

The Crucial Credibility Test

When you ask people what they want most from their electric utility, many will say low rates and an increasing number will say green energy.

But if their lights go out, all want the same thing – getting them back on as soon as possible.

A measure of our success is the extent to which our customers have come to expect a high standard of safety and reliability from us, around the clock and throughout the year.

In 2008, as in three of the last four years, PSE&G received the National Reliability Excellence Award, given annually by industry experts to the utility that achieves superior results in delivering reliable electric service to its customers. In addition, PSE&G won the reliability award for the Mid-Atlantic region for the seventh straight year.

Safety goes hand in glove with reliability. During the past year, PSE&G also won the American Gas Association's Special Achievement Award, the organization's most prestigious award for safety. Our employees achieved exemplary results on a broad range of key safety and reliability measures, as they have done repeatedly over many years.

These awards underscore PSE&G's long-standing commitment to deliver safe, reliable and affordable service to the people and businesses who power New Jersey. They reflect the daily dedication of our employees to operational excellence, and speak to our responsibility to maintain the public's trust.

Yet there's no resting on laurels when millions of customers count on you. Ensuring

reliability and safety takes constant hard work and requires large, ongoing investments in people, systems and infrastructure.

Reliability must be a continuing priority if our nation is to make headway on key challenges such as climate change and energy independence while getting the economy growing again.

This will require policies that encourage investment and the development of new

reliability resources, such as energy conservation efforts that reduce greenhouse gases. And there can be no neglecting essential bread-and-butter infrastructure, including power plants able to run as needed to meet customer load, and world-class transmission superhighways and distribution networks to move the power and deliver it safely and reliably to customers. New transmission is especially needed since many of our nation's wind and other clean energy resources are far

from population centers.

Providing safe, reliable, affordable and clean energy, where and when needed, is the crucial credibility test by which we expect to be measured and by which we will continue to measure ourselves. As a company known as Public Service, we can ask for nothing less.

What's your view? Please let us know at Opinion@PSEG.com



Achieving exemplary results on a broad range of key safety and reliability measures.



PSEG

We make things work for you.