

New Jersey Natural Gas Advantage

For Your Home & Business

Savings Coming Your Way!

Good news. NJNG customers will spend less money heating their homes this winter season. We're helping take the spike out of your NJNG bills with a decrease to our Basic Gas Supply Service and Conservation Incentive Program (CIP) rates. (Adjustments to the CIP are included in NJNG's delivery rate, which represents the cost of delivering natural gas service to homes and businesses.) Subject to approval by the New Jersey Board of Public Utilities, typical residential heating customers, using 100 therms per month, will see bill decreases of \$10.24 or 9.3 percent effective October.

We continue to effectively manage our programs to meet your expectations for reliability and value, every day.



October is National Energy Awareness Month.

Through Conserve to Preserve®, we provide our customers with the tools and resources to help make smart energy decisions while saving energy and money along the way. For more information, visit njng.com and click on Save Energy & Money. By conserving energy today, we can all make a difference in the lives of future generations.



Stay Comfortable this Heating Season

Find out how to stay comfy this winter with the New Jersey Comfort Partners Program. Qualified limited-income customers may benefit from Comfort Partners' free energy saving and energy education program. **See the enclosed insert for program details and eligibility requirements.**

*Thinking About Saving Energy and Money
Just Got a Whole Lot of Fun with*

Save Energy.
Win Prizes!
Save Money.

It pays to save energy and money with NJNG! We're giving away more than \$30,000 in prizes in our fourth annual **Save Energy. Save Money. Win Prizes!** sweepstakes.

Complete the online sweepstakes form for a chance to win **\$5,000 for you and \$5,000 for the local school or community organization of your choice.** Want to pick up great energy-saving tips and have a chance to win an INSTANT prize? **Be sure to give the Savings Slot Machine a spin and you could win a \$500 Lowe's® Gift Card OR a \$250 Lowe's Gift Card and Home Energy Audit by NJNG's The SAVEGREEN Project®.** Play every day to increase your chances of winning.

What are you waiting for? Enter the **Save Energy. Save Money. Win Prizes!** sweepstakes today. And invite your friends to join. Remember one lucky Grand Prize winner will receive \$5,000! Don't forget to sign in daily to play the Savings Slot Machine game and get energy-savings tips along the way. Your instant prize just may be a spin away.

Save Energy. Save Money. Win Prizes! runs from October 15 through December 16, 2014. To get started visit njng.com and click on the **Save Energy. Save Money. Win Prizes!** link. Good luck!

NO PURCHASE NECESSARY. A PURCHASE WILL NOT INCREASE YOUR CHANCES OF WINNING. LEGAL RESIDENTS OF ELIGIBLE ZIP CODES LOCATED IN NJ, 18 YEARS AND OLDER. VOID WHERE PROHIBITED. Promotion ends 12/16/14. For Official Rules, prize descriptions and odds disclosure, visit <http://www.njng.com/>. Sponsor: New Jersey Natural Gas, 1415 Wyckoff Road, Wall, NJ 07719. Name Removal Notification System: If you would like your name removed from NJNG's mailing list for future prize-based promotions contact us at: New Jersey Natural Gas, 1415 Wyckoff Road, PO Box 1464, Wall, NJ 07719 Attn: Customer Service Contests or e-mail us at customerservice@njng.com and your name will be removed within 60 days of the request. Please note you still will continue to receive bills for your natural gas service and non-promotion related newsletters and inserts, including mandated notifications.



Get Set for Safety

Don't forget to set your clocks back to standard time on Sunday, November 2. And while you're at it change the batteries in your smoke and carbon monoxide (CO) detectors. When homes are sealed up against cold weather, there is a greater chance of dangerous build up of CO. So please take a few minutes to get set for safety.

Check out the insert for additional information on CO safety.

Plan before You Leave: Winterize Your Home

Closing up your summer house? Leaving for an extended time during the winter? Take heed to these tips to help winterize your home:

- *Adjust the thermostat to 55 degrees to help keep water pipes from freezing and bursting. (Consider installing a low-temperature sensor that alerts your alarm monitoring company when your home's temperature drops below an established setting.)*
- *Unplug electrical appliances and avoid energy hogs.*
- *Turn off your water from the main source and open all taps to drain remaining water to avoid pipes from freezing.*

Be sure to contact us at 800-221-0051 or customerservice@njng.com with your cell phone number, or that of an emergency contact, when your home is unoccupied for a long period. Proper access to your home will help us promptly restore natural gas service in the event of disruption and avoid potential property damage.

How To Reach Us

Call us:

Toll-free: 800-221-0051

People with hearing and speech impairments (TTY/TDD): 800-223-0024

Report a natural gas leak: 800-GAS-LEAK (800-427-5325)

Call before you dig: 811 or 800-272-1000

E-mail us: customerservice@njng.com

Visit our Web site: www.njng.com

Write to us: New Jersey Natural Gas, 1415 Wyckoff Road, P.O. Box 1464, Wall, NJ 07719



Before You Turn up the Heat ...

Gearing up for the heating season takes a bit of preparation toward energy-efficiency and savings. Here are a few tidbits to help you get ready before the winter season begins:

- *Ensure your heating system is operating at peak performance with an inspection and routine maintenance performed by a professional contractor.*
- *Replace your furnace filter to increase efficiency; and change it monthly if you have pets, smokers or people with breathing difficulties living in your home.*
- *Make sure your furnace and water heater are properly ventilated and clear of obstructions.*
- *Seal up seams and cracks around walls, windows, doors and fixtures to reduce drafts.*
- *Check that vents and registers are dust-free and not blocked by furniture, draperies or rugs, allowing heat to circulate.*

Need a new heating system or have a drafty house? The SAVEGREEN Project, NJNG's energy-efficiency program, offers enhanced rebates and incentives to help make energy-efficiency upgrades more affordable. Visit savegreenproject.com to learn more.

An Important Safety Message

Corrugated Stainless Steel Tubing (CSST) is a flexible, stainless steel pipe with a yellow (or in some cases, black) exterior plastic coating used to supply natural gas and propane to some homes and businesses. It should be properly bonded and grounded. If lightning strikes on or near a structure, there is risk it can travel through the structure's natural gas piping and cause a leak and, in some cases, a fire. If work has been performed on the natural gas piping system in your home or business since 1990, it's possible that CSST was installed but not to current installation requirements.

If you find CSST, it is strongly recommended you contact a licensed electrician to ensure your system is properly bonded. For more information, concerning the safety of CSST go to csstsafety.com.

Priority Service for Life-Sustaining Equipment

If someone in your home or business uses life-sustaining equipment, please contact Customer Services at 800-221-0051 or customerservice@njng.com and let us know about your situation. We'll make the restoration of your natural gas service a priority in the event of a service disruption.