



New Jersey Natural Gas Advantage

For Your Home



stay connected
the choice is yours

Improved Self-Service Experience

This past winter, the colder weather contributed to your natural gas usage and increased your bill. As a result, we experienced higher-than-normal call volume, which sometimes made it difficult to connect with a customer service representative. We are making improvements and our new phone system is a convenient way to interact with us and complete transactions, especially during evenings and weekends when it might be most convenient for you.

The new system communicates with callers through voice-activated menus for a more user-friendly experience no more numeric prompts or buttons to press. Now you can simply say the reason you are calling and we'll get you where you want to go, helping you complete transactions more efficiently.

You can perform the same transactions as you can on My Account at njng.com, without the need to speak with a customer service representative:

- Pay your bill
- Set up a Deferred Payment Agreement for qualifying accounts
- Get your account balance
- Sign up for ZipCheck (NJNG's Auto Pay plan)
- Enroll in the Budget Plan
- Stop your service

Access our self-service options, anytime from anywhere, with just a simple call to 800-221-0051.



Need to connect with a customer service representative for routine account matters? In addition to calling, you can send us an e-mail at customerservice@njng.com or a message via Facebook. Be sure to include your account number and contact information. You can also complete transactions online at My Account at njng.com. We look forward to assisting you.

Get The Most From Your Energy Dollar

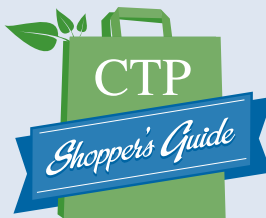
It doesn't have to be winter for you to take advantage of our many tools and resources to help you better manage your energy bills. In fact, consider it a head start ...



Save Energy & Money

Save Energy & Money

NJNG offers customers the tools and resources to make wise energy decisions through Conserve to Preserve® (CTP). And to help you along, the Save Energy & Money section of our Web site, njng.com, is filled with energy-saving information and tools for both residents and business owners to help you save energy and money.



CTP Shopper's Guide

NJNG provides a unique, online shopping experience for discovering energy-efficient products that match your needs and budget. Research and locate energy-efficient appliances and lighting currently in stock at local retailers and online stores, with real-time results so that you can find the best deal in your area.



CTP Dashboard

This online home energy analyzer offers a FREE home energy profile. You'll get a customized action plan, which contains useful information and cost-effective advice that can help make your home more energy-efficient and comfortable.



The SAVEGREEN Project®

NJNG's energy-efficiency program, provides money-saving incentives to help make energy-efficiency upgrades more affordable.



Register for FREE E-Tips.

Sign up at My Account at njng.com to receive monthly e-mails filled with valuable energy-saving tips and updates on program offers and rebates.

For more information on these and other Conserve to Preserve energy-saving tools and resources, visit the Save Energy & Money section of njng.com.



Join NJNG and the BlueClaws for family fun at FirstEnergy Park when the BlueClaws take on the Hagerstown Suns. Members of NJNG's The SAVEGREEN Project® will be on hand to show you and your family how to hit a home run for the environment and save money on your energy bills.

And it's "giveaway" night at FirstEnergy Park. The first 2,000 fans will receive USA Soccer T-Shirts courtesy of NJNG.

WEDNESDAY, JUNE 11, 2014, 7:05 P.M.
FIRSTENERGY PARK, LAKEWOOD

Need tickets? Call 732-901-7000 or visit blueclaws.com.

Thinking of Changing Energy Providers? Here's What You Need to Know.

New Jersey law provides customers the opportunity to select a third-party energy provider. As a reminder to our customers, if considering a third-party supplier remember to:

- Use the BGS (Basic Gas Supply) price listed under the bill calculation section of your NJNG bill to compare with that of a third-party supplier.
- Before entering into an agreement, determine if the supplier is offering a fixed rate that is subject to automatically change at the end of the term, or a variable rate that may be subject to market price fluctuations throughout the term.
- Inquire about fees — be informed regarding the specific rate terms and conditions, as well as any cancellation penalties. Note it can take an average of two months to move service to or from a third-party provider.

And, if you are already signed up with a third-party provider, continue to monitor your bill and any communication you receive from them.

While the natural gas purchasing function will be handled by the supplier of your choice, we'll continue to deliver your natural gas and respond to your service and emergency needs. You can find links to third-party suppliers in the Energy Choice section of My Home at njng.com. If you are interested in comparing third-party supplier prices to NJNG's prices, go to the Billing and Prices tab under the My Home section of njng.com for historical NJNG rate and other helpful information.

Give Warm Wishes with an NJNG Gift Certificate

Whether you are looking for a Father's Day gift or just want to help a neighbor or family member in need ... NJNG has the perfect idea for you. A Warm Thoughts gift certificate can be purchased for an NJNG customer for any amount you choose. It's easy. Just visit one of our business offices or go to the Payment Options quick link at njng.com and click on Gift Certificates. Follow the instructions to purchase a gift certificate and we'll take care of the rest.

We'll automatically apply the gift payment to the recipient's NJNG account on the date you request. And we'll even send you a Warm Thoughts gift certificate to present to the recipient. For additional information, call 800-221-0051.



Plant a Tree:

Help Protect the Environment

Today, climate change is a major concern. The simple act of planting a tree will absorb just over one ton of carbon dioxide from the atmosphere, help fight climate change, improve the quality of our air and water, provide shelter for wildlife and enhance the quality of life for generations to come. Help make a difference by participating in NJNG's Planting for Our Future program. For every \$5 you donate, one tree will be planted and we'll plant one too. All customer donations and our dollar-for-dollar match is allocated to planting trees in native forests across our country, including the Edwin B. Forsythe Wildlife Refuge in Ocean County. To date, together with our customers, we've planted over 45,200 trees and reduced carbon emissions by more than 60,000 tons or the equivalent of eliminating 42,098 passenger vehicles from New Jersey's roadways!

Join our efforts to help protect the environment. Add your desired contribution to your NJNG bill or simply send a check in the enclosed donation envelope.

Thank you for making a difference!

Guard Your Personal Information

Identity theft remains prevalent. And now, more than ever, it is important to guard your personal information. At NJNG, your social security number is requested only to establish a new account or to verify your identity when you call. That means we will never call you and request your social security number over the phone. If you think someone is falsely representing him or herself as an NJNG employee, please request his/her name and employee ID number, then call NJNG at 800-221-0051 for verification.

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