



*For Your Home & Business*

# NEW JERSEY NATURAL GAS ADVANTAGE



## KIDS and conservation

Our annual Conserve to Preserve Kids and Conservation poster and video contest is just one way to get students thinking about protecting the environment. And we commend the hundreds of students from schools throughout our service territory who participated this year, submitting works of art that truly exemplify what Conserve to Preserve® is all about. This year's winners and their artwork were introduced at the Annual Shareowners' Meeting of New Jersey Resources, parent company of NJNG.

The three fifth grade students who won the poster contest were awarded a laptop computer while the winning video group entry received \$2,500. Let's not forget the winner of the Viewers' Choice Award, selected by the public, who received an additional \$500 prize. And the respective schools received \$1,000 toward an energy conservation or environmental beautification project. Congratulations winners!

Visit Save Energy & Money at [www.njng.com](http://www.njng.com) and click on Kids and Conservation to check out the winning entries. While there check out engaging resources that will encourage children to conserve today for a greener tomorrow.

**Video Winner**

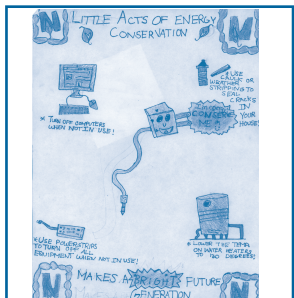
**Brian Murphy, Gabby Maurer, Gia Reilly**  
Communications High School  
Wall

**Viewer's Choice Award Video Winner**

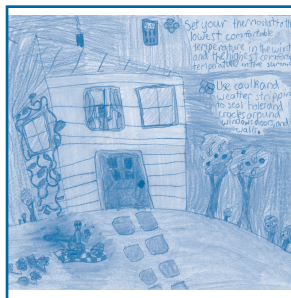
**Girl Scout Troop 1016, Howell**



**Monmouth County Winner**  
**Lianna Marcincuk**  
West Freehold Elementary School  
Freehold



**Morris County Winner**  
**Sinduja Sivakumar**  
Woodmont Elementary School  
Pine Brook



**Ocean County Winner**  
**Reece Goodson**  
Frog Pond Elementary School  
Little Egg Harbor



## 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 Study™. 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](http://www.jdpower.com).



There's good news for homeowners who thought they missed the opportunity to implement energy-efficiency upgrades and take advantage of the financial incentives and rebates offered through NJNG. The New Jersey Board of Public Utilities recently approved the extension of NJNG's highly successful energy-savings program, The SAVEGREEN Project®, through December 31, 2012.

Look for updates to SAVEGREEN in our March issue. In the meantime, visit [www.savegreenproject.com](http://www.savegreenproject.com) or call 877-455-NJNG (6564) to learn about the financial incentives and rebates available to help make energy-efficiency home improvements affordable.

## Understanding the Monthly Cost of Your Natural Gas Service

### About Your Bill

The price of your natural gas service is reflected in the Bill Calculation section of your NJNG bill.

**BGS (Basic Gas Supply)** – This charge is for the cost of natural gas supply, which is directly passed on to those customers who have not chosen a third-party supplier. For residential and small commercial customers, this price represents the "price to compare" to third-party supplier offers. If you have chosen to purchase your natural gas from a third-party supplier, their charges are shown as GAS on the NJNG bill.

**DEL (Delivery)** – This charge is for the delivery of natural gas to your home or business and maintenance of the distribution system. It also includes other costs, including charges for societal benefits programs related to environmental and energy-efficiency initiatives.

*Note: The BGS portion of your bill covers the natural gas you use. NJNG makes no profit on the sale of natural gas itself, and directly passes the costs to the customer as mandated by law. Historical BGS prices can be accessed at [www.njng.com](http://www.njng.com).*

### Don't Wait until the Last Minute to Do Your Taxes

Once again, NJNG has partnered with the American Association of Retired Person (AARP) to bring FREE tax assistance to income-eligible customers, especially those 60 years and older. Through April 12, 2012, AARP's volunteer tax counselors will be at NJNG's Asbury Park Office, 633 Lake Avenue, every Thursday from 9 a.m. to 3 p.m. to help with preparation of simple tax returns.

*Note: NJNG cannot provide tax guidance. Please consult with your tax advisor. Check out the enclosed insert for information about the federal and state Earned Income Tax Credit programs available to income-eligible families.*

### Carbon Monoxide Poisoning – Know the Signs!

With winter here, it is important to take necessary precaution against carbon monoxide (CO) poisoning. You can't see or smell CO, so know the signs which are headaches, nausea, vomiting, dizziness and fatigue and tend to clear up when you breathe fresh air. Call 800-POISON-1 (800-764-7661) if you suspect CO poisoning. In an emergency, call 911 and immediately get fresh air.

Remember to replace your CO detector every five-to-seven years based on manufacturers' recommendations.

### Attention Budget Plan Customers

*Please note: This winter, your adjusted budget plan amount may be even lower than expected due to recent bill credits.*

This month you may find an adjusted budget plan amount on your bill. The original budget amount was calculated in July and re-evaluated now to help minimize your ending balance. Included in the budget calculation and midyear review are natural gas prices, annual usage, weather and other factors. Accounts in good standing can enroll in the Budget Plan by paying the "Budget Option" amount and other non-gas charges shown on your bill prior to the due date. Or register online at My Account at [www.njng.com](http://www.njng.com).

## Are Energy Costs Adding a Significant Burden to Your Family Budget?

You may qualify for energy assistance and weatherization programs. To determine eligibility requirements visit [www.energyassistance.nj.gov](http://www.energyassistance.nj.gov) or contact your local Community Action Program agency.

**Low Income Home Energy Assistance Program (LIHEAP)** (Income based)

**Universal Service Fund (USF)** (Income-based)

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

**Gift of Warmth Fund** (Based on financial need)

*Community Action Program Agencies*

#### 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 (AHA)\*†**

59 Broad Street, Eatontown, NJ 07724  
732-389-2204

**AHA TRUE Program\***

94 Broad Street, Eatontown, NJ 07724  
732-982-8710

**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.

† These agencies do not accept TRUE Grant applications.

**NJ SHARES** (Based on financial need)

Call 866-657-4273 to find the agency in your area or visit [www.njshares.org](http://www.njshares.org).

**Lifeline Credit Program** (Seniors and disabled)

800-792-9745

### 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](mailto:customerservice@njng.com)

Visit our Web site: [www.njng.com](http://www.njng.com)

Write to us: New Jersey Natural Gas 1415 Wyckoff Road, P.O. Box 1464, Wall, NJ 07719