



HOBOKEN RENEWABLE ENERGY PROGRAM

Frequently Asked Questions (FAQ)

What is a Community Energy Aggregation program?

Electricity service includes supply (sources/production of energy) and distribution (delivery of energy to homes and businesses). Currently, PSE&G provides both supply and distribution of energy. With a Community Energy Aggregation Program, the City of Hoboken can create a buying pool (aggregate) for the electricity supply of its residents to obtain a lower energy supply price from a third-party supplier than what PSE&G is currently charging.

What is the Hoboken Renewable Energy Program?

The Hoboken Renewable Energy Program is a community energy aggregation program that incorporates an additional percentage of renewable energy than what is currently being offered by PSE&G. This program is a major step toward achieving the City's goal of reaching net-zero energy by 2030, as established by Hoboken's Climate Action Plan.

Why establish a Renewable Energy Program?

With a Renewable Energy Program, Hoboken residents could access a higher percentage of renewable energy supply than offered by PSE&G, making access to renewable energy safe, convenient, and affordable.

Who is Concord Energy Services?

Concord Energy Services is an energy consultant licensed by the New Jersey Board of Public Utilities (NJBPUB). Concord has been retained by the City of Hoboken to administer and implement the Hoboken Renewable Energy Program. Concord has been in business since 1989 and currently supports large scale community/government energy aggregation programs in the State of New Jersey.

Do I have to participate in this program?

No. You can opt-out of this program by January 31, 2022, before it begins or at any time during the program with 30 days' notice via www.hobokennj.gov/renewableenergy, by calling 1-866-968-8065, or by returning the provided response card.

Will I be penalized if I do not participate in this program?

No. If you opt-out of this program you can stay with PSE&G or choose your own third-party supplier.

Are there any fees to participate or not participate in this program?

No. There are no fees or penalties for you to be included in or opt-out of this program, even after it starts.

Who will now read my meter and send the monthly bill?

PSE&G will continue to read your meter and send you your bill.

Who do I call for a power outage or I have questions about my monthly bill?

You will continue to call PSE&G for any emergencies, outages, or questions about your bill.

Am I going to have to pay more than one monthly bill if I am a part of this program?

No. You will continue to pay one bill directly to PSE&G. Your itemized bill will show your distribution charges from PSE&G and the Hoboken Renewable Energy Program rate for supply from the new supplier, Direct Energy.

Will budget billing be offered as part of this program?

Yes. Budget billing is offered.

What happens if City of Hoboken decides to not continue the Renewable Energy Program?

All residents will be sent back to PSE&G at the end of the initial contract period.

Will there be a change or disruption in my energy service?

No. You will see no change in service – PSE&G will continue to provide electricity through the same wires, maintain the energy infrastructure, and respond to emergencies. There will be no disruption of service if and when the supplier changes from PSE&G to a third-party supplier, or back.

Will the Low-Income Home Energy Assistance Program (LIHEAP) and Lifeline benefit programs for low-income residents still apply if I participate in the Renewable Energy Program?

LIHEAP is a federally funded program administered by the Department of Community Affairs to assist low-income households with paying their heating bills. Lifeline or Universal Service programs are state-funded programs to assist low-income households with paying their energy bills. The Renewable Energy Program will not impact a customer's eligibility for LIHEAP or bill credits for Lifeline or Universal Service programs.

If I have solar panels, can I be a part of this program?

Most third-party suppliers are not able to process the net metering portion of the solar credits. The City recommends that you not participate in this program to prevent losing your credits.

If I already have another third-party supplier, can I be a part of this program?

You will not be eligible to participate in this program if you already have a third-party supplier at this time. When your contract expires with your current third-party supplier, you can then choose to participate in this program by visiting www.hobokennj.gov/renewableenergy or calling toll free 1-866-688-5197.

What information will I receive about this program?

The City of Hoboken will send notices via the City's Nixle messaging system, maintain a website, and host several public meetings. Residents will receive at least two letters via U.S. Mail. The first letter will be an official informational packet from the City of Hoboken that provides information of the Hoboken Renewable Energy Program details. The second will be a confirmation letter from PSE&G stating you are participating in the program and the date your supplier will change from PSE&G to the new supplier, Direct Energy.

Will people be knocking on my door or calling me about this program?

No one associated with program, the City, or the third-party supplier will be knocking on your door or calling you unless they are responding to a message that you left with customer service. Please be wary of anyone trying to obtain your information by solicitation. All program information is strictly sent via U.S. Mail and available on the program's website at www.hobokennj.gov/renewableenergy

Can my information be sold to advertisers or energy companies?

No. All personal and account information, including your address and account number, is kept confidential.

Where can I get more information or answers to additional questions?

You can visit www.hobokennj.gov/renewableenergy or contact Concord Energy Services Customer Service Team at 1-866-688-5197.

