



For Your Home & Business

NEW JERSEY NATURAL GAS ADVANTAGE



Self Service Transactions at www.njng.com are Just a Click Away!

MANAGE MY ACCOUNT

ACCOUNT SUMMARY

ACCOUNT SUMMARY	
Pay Bill	
View Bill	
Billing and Payment Options	
Stop, Start Service	
Meter Read	
My Profile	
Customer Services	

Account
000000000000
SAMPLE, BILL

Account Number
000000000000

Account Status
Active

E-mail Address
bsample@njng.com

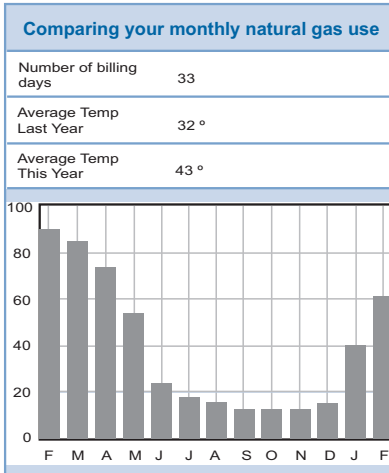
Service Address
00 ANY ROAD
No Town, NJ 00000

Mailing Address
00 ANY ROAD
No Town, NJ 00000

Billing and Payment Options

- Bill Delivery** Paper Billing
[Switch to Paperless](#)
- Automatic Payment** Not Enrolled
[Sign up for Auto Pay](#)
- Budget Plan** Not Enrolled
[Enroll in Budget Plan](#)
- [Sign Up for All Three](#)

ACCOUNT SUMMARY	
Amount Due 78.68	Pay Now >>
Due Date	03/25/2012
Payment Received 02/29/2012	90.34
View Your Bill >> View Bill History >>	



NEW!!
Enter your user name once, and My Account will remember it for future logins!

My Current Enrollment Status:

- ✓ Paperless Billing - Manage Status
- ✓ Auto Pay - Manage Status
- ✓ Budget Plan- Manage Status

NEW!!
Know your enrollment status in My Account with a "traveling" status box!

NEW!!
View your usage graph online!

NEW!!
Update your mailing address!

NEW!!
Enroll in E-Bill, ZipCheck and the Budget Plan – all on one page! ➔

Win a Natural Gas Grill!

Go Green with **e-bill**

E-Bill, our paperless bill service, features bill tracking, advanced payment scheduling, reminders and payment history. First time registrants who enroll for E-Bill between April 1 and June 30, 2012 are automatically entered in our sweepstakes for a chance to win a natural gas grill and up to \$500 toward installation costs.* Visit www.njng.com and register under My Account, click on the E-Bill link. Make sure to have your NJNG account number handy.

*1 NO PURCHASE NECESSARY; 2 Sweepstakes ends at 4 p.m. New Jersey time June 30, 2012; 3 Sweepstakes open only to customers of NJNG who are legal residents of the State of New Jersey, at least 18 years of age and who have an active NJNG account on the date of the Sweepstakes entry submission. Employees, directors and officers of NJNG, its parent company, affiliates and subsidiaries, as well as their immediate families and household members are not eligible; 4 Complete rules are available at www.njng.com. 5 VOID WHERE PROHIBITED.



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.

Help us protect our environment.



Saturday, May 19
Island Beach State Park, Seaside Park
Sunday, May 20
NJ Sea Grant Consortium, Sandy Hook
11 a.m. to 3 p.m. (Rain or shine both days)

Thinking of Changing Energy Providers? The Choice Is Yours.

New Jersey law provides customers the opportunity to select a third-party energy provider and we want to help you identify pricing options that best meet your natural gas needs. When considering another supplier, use the BGS (Basic Gas Supply) price listed under the Bill Calculation section of your NJNG bill to comparison shop. Also, be sure to determine if the supplier's prices are fixed or subject to change and inquire about fees, conditions and early cancellation penalties.

Whatever supplier you choose, rest assured you'll remain a valued NJNG customer. We'll continue to deliver your natural gas and respond to your service and emergency needs while the natural gas purchasing function will be handled by the supplier of your choice.

Additional information and links to third-party suppliers can be found in the Energy Choice section of My Home at www.njng.com. If you are interested in comparing supplier prices to NJNG's prices, visit the Regulatory Info section of our Web site, www.njng.com, for historical NJNG rate information.

NJNG Wants You To Stay Safe: Know What to Do If You Smell Natural Gas

Since natural gas has no scent, a strong odorant that smells like rotten eggs is added to help you detect possible leaks. If you smell natural gas:

- Remove any cigarettes or other smoking materials from the area, and then extinguish them.
- **Do NOT** use matches, lighters or other open flames or activate light switches, electrical appliances, flashlights, doorbells or even garage door openers, as they could create a spark.
- **Do NOT** use telephones (cellular included) on the premises where the leak is suspected. Phones can create a spark.
- Evacuate immediately everyone from the building then call NJNG from a safe location at 800-GAS-LEAK (800-427-5325). Let us know where you are.
- **Do NOT** re-enter the building until NJNG has declared it to be safe.

For your safety, we promptly investigate suspected natural gas leaks as a FREE service 24 hours a day, seven days a week.

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

We Remain Committed!

NJNG is committed to the highest quality standards in every aspect of our business. Inherent to that commitment is our goals for enhancing our customers' quality of life by meeting their expectations for reliability and value in an environmentally responsible way. For the past 13 years, NJNG's *Commitment to Stakeholders* has been a defining part of our company – a way to not only measure our performance and improve results but to ensure exceptional service.

Since that time we have worked hard and smart to embrace our core principles of safe, reliable and competitively priced service; customer satisfaction; growth; valuing employees; quality; corporate citizenship and superior return. Simple words, but powerful and deep in meaning; our *Commitment to Stakeholders* is the foundation of all our accomplishments. More importantly, it represents the values we hold as a company. Guided by this Commitment, we give our best every day to meet the needs of our diverse stakeholders and reward their confidence with our performance.

Just as we never stop learning and growing, there always remains room for improvement. With our *Commitment to Stakeholders*, we are well positioned to continue to build upon our performance and strengthen our organization by meeting the needs of all those we are proud to serve.

As always, thank you for your continued support!

Take the Affordable Approach to Energy Efficiency ... and **SAVEGREEN!**

Our highly successful energy-saving program, The SAVEGREEN Project®, has received approval from the New Jersey Board of Public Utilities to continue for an additional 12 months. Why not join the 13,741 individuals who have taken advantage of SAVEGREEN rebates and incentives since the program's inception in September 2009?

Qualified customers may be able to participate in SAVEGREEN's 0% APR On-Bill Repayment Program (OBPR), up to \$10,000 for 10 years, for the approved costs of eligible Home Performance with ENERGY STAR® (HPwES) energy-efficiency measures. (For example, on a \$10,000 repayment with an APR of 0% and a term of 10 years, a customer would make 119 payments of \$83.34, and one final payment of \$82.54.)* By taking a whole-house approach to energy efficiency with HPwES, homeowners may see energy savings of up to 30 percent. Moreover, customers will continue to receive an enhanced NJNG rebate of \$900 for eligible heating systems, for total rebates up to \$1,300 when combined with a WARMAdvantage rebate from New Jersey's Clean Energy Program™.*

And new this year, NJNG customers will have the opportunity to receive an independent HPwES comprehensive home energy audit, which includes a blower-door test, performed by SAVEGREEN professionals. For just \$250, the audit can help you identify additional energy-saving opportunities in your home.

* For more information, including complete terms and conditions for rebates and OBPR, contact 877-455-NJNG (6564) or visit www.savegreenproject.com.