

# Bill of Rights

1. You have the right to utility service if you are a qualified applicant.
2. You shall not be asked to pay unreasonably high deposits as a condition of service, nor to make unreasonable payments on past-due bills.
3. You have the right to budget billing or payment plans if you are an electric or gas customer.
4. You are entitled to at least one deferred payment plan in one year.
5. You have the right to have any complaint against your utility handled promptly by that utility.
6. You have the right to call upon the New Jersey State Board of Public Utilities (BPU) to investigate your utility complaints and inquiries. Your service may not be terminated for nonpayment of disputed charges during a BPU investigation.
7. If you suspect that your meter is not working properly, you have the right to have it tested, free of charge, once a year by your utility. For a \$5 fee, the meter test will be conducted under the supervision of the staff of the BPU.
8. You have the right to a written notice of termination 10 days prior to discontinuance of service.
9. Residential service may be shut off, after proper notice, Monday through Thursday, 8 a.m. to 4 p.m. A utility may not shut off residential service on Friday, Saturday, Sunday, a holiday, the day before a holiday or if a valid medical emergency exists in your household.

## Be a smart consumer, know your rights.

10. Winter termination program — If you are an elderly or low-income customer having financial problems paying your bill, you should request the company to enroll you in a budget plan in accordance with your ability to pay. You are required to make good-faith payments of all reasonable bills for service and in return are assured of the right to have gas and electric utilities service from November 15 to March 15 without fear of termination of such service.
11. If you live in a multifamily dwelling, you have the right to receive posted notice of any impending shutoff. This notice must be posted in a common area and/or sent individually to occupants.
12. You have the right to have a “diversion of service” investigation if you suspect that the level of consumption reflected in your utility bill is unexplainably high. (See Edgerton Rule on reverse side.)
13. Service shall not be shut off for nonpayment of repair charges, merchandise charges or yellow page charges nor shall notice threatening such discontinuance be given.
14. You have the option of having a deposit refund applied to your account as a credit or of having the deposit refunded by separate check.

**If you have a question or concern, call JCP&L first at 1-800-662-3115. The BPU's toll-free number is 1-800-624-0241.**

Established by the New Jersey State Board of Public Utilities (BPU)

## New Jersey

# Bill of Rights and Special Services

# The Utility Residential Customer's

Bill of Rights and Services for Jersey Central Power & Light (JCP&L) Customers with Special Needs

**JCP&L has developed several customer service programs to meet the special needs of customers. If you already signed up for one of these programs, you do not need to register again.**

For more information about these programs, contact our Customer Service Center at

**1-800-662-3115.**

## Customers 65 Years of Age or Older

A service has been established for customers 65 years or older who become delinquent in paying their bills. These customers are mailed a notice indicating that their electric service is subject to termination if payment is not received by a specified date. If requested beforehand, we will attempt to contact the customer by telephone before a collector terminates service at the residence.

## Third-Party Notification Procedure

When a residential customer is mailed a delinquent notice that could result in termination of electric service, we will also mail a similar notice to a designated third party: relative, friend, member of the clergy or government agency. This notification does not obligate the third party to pay, but allows that person to help the customer if necessary. Customers may request someone to be a third party, or a person may request to become a third party for a JCP&L customer.

## Electrically Operated Life-Support Equipment

Please let us know if any member of your household depends upon electrically operated life support equipment. Whenever outages occur, it's important that life-support equipment have a battery backup.

## Hearing/Speech Impaired

We provide the TTY/TDD communications service exclusively for use by hearing/speech-impaired customers.

To use this system, dial 711, and type the message into the home unit. Our customer service representative will respond to the inquiry in the same manner.

**Note:** This TTY/TDD Customer Service Center telephone number is for data transmission only. For information regarding a home version of this TTY/TDD device, contact the Division of Deaf and Hard-of-Hearing, Department of Human Services, toll free at 1-800-792-8339, or call the local telephone company.

## Visually Impaired Customers

Customers considered visually impaired by the New Jersey Department of Human Services can receive JCP&L electric bills in large print. Please call the toll-free number to our Customer Service Center: 1-800-662-3115.

## Edgerton Rule

According to the Board of Public Utilities, no tenant/customer may be billed or disconnected for failure to pay for electric and/or gas service that was delivered outside of his/her premises without the tenant/customer's permission. If you suspect that your utility bill is unexplainably high because of a diversion of service, please notify the utility immediately.