

For Your Home

nj living times

News and Information From New Jersey Natural Gas



**Thank you for ranking New Jersey Natural Gas
“Highest in Customer Satisfaction for Residential
Natural Gas Service in the Eastern U.S.”
by J.D. Power and Associates.***

WARM WISHES WITH AN NJNG GIFT CERTIFICATE

Looking for that perfect holiday gift for the person who has everything? Or perhaps you just want to help a neighbor or family member in need. NJNG has a great idea for you – a Warm Thoughts gift certificate.

Warm Thoughts gift certificates can be purchased for any NJNG customer in any amount you wish. It's easy! Just visit one of our business offices or our Web site, njng.com, and click on the Payment Assistance quicklink. Follow the instructions to purchase a gift certificate and we'll take care of the rest.

The gift payment will be automatically applied 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 1-800-221-0051.

Take Care of Your Natural Gas Meter

When winter weather arrives, remember these important safety tips to allow for safe, easy access to natural gas equipment for our meter readers or other technicians in case of an emergency or for routine maintenance.

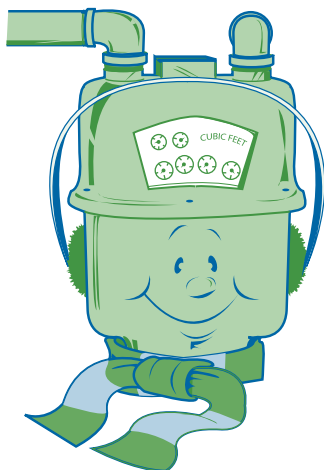
Ensure there is a clear path to your meter and the area around it is free of snow and ice.

Use a broom to carefully remove snow from your meter.

Take care when shoveling, plowing or using a snow-blower in the area around your meter.

If you have any ice from your roof hanging over your meter, remove it carefully.

Do not use sharp tools or instruments on or near the meter.



Get the Most From Your Energy Dollar!

Fall is the perfect time, before the winter heating bills arrive, to take advantage of the many tools and resources NJNG has available to help you manage your energy bills.

Bundle Up – When you combine some of our most convenient services, managing your natural gas bills just gets easier. Start with E-Bill, our paperless bill service to view and pay your bill from anywhere at anytime. Then add ZipCheck, our free bill payment service which automatically deducts your monthly payment from your bank account. Then top it off by joining the NJNG Budget Plan to spread your annual natural gas costs evenly over 12 months. Visit the Payment Options section of My Account at njng.com today to sign up for these free services – and you'll never worry about missing a payment again.

Reduce Your Energy Bills – Use our FREE Conserve to Preserve Dashboard to perform an online energy audit of your home and learn simple ways to make it more energy-efficient. You can also analyze and graph your energy use, see what it costs to run your appliances and get customized energy-saving tips.

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 information on offers and rebates.

Make a Payment Agreement – If you have past-due bills, visit My Account at njng.com to set up a deferred payment agreement. Or, call 1-800-221-0051 and listen for the voice prompt to direct you to Account Information and Payment Options.

Visit Save Energy & Money – This special section of our Web site, njng.com, is filled with energy-saving tips for both residents and business owners. You'll also find information on the latest available programs, rebates and incentives to help you manage your energy costs.

Inquire About Energy Assistance – Customers experiencing financial hardship may qualify for energy assistance from federal, state and local programs. Please refer to the list of programs on the reverse side including NJNG's own Gift of Warmth Fund.

The Choice Is Yours

New Jersey law allows customers to select their own energy providers. Below is a current list of eligible natural gas suppliers in our area. When shopping for natural gas from these third-party suppliers, use the BGSS price listed under the Bill Calculation section of your NJNG bill to comparison shop.

Whatever supplier you choose, you'll still be a valued NJNG customer. We'll continue to deliver your natural gas and respond to your service and emergency needs. Additional information and links to third-party suppliers can be found in the Energy Choice section of My Account at njng.com.

Core Energy	1-877-329-3495
Dominion Retail Inc.	1-866-275-4240
GASMARK	1-856-273-9995*
Gateway Energy Services Corp.	1-800-805-8586
Great Eastern Energy	1-888-651-4121*
Hess Corporation	1-800-437-7872*
Hudson Energy Services LLC	1-877-HUDSONg
Infinite/Intelligent Energy	1-877-483-4684
Metro Media Energy	1-732-542-7575*
MX Energy	1-800-785-4373
NATGASCO (Mitchell Supreme).....	1-800-840-4GAS*
Pepco Energy Services	1-800-363-7499*
PPL EnergyPlus LLC	1-866-505-8825*
South Jersey Energy Company.....	1-609-561-8385*
Sprague Energy	1-603-431-1000*
U.S. Gas & Electric.....	1-866-568-0290
Woodruff Energy	1-800-557-1121

*Commercial customers only

Note: NJNG does not solicit natural gas sales door-to-door or by phone. If you think someone is falsely representing him or herself as an NJNG employee, please request their name and employee ID number then call NJNG at 1-800-221-0051 for verification.

Plan Ahead Before You Leave

If you are spending any time this winter away from home or if you have a second residence – please give us your cell phone number or the name and telephone number of a neighbor, friend or relative who can provide us access in the event of an emergency or a natural gas service disruption. Proper access will help us restore your service promptly and help you avoid any potential property damage. Call us today at 1-800-221-0051 to designate an emergency contact.

If you plan to be away for an extended period of time, make sure to have your home winterized by a licensed plumber. If you choose not to winterize your home, leave the furnace set to at least 50 degrees to help keep water pipes from freezing and bursting. You can also ask your alarm company about installing a low-temperature sensor on your alarm system to alert the company. Or, purchase a plug-in freeze alarm from a local retailer that will call a designated number to alert someone when the home temperature drops too low.

Energy Assistance Programs

For energy assistance information and eligibility requirements, visit www.energyassistance.nj.gov or call the agencies listed below for your county.

Home Energy Assistance Program (HEAP)*
Universal Service Fund (USF) (Income-based)
Gift of Warmth Fund (Based on financial need)

Middlesex County

Puerto Rican Action Board

90 Jersey Avenue, New Brunswick, NJ 08901
1-732-828-4541 or 1-732-775-4442

Monmouth County

Check-Mate Inc.

910 Fourth Avenue, Asbury Park, NJ 07712
1-732-502-8855

Morris County

Morris County Organization for
Hispanic Affairs

95-97 Bassett Highway, Dover, NJ 07801
1-973-366-1131

Ocean County

O.C.E.A.N. Inc.

22 Hyers Street, Toms River, NJ 08753
1-732-244-9041
507 River Avenue, Lakewood, NJ 08701
1-732-942-3405

NJ SHARES

 (Based on financial need)

Call 1-866-657-4273 to find the agency in your area or visit www.njshares.org.

Lifeline Credit Program

 (Seniors and disabled)

1-800-792-9745

Please see the enclosed insert with additional details about New Jersey's Lifeline Credit Program, which provides assistance for income-eligible seniors and adults over 18 receiving social security to help pay their utility bills.

How To Reach Us

Call us:

Toll-free:

1-800-221-0051

People with hearing and speech impairments
(TTY/TDD):

1-800-223-0024

Out of state:

1-732-938-7977

Report a gas leak:

1-800-GAS-LEAK (1-800-427-5325)

Call before you dig:

811 or 1-800-272-1000

E-mail us:

customerservice@njng.com

Visit our Web site:

www.njliving.com

Write to us:

New Jersey Natural Gas

1415 Wyckoff Road,

P.O. Box 1464, Wall, NJ 07719