

January 2012



For Your Home & Business

New Jersey Natural Gas Advantage



Happy New Year!

Make a New Year's Resolution for the Good of the Environment!

Through our Conserve to Preserve® (CTP) initiative, NJNG customers have come to rely on our employees to deliver valuable energy conservation tips. Since its inception, CTP has helped customers save \$193.3 million in energy costs. And over the past 12 months, our employees shared nearly 350,000 CTP tips with our customers. So, this New Year why not commit to a lifestyle change? Start by implementing some no- to low-cost conservation tips that can help you save energy and money at home.

The Save Energy & Money section of www.njng.com has energy-saving tips for residents and a section dedicated to businesses. Visit today for the tools and resources you need to Conserve to Preserve.

On Your Way to Savings with the Energy Store!

As part of our CTP initiative, we continue to identify new ways for our customers to save energy and money. Along these lines, we've built an online energy-saving store just for you. There, you can purchase deeply discounted energy-efficiency lighting fixtures and bulbs, air sealing and insulation products, thermostats, water-saving products, carbon monoxide detectors and more. New Jersey's Clean Energy Program™ discounts the lighting products while NJNG discounts the other energy-saving items.

NJNG makes no profit on these sales - we're simply helping you save energy and money! So start shopping today, visit www.njng.com/store.



The Phase-Out of Incandescent Bulbs: What You Need to Know

Starting January 1, 2012, the common incandescent light bulb will begin to phase out, starting with the 100-watt light bulb and ending with the 40-watt bulb in January 2014. Consumers will now have the option of purchasing compact fluorescent lights (CFLs) and other energy-efficient lighting. It takes a 25 watt CFL to emit the same amount of light as a 100 watt incandescent bulb, resulting in estimated annual energy savings of \$19. For more information on the new energy-efficiency requirements visit www.energystar.gov.

Priority Service for Life Sustaining Equipment

Please let us know if you or someone else in your home uses life-sustaining equipment. Simply contact customer services at 800-221-0051 or customerservice@njng.com and tell us about your situation. We'll make restoration of your natural gas service a top priority in the event of a service disruption.



HAT TRICK!

Thank you for rating New Jersey Natural Gas "Highest in Customer Satisfaction With Residential Natural Gas Service in the Eastern U.S. Among Large Utilities, Three Years in a Row."

*New Jersey Natural Gas received the highest numerical score among large utilities in the Eastern U.S. in the proprietary J.D. Power and Associates 2009-2011 Gas Utility Residential Customer Satisfaction StudySM. 2011 study based on 62,711 online interviews ranking 10 providers in the Eastern U.S. (CT, DC, MD, MA, NH, NJ, NY, PA, RI, VA). Proprietary study results are based on experiences and perceptions of customers surveyed September 2010-July 2011. Your experiences may vary. Visit www.jdpower.com.

Stay Tuned ... Coming Soon the New and Improved "My Account" at www.njng.com

Follow Us on Social Media

Social media is the craze these days. Chances are you've dabbled in it. And if you're new to the social media scene, we'll make it easy for you ... begin with New Jersey Natural Gas. Visit our Facebook page New Jersey Natural Gas or our Twitter page @NJ Natural Gas. Encourage your friends, family and neighbors to join in the fun and follow us as well. It's a great way to stay connected with your favorite utility and get timely seasonal tips, notifications, updates to incentive programs and more.

Have a Smartphone? Start now and check us out at Facebook or Twitter.



Stay Comfortable this Heating Season

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

Cha Ching! That's the Sound of Savings!

There's a little something extra coming your way just in time for the heating season ... a bill credit. Chances are you noticed a credit in your December bill - well, there's another one coming your way in January. A typical residential customer using 363 therms over the two months will receive credits totaling approximately \$160. Now go ahead and treat yourself to something special.

Start the New Year Off With a Better Way to Manage Your Budget

You can even out the highs and lows of your energy bill with our no-cost Budget Plan. The program can help you make household budgeting more predictable and easy by spreading your estimated annual natural gas costs evenly over 12-monthly payments. For accounts in good standing, simply pay the "Budget Option" amount, and any other non-gas charges shown on your NJNG bill, prior to the due date. Or, register online at www.njng.com under the My Account tab. Join today!

Struggling to Pay Your Natural Gas Bill?

You may qualify for energy assistance. For additional information contact one of our energy assistance professionals at 800-221-0051 or energyassist@njng.com. To determine eligibility requirements visit www.energyassistance.nj.gov or contact one of the Community Action Program agencies in your county.

Home Energy Assistance Program (HEAP)
(Income based)

Universal Service Fund (USF) (Income-based)

Temporary Relief for Utility Expenses (TRUE)
(Income based)

Gift of Warmth Fund (Based on financial need)

NJ SHARES (Based on financial need)
Call 866-657-4273 to find the agency in your area or visit www.njshares.org.

Lifeline Credit Program (Seniors and disabled)
800-792-9745

Middlesex County

Puerto Rican Action Board*†
90 Jersey Avenue, New Brunswick, NJ 08901
732-828-4541 or 732-775-4442

Monmouth County

Affordable Housing Alliance*†
59 Broad Street, Eatontown, NJ 07724
732-389-2204

Check-Mate Inc.

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

Morris County

Morris County Organization for Hispanic Affairs*†
95-97 Bassett Highway, Dover, NJ 07801
973-366-1131

Ocean County

O.C.E.A.N. Inc.†
22 Hyers Street, Toms River, NJ 08753
732-244-9041
507 River Avenue, Lakewood, NJ 08701
732-942-3405

* These agencies do not accept Gift of Warmth applications.

† This agency accepts TRUE Grant applications.

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