

# A message from Ralph Izzo regarding the Coronavirus

March 18, 2020

As we all continue to monitor developments regarding the coronavirus, whether from a personal or business perspective, it can become an all-encompassing topic and, for some, perhaps a bit overwhelming. I want to assure you that PSEG is committed to the health and safety of our employees, our customers and the communities we serve, and I am proud of the planning and preparedness efforts that are taking place across the company aimed at continuing to provide you with the service you need to power daily life.

We know that our customers rely on us to heat their homes and power their lives and businesses. Teams across the company have been working around the clock to ensure we are well-prepared to serve our millions of customers across New Jersey and Long Island.

Specifically, PSEG has taken several steps to protect our customers and our workers:

- Temporarily closing our customer service centers, while leveraging our enhanced technology platforms to stay connected with customers;
- Stopping residential shut-offs for non-payment and providing deferred payment and financial assistance options;
- Operating according to Centers for Disease Control's social distancing guidelines;
- Where we must interact, proactive screening of employees and customers before they interact, and providing workers with personal protective equipment;
- Directing employees who can work from home to do so; and

- Temporarily suspending non-critical repair work where feasible.

As the situation evolves, we will continue to be guided by CDC, state and federal guidelines to ensure that we continue to serve you safely and reliably. For the latest information, please visit the [PSEG Coronavirus Update website](#).

### **Donations to community food banks**

The PSEG Foundation understands that the coronavirus presents a new and unique challenge to those who may already be struggling to meet the needs of their family. To that end, the Foundation is pleased to announce that we are supporting the efforts of Community FoodBank of New Jersey and Island Harvest Food Bank on Long Island, while also seeking new opportunities to help our communities.

In times of crisis, it's important that we also take time to look after ourselves. Many states and organizations, such as the [U.S. Department of Health & Human Services](#), have excellent resources online that include ways to cope with stress and anxiety. I encourage everyone to seek out the resources and support they need.

Know that PSEG is also here to support you and your community, as we have been for more than a century. By working together, I am confident we can meet this challenge. We hope you and your families are staying healthy and safe.

Sincerely,



Ralph Izzo

Chairman, President and CEO, PSEG

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