

## Customer Bill of Rights

### The New Jersey Board of Public Utilities has established the following customer rights regarding utility billing and service:

1. You have the right to utility service if you are a qualified applicant.
2. You shall not be asked to pay unreasonably high deposits as a condition of service, or to make unreasonable payments on past-due bills.
3. You have the right to budget billing or payment plans if you are an electric or natural gas customer.
4. You are entitled to at least one deferred payment plan in one year.
5. You have the right to have any complaint against your utility handled promptly by that utility.
6. You have the right to call upon the New Jersey Board of Public Utilities (BPU) to investigate your utility complaints and inquiries. Your service may not be terminated for nonpayment of disputed charges during a BPU investigation.
7. If you suspect your meter is not working properly, you have the right to have it tested, free of charge, once a year by your utility. For a \$5 fee, the meter test will be conducted under the supervision of the staff of the BPU.
8. You have the right to a written notice of termination, 10 days prior to discontinuance of service.
9. Residential service may be shut off, after proper notice, Monday through Thursday, 8 a.m. to 4 p.m. A utility may not shut off residential service involuntarily on Friday, Saturday, Sunday, or a holiday or the day before a holiday, or if a valid medical emergency exists in your household.
10. Winter Termination Program – If you are an elderly or low-income customer having financial problems paying your bill, you should request the company to enroll you in a budget plan in accordance with your ability to pay. You are required to make good faith payments of all reasonable bills for service and in return are assured of the right to have natural gas and electric utility services from November 15 to March 15 without fear of termination of such services. Please contact your utility to ensure you are protected under this category.
11. If you live in a multifamily dwelling, you have the right to receive a posted notice of any impending shut-off. This notice must be posted in a common area and/or sent individually to occupants.
12. You have the right to have a “diversion of service” investigation if you suspect that the level of consumption reflected in your utility bill is unexplainably high.
13. Service shall not be shut off for nonpayment of repair or merchandise charges, nor shall notice threatening such discontinuance be given.
14. You have the option of having a deposit refund applied to your account as a credit or of having the deposit refunded by separate check.

### The New Jersey Board of Public Utilities has established the following customer rights regarding supplier choice:

1. You have the right to be told, both in advertising and in contracts, the price per therm over the term of the contract, projected savings and the period of time for which the price is valid.
2. If your supplier does not offer a fixed price, you have the right to receive price comparisons between the supplier’s price and the price to compare/basic gas supply charge.
3. Your contract must include a complete list of fees, including contract termination penalties, late fees and interest charges, including the amount and circumstances for which they can be imposed.
4. Your contract must explicitly show prices for services other than natural gas supply and must identify those prices separately.
5. You may not be charged a fee to switch to or from a new supplier.
6. You cannot be denied natural gas service because of your race, color, national origin, age, gender, religion, source of income, receipt of public benefits, family status, sexual preference or geographic location within the service territory of a natural gas distribution company.
7. If a deposit is required, the money must be held in escrow, and you must receive a receipt.
8. You have the right to choose a new supplier, at any time, subject to your contract terms. Business customers who return to basic gas supply service may be prohibited under certain conditions from switching again for a one-year period; residential customers are not subject to the one-year minimum.
9. Your Natural Gas Distributor must confirm, in writing, your decision to choose a new supplier. As a residential customer, you have 7 days to notify your Natural Gas Distributor that you have changed your mind.
10. You cannot have your supplier changed without your expressed consent, either in writing or through Internet enrollment. Slamming is prohibited by law.
11. If you are slammed, you must pay only what you would have paid had your natural gas service not been switched without authorization.
12. You have the right to call upon the New Jersey Board of Public Utilities (BPU) to investigate your complaints or inquiries. Your service may not be terminated for nonpayment of disputed charges during a BPU investigation.
13. You must receive written notice at least 30 days in advance that a supplier intends to terminate your service and be told, as part of your contract, the circumstances under which your service can be terminated.
14. If you are receiving natural gas and electric supply from a single supplier, failure to make payment for one cannot result in termination of the other, unless your contract explicitly permits it.
15. You have the right to terminate your contract with 48 hours notice to your supplier if you move to the territory of a different Natural Gas Distributor.
16. You have the right to have your personal or business records kept confidential by the supplier and by your Natural Gas Distributor unless you give consent to have them disclosed, except in relation to government aggregation programs pursuant to N.J.S.A. 48:3-49 et seq.

If you have any questions about the Customer Bill of Rights, please call the BPU at 800-624-0241.  
If you are calling the BPU from out of state, dial 609-341-9188.  
You can also visit [www.state.nj.us/bpu](http://www.state.nj.us/bpu).