



# ENERGY EDUCATION NOTEBOOK

Working together  
to save you energy  
and money





**Working together  
to save you energy  
and money**



- A. New Jersey Comfort Partners Mission Statement:  
"Working together to save you energy and money"
- B. Establish time required to complete visit

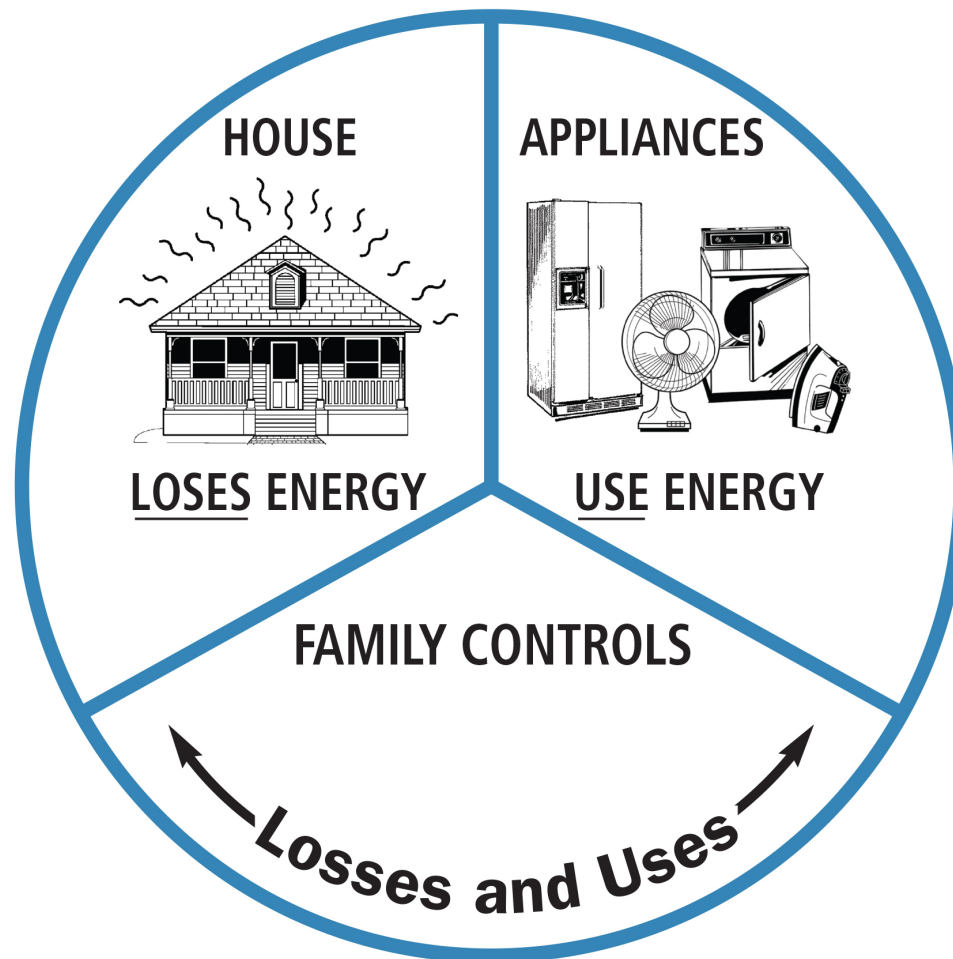


## COMFORT PARTNERS PROCESS

### ***"What will happen?"***

- "We will survey your home."
- "We will try to understand how you use energy around the house."
- "We will provide you with some energy-saving tips."
- "We will install energy-saving items to make your home more energy-efficient."

## TOTAL CONSUMPTION PICTURE





- A. "I am not here to tell you how to live or how to spend your money. I am here to share with you what you can do to lower your energy bill."
- B. "You make choices based on what you feel you can and want to do to lower your bill."



## NEW JERSEY COMFORT PARTNERS EVERY PARTNER PLAYS A ROLE



- Intake/eligibility
- Family partner interview
- Energy Survey
- Family action opportunities
- Prioritize and choose savings strategy
- Installations
- Follow-up: inspect/quality assurance
- Track success; problem solving



- A. "Since we both have the same goal, look around your house after we talk, and discover what might apply. Once we agree on savings opportunities, we will both sign our Partnership Agreement."
- B. "To begin, I have a meter I would like to hook up to your refrigerator and measure its electric use. Because refrigerators are always on, they can be big energy users."
- C. – "Do you have more than one refrigerator?
  - Where are they located?
  - Which one do you use the most?
  - Are all of them necessary?
  - Can any of the contents be combined with the main refrigerator, some or all of the time?
  - Do you have any freezers?"
- D. Install meter. If Brultech, always keep transformer and meter matched because they are calibrated to each other. Be careful to first turn refrigerator off by the thermostat control switch. Install meter per instructions, then turn refrigerator on to where it was initially set.  
**NOTE:** Wait at least 5 minutes before restarting.



## NEW JERSEY COMFORT PARTNERS Partnership Agreement

### To Help Save Your Energy Dollars

\_\_\_\_\_ (Family Partner) will work together with the New Jersey Comfort Partners program to use energy wisely, save money and make our home more energy efficient.

#### Comfort Partners is committed to providing (at no cost to you):

- An in-home energy evaluation and education session to help you understand your energy needs and bills, and a customized action plan appropriate for you;
- Energy-saving home improvements to help you reduce your energy usage, lower your costs and improve your health, safety and comfort;

#### Your commitment to Comfort Partners is:

- Prepare for your in-home sessions and keep all scheduled appointments (call at least 24 hours in advance if rescheduling is necessary);
- Actively participate in identifying ways to use energy wisely and increase your comfort, health and safety;
- Secure all assistance dollars available to help make sure you can pay your utility bills including: HEAP (800-510-3102) and USF (866-240-1347);
- Make every effort to pay your energy bills on time;
- Plan and take the following personal and family actions to save energy:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Goal:** Reduce my household monthly energy costs from \$ \_\_\_\_\_ to \$ \_\_\_\_\_.

\_\_\_\_\_ SIGNED: Family Partner \_\_\_\_\_ Date

\_\_\_\_\_ SIGNED: Comfort Partners Representative \_\_\_\_\_ Date

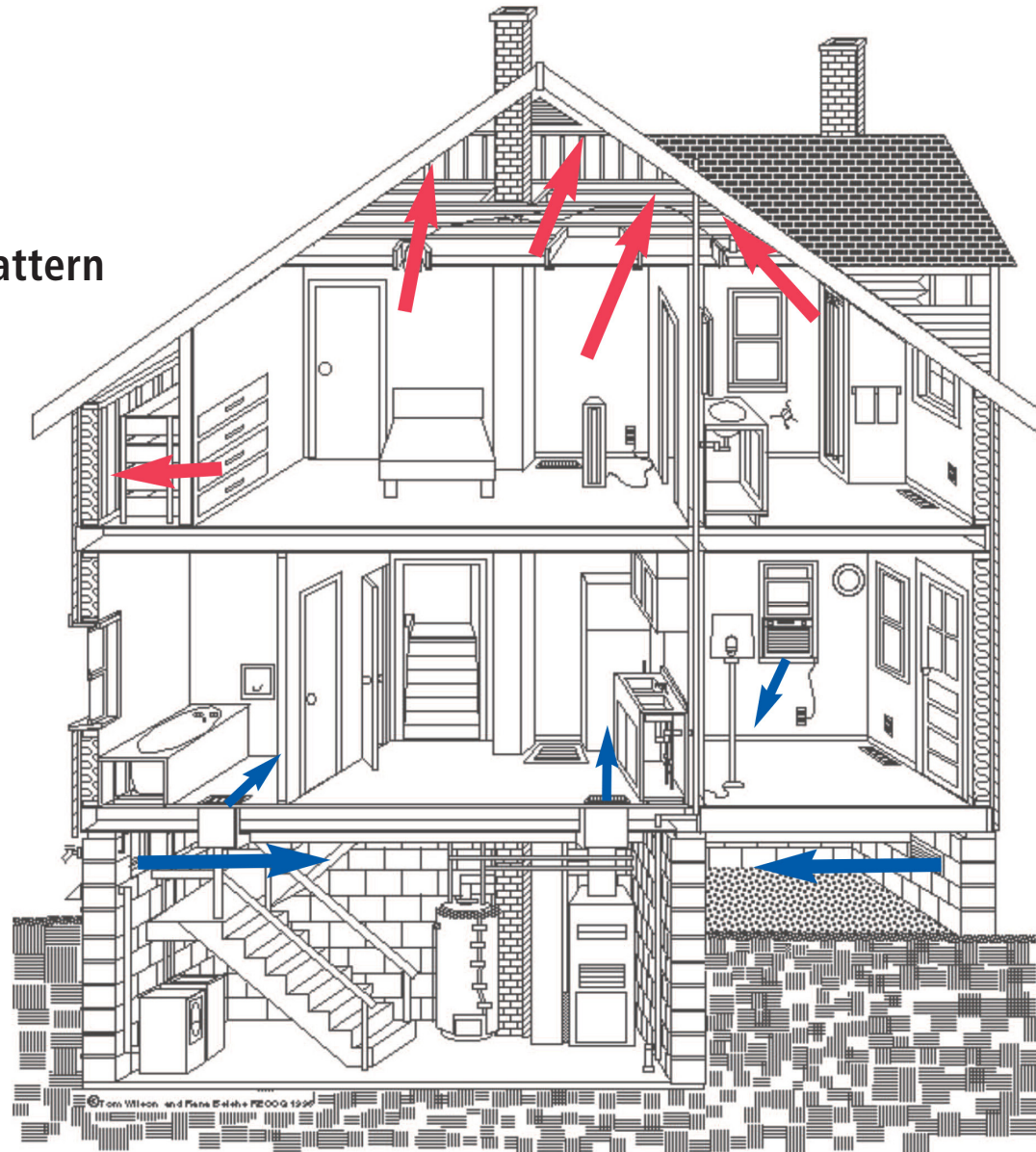


## NEW JERSEY COMFORT PARTNERS AGREEMENT

**[Work off their form. Personalize consumption and cost information on their Partnership Agreement]**

- A. "What we will do, at no charge to you:
- Survey your home;
  - Try to understand how you use energy around the house;
  - Provide you with some energy-saving tips;
  - Install energy-saving items to make your home more energy efficient."
- B. "Your commitment to New Jersey Comfort Partners is:
- Prepare for your in-home sessions and keep all scheduled appointments;
  - Actively participate in identifying ways to use energy wisely and increase your comfort, health and safety;
  - Secure all assistance dollars;
  - Make every effort to pay your energy bill on time;
  - Take actions to save energy."
- C. Ask them to state what they want (what benefits they see for themselves) from participating in this program.

## Typical Air Leakage Pattern Without Wind





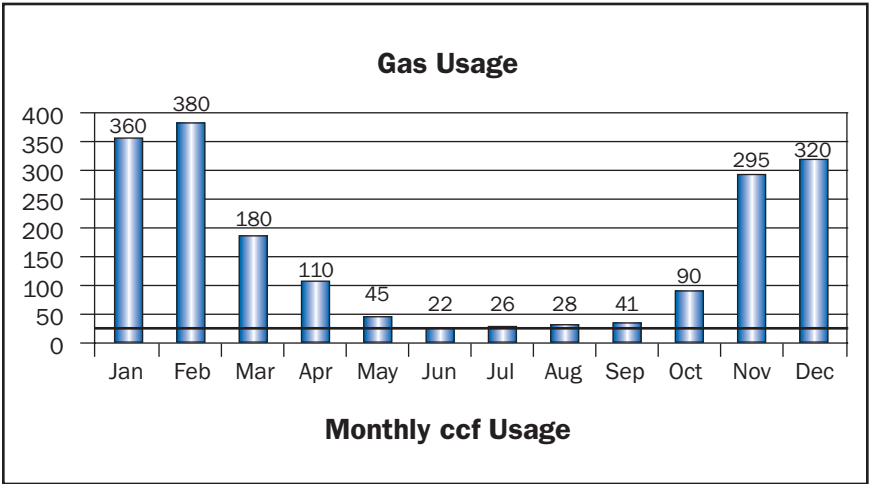
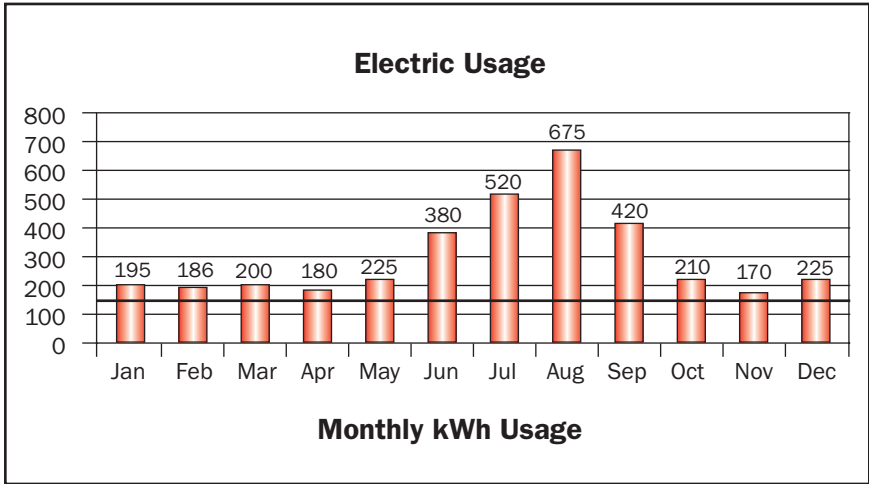
## HOUSE STRUCTURE GRAPHIC/CUTAWAY [Begin Lifestyle Audit]

- A. "Knowing that you want (restate their self-interest) from participating, I'd like to start by asking you some questions that will help me understand how you, your family, appliances and home, use energy. Then I'd like for us to take a look around together and gather specific information that will help us put costs on various uses. As part of today's work, we'll also be using equipment that helps us understand your home."
- B. "We'll be taking various temperatures around the house – hot water, refrigerator, freezer; we'll check your water flow rates; and may use other measuring devices as well."
- C. "The tool used to determine where air leaks in and out of your home is called a blower door, which is a specialized fan placed in an existing doorway. As a measured amount of air is drawn out of the house, it is instantly replaced with air from outside. This tool lets us find these leakage points, see what affects this flow, and determine where and how much sealing we'll be doing. Typically our work is concentrated at the top and bottom of the building structure because warm air rises and forces its way out the cracks and gaps at the top, and cold air is pulled in to replace it at the bottom." (More discussion as appropriate/necessary)  
(Mpls Blower Door graphic in **Resource Section**)
- D. "But first... about you... (record on Energy Lifestyle Audit). How many people live here, etc.? Any health, comfort, or equipment problems? What do you think accounts for the biggest share of your utility costs? How about just your electric costs? What do you think/feel about your electric or your gas bill? Do you have the current electric or gas bill? Let's see how much electric or gas you use, etc."
- E. "One purpose of looking at your appliances/house together is to be sure we can account for all the electricity you are using."

**Transition: So how much are you using???**



# ANNUAL ENERGY USAGE PATTERNS



**Example:**

Total Annual Electric Usage = 3586 kWh  
 Electric Baseload Usage = 2144 kWh  
 Electric Seasonal Usage = 1442 kWh

Your Total Annual Electric Usage = \_\_\_\_\_ kWh  
 Your Electric Baseload Usage = \_\_\_\_\_ kWh  
 Your Electric Seasonal Usage = \_\_\_\_\_ kWh

**Example:**

Total Annual Gas Usage = 1897 ccf  
 Gas Baseload Usage = 304 ccf  
 Gas Seasonal Usage = 1593 ccf

Your Total Annual Gas Usage = \_\_\_\_\_ ccf  
 Your Gas Baseload Usage = \_\_\_\_\_ ccf  
 Your Gas Seasonal Usage = \_\_\_\_\_ ccf



## HOME ENERGY USE CHART

- A. "Here is a picture of your yearly energy use."
- B. "Looking at the three lowest months on your graph..."
- C. Draw baseload line and explain. Share with customer what their average baseload is on utility usage history printout.
- D. Note estimated vs. actual consumption designation and issues.
- E. Explain graph/legend and note huge differences.





**JANE SMITH**  
Account number: 1234 5678 910

Your electric bill for the period  
**December 23, 2023 to January 26, 2024**

**Details of your Electric Charges**

Residential Service - service number 9999 9999 9999 9999 9999 99  
Electricity you used this period

Meter Number	Energy Type	End Date	Start Date	Number Of Days	Total Use
TND123456789	Use (kWh)	Jan 26	Dec 23	35	552
		Reading 007313	Reading 006761	Multiplier 1	

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period.  
End and start date kWh meter readings are provided for informational purposes only.  
Please visit My Account at atlanticcityelectric.com to view your energy use data.

Your next bill period is scheduled to end on February 26, 2024

**Delivery Charges:** These charges reflect the cost of bringing electricity to you.  
Current charges for 35 days, **winter rates in effect.**

Type of charge	How we calculate this charge	Amount(\$)
Customer Charge		7.88
Distribution Charge	552 kWh X \$0.0750362 per kWh	41.42
Non-Utility Generation Charge	552 kWh X \$0.0098188 per kWh	5.42
Societal Benefits Charge	552 kWh X \$0.0070290 per kWh	3.88
RGGI Energy Efficiency	552 kWh X \$0.0031884 per kWh	1.76
Conservation Incent Prog	552 kWh X \$0.0003623- per kWh	0.20-
Zero Emission Certif (ZEC) Charge	552 kWh X \$0.0042573 per kWh	2.35
<b>Total Electric Delivery Charges</b>		<b>62.51</b>

**Check here to enroll in the Direct Debit plan** Sign and date here \_\_\_\_\_

By signing here, you authorize Atlantic City Electric to electronically deduct the amount of your monthly bill from your checking account each month. The check you send with this signed authorization will be used to set up Direct Debit. You understand that we will notify you each month of the date and amount of the debit, which will be on or after the due date stated on your monthly bill. You understand that to withdraw this authorization you must call Atlantic City Electric. You understand that Atlantic City Electric does not charge for this service, but that your bank may have charges for this service.

**Electronic Check Conversion**

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Printed on recyclable paper.

**JANE SMITH**  
Account number: 1234 5678 910

Your electric bill for the period  
**December 23, 2023 to January 26, 2024**

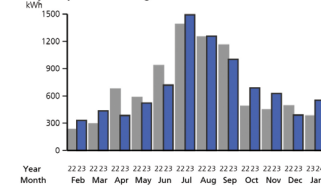
**Supply Charges:** These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. The class average annual price to compare is 13.17 cents per kWh.

Type of charge	How we calculate this charge	Amount(\$)
Transmission Service Charge	552 kWh X \$0.0354348 per kWh	19.56
Basic Generation Service	552 kWh X \$0.0895471 per kWh	49.43
<b>Total Electric Supply Charges</b>		<b>68.99</b>

**Total Electric Charges - Residential Service 131.50**

**Your monthly Electricity use in kWh**

**Daily temperature averages:** Jan 2023: 43° F Jan 2024: 38° F



Please visit My Account at atlanticcityelectric.com to view your daily and hourly energy used during this billing period.

Find helpful storm preparation and power outage information at atlanticcityelectric.com

Learn how to save energy and money by registering for MyAccount at www.atlanticcityelectric.com.

Your smart meter is read wirelessly. Visit My Account at atlanticcityelectric.com to view your daily and hourly energy usage.

Si recibe un aviso de suspensión, puede solicitar una copia de ese aviso en español, llamando al departamento de atención al cliente, lunes a viernes de las 7 am a las 7 pm, a 800-642-3780.

For information about regulatory rate reviews, public hearings, and other public processes, visit atlanticcityelectric.com/PublicPostings.

You can help an Atlantic City Electric customer in need of assistance with their energy bills by contributing to NJ SHARES. Simply pay exactly \$1.00 over your Atlantic City Electric bill amount and that dollar will be contributed to New Jersey SHARES, a 501(c)3 non-profit organization. Amounts over \$1.00 will not be recognized as a contribution and will result in a credit to your account. Atlantic City Electric will match each donation by contributing a dollar to the fund. You can also make a donation directly to NJ SHARES at njshares.org.



Bill Based On: Actual Meter Reading, Rebill,  
Prorated Bill, eBill

Page 1 of 2  
J76

Billing Period: Sep 21 to Oct 18, 2021 for 29 days  
Bill For:

October 12, 2021  
Account Number:

Amount Due: **\$41.24**

Due Date: **October 27, 2021**

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-662-3115. For Payment Options, call 1-800-962-0383. Pay your bill online at [www.firstenergycoop.com](http://www.firstenergycoop.com)  
Bill issued by: JCP&L, PO Box 16001, Reading, PA 19612-6001

Messages	Account Summary	Amount Due
Se dispone de avisos de interrupción en español: Mensaje de cuenta. Los usuarios que poseen un balance de cuenta vencido reciben un aviso por correo indicando que se les puede suspender el suministro de electricidad. Si usted necesita recibir estos avisos en español, haga el favor de llamarnos al 1-800-662-3115. The Basic Generation Service price per KWH listed in the charges box is the price to compare. In order to save money, you must buy your electricity from a supplier at a price THAT IS LESS than your JCP&L price to compare. Your next meter reading is scheduled to occur on or about Nov 18, 2021.	Previous Balance -7.54 Payments/Adjustments 0.00 <b>Balance at Billing on Oct 12, 2021 -7.54</b> JCP&L - Consumption 48.79 JCP&L - Misc. Charges -0.01 <b>Total Current Charges 48.78</b> <b>Amount Due by Oct 27, 2021 \$41.24</b>	
	<b>Usage Information for Meter Number</b>	
	Oct 19, 2021 KWH Reading (Actual) 18,329 Sep 21, 2021 KWH Reading (Estimate) 16,638 KWH Used 1,691	

Help may be available if you or someone you know is having difficulty paying an electric bill. For more information, please visit [www.firstenergycoop.com/b/assist](http://www.firstenergycoop.com/b/assist) and click on "New Jersey," or call 1-800-662-3115.

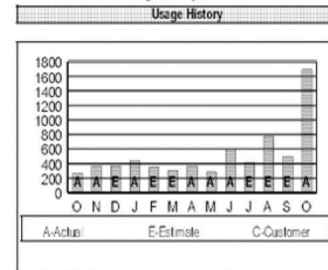
Governor Murphy recently established a "grace period" during which residential utility customers will not be shut off for nonpayment. Thus, we are not currently terminating residential customers' service for nonpayment. However, we will be restarting service terminations at the end of the current state-ordered "grace period" on residential shutoffs for non-payment.

We continue to find ways to assist customers during the coronavirus pandemic and its aftereffects. Customers who are having difficulty paying their bills should call us to arrange a payment plan and request information on potential assistance programs. Customers are urged to contact us while enhanced payment arrangements are still available. Arrangements made prior to the end of the state-ordered "grace period" on residential terminations for non-payment will not interfere with any future payment options customers may choose.

For information about assistance programs, including arrears forgiveness programs for which residential customers may be eligible, please visit [www.firstenergycoop.com/b/assist](http://www.firstenergycoop.com/b/assist).

Charges From JCP&L			
When contacting an Electric Generation Supplier, please provide the following: Customer Number: Rate: Residential Service JCRHS_U110			
Customer Charge			2.78
Basic Generation Service	1,691 KWH	x 0.095665	161.60
Delivery Service Charges	583 KWH	x 0.006878	4.01
	1,108 KWH	x 0.013664	15.14
	1,691 KWH	x 0.026044	44.04
Community Solar Credit	1,573 KWH		-178.78
<b>Current Consumption Bill Charges</b>			<b>48.79</b>
Security Deposit Interest			-0.01
<b>Total Charges</b>			<b>\$48.78</b>

Additional messages, if any, can be found on back.



Comparisons	Last Year	This Year
Average Daily Use (KWH)	10	58
Average Daily Temperature	63	29
Days in Billing Period	28	29
Last 12 Months Use (KWH)		6,450
Average Monthly Use (KWH)		538

Return this part with a check or money order payable to JCP&L



PO Box 16001  
Reading, PA 19612-6001

Account Number:

Amount Paid	
Amount Due	<b>\$41.24</b>
Due Date	<b>Oct 27, 2021</b>

JCP&L  
PO BOX 3687  
AKRON OH 44308-3687



Messages (Continued)

Field personnel in the community performing collection activities will be following proper safety measures and take necessary precautions against the spread of COVID-19.

Explanation of Terms

**Basic Generation Service (BGS)** - Generation charges for any consumer who has not chosen an electric generation supplier.

**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

**Delivery Service Charges** - Charges for the use of local wires, transformers, substations, metering, billing, other equipment, and other activities used to deliver electricity to consumers from high-voltage power lines.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**Generation Charge** - Charge for the production of electricity.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Multiplier** - A number used in the calculation of kilowatt hours. The difference between meter readings is multiplied by this number to determine kilowatt hour usage or KWH/KVA.

**Non-Utility Generation Charge** - Charge (previously called the Market Transition Charge) that primarily recovers costs of BPJ-approved power supply contracts. This charge includes the Transition Bond Charge, which JCP&L is collecting as servicer on behalf of JCP&L Transition Funding II LLC, which owns the Transition Bond Charge.

**Payment Plan (Budget)** - The Equal Payment Plan distributes costs more evenly over the year by billing an average amount each month.

**Price to Compare** - Price per kilowatt hour to be used when comparing to the price of a generation supplier.

**Prorated Bill** - If this is on your bill, the current billing period is for less than 28 days or more than 35 days or a rate change occurred during the current billing period.

**Service Charge** - Charge for opening an account.

**Societal Benefits Charge (SBC)** - Charge to recover costs of low-income assistance and weatherization, energy conservation programs, nuclear decommissioning, manufactured gas plant remediation, and consumer education on competition.





SERVICE FOR ENTITY NAME  
123 MAIN ST.  
RAHWAY NJ 12345

April 19, 2022  
Account Number: 0000000000  
Report gas leak: 800-492-4009  
Customer Contact Center: 800-242-5830  
www.elizabethtowngas.com

**BILLING SUMMARY FOR MARCH 17, 2022 TO APRIL 14, 2022**

Previous Balance	\$14.50
Payment Received on April 11, 2022	-\$14.50
<b>Current Charges</b>	<b>\$19.05</b>
Gas Charges	\$19.05
<b>Amount Due By May 10, 2022</b>	<b>\$19.05</b>

Next meter reading is scheduled for May 18, 2022

Thank you for enrolling in Auto Pay your bank account is scheduled to be debited on your bill due date.

★ Thank you for your payment.

**USAGE DETAIL**

Meter	Start Date	End Date	End Reading	Start Reading	Difference	Multiplier	Gas Used CCF	Therm Factor	Energy Used (Therms)
0000000	03-17-22	04-14-22	1791	1783	8	1.0680	8.54	1.0370	8.86

All readings are actual unless otherwise noted with an asterisk(\*).

**USAGE COSTS**

Service Charge		\$10.00
Distribution Charge	8.86 Therms x \$0.437923	\$3.88
Consolidated Adj. Charges	8.86 Therms x \$0.103837	\$0.92
<b>Total Usage Costs</b>		<b>\$14.80</b>

Service Agreement: 0000000000

Your rate schedule: Residential Delivery Service - Non-Heat(RDSNH)

Price to compare: \$0.4798 per Therm.

**GAS CHARGES (BGSS)**

BGSS	8.86 Therms x \$0.479800	\$4.25
<b>Total Gas Charges</b>		<b>\$4.25</b>



Enclose this section with your payment. Please do not staple or clip.

Check for name, address, phone, email corrections; complete on reverse side.

Account Number 0000000000

<b>Amount Due</b>	<b>Auto Pay</b>
Due Date	May 10, 2022

ENTITY NAME  
123 MAIN ST.  
RAHWAY NJ 12345

PO Box 6031  
Bellmawr, NJ 08099

0000000000 1905912



# Your energy bill

## Message Center

**Be aware of scams.** A heightened sense of uncertainty throughout the world is emboldening phone scammers who impersonate utility employees. If you receive a phone call from someone demanding immediate bill payment with a prepaid card, it is a scam. PSE&G never requires payment with a prepaid card. When in doubt, hang up and call the number on your bill: 1-800-436-7734. For more information, visit [pseg.com/scamalert](http://pseg.com/scamalert).

Use PSE&G's enhanced online [Outage Map](#) for 24/7 access to real-time outage and restoration information. New features include an upgraded design with improved access from any device, the ability to view weather coming in and out of our service territory, and a crew status icon to show where crews are actively working to restore service. Visit [pseg.com/outagemap](http://pseg.com/outagemap) to learn more.

**NEXT METER READING** March 18, 2014

### How to contact us

**1-800-436-PSEG (7734)**  
**Customer service:** 7am to 8pm Mon-Fri, 7am to 5pm Sat-Sun  
**Emergencies / outages:** 24 hours daily  
**TTY for the hearing impaired:** 1 800 225-0072

Visit [pseg.com/myaccount](http://pseg.com/myaccount) to access your account anytime

**Text us.** Register for MyAlerts by texting **REG** to 4PSEQ(47734)  
 > Text **OUT** to report an outage.

facebook.com/pseg | twitter.com/psegdelivers

Total amount due **\$204.92**  
 Please pay by **March 7, 2024**

**Bill date:** February 21, 2024  
**For the period:** January 20, 2024 to February 19, 2024

JANE DOE

**ACCOUNT NUMBER**  
1010101010

**SERVICE ADDRESS**  
123 Main Street  
Anytown, NJ 00000-0000

## Snapshot of what you owe

See page 2 for details

Balance remaining from your last bill \$0.00  
 Plus This month's charges and credits \$204.92  
**Total amount due by Mar 7, 2024 \$204.92**

## How much energy you're using

**ELECTRIC** You used **7.2%** more electric compared to this month last year.

**GAS** You used **62.5%** less gas compared to this month last year.

This month was 1°F warmer compared to this month last year.

T01/100 Page 1 of 5



**PAY YOUR WAY, 24/7**  
 We offer a variety of methods that make it easy to pay your bill. See reverse side for more information.

JANE DOE  
 MAIL ADDR 1  
 MAIL ADDR 2 00000-0000

PSE&G CO  
 PO BOX 14444  
 NEW BRUNSWICK NJ 08906-4444

1010101010 0000254304 00000493871

Account number 10 101 010 10  
 Total amount due **\$204.92**

Amount enclosed \$

Your account number: **JANE DOE**  
 1010101010  
 Invoice Number: 111111111111

## Balance remaining from your last bill

PSE&G balance from last bill \$198.92  
 Less Payment received February 19, 2024 - thank you! -\$198.92  
**Balance remaining from your last bill \$0.00**

## This month's charges and credits

Gas charges - PSE&G \$12.56  
 Plus Electric charges - PSE&G \$192.36  
**This month's charges and credits \$204.92**

**Total amount due by Mar 7, 2024 \$204.92**

## Don't miss your meter reading

If you'll be away on your meter reading day, log in to [MyAccount](#) at [pseg.com](http://pseg.com) or call 1-800-622-0197 before your scheduled date, to submit your reading.

## Electric & Gas Rate Information

For news about PSE&G's rate filing and upcoming public hearings visit [www.pseg.com/pseandgfilings](http://www.pseg.com/pseandgfilings). Under applicable tax law, the State Sales and Use Tax and corporate business tax are imposed upon the energy you have used.

## Message Center (Continued from page 1)

Si desea recibir en español una notificación de desconexión del servicio, llame al **1-800-357-2262**.

Stay connected during winter storms! PSE&G's enhanced online "Outage Center" keeps you better informed during power outages with more detailed, real-time information. To learn more, visit [pseg.com/outagecenter](http://pseg.com/outagecenter).

Please help to keep our employees safe. Make sure the path leading to your meters and other outside electrical equipment is free of clutter, ice and snow.

Page 2 of 5

## IT'S YOUR BILL. HOW YOU PAY IS YOUR CHOICE.

- Online or phone**  
Make a payment anytime from a checking or savings account with [MyAccount](#) or our automated telephone services.  
Online: [pseg.com/myaccount](http://pseg.com/myaccount)  
Phone: 1-800-553-7734  
Mon-Fri 7am-8pm, Sat-Sun 7am-5pm
- Automatic bill pay**  
Automatic payments from your bank. Skip checks and stamps. Never worry about due dates.  
Enroll at: [pseg.com/myaccount](http://pseg.com/myaccount)
- Credit card**  
Pay your bill with a credit card online or by phone (fee applies).  
Online: [pseg.com/myaccount](http://pseg.com/myaccount)  
Phone: 1-888-575-6273
- In person**  
Payments are accepted at any customer service center or authorized location.  
Locations can be found at [pseg.com/csc](http://pseg.com/csc)
- By mail**  
Make your check payable to PSE&G and write your account number on your check. Do not fold your check and do not attach it to the payment slip with a staple, paper clip or tape.  
When you pay by check, you authorize PSE&G to make a one-time electronic fund transfer from your account, in the amount of your check. If you prefer not to authorize us, call 1-800-436-PSEG.

**GO PAPERLESS!** To sign up visit [pseg.com/paperless](http://pseg.com/paperless)





Current balance due **\$238.10** Pay By 02/20/25

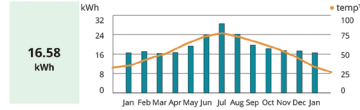
**JONATHAN DOE**  
Account: 12345-54321-0 Prior Account: 24680-12345

Service delivered to: 1 MAIN ST APT A  
Next Billing Date: Thursday, February 27, 2025

**Your bill breakdown**

<b>Last billing period</b>	
Your billing summary as of Jan 29, 2025	
Your previous charges and payments	
Total charges from your last bill	\$956.95
Payments through Jan 28, thank you	-\$275.00
<b>Balance from previous bill</b>	<b>\$681.95</b>
<b>Your new charges</b>	
Billing period: Dec 27, 2024 to Jan 29, 2025	
Electricity charges - for 33 days	\$238.10
Adjustments	-\$681.95
<b>Total from this billing period</b>	<b>-\$443.85</b>
<b>Total amount due</b>	<b>\$238.10</b>

**Your average daily electric usage**



**Messages For You**

- Effective March 12, 2023, pursuant to an Order of the New Jersey Board of Public Utilities, your Bill of Rights has been revised. To view them in both English and Korean, go to [oru.com/njbillhelp](http://oru.com/njbillhelp).
- To save on energy and heating costs with energy efficiency solutions, or for help paying bills, go to: [oru.com/NJBillhelp](http://oru.com/NJBillhelp).
- Do you depend on electric powered Life Support Equipment, such as a respirator (iron lung), apnea monitors (infant monitor), or hemodialysis equipment (kidney machine)? Please let us know so we can contact you in case of an emergency or power outage. Visit [oru.com](http://oru.com) or call: 1-877-434-4100.

Questions? Contact Us: [oru.com/ContactUs](http://oru.com/ContactUs) 1-877-434-4100

Rockland Electric Company PO BOX 1009  
SPRING VALLEY, NY 10977

**Your Energy Bill**

JONATHAN DOE  
1 MAIN ST  
APT A  
MAHWAH NJ  
07430-2263

+ 0010 12345543210 10000012340 10000012340  
X79 D02  
0005383

Account number: 12345-54321-0

Pay By 02/20/25 **\$238.10**  
Amount Enclosed

Enroll in Auto Pay  
Please make checks payable to Rockland Electric Company.

Rockland Electric Company  
PO BOX 1009  
SPRING VALLEY, NY 10977

**Your electricity breakdown** Rate: ELECTRIC\_RESIDENTIAL\_RE-DEL-PJM  
Electric Meter Detail - billing period from December 27, 2024 to January 29, 2025 (33 days)

Meter #	New Read	Read Type	Date	Prior Read	Read Type	Date	Read Diff	Total Usage
123456789	34023	Actual	Jan 29	33476	Actual	Dec 27	547	547

**Your Supply Charges**

Supply	547.00 kWh @ \$0.34991 per kWh	\$191.40
Sales Tax		\$0.00
<b>Total basic generation charges</b>		<b>\$191.40</b>
Your electricity supplier: ABC ENERGY, LLC		
Supplier account number: 12345678900		
Address: 1 PARK PL		
ANYTOWN NJ 01234		
Phone: (800) 555-1234		
Messages from your electricity supplier:		
NEW! Login to My Account at <a href="http://oru.com">oru.com</a> for a new ESCO bill comparison tool!		

**Your Delivery Charges**

<b>Basic service charge</b>	<b>\$5.75</b>
<b>Distribution charges</b>	
First 547.00 kWh @ \$0.541 c each	\$30.31
SBC Chg 547.00 kWh @ \$0.680 c	\$3.72
RGGI Surcharge 547.00 kWh @ \$0.587 c	\$3.21
Transition Bond Chg 547.00 kWh	\$0.00
Transition Bond Tax 547.00 kWh	\$0.00
ZEC Recovery Charge 547.00 kWh @ \$0.419 c	\$2.29
Temp Tax Act Cr 547.00 kWh	\$0.00
CIP Adj Chg 547.00 kWh @ \$0.260 c	\$1.42
<b>Total distribution charges</b>	<b>\$40.95</b>
<b>Your electricity total</b>	<b>\$238.10</b>

**Understanding your bill**

**Basic Service Charge:** Covers the cost of metering, billing and other customer services. This charge may include the cost of a minimum amount of usage that is billed.  
**CIEP Standby Fee:** Recovers the costs associated with the administration, maintenance and availability of BGS-CIEP service.  
**Distribution and Transmission Charge:** Reflects the cost of delivering energy through our lines to your home or business.  
**New Read:** Monthly meter readings are no longer used for billing purposes. Instead, we use the data provided by your smart meter(s), which improve accuracy by recording your energy use in 15-minute intervals. Your New Read is provided for illustrative purposes only.  
**Prior Read:** Your prior meter reading was calculated when your last bill was issued.  
**Reading Difference:** The reading difference is the result of subtracting your prior meter reading from your new meter reading. Please note: the New Read and Prior Read values shown on your bill have been rounded and/or truncated. Calculating the Read Diff yourself may result in a different value than the one shown here.  
**Reading Type:** You will see the word "Estimated" here if your smart meter was unable to communicate your energy use during the billing period. Otherwise, your reading type will be "Actual".  
**Regional Greenhouse Gas Initiative (RGGI) Surcharge:** Recovers the costs associated with programs designed to limit greenhouse gas emissions.  
**SBC Charge:** Societal Benefits Charge recovers the cost of mandated energy efficiency, environmental protection and low income assistance programs.  
**Supplier's Electric or Gas Charges:** Reflect the cost of energy supply. This section appears on the bill only if the customer receives electric supply from an alternate energy supplier.  
**Temperature \* Source:** Central Park Weather station.  
**Total Usage (kWh):** Your total usage is the sum of the 15-minute interval data recorded by your smart meter(s) during the billing period. This is used to calculate the energy-delivery and energy-supply charges on your bill.  
**Transition Bond Charge:** Charge to recover costs previously incurred by Rockland Electric to serve customers in a regulated environment.

How to get in touch with us Email: [oru.com/ContactUs](mailto:oru.com/ContactUs) Phone: 1-877-434-4100 Mail: Orange & Rockland, 390 West Route 59, Spring Valley NY 10977

**Ways to pay your bill**

- Auto Pay:** Through Automatic Bill Payment, pay from your checking or savings account at no charge. To enroll, put an X in the box on the payment stub and return it with payment, go to [oru.com/ABP](http://oru.com/ABP), or call Customer Assistance.
- Online:** On the internet at [oru.com/MyAccount](http://oru.com/MyAccount).
- Phone:** Call our EZ Pay Express System at 1-877-OREZPAY (673-9729).
- App:** Download the Orange & Rockland app from the App Store or Google Play Store.
- Debit or credit card:** At [www.oru.com](http://www.oru.com) or toll-free at 1-800-584-1227. Please note a third party convenience fee applies to non-residential customers only.
- In Person:** At the walk up windows or at our self-service payment kiosks in our Walk-in Service Centers listed below or at any authorized pay-in-person location (listed on our website). Checks, cash or money orders accepted.  
**Walk-in Service Centers** are open Monday through Friday from 8:00 a.m. to 4:30 p.m., except holidays.
  - 390 West Route 59, Spring Valley NY
  - 500 Route 208, Monroe NY
  - 15 Jersey Avenue, Port Jervis NY
- Home banking:** Using your bank's website.
- Mail:** Send a check or money order using the envelope provided to authorize us to make a one-time electronic fund transfer from your account. You will not get the check back. Do not send cash.  
Rockland Electric  
PO Box 1009  
Spring Valley NY 10977  
**When you provide a check as payment, you authorize us to either use information from your account to make a one-time electronic fund transfer from your account or to process the payment as a check. You will not receive your check back from your financial institution.**  
**Questions?** Call toll free 1-877-434-4100

Save a stamp. Pay your bill online at [oru.com/MyAccount](http://oru.com/MyAccount)



SERVICE FOR JONATHAN DOE  
123 MAIN STREET  
ANYTOWN NJ 00000

February 3, 2025  
Account Number: 1234567890  
Report gas leak: 800-582-7060  
Customer Contact Center: 888-766-9900  
www.southjerseygas.com

**BILLING SUMMARY FOR DECEMBER 31, 2024 TO JANUARY 31, 2025**

Previous Balance	\$408.55
Payment Received on January 19, 2025	-\$200.00
<b>Past Due Balance</b>	<b>\$208.55</b>
Gas Charges	\$208.55
<b>Current Charges</b>	<b>\$444.45</b>
Gas Charges	\$444.45
<b>Amount Due By February 20, 2025</b>	<b>\$653.00</b>

Next meter reading is scheduled for March 3, 2025  
Thank you for your partial payment. Your remaining balance is still overdue. Please submit your remaining balance to keep your account in good standing.

**Additional Account Holders**  
Josephine Doe

**USAGE DETAIL**

Meter	Start Date	End Date	End Reading	Start Reading	Difference	Read	Multiplier	Gas Used CCF	Therm Factor	Energy Used (Therms)
0541388	12-31-24	01-31-25	4,320	4,079	241	1	1	241.00	1.0350	249.44

All readings are actual unless otherwise noted with an asterisk (\*).

**USAGE COSTS**

Customer Charge	\$10.85
Delivery Charge	249.44 Therms x \$1.341645 = \$334.66
<b>Total Usage Costs</b>	<b>\$345.51</b>

Service Agreement: 0987654321

Your rate schedule: Residential Service Heat(SJ-RSG)

**GAS CHARGES (BGSS)**

BGSS	249.44 Therms x \$0.396655 = \$98.94
<b>Total Gas Charges</b>	<b>\$98.94</b>

Price to compare: \$0.396655



Enclose this section with your payment. Please do not staple or clip.  
 Check for name, address, phone, email corrections; complete on reverse side.

Account Number 1234567890  
**Amount Due \$653.00**  
Due Date February 20, 2025

JONATHAN DOE  
123 MAIN STREET  
ANYTOWN NJ 00000-0000

PO BOX 6091  
BELLMAWR, NJ 08099-6091

1234567890 65300610

**NEED HELP?**

Report a gas leak (24/7).....1.800.582.7060  
Customer Contact Center.....1.888.766.9900 (M-F: 7 a.m.- 8 p.m.; Sat: 9 a.m.-2 p.m.)  
Email.....contactus@sjindustries.com  
Make a payment.....1.866.334.6012  
Energy Efficiency Financial Incentive Programs.....1.833.493.0691

**Sign up for My Account**

Visit myaccount.southjerseygas.com to securely manage your account from anywhere -- on your computer, tablet or mobile device, wherever and whenever it's convenient for you.

**HELPFUL DEFINITIONS**

**Average temperature** - daily temperature during the specified period.

**CCF** - 100 cubic feet of gas, the measurement of your gas used by volume.

**CF (Cubic Foot)** - unit of measure for natural gas.

**Customer Charge** - monthly charge that covers fixed costs of providing you with natural gas service.

**Delivery Charge** - cost of moving natural gas through our pipelines to the meter at the service address. The Delivery Charge is made up of the following combined tariff rates: Base Rate, Transportation Initiation Clause, Clean Energy Program, Remediation Adjustment Clause, Universal Service Fund, Conservation Incentive Program, Energy Efficiency Tracker and Balancing Service Clause, which when rounded and combined for billing purposes, may yield a slight variation from the Delivery Charge reflected on a customer bill.

**Estimated Reading** - occurs when an actual reading of your meter cannot be obtained and is calculated based on weather conditions and past consumption. In your usage details, estimated readings are noted with an asterisk (\*).

**Gas Charge (BGSS)** - cost for energy used (calculated by multiplying the total therms used by the price per therm).

**Heating Degree Days** - measure of coldness for a specified period based on the difference between 65° F and the average daily temperature.

**Marketer Charges (Third Party Suppliers)** - appear instead of Gas Charge (BGSS) if you have selected a gas supplier other than South Jersey Gas. You agreed to pay these charges with your energy marketer when you switched suppliers. If you feel you have been switched without your knowledge please contact us.

**Therm** - unit of heat measurement used to calculate your charges. It is the equivalent to 100,000 British thermal units (Btu).

**Therm Factor** - number used to convert cubic feet into therms and the unit heat measurement used to calculate your charges.

**RESIDENTIAL CUSTOMER RIGHTS**

- If you can't pay your bill on time, call our Customer Contact Center to request a deferred payment arrangement. 1.888.766.9900
- If you wish to dispute a charge, contact our Customer Contact Center before the due date on the bill. You may also contact the Board of Public Utilities (BPU) at 1.800.624.0241 or 1.609.341.9188 to request assistance with a disputed charge or request a formal hearing (you may be represented by counsel or a third party at a formal hearing). If you report a disputed charge to the BPU within five (5) days of receiving it, we cannot shut off your service while the dispute is under investigation, as long as you pay all undisputed charges.
- If you are age 65 or older, at your request, we will call you before taking action on a past due bill.
- You may designate a third party to receive a copy of any shut-off notice, but the third party is not responsible for paying the bill.
- To learn more, visit southjerseygas.com/customer-rights

For changes or corrections, complete below:

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone number \_\_\_\_\_  
E-mail \_\_\_\_\_

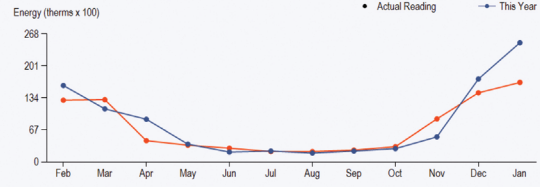


**USAGE HISTORY - COMPARISON**

Month	Energy used (therms)	Days in Period	Average Temperature
January 2024	166.31	28	36.61°
January 2025	249.44	31	30.05°

**Automated Payments available.**  
 Enjoy the convenience of paying your bill automatically every month. Save a stamp, time and paper. Plus, it's free, secure and one less thing to think about. Enroll today at [myaccount.southjerseygas.com](https://myaccount.southjerseygas.com) or by phone at **1.866.334.6012**.

**ANNUAL COMPARISON**



**NEWS FROM SOUTH JERSEY GAS**

- i Sign Up for Paperless Billing**  
 Reduce clutter and save paper by switching to Paperless Billing. Enroll today on My Account - [myaccount.southjerseygas.com](https://myaccount.southjerseygas.com).
- i Beware of Scammers!**  
 Scammers use different tactics to get victims to fall for their schemes. In some cases, they can be friendly, sympathetic and seem willing to help. In others, they use fear tactics to persuade a victim. Scammers may pretend to be from South Jersey Gas. Be aware and be prepared. Learn more at [southjerseygas.com/bewareofscams](https://southjerseygas.com/bewareofscams).
- i Stay Cozy and Warm**  
 The cold weather is here, and it's essential to keep your home warm, cozy and safe during the winter months. Learn cold weather safety tips to ensure your heating system is running efficiently at <https://southjerseygas.com/wintertips>



## SAMPLE BILLS

[Work off their bill whenever possible; use highlighter to make key points]

A. **“Your bill is the way you will get feedback on the success of your efforts.”**

[Go through key points of feedback, why not to use dollars, etc.]

B. **“Your bill is also useful for phone numbers, etc.”**

[Transition to looking at Time-of-Day rate options as appropriate – page in **Resource Section**.]

[Add changing rates to savings strategy plan based on Time-of-Day analysis as appropriate; review comments on both sides.]

C. **“Here are the kWh we are looking for.”** (Is the number little, big or medium?)

D. **“Together, let’s find out what is using the costs reflected on your bill.”**

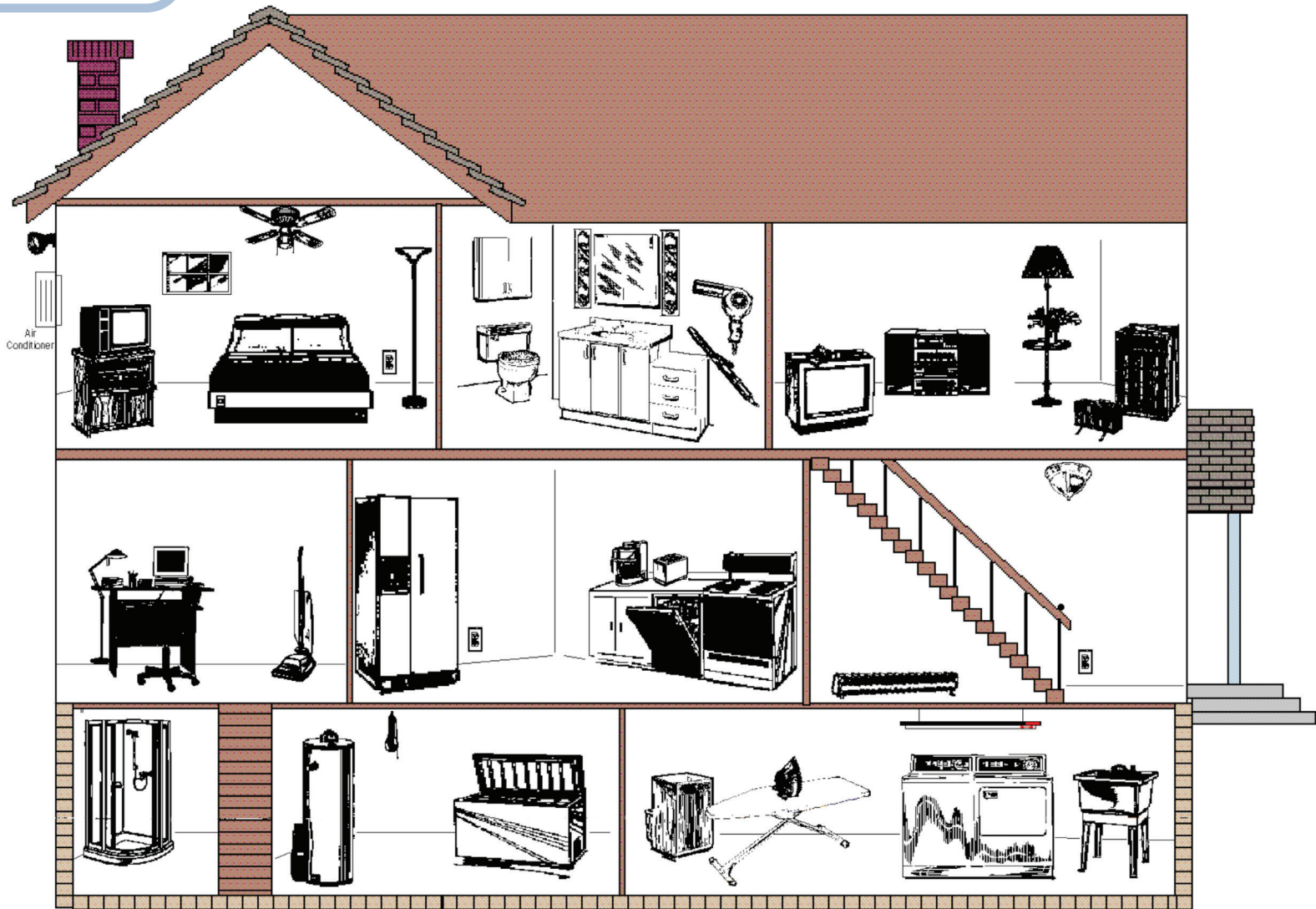
[Invite occupant to make notes. Make your own notes to explain consumption from utility use history or their bill, support calculations, record appliance information, major hot water uses, appliance control settings, option actions, etc.]

[Make transition and conduct house tour.]

E. **“Since water heating is often the second biggest user of energy, let’s measure your hot water temperature.”**

[Conduct demonstration at kitchen or bath faucet and record on Lifestyle Audit; together with client reset temperature, if appropriate.]

[Return to Energy Education Notebook/sitting and working with full information.]





## END USE OPPORTUNITY GRAPHIC [With many appliances]

- A. Summarize opportunities based on staff and occupant notes.
- B. Clarify user issues.
- C. Decide which aspects you should/could cost out and do so. Use **Resource Section** pages as appropriate during costing efforts.
- D. Come up with estimated kWh and ccf use.
- E. Do a quick match of estimated use (based on observation and interview) with actual consumption (using customer bill).
- F. If there is a significant discrepancy (+/- 10%? 50kWh/mo?), move into problem-solving mode and find missing usage.



**NEW JERSEY COMFORT PARTNERS  
Action Plan**

**To Help Save Your Energy Dollars**

Total from Prior Year: \_\_\_\_\_ kWh \_\_\_\_\_ CCF/Therms

Reduce Costs of:	Customer Actions:	Comfort Partners Potential Services:
Home Heating		
Home Cooling		
Water Heating		
Appliances		
Lighting		
Health and Safety		
Other		
<b>With a combined effort you may save up to:</b>		
<b>CUSTOMER REFERRALS: Referral does not guarantee services and/or financial assistance.</b>		
Agency Name:	Agency Phone #:	Reason for Referral:
SIGNED: Family Partner _____		Date _____

©New Jersey Board of Public Utilities. All Rights Reserved

Original – Contractor Copy • Yellow – Customer Copy

519-0223



## NEW JERSEY COMFORT PARTNERS ACTION PLAN

- A. Use to prioritize measures and actions each party will take. Express consequences.
- B. "Given the options we've discussed, what steps will you take to reduce your energy use and cost?"