



## **PSE&G Commercial and Industrial (C&I) On-Bill Repayment – Frequently Asked Questions**

On-Bill Repayment (OBR) is an option available to customers addressing equipment or project costs not covered by incentives or rebates. Project related costs can be covered by PSE&G at the time of project completion, with the customer repayment via their utility bill, interest free for five years. PSE&G offers OBR to cover the customer's portion of costs for the Commercial & Industrial programs including Prescriptive, Custom, Energy Management and Direct Install. OBR may be applied for at the PRE or POST project phase. The repayment amount is then added to the customer's utility bill, divided over a 60-month period.

Applying for on-bill repayment:

1. Customer/Contractor indicates on project application if they would like to apply for OBR
2. The customer is evaluated based on Experian Financial Stability Score Review
3. OBR Proposal is sent to Customer/Contractor after Pre-Install Review Process is completed
4. Customer/Contractor signs and returns OBR Proposal
5. Customer/Contractor installs Measures and completes Project
6. Customer/Contractor submits Final Project Application and all relevant Project documentation
7. Post-Install Review Process is completed
8. OBR Contract is accepted and signed by Customer/Contractor
9. PSE&G issues Check and Repayment Obligations are added to Customer Utility Bill

### **FAQs**

#### **Q: Why is this program referred to as 'on-bill' repayment (OBR)?**

A: The term 'on-bill' refers to the process of billing the customer for a repayment charge 'on' the customer's monthly utility bill.

#### **Q: Will the OBR affect the measure incentive/rebate amount?**

A: No, while the incentive amount may change subject to the rules and conditions of the relevant rebate or incentive program, the amount will not be reduced for participating in the OBR program.

#### **Q: Can the customer self-install the equipment?**

A: Yes, the customer will need to submit a detailed invoice with all costs to be funded.

**Q: May the customer pay the OBR off early?**

A: The customer may pay some of the project cost up front to lower the OBR amount, or may pay off the outstanding balance in one lump sum.

**Q: What if a customer defaults on the OBR?**

A: Defaults could impact the customer's creditworthiness with PSE&G.

**Q: What if the customer moves to a new location before the OBR is repaid?**

A: If a customer with an outstanding OBR moves to a new location, the repayment must be paid in full on the final bill or transferred to the subsequent property owner. Repayments may not be transferred without PSE&G's written consent. OBR transfer requests are reviewed on a case-by-case basis and customers should be prepared to pay the outstanding balance in full, in the event a transfer request is denied.

**Q: When will the customer receive the OBR funds?**

A: Repayment funds are issued to the customer *after* the energy efficiency retrofit project has been completed and rebates and/or incentives have been approved.

**Q: Who will the OBR check be made out to?**

A: The OBR check may be made payable to either the customer or the contractor doing the work funded by the OBR. This is indicated in the required information on the Contract Agreement. Prior to issuing the check, the OBR team will contact the Customer to ensure the check issuance information is correct. The check cannot be issued until this information is confirmed.

**Q: Are partial Repayments allowed (i.e. customer funds part of project & OBR funds remainder)?**

A: Yes. Customers may fund part of the project and reduce the size of the OBR requested.

**Q: How long after Contact is signed will the customer see the OBR charge on their utility bill?**

A: It could take up to three months for the monthly charges to show on the customer utility bill.