within an average of 70 minutes.

Over the past decade, PSE&G has focused on upgrading and hardening our transmission facilities. We've also modernized our technology systems and raised distribution station equipment in flood-prone areas, which is increasingly important as weather events become more frequent and severe.

Key reliability and resiliency improvements include:

- The Energy Strong program
- The Gas System Modernization Program (GSMP)
- The Infrastructure Advancement Program.

Thanks to these investments, in 2023 and 2024 our customers experienced some of our best recorded reliability, according to the System Average Interruption Frequency Index (SAIFI) and the System Average Interruption Duration Index (SAIDI). Out of 69 utilities, both SAIFI and SAIDI ranked us second for reliability in 2023. Our GSMP reduced methane emissions in our communities – the equivalent of 25.25 metric tons of CO₂ per year

New Jersey is currently a net importer of electricity. We look forward to partnering with New Jersey and regional stakeholders to develop policy consensus on long-term comprehensive solutions that can meet our growing demand and improve resource adequacy while safeguarding affordability and reliability to meet New Jersey's energy needs. That includes the possibility of building new generation.

For the 23rd consecutive year in 2024, PA Consulting honored PSE&G with the ReliabilityOne® Award for Outstanding Reliability Performance in the Mid-Atlantic Metropolitan Service Area. For the second consecutive year, PSE&G also received the 2024 ReliabilityOne® Outstanding Customer Engagement Award nationally. This recognition reflects our year-round storm preparation, significant infrastructure improvements, and the dedication of our employees.

For more information, visit: pseg.com/safetyandreliability/reliability



Investments in New Jersey's energy infrastructure

PSE&G plans to invest \$21 billion to \$24 billion from 2025 through 2029.

This capital investment plan is how we modernize and enhance the energy system throughout our service territory, helping to strengthen our communities where we live and work.

- PSE&G has made significant investments in a robust portfolio of energy efficiency programs, including weatherization and rebates for appliances and HVAC equipment.
- PSE&G continues to invest in the grid and our assets.
 - We started work on our \$511 million Infrastructure Advancement Program (IAP), which is helping modernize our distribution systems to provide customers with improved reliability, including during extreme weather. The IAP includes “Last Mile” investments that will prepare the grid for electrification, including the transition to electric vehicles (EVs), and enable a greater blend of renewable energy resources while increasing the reliability

of the state's electric grid down to the street and neighborhood level. This will also assist with load growth from any new large energy users that may come online, including data centers.

- We will continue work to replace natural gas pipes and reduce methane leaks.
- In 2024, we completed the installation of over two million electric meters, replacing the old meters with smart meters that will provide a foundation for better customer service. The Advanced Metering Infrastructure program will provide customers with usage information, automated reconnections and faster outage detection.
- PSE&G continues to support electric vehicle (EV) infrastructure opportunities.
- PSEG is also working outside of New Jersey to build power reliability through the Maryland Piedmont Reliability Project (MPRP), a new transmission line that aims to bolster the Maryland power grid.



Our carbon-free nuclear fleet

For almost 50 years, PSEG has operated nuclear plants in southern New Jersey, providing millions of New Jersey homes and businesses with safe, reliable, affordable and carbon-free energy. Today, PSEG's nuclear plants are a critical part of New Jersey's energy mix. The plants provide approximately 40% of the 24/7 supply of power generated in New Jersey – power that is essential to the state's economy. PSEG Nuclear's generation represents more than 80% of New Jersey's carbon-free power. Nuclear generation emits no carbon or other pollutants.

PSEG Nuclear operates three nuclear plants, which are co-located on one site in Lower Alloways Creek in Salem County, New Jersey. We own approximately 57% of the two-unit Salem Generating Station and 100% of the Hope Creek Generating Station. Additionally, we are part owners of the Peach Bottom nuclear generating station in Delta, Pennsylvania.

The Salem Generating Station reactors began commercial operation in 1976 (Unit 1) and 1980 (Unit 2). The units obtained their first 20-year operating license renewals from the NRC in 2011. In March 2024, PSEG notified the NRC of its intent to seek subsequent license renewal for the Salem

Generating Station, Units 1 and 2, which, if approved, would extend their licenses from 2036 and 2040 to 2056 and 2060, respectively. These extensions will allow these facilities to continue to produce clean, around-the-clock energy for New Jersey for decades to come.

In early 2025, the PSEG Board of Directors approved projects that together will expand Salem's capacity by approximately 200 additional MWe (MWe equals one million watts of electric capacity), or enough energy to power approximately 200,000 New Jersey homes each year. This update demonstrates how significant the plants are in New Jersey, particularly as New Jersey's demand for electricity continues to outpace in-state generation and supply. Starting in 2025, PSEG is aiming to transition the Hope Creek generating station from an 18-month fuel cycle to a 24-month fuel cycle.

According to a [2020 Brattle report](#), PSEG's nuclear plants are the stimulus for more than \$1.2 billion worth of economic activity each year in South Jersey. The plants also support more than 1,600 direct jobs, plus 1,000 contractors during scheduled maintenance and refueling outages, as well as thousands more indirect jobs in surrounding communities.





Sustainability

PSEG is proactive and thoughtful about understanding our relationship with the environment. We recognize that sustainability is critical to our work and meeting stakeholder needs as we aim to lower emissions, maintain or enhance the environment, care for our workforce and support our communities.

We are a predominantly regulated electric and gas utility company that also generates carbon-free power through our nuclear plants. We are powered by a diverse, dedicated and highly skilled workforce.

We recognize that sustainability is critical to achieving our mission and vision and meeting stakeholder needs.

Our business strategy reflects how our business operations can positively impact the communities where we operate and the world where we live.

In the last decade, we have taken steps to reduce emissions produced by our operations and have adapted to the evolving sustainability needs of our business.

For more information, visit corporate.pseg.com/esg/environmentalstewardship



Biodiversity and waste management

We strive to protect the flora and fauna that call New Jersey home. Native species that rely on New Jersey's wetland areas include bog turtles, blue spotted salamanders, Pine Barrens tree frogs and swamp pink plants.

Because of the complex ecosystems in the areas where PSEG operates, our efforts to protect the environment are integrated into our strategic planning. This includes longstanding initiatives such as our Estuary Enhancement Program, which has restored thousands of acres of marshlands in southern New Jersey and neighboring areas along Delaware Bay.

Examples of how we support biodiversity include efforts to entice birds to safe nesting spots and working with biologists who manage our rights-of-way to help protect the habitats of endangered or protected plants and animals. This work also includes pollinator-friendly plantings and wetland restoration. For example, as part of the Pollinator/

Monarch Habitat initiative, PSEG has seeded 35 acres with pollinator-friendly plants, planted 1,250 milkweed plants at five locations throughout New Jersey and performed invasive species control and management for habitat enhancement on 241 acres.

We have developed an industry-leading waste management program.

PSEG has developed an industry leading waste management program and is a multi-year recipient of the NJ Department of Environmental Protection Recycling Champion Award. Our waste management procedures focus on reducing the total waste created, reusing items when possible, donating materials and recycling. In 2024, PSEG recycled approximately 476,152 tons of waste.

Vegetation management

Trees that grow too close to power lines are unsafe and can cause power outages. That is why tree trimming is a critical part of reliability for our customers. It is also an essential part of creating safe transmission systems that can bring power where our customers need it.

In order to establish a healthy balance between trees and power lines, PSE&G contracts with certified arborists who routinely maintain trees and other vegetation growing along distribution and transmission lines.

Many communities in New Jersey have lower-voltage utility wires called distribution lines.

Unlike high-voltage transmission lines, which are usually connected to large metal towers, distribution lines can be found on utility poles located alongside roadways or in easements along property lines.

As part of our safety, reliability and prevention efforts, we trim trees along 3,500 miles of distribution power lines per year.

For more information about our vegetation management and tree trimming procedures, visit <https://nj.pseg.com/safetyandreliability/reliability/treetrimming>.



Energy Efficiency

The energy landscape is rapidly evolving with a growing emphasis on energy efficiency. As leaders in the energy sector, we are actively engaged in initiatives focused on energy efficiency, conservation, delivery, and sustainability.

In 2021, following approval by the New Jersey Board of Public Utilities in September 2020, PSE&G launched the Clean Energy Future-Energy Efficiency (CEF-EE) program one of the most significant advances in energy policy ever approved in New Jersey. CEF-EE builds on our long-standing efforts to modernize our utility's infrastructure, lower customers' energy bills, improve energy efficiency, reduce emissions, create jobs, and deliver lasting economic benefits across the state.

As part of the program, PSE&G introduced a comprehensive portfolio of energy efficiency programs designed to serve residential, multifamily and business customers. These offerings provided customers with a range of options to reduce energy use, save money and reduce their carbon footprint—from home energy assessments and appliance rebates to commercial equipment upgrades and direct install services. The first triennium of the program concluded in December 2024, in alignment with New Jersey's statewide energy efficiency planning cycle.

In October 2024, the NJBPU approved the second triennium of our energy efficiency program—CEF-EE II—which began in January 2025 and runs through June 2027. This 30-month cycle builds on the success of CEF-EE I and continues to deliver comprehensive energy efficiency programs to residential and business customers that will help them save energy, reduce costs, and lower emissions. CEF-EE II also introduces two new initiatives that focused on building decarbonization and demand response along with expanded job training in emerging technologies like heat pump installations via our PSE&G sponsored Clean Energy Jobs Program, helping to prepare New Jersey's workforce to meet growing clean energy demands.

We estimate these investments will create and sustain about 3,500 direct jobs each year in areas

like equipment installation, technology services, and clean energy. Participants are expected to achieve approximately \$4 billion in gross lifetime bill savings. Beyond that, CEF-EE II is designed to deliver real societal benefits, from helping low-income and overburdened communities to avoiding nearly 10 million metric tons of carbon dioxide emissions.

Overall, as of March 2025, nearly 465,000 customers have actively participated in PSE&G's award-winning energy efficiency programs. Collectively, customers who participate in these programs are expected to save approximately \$720 million annually on their utility bills. Our energy efficiency programs have also been recognized with 75 industry awards for excellence in program delivery, workforce development, and marketing. These results reflect the combined impact of our energy efficiency efforts to date and underscore the program's continued contributions to New Jersey's energy goals.

In addition to these achievements, PSE&G proudly sponsors the Clean Energy Jobs program. Launched in 2021, the program, a public-private workforce development initiative in collaboration with the New Jersey Department of Labor and Workforce Development and more than 40 public, private and community organizations throughout the state—is helping to build a skilled workforce that supports both economic and environmental progress in New Jersey.

The program is designed to help source and train New Jersey residents for careers in clean energy. It includes a recruitment initiative, a training initiative, and a community-based vendor initiative that are focused on creating/expanding opportunities for diverse suppliers and supporting New Jersey's economic development objectives. To date, the program has supported the hiring of more than 4,100 New Jersey residents into clean energy careers.

For more information on how to participate in PSE&G's energy efficiency programs, visit homeenergy.pseg.com for residential customers or bizsave.pseg.com for business customers.



Safety and security

At PSEG, we value the health, safety and security of our workforce, customers and communities. We believe that safety excellence enables operational excellence.

The safety and security of our employees and the public is our top priority. We take many measures to provide employees and contractors with the proper knowledge, training and protective equipment to maintain their personal health, safety and security. We have built our culture around strong values, policies and practices that enable employee involvement, continuous learning, disciplined risk assessment, prioritization and control.

We put our processes and management systems and their implementation to the test through self-assessments, third-party audits and benchmarking activities inside and outside our industry.

We have a culture built on trust, care, knowledge and communication, supported by a comprehensive safety management system. Our dedicated employees are willing to confront obstacles and hazards under extreme weather and other conditions, serving as first responders and energy experts and advisors.

Our goal is for each employee to go home as safely and soundly as they arrived, and we care just as much about the safety of our customers and our communities.

Our safety-first focus is evident in our safety data, which shows both low incident rates and decreases in incidents over time:

| | 2020 | 2023 | % decrease |
|---|------|------|------------|
| Occupational Safety and Health Administration (OSHA) recordable injury rate | 0.85 | 0.61 | 24% |
| PSEG employee lost time injury rate | 0.31 | 0.20 | 11% |

Community involvement and corporate citizenship

At PSEG, “Public Service” is not just a name, but a philosophy. We work to do right by our people, the communities we serve and our planet.

From responding to the impacts of severe weather to the COVID-19 pandemic, providing critical utility services makes our employees first responders who play a vital role when a crisis emerges in our communities.

And on blue sky days, we’re there with investment and support to keep our services reliable and affordable while lifting up the communities where we do business — helping to make New Jersey a better place to live and work.

Our focus on social responsibility and corporate citizenship is ingrained in our culture. Our corporate giving team helps to identify local partnerships that amplify our impact as a corporation that cares for the environment and the social and economic empowerment of the

communities we serve, which are the same communities in which our employees live and work.

We partner with and support nonprofit and other community organizations, such as NJ SHARES, the Food Bank of South Jersey and the Community Food Bank of New Jersey, that assist our communities through education and resources.

In 2024, through corporate giving, we distributed over \$4.4 million in funds to community organizations and partnerships, fostering many new relationships and allowing our leaders and employees to deepen our engagement within our communities — through networking, mentoring, volunteering and other opportunities.

Our leadership and our employees get involved — annually contributing thousands of volunteer hours as coaches, workshop leaders, intern supervisors, board and trustee members and donors.





Philanthropy

The PSEG Foundation works with a diverse network of thought leaders, community leaders and nonprofits to address barriers to environmental sustainability, social justice, equity and economic empowerment.

In 2024, the PSEG Foundation awarded over \$7.7 million to organizations working to bring innovative solutions to the social challenges facing our world. The Foundation has donated nearly \$130 million over the past 25 years.

A robust employee giving and volunteer program supports thousands.

In December 2024, the PSEG Foundation celebrated a decade of community impact through one of its programs, the Neighborhood Partners Program (NPP), a grant program that has distributed nearly \$8 million since its inception. In 2024, the program set new records, with an 11% increase in applications and \$1.2 million in available grant funds—a 20% increase from 2023. Organizations supported by the NPP include HomeFront and the Boys & Girls Club of Newark.

A robust employee-giving and volunteer grant program is also run by the PSEG Foundation, to help organizations that support thousands of individuals and families across the region.

In 2024, the Foundation matched over \$500,000 in grants to over 600 nonprofits from over 1,000 employee, director and retiree donations. In the past 10 years, that impact was over \$9 million in PSEG Foundation matches to organizations focused on areas including health and human services, education, civic and community services and arts and culture.

In 2024, the PSEG Foundation contributed more than \$65,000 in grants for 650 hours of employee volunteer time to 74 nonprofits including the NJ Taekwondo for Youth Foundation.

For more information, visit pseg.com/foundation



Supporting our workforce

A dedicated workforce is essential for our business' success. We recognize that each employee is unique, bringing distinct value and having individual needs.

To support and empower our workforce, we provide a range of programs that equip employees with the tools, information and training to excel at work. We also make an effort to support career and professional development and aim to create an atmosphere where everyone feels able to bring their full self to work.

Looking ahead, we will continue to support our people as our industry evolves. With 61% of

our PSEG employees being union-affiliated, we continue to train current workers and recruit new talent capable of meeting the challenges of the future. PSEG hopes to long continue with this spirit of partnership with the members of the trades as we work toward New Jersey's future, continue to support the union jobs that make our work possible and continue to take part in economic development efforts.

Our highly skilled workforce enables us to deliver exceptional service to our customers. As our industry and the world transform, we must persist in supporting our people to ensure their continued success.

Employee experience and engagement

At PSEG, we treat people with dignity and respect, and we aim to do what's right. We focus on a strong safety culture and on doing work that creates strong ties between our employees and the communities we serve—the same communities where they live and work.

It is through the dedication of our approximately 13,000-person workforce that we can deliver exceptional and affordable service to our customers. PSEG has long believed that we must create and foster a workplace where employees are engaged and feel like they belong. We know that a workplace that prioritizes this environment for employees strengthens our workforce and improves our ability to serve customers.

We also believe that creating a positive workplace allows us to attract and retain strong

talent— employees who have the right skills, bring us new ideas and understand the needs and perspectives of the communities we serve.

To help us understand and act on the employee experience, PSEG conducts a bi-annual engagement survey measuring areas such as inclusion, development, recognition, and well-being. Our 2024 engagement score of 85% highlights the commitment of our people and informs the actions PSEG takes to strengthen our workplace culture.

PSEG is home to a number of employee business resource groups that support our longstanding employee engagement and inclusion work. These allow employees access to self-administered networks for professional development and community service.



Resources

Outage info

When the power is out, customers want up-to-the minute information about when they can expect it to be restored. That is why PSE&G has a number of tools customers can use to monitor and report outages.

- Report an outage: Text OUT to 4PSEG (47734), report it online, through our app or call 1-800-436-PSEG (7734).
- View our interactive outage map to check outage status online: outagecenter.pseg.com
- Customers can also sign up for MyAlerts to report outages, check the status of power restoration, and more. Visit pseg.com/myalerts

Streetlights

- PSE&G has more than 475,000 streetlights, decorative lights, and area lights on its system. Customers can report a problem with a streetlight by calling 1-800-436-PSEG (7734) or by visiting pseg.com/myaccount

Payment assistance

- PSE&G works hard to ensure that customers are educated about payment assistance programs. Last year, 212,000 PSE&G customers received energy assistance and \$218 million was distributed.
- Customers are encouraged to reach out if they are struggling with energy bills. We make every effort to work with customers who have fallen behind or are facing difficult circumstances.
- Payment assistance programs include:
 - **Low Income Home Energy Assistance Program (LIHEAP):** Income-eligible homeowners or renters can receive an average of \$400 for heating bills and \$500 for medically necessary cooling assistance.

If you apply for LIHEAP, you are also applying for Universal Service Fund (USF). You must re-apply every year and do not need to be behind on bills. Applications are accepted from October 1 to June 30.

- **Universal Service Fund (USF):** Income-eligible customers can receive a \$5 to \$180 credit on their energy bill every month. The Fresh Start Program (part of the USF program) offers forgiveness of past-due balances of over \$60. Applications are accepted year-round.
- **NJ SHARES (NJS) Energy Assistance Grants:** Income-eligible customers with an outstanding balance on their energy bill, can receive assistance from NJS of up to \$3,800. A “good faith” payment of up to \$100 may be required within 90 days prior to applying. Applications are accepted year-round.
- **New Jersey Lifeline for Seniors and Disabled Adults:** Income-eligible senior citizens who are at least 65 years old, and disabled adults who are at least 18 years old and receive Social Security Disability Title II, can receive a yearly credit of \$225. Applications are accepted year-round.

For more information about New Jersey’s energy assistance programs, customers can call 2-1-1 or 1-800-510-3102. To learn about payment assistance programs and ways to manage your energy bills, visit pseg.com/help.

Contact us

Call 1-800-436-PSEG (7734) or visit

<https://nj.myaccount.pseg.com/customersupport/contactus>

Visit our customer service centers: <https://nj.pseg.com/customerservicelocations>



What does the future look like?

We are in transformational times.

We've been powering people's lives for more than 120 years, and customers today rely on us more than ever. From the baby monitor to the heart monitor. From the night light to the streetlight.

To guide the future, PSEG works to maintain the vision and mission of our company, tenets that allow us to better serve our communities.

From resiliently managing through extreme weather to powering a surge in artificial intelligence – PSEG will be there to power the needs of our customers and continue supporting economic growth in New Jersey.



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