

For Your Home & Business

NEW JERSEY NATURAL GAS ADVANTAGE



e-bill *And the Winners are ...*

Kathleen Kerr, vice president of customer services (center and right), presented the winners of our latest E-Bill sweepstakes with a new iPad2. Join Lisa Callahan (left photo), Matthew Kukoda (left photo) and Kimberly Hebel (right photo) and the rest of your fellow NJNG green customers who already enjoy the convenience of E-Bill, our secure electronic bill presentment and payment service.



e-tips

Sign Up for E-Tips and Save!

Join the thousands of NJNG customers who are already saving energy dollars with our FREE e-mail service.

Visit My Account at njng.com today.

Before You Turn up the Heat ...

Gearing up for the heating season takes a bit of preparation toward energy-efficiency and savings. Here are a few tidbits to help you get ready before the winter season begins:

- **Make sure your heating system is operating at peak performance with a preseason inspection and routine maintenance performed by a professional heating contractor.**
- **Replace your furnace filter to increase efficiency. We recommend you change the filter monthly if you have pets, people who smoke or people who have breathing difficulties living in your home.**
- **Ensure your furnace and hot water heater are properly ventilated and clear of obstructions.**
- **Seal up seams and cracks around walls, windows, doors and fixtures to reduce drafts.**

Need a new heating system? Visit The SAVEGREEN Project® at www.savegreenproject.com to learn about enhanced rebates on eligible equipment.



Plan Ahead Before You Leave

Now is the time to get your home ready for the cold months ahead. So whether you're closing up a summer home or leaving your home for an extended period of time, winterize your home to save energy and money along the way. If you choose not to winterize your home, adjust the thermostat to at least 50 degrees to help keep water pipes from freezing and bursting. (And consider installing a low-temperature sensor - in the coldest spot in each heating zone - to alert your monitoring center when the temperature in your home drops below a designated temperature.)

If you plan to spend time away from your home this winter, call us toll-free at 800-221-0051 to designate an emergency contact. Proper access will help us promptly restore your service in the event of a natural gas service disruption and help you avoid any potential property damage.

Check out the bill insert for a message on Carbon Monoxide safety.

Thinking of Changing Energy Providers? The Choice Is Yours.

New Jersey law provides customers the opportunity to select a third-party energy provider. When considering another natural gas supplier, use the BGS price listed under the Bill Calculation section of your NJNG bill to comparison shop.

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 purchase function of natural gas 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 Account at www.njng.com. (Below is a current list of eligible natural gas suppliers who provide service in our area.)

Compass Energy Gas Services	908-638-6605*
Constellation New Energy	502-426-4500
Core Energy	877-329-3495
Dominion Retail	866-275-4240
Energy Plus Natural Gas	877-320-0356
Gateway Energy Services	800-805-8586
Glacial Natural Gas	888-452-2425
Great Eastern Energy	888-651-4121*
Hess Corporation	800-437-7872*
Hudson Energy Services	877-HUDSON9
IDT Energy	877-887-6866
Infinite/Intelligent Energy	877-483-4684
Metro Media Energy	732-542-7575*
MXenergy	800-785-4373
NATGASCO (Mitchell Supreme)	800-840-4GAS*
Palmco Energy	877-726-5862
Pepco Energy Services	800-363-7499*
PPL EnergyPlus	866-505-8825*
Shell Energy North America (US)	757-961-0840*
South Jersey Energy Company	609-561-8385*
Sprague Energy	603-431-1000*
Systrum Energy	877-797-8786
UGI Energy Services	856-273-9995*
U.S. Gas & Electric	866-568-0290
Woodruff Energy	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 800-221-0051 for verification.

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 priority in the event of a service disruption.



Mark Your Calendar for Energy Assistance

On November 1, 2011, the federal Low Income Home Energy Assistance Program (LIHEAP) will begin accepting applications for the 2011-2012 heating season. LIHEAP eligibility is based on income and your application will also be screened for the state's Universal Service Fund, which provides financial assistance throughout the year. You may also qualify for additional assistance programs.

To find out which programs you may be eligible for, call 800-510-3102 or visit www.energyassistance.nj.gov for details.

For a FREE presentation to your organization on Energy Assistance Programs, contact our outreach coordinator at 732-938-1055 or wbradshaw@njng.com.

Struggling to Pay Your Natural Gas Bills?

Are you or someone you know unable to pay your natural gas bills? To discuss special payment arrangements or other billing issues, contact NJNG at 800-221-0051.

SafetyCorner

Protect Yourself – Guard Your Personal Information

Once your personal information is stolen, it may be used in a variety of illegal ways. So, be sure to safeguard your personal information. At NJNG, your social security number is only required to set up a new account and we never call to request it 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 800-221-0051 for verification.

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.njliving.com

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