

# Community Relations Framework

DECEMBER 2025

**PSEG Corporate Citizenship** 





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## **About PSEG**

Public Service Enterprise Group Incorporated (PSEG) is a predominantly regulated infrastructure company headquartered in Newark, New Jersey. Our principal operating subsidiaries are: Public Service Electric and Gas Company (PSE&G), New Jersey's largest provider of electric and natural gas service, PSEG Power LLC (PSEG Power), an energy supply company that integrates the operations of its nuclear generating assets with its fuel supply functions, and PSEG Long Island, operator of the electric transmission and distribution system of the Long Island Power Authority. PSEG has approximately 13,000 employees, who are carrying forward a proud tradition of dedicated service that has continued over more than 120 years.

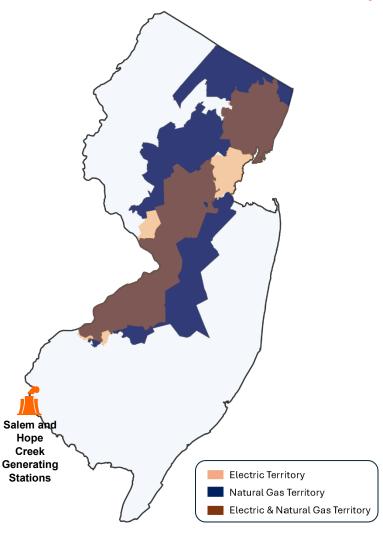
The words "Public Service" are more than just the name of our business – they are words that mean our commitment to our communities extends beyond providing safe and reliable energy to our customers. Public Service also represents the individual contributions each of us makes to strengthen our communities and hometowns. Through strategic partnerships and activities, charitable giving and in-kind donations, and a robust employee giving program, we have built a strong framework of holistic and purpose-driven investments in our diverse communities.

The PSEG family of employees are working and giving back every day to their communities. PSEG employees contribute to their local communities in many ways, ranging from volunteering for non-profits, being coaches, serving as first responders (volunteer Firefighters, EMTs), local board members, etc. Our communities most frequently experience PSEG through our NJ utility subsidiary, Public Service Electric and Gas (PSE&G).









#### **PSEG Quick Facts**

- Public Service Electric and Gas Co. (PSE&G) is New Jersey's oldest and largest gas and electric public utility, serving three-quarters of the state's population.
- PSE&G provides electric service to approximately 2.4 million customers and gas service to 1.9 million customers.
- PSE&G serves the most densely populated, commercialized and industrialized territory in N.J., including its six largest cities and approximately 300 suburban and rural communities.
- PSEG Power's Salem and Hope Creek nuclear generating stations in Lower Alloways Creek, NJ supply more than 80 percent of the state's carbon free energy.





## Community Involvement and Corporate Citizenship

At PSEG, 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.

The Corporate Citizenship organization, led by the SVP of Corporate Citizenship, has the responsibility for managing community relations within PSEG. The organization includes State Government Affairs, which encompasses our local outreach team (Regional Public Affairs), and our local project engagement team (Project Outreach).

Our focus on social responsibility and corporate citizenship is ingrained in our culture. Our corporate giving team helps to identify local partnerships that exemplify 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 where our employees live and work. We partner with and support nonprofit and other community organizations, such as 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 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.

## Stakeholder Engagement Principles

Engaging with our stakeholders is paramount to achieving long-term success for our business. As the converging needs of the energy transition, climate change, and affordability confront our business, we will proactively engage our stakeholders to understand their needs and continue evolving to best support their goals. During stakeholder engagement, we seek to achieve:

- Accountability We believe in owning our successes and learning from our mistakes when it comes to our stakeholders.
- Communication We strive for consistent and transparent, two-way communications
  with our stakeholders in a timely and equitable manner. Soliciting feedback and
  constructive dialogue are the foundation for a successful stakeholder relationship with
  regulators, community leaders, residents, and businesses.
- Respect We embody respect by establishing trust and building relationships based on good faith. We act with integrity, respect human rights, and believe inclusion for all regardless of difference in race, gender identity, age, religion, disability, political affiliation, or other characteristics.





### Stakeholder Identification

Stakeholder engagement starts with the premise that to be an effective company, we need to proactively identify our stakeholders and provide them with the ways to engage us. The chart below outlines PSEG's stakeholder groups, and the engagement mechanisms that we provide:

STAKEHOLDER GROUP	ENGAGEMENT MECHANISM (Shown in Alphabetical Order)				
Community Groups / Non-Governmental Organizations (NGOs) / Non-Profits	Charitable activities Community partnerships and sponsorships Company publications Conferences Education and outreach programs Educational institution relationships Employee volunteer events Local chambers of commerce Local media outlets Meetings New products and customer solutions Participation in stakeholder group meetings Participation of PSEG employees on boards PSEG Foundation Regional Public Affairs team Virtual meetings Website				
Customers	<ul> <li>Call centers</li> <li>Communications</li> <li>Company publications including the Sustainability Report and annual JD Power Customer Service Survey</li> <li>Conservation and outreach programs</li> <li>Email</li> <li>Local customer walk-in centers</li> <li>Local media outlets</li> <li>New products and customer solutions</li> <li>Nonprofit partners</li> <li>Participation in and sponsorship of local events, teams, and charitable foundations</li> <li>Social media</li> <li>Virtual meetings</li> <li>Website</li> </ul>				
Salem County and the Surrounding Region	Annual Salem County Middle School Math Showcase     Emergency drills     Estuary Enhancement Program     First responder training events     Hosting special events     Proactive communication     Providing community-wide free access to meeting space     Salem County College / Vocational Technical Schools nuclear power programs     Scenario training     Siren testing     Utilization of local suppliers				
Elected / Government Officials	<ul> <li>Constant Contact</li> <li>Constituent satisfaction survey</li> <li>Email</li> <li>In-person</li> <li>Phone</li> <li>Social media</li> <li>Stakeholder listening session</li> <li>Virtual meetings</li> </ul>				



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Private Sector Business Groups	<ul> <li>Attend events in the community together</li> <li>Board memberships</li> <li>Sponsor events</li> </ul>
PSEG Employees	<ul> <li>Annual Employee Engagement Survey</li> <li>Company publications</li> <li>Employee Business Resource Group (EBRG)</li> <li>Employee ethics line</li> <li>Frequent internal communications, including centralized employee social hub</li> <li>Inclusion training</li> <li>Individual development planning</li> <li>Town halls</li> <li>Training</li> <li>Union relations and consultations</li> <li>Virtual meetings</li> <li>Website</li> </ul>
Regulatory Bodies / Commissions	<ul> <li>Building relationships with local, state and federal officials</li> <li>Collaborative efforts with non-governmental organizations (NGOs) and wider stakeholder engagement focused on the public policy arena</li> <li>Direct formal and informal engagement on legislative, regulatory and administrative issues</li> <li>Engagement and education on our business operations and plans</li> <li>Participation in industry associations, coalitions, think tanks, and advisory groups</li> <li>Participation in stakeholder group meetings</li> <li>Proactive self-reporting</li> <li>Regular site visits and management briefings</li> <li>Virtual meetings</li> <li>Website</li> </ul>
Shareholders	<ul> <li>Annual Investor Day</li> <li>Annual shareholder meeting</li> <li>Company publications such as this report</li> <li>Investor relations website</li> <li>Ongoing direct investor engagement</li> <li>Quarterly earnings calls</li> <li>Third-party interviews with ESG consultants</li> <li>Virtual meetings</li> <li>Website</li> </ul>
Media	<ul> <li>Corporate Communications team regular interactions with journalists</li> <li>Media campaigns proactively promote our investments, awards, community work, etc.</li> <li>OpEds</li> <li>Provide reactive information to press inquiries</li> </ul>
Vendors / Contractors / Suppliers	<ul> <li>Company publications</li> <li>Direct engagement</li> <li>Surveys</li> <li>Virtual meetings</li> <li>Website</li> </ul>





## **Ongoing Community Consultation**

The Regional Public Affairs (RPA) organization manages 301 municipal and 14 county relationships, covering local and county officials throughout the service territory. Serving as company liaisons to the elected officials in the communities we operate, the RPA Managers engage in two-way communications that encompasses the full breadth of our operations. Some examples of their activities are listed below:

- Convene stakeholder listening/engagement sessions
- Launch and educate officials on all company-led initiatives
- Coordinate, direct, and facilitate statewide storm preparedness meetings to establish unified
  planning efforts, in collaboration with the emergency management team, divisions, and districts, for
  our local, county, and appointed individuals
  - Help municipal and county partners prepare by providing pre-storm information that can be shared with residents
  - Host daily conference calls, and maintain constant communications with officials statewide during and post-storm
  - Educate officials on storm restoration process and resources during and post-storm
- Administer biannual constituent stakeholder surveys to strengthen annual engagement and feedback collection
- Provide Energy Insights newsletter that is distributed to over 1,700 municipal and county stakeholders six times per year

PSEG views community engagement as the space where our stakeholders' priorities are raised to the surface and given the opportunity to inform our business strategy. Most often, because of the nature of the regulated utility business, this meeting place is where people live. It is our responsibility to ensure that the impacts of our business and the needs of those impacted are communicated transparently and regularly.

## **Community Consultation on Projects**

PSEG is building the next generation of electric transmission and distribution networks to meet the increasing demand for reliable, resilient energy. We are also replacing our aging gas infrastructure to improve reliability and reduce greenhouse gas emissions. These multi-year, statewide infrastructure projects increase our presence in our communities, driving the need to maintain clear lines of communication with local, county, and state officials to continue building trust with residential and business customers.

We engage with community stakeholders during the early stages of an infrastructure project, which helps minimize project-related risks and can help lead to more efficient project execution. In addition, early engagement allows customers to be informed and educated about the project's benefits and better prepared for any impacts in the community.

The most successful project outcomes result from continuous collaboration between the RPA team, the Project Outreach team, and the Project Manager (PM). It is important to develop an outreach plan early and in a thoughtful way, so all parties - government officials, agencies and customers - are informed in an effective manner. Multiple outreach channels, such as letters, social media, and open public information sessions may be used utilized to ensure parties are educated and informed about a project. The RPA and Project Outreach teams seek continuous feedback from the full range of impacted stakeholders to shape the project and be responsive to customer needs and concerns.





## **Community Consultation Guidelines**

The RPA and Project Outreach teams ensure stakeholders are identified, proactively informed, and consulted before PSEG starts an infrastructure project that impacts a community. RPA and Project Outreach follow a five-part handbook to ensure consistency in our approach. The five parts are summarized below:

#### Part 1. Organize

This is the initial opportunity to ensure the perspective of, and impact on, the community are integrated throughout the project lifecycle. When introducing infrastructure work, we hold planning discussions with external stakeholders (elected officials, appointed officials, public officials, and key community leaders) to explain the details and community benefits of the project. We solicit feedback on community needs and concerns, which may influence the final scope of the project.

#### Part 2. Assess

Before construction begins, project assessments are completed using standard tools and templates to understand a project's benefits and impacts more comprehensively. The assessment is a critical component to the development of a project's outreach strategy. Consideration criteria include community impacts, government relations, media attention, environmental, aesthetic, and historical /cultural impacts.

#### Part 3. Prepare

To maximize effectiveness, the outreach strategy is developed early and incorporates stakeholder input. The extent of external engagement is considered when reviewing project complexities. More complex projects have a proportionally high level of proactive external outreach. In some cases, when appropriate, local officials may be given the opportunity to request additional outreach to the community.

#### Part 4. Execute

At this point, the RPA and Project Outreach teams are prepared to execute the public-facing phase of the outreach strategy to effectively communicate with customers. We use several mechanisms to engage with our customers, including public information sessions, email updates, mailers/door hangers, phone calls, and social media sharing. Over the course of developing a project, adjustments to project design, scope, or timing may be necessary. Feedback received through the outreach process may influence project design. This engagement and responsiveness to stakeholder feedback is imperative to the project's success.

#### Part 5. Evaluate

Once a project is completed, stakeholders may be notified that the project is finished and fully operational. RPA, Project Outreach, and the PM may debrief to determine what strategies worked effectively and review "lessons learned" to improve the outreach process for future projects. Customer communications, internal, and external stakeholder feedback can be used during or after project completion to determine public attitudes, evaluate the effectiveness of certain strategies, and continuously improve outreach planning. Finally, a survey for customer feedback may be conducted.

Infrastructure construction is one of the primary ways communities are impacted by PSEG. The RPA and Project Outreach teams find solutions that mitigate stakeholder concerns and allow critical infrastructure work to move forward, while minimizing impacts to our customers.





#### Grievances

While our projects aim to produce positive impacts and benefits to our stakeholders, PSEG understands that projects can cause temporary inconvenience and other challenges that generate customer complaints. Beyond our day-to-day interactions, the company has many different pathways for stakeholders to report grievances, including voicemail, email, in-person, social media, or even through our New Jersey regulator, the Board of Public Utilities.

When PSEG undertakes a capital project in our service territory, there are distinct e-mail addresses and dedicated toll-free numbers that can be accessed for grievance purposes. The email addresses and toll-free numbers are prominently displayed on project information communicated to all stakeholders who could potentially be impacted by the project. For projects in PSEG's electric and gas service territories, hotlines are established in each of the three New Jersey regions: North, Central, and South. For certain high-profile projects, hotlines are created and communicated to stakeholders.

PSEG aims to respond to each compliant within 24 hours (or the next business day). If the issue cannot be resolved within the 24-hour period, the Project Outreach team aims to communicate that the compliant was received and to explain the issue resolution timeframe.

## **Community Development**

Throughout our 120-year history, our focus has been to make a positive impact in the communities we operate in and on the customers we serve. It is the foundation of our vision to provide customers with a future where they use less energy that is cleaner, safer, and delivered more reliably than ever.

In recent years we have also worked with the state to develop several initiatives that yielded positive results in the community, and for our distribution customers. These include:

- Clean Energy Future I & II (CEF): The CEF programs are a multibillion-dollar, multi-phase investment designed to bring energy-efficiency savings, reduced carbon emissions, EV infrastructure enhancements, and jobs to our customers and communities.
- Energy Strong I & II (ES): The ES programs are a multibillion-dollar, multi-phase investment designed to increase electric service reliability in the face of increasing risks caused by weather volatility.
- Gas System Modernization I, II, III (GSMP): The GSMP is a multibillion-dollar investment
  that is designed to lower methane emissions and enhance our environmental footprint by
  replacing aging natural gas pipes with newer materials.
- Infrastructure Advancement Program (IAP): The IAP allows PSE&G to invest \$511 million over four years to modernize our distribution systems to provide customers with improved reliability.

## Development in Salem County and the Surrounding Region

Our nuclear generation fleet produces more than 40% of the electricity in New Jersey and makes up over 80% of the state's air pollution-free generation sources. The plants are a critical part of New Jersey's energy mix.

Located in Salem County, we proactively build trusting relationships with regulators, businesses, and the surrounding communities in New Jersey and Delaware. PSEG values its partnership with Salem County and the communities in the surrounding region, and we do not take our



responsibility lightly. Our community development efforts include job creation, economic stimulus, training and development, and philanthropy.

We are one of the leading employers in the region, providing ~6,200 direct and secondary jobs to both South Jersey and Delaware. During our maintenance and refueling outages, over \$1.2B in regional economic activity is generated each year.

We also collaborate with local education institutions to develop our talent pipeline. Our nuclear team has representation on the Program Advisory Board at the *Salem County Vocational Technical Schools* and on the Board of the *Salem Community College Foundation*. Our goal is to develop programs that enable entry into a career at our nuclear plants. Specific programs we have helped create include:

- Salem Community College Nuclear Energy Technology Program
- Salem County Vocational Technical Schools Academy for Energy Applications

PSEG makes meaningful philanthropic contributions to the region as well. These include grants and scholarships through the PSEG Foundation, and we maintain membership on several community boards: Salem County Chamber of Commerce Executive Board, Salem Community College Foundation as Vice Chair, Salem County Vo Tech Foundation, and Mid-Atlantic States Career and Education Center.

#### The PSEG Foundation

The PSEG Foundation is a separate 501(c)(3) entity that is supported and fully funded by PSEG. The PSEG Foundation works with a diverse network of thought leaders, community leaders, and nonprofits to address barriers to 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.

In December 2024, the PSEG Foundation celebrated a decade of community impact through the Neighborhood Partners Program (NPP), which is 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 the Foundation matched over \$9 million to organizations focused on 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.

The total dollars in charitable contributions of both our Foundation and corporate giving program can be found below:

	2021	2022	2023	2024
PSEG Foundation (\$)	8,801,395	8,244,673	8,099,649	7,674,651
Corporate Contributions (\$)	4,306,073	4,092,359	4,423,160	4,494,498





## **Energy Access and Payment Assistance**

PSE&G makes every effort to help ensure customers who have fallen behind on their energy bill or are facing difficult circumstances maintaining access to energy. Last year alone, we helped 225,000 customers access more than \$265 million in payment assistance. Details on resources, programs, and services provided by PSE&G can be found at:

#### **PSE&G Payment Assistance Programs**

PSE&G takes steps to inform customers who are having difficulty paying their bills of the payment options and financial assistance available to them. This includes outreach through community events, customer service centers, online, and phone support from the PSE&G customer care team. In 2025, PSE&G attended over 400 in-person events, had over 27,000 customer engagements that educated customers on the programs available to them, and helped them enroll for assistance.

In addition, we promote energy efficiency programs that are available and can result in meaningful utility bill reductions. Since program inception, over 465,000 customers have participated and saved over \$720 million. Specific highlights include:

- 23,000+ customers enrolled in demand response
- 95,000+ home energy audits
- 140,000+ rebates on energy efficient appliances
- 28,000+ commercial and industrial projects implemented

PSE&G conducts payment assistance outreach campaigns to educate customers about available assistance programs, changes to program eligibility, and flexible payment arrangement options. These efforts are designed to provide access to information on a range of affordability and energy efficiency offerings – from rebates and discounts to programs for small businesses and corporations.

Campaign communications include radio, billboards, transit ads, social media, email, direct mail, newsletters, and more. Grassroots efforts involve working closely with social service agencies, foodbanks, municipalities, and houses of worship to provide information to their constituents.

## **Emergency Response Program**

PSEG's emergency response program is covered in our *Environment, Occupational Health, Safety, and Security* policy and *Environment, Health and Safety* program guide. These documents can be found below:

- Environment, Occupational Health, Safety, and Security policy
- Environment, Health and Safety program guide

The program guide covers key features of our Environmental, Health, and Safety system including:

- How we identify risks, issues, or hazards that may require emergency response
- Roles and responsibilities
- Procedures to address potential emergency situations
- Training and awareness (for our employees and stakeholders)



Communicating with our internal and external stakeholders

Most of our emergency response procedures are confidential and are not publicly disclosed at this time.

## **Nuclear Safety and Emergency Preparedness**

PSEG Nuclear works closely with the states of New Jersey and Delaware to protect the public's health and safety. We have employees ready to provide emergency support as needed, 24 hours per day, seven days a week.

Our emergency preparation and training efforts are extensive and involve proactive engagement with government/elected officials, emergency responders, residents, and businesses. The details of our emergency plans are publicly available through the Nuclear Regulatory Commission website:

#### NRC Website: PSEG Nuclear Emergency Preparedness

In addition, PSEG proactively distributes an emergency planning calendar to over 50,000 people within 10 miles of the generating stations. The calendar contains important safety information that we want to put directly in the hands of our stakeholders. To enhance our collaboration within the community, we engage middle school students to create artwork for the calendar. The planning calendar includes:

- What to do in an emergency
- Where to go for additional information
- · Dates of siren tests, and public meetings
- Protective procedures
- Educational content
- Emergency routes
- · Reception center locations

A full copy of the emergency calendar can be found using the link below:

#### 2024-2025 PSEG Nuclear Emergency Plan Information Calendar

Some sample information is also shown below:













## Utility Environmental Emergency Response and Preparedness

PSE&G maintains a robust, comprehensive environmental emergency response program, actively collaborating with stakeholders to ensure effective implementation and continuous improvement. The following initiatives, specifically designed to enhance operational safety and preparedness, are integrated into the utility's framework:

- Annual employee training: Mandatory training reinforces and expands the knowledge base, skills, and competencies necessary for employees to perform job responsibilities in strict compliance with environmental regulatory requirements and internal company practices, directly mitigating risks to the public and environment.
- Community-Right-To-Know filings: This essential process involves proactive
  engagement with key regulatory bodies—specifically the New Jersey Department of
  Environmental Protection (NJDEP), the U.S. Environmental Protection Agency (USEPA),
  and local emergency planning committees—providing transparency and supporting
  emergency response strategies.
- Spills response incident command and release notification training and process:
   PSE&G ensures that all spills occurring within the Electric and Gas Delivery service
   territories, and on construction projects, are managed properly. The company's spill
   response procedures align with the nationally recognized Incident Command Structure
   (ICS), which features defined roles, responsibilities, and stages of response, facilitating
   efficient coordination with local emergency services.
- Spill prevention, control, and countermeasure (SPCC) training and compliance:
   The primary objective of the SPCC program is to prevent oil discharges from occurring and impacting the navigable waters of the United States and adjoining shorelines, thereby safeguarding critical local water resources. This proactive compliance demonstrates PSE&G's commitment to environmental stewardship.

## Reviewing this Framework

PSEG is one of New Jersey's oldest companies and has a relationship with more people than any other electric or gas utility in the state. Our opportunity to educate, advocate for, and improve the lives of people in New Jersey is unique because of our scale and experience.

PSEG aims to continuously evaluate our engagement approaches and seek opportunities to maximize our effectiveness. We will continue to update this framework as improvements are integrated into our day-to-day operations.