




Prepare For A Storm

- Keep flashlights, a battery-powered radio and extra batteries handy
- Charge your cell phones, other electronic devices, and power packs
- If your mobile service provides a “hotspot” for areas without internet access, learn how to use it
- Stock up on bottled water and nonperishable food
- Know where your first aid kit is kept

 PSE&G mobile app for Apple or Android devices: pseg.com/app

 Text **OUT** to 47734 to report outages and **STAT** for updates

 Customer Service 1-800-436-PSEG

 PSE&G Outage Map, updated every 15 minutes, outagecenter.pseg.com



PSE&G prepares for approaching nor'easter;

Has physical distancing plans in place to work safely and provide excellent service

(NEWARK, N.J. – December 15, 2020) Public Service Electric & Gas, New Jersey’s largest utility, is monitoring the forecast and preparing for the strong winds, heavy snow and possible flooding Wednesday afternoon into Thursday. These conditions may cause tree limbs to break and pull down wires, causing power interruptions. PSE&G has a full complement of staff ready to respond, has performed system checks on critical transmission and distribution equipment, and performed logistics checks to ensure the availability of critical materials, fuel and other supplies.

PSE&G is ensuring extra supplies are on hand, including poles and transformers, and will have additional personnel ready to respond to any possible power outages the approaching storm brings.

“We are preparing based on the snow and wind forecast. While we expect that our preparation will allow us to address outages quickly, the uncertainty of the forecast could result in some longer outages and customers should prepare accordingly,”

said Jack Bridges, PSE&G's vice president for Electric Operations. "We understand how important having power is, particularly during the pandemic and cold weather. We encourage customers to contact us immediately should they experience an outage."

PSE&G is prepared to maintain safe, reliable service during the COVID-19 pandemic. "In response to the outbreak, we have adapted our storm and safety procedures to follow public health guidelines and industry best practices," Bridges said. "We thank our customers for their patience as we operate under these unusual circumstances to safely restore power as quickly as possible."

The safety of PSE&G's customers and employees is the company's top priority. We ask that customers remain in their homes while crews are working nearby. If customers must speak with our crews, we ask that they practice responsible physical distancing and remain at least 6 feet away to ensure the health of everyone involved. For more information about how PSE&G continues to live up to its commitments during the pandemic, please visit pseg.com/COVID19.

Customers should prepare, be cautious and stay alert to their surroundings during and after storms.

What you can do now:

- Be ready to communicate about your situation.
- Make sure you have a family emergency plan.
- Charge your phones, tablets, power backups and other mobile devices.
- If your mobile service provides a "hotspot" for areas without internet access, learn how to use it.
- Review more storm preparation tips at <https://nj.pseg.com/safetyandreliability/stormsafety>.

Stay connected with PSE&G:

- Compile a list of emergency phone numbers; include PSE&G Customer Service 1-800-436-PSEG.
- Go to pseg.com/myaccount to sign up to report outages online and to check restoration progress.
- Go to pseg.com/outagecenter to check the "Outage Map," which is updated every 15 minutes with PSE&G outage information, and to register for MyAlerts to receive text notifications.
- You can report an outage by texting "OUT" to 4PSEG (47734) or via Alexa or Google Assistant.
- The new PSE&G mobile app enables customers using Apple or Android devices to securely and easily manage their accounts when and where the customers want to be served.
- "Like" [PSEG on Facebook](https://www.facebook.com/PSEG) and follow PSEG on Twitter [@PSEGdelivers](https://twitter.com/PSEGdelivers).

Stay away from downed wires:

- Downed wires should always be considered “live.” Stay at least 30 feet away from downed power lines and immediately call PSE&G at [1-800-436-PSEG \(7734\)](tel:1-800-436-PSEG) or [911](tel:911) to report downed wires.

Other important safety notes:

- If you experience “no heat” or are having trouble with your heating appliance, please make an appointment by calling 1-800-350-PSEG (7734) or schedule online at nj.myaccount.pseg.com.
- To prevent carbon monoxide poisoning, do not run any gasoline-powered generators in a garage or any other enclosed space.
- If you are on life-sustaining medical equipment, ensure that you alert PSE&G in advance and notify your local police and fire departments. For more information, visit www.pseg.com/life.

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PSE&G

Public Service Electric & Gas Co. (PSE&G) is New Jersey’s oldest and largest gas and electric delivery public utility, serving three-quarters of the state’s population. PSE&G is the winner of the ReliabilityOne Award for superior electric system reliability in the Mid-Atlantic region. In 2020, PSE&G was named the most trusted combined gas & electric utility in the East Region, by the Cogent Syndicated Brand Trust Index. PSE&G is a subsidiary of Public Service Enterprise Group Inc. (PSEG) (NYSE:PEG), a diversified energy company. PSEG has been named to the Dow Jones Sustainability Index for North America for 13 consecutive years (www.pseg.com).

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