

For Your Home & Business

njliving times

News and Information From New Jersey Natural Gas



Dear Neighbor,

As a lifeline service provider, we understand the importance of a warm home. We also believe that no one should have to choose between heating their home and any other basic necessity. That is why we created the Gift of Warmth.

Each year, hundreds of families in our communities struggle to heat their homes. In these challenging economic times, that struggle has only become more difficult. Through a contribution to the Gift of Warmth, you can help a family in need keep warm this winter. The program is administered by the United Way of Monmouth County, with every dollar going directly to helping a deserving family and, as always, all donations are tax-deductible. Additionally, NJNG will match all donations, dollar for dollar, up to a total of \$80,000.

Making a difference for someone in need is even easier than you think. You can make a monthly contribution or a one-time donation right on your NJNG bill. Simply indicate which option works better for you on the enclosed self-addressed envelope and return it to us. If you choose to make a one-time donation separate from your bill, please include a check payable to the Gift of Warmth Fund.

On behalf of the more than 18,000 families who have benefited from the Gift of Warmth, we hope that you will consider making a donation to help keep those in need warm this winter. Even a little bit can help make a big difference. As always, your support and generosity are deeply appreciated.

Sincerely,

Laurence M. Downes
Chairman and CEO
New Jersey Natural Gas



Gift of Warmth

Thank You for Giving to the Gift of Warmth

Save this reminder for your tax records.

Please complete and mail the enclosed Gift of Warmth envelope to make your contribution.

Donating is easy with a monthly or one-time contribution through your NJNG bill.

You may also send a check. Just choose the option that's easiest for you!

Donation amount: _____

Date: _____

One hundred percent of every dollar donated goes directly to help families in need, and NJNG will match 100 percent of each donation up to a total of \$80,000. All contributions are tax-deductible.

Local offices of the New Jersey Department of Community Affairs and the United Way of Monmouth County administer the Gift of Warmth fund. For additional information, visit our Web site, njng.com.

And the winner is ...

Turn over to read about the lucky NJNG customer who won our  Sweepstakes!



Arc of Monmouth

NJNG is proud to be associated with The Arc, a wonderful community organization with chapters throughout New Jersey. The Arc is committed to empowering children and adults with intellectual and developmental disabilities and their families to ensure they can live as independently as possible as valued members of our communities.

The Arc has a variety of residential services designed to promote personal growth and independence in a safe and caring environment. Residences include group homes, supervised apartments, supportive living environments and even independent living situations.

Family support is a key component to Arc services. Caregivers in need of temporary relief can turn to in-home or out-of-home respite programs and community-based recreational programs. Recreational activities help participants with social interaction skills and also encourage a healthy, fit lifestyle that improves their quality of life.

The Arc's vocational programs help individuals learn tasks and develop work skills, secure productive employment opportunities and obtain transportation to increase self-sufficiency. At the Dorothy B. Hersh High School in Tinton Falls, run by The Arc of Monmouth, employment readiness is the primary focus for the students, age 14 to 21. In addition, The Arc runs adult training centers which help strengthen everyday living skills.

Over the years, one such vocational program, The Arc of Monmouth Work Opportunity Center, has been a valuable resource to NJNG. Center employees assemble and mail NJNG new customer welcome packages. Elaine Richardson, marketing and sales manager for the center, tells us that, "Whether you are starting up a new business, adding new services or looking to outsource existing services...we can help. Our services include hand assembly, shrink wrapping, bulk mail production, UPS shipping and more."

We encourage you to visit arcnj.org to learn more about this dedicated organization and their invaluable service to our communities. We also recommend you contact Elaine Richardson at 1-732-229-4414 Ext. 205 or e-mail erichardson@arcofmonmouth.org to benefit from The Arc workforce opportunity.

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

SafetyCorner

Guard Your Personal Information

We've all heard horror stories about identity theft. Today, more than ever, it's important to guard your personal information. At NJNG, your social security number is required **only** to set up a new account. **We never call customers to request a social security number over the 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.

Free Help with Energy Assistance Forms

Beginning January 8, volunteers from Check-Mate will be available in our Asbury Park office at 633 Lake Avenue from 9 a.m. to 4:30 p.m. every Friday in January to assist NJNG customers in completing energy assistance application forms.

For information on energy assistance programs, visit njng.com and click on the Payment Assistance quicklink or call us at 1-800-221-0051.



For Tanya Nolan (right) of Howell, the holiday season started off with a warm and wonderful gift – a winter's worth of natural gas, valued up to \$1,000! Kathleen Kerr, vice president of Customer Services (left), congratulated Tanya who was entered into our E-Bill sweepstakes when she signed up for our new paperless bill service.

Join Tanya and the rest of your fellow green NJNG customers who already enjoy the convenience of E-Bill, our secure, electronic bill presentment and payment service. Sign-up is easy. Just log in (or register) to "My Account" at njng.com and look for the E-Bill tab. Each month, you'll receive an e-mail when your bill is ready to view and pay. And, there's no service fee when paying directly from your savings or checking account within E-Bill.

E-Bill is a real winner – it's convenient and helps preserve our natural resources!