



# NEW JERSEY NATURAL GAS ADVANTAGE

*For Your Home*

## Thank you for giving us 6 reasons to smile.



*“Highest in Customer Satisfaction With Residential Natural Gas Service in the Eastern U.S. Among Large Utilities, Four Years in a Row.”*

*“Highest in Customer Satisfaction With Business Natural Gas Service in the Eastern U.S., Two Years in a Row.”*

On behalf of all of us at New Jersey Natural Gas,  
we would like to thank our customers for making this possible.

New Jersey Natural Gas received the highest numerical score in the Eastern U.S. in the proprietary J.D. Power and Associates 2009-2012 Gas Utility Residential (among large utilities) and 2011-2012 Business Customer Satisfaction Studies<sup>SM</sup>. Studies based on 63,584 (Residential Study) and 10,236 (Business Study) online interviews with respondents 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 business customers surveyed May 2011-August 2011 and October 2011-January 2012 and residential customers surveyed September 2011-July 2012. Your experiences may vary. Visit [jdpower.com](http://jdpower.com).

At Your  
Service With **MyAccount**

**You Asked - We Delivered.**

***Our New and Improved Pay Now Options!***

Your ongoing feedback provides the opportunity for us to take action and enhance the customer experience. We heard you loud and clear and made it more affordable for you to use our Pay Now options – via phone or online – to gain greater control of how you pay your bills. Now you can enjoy the ease of paying your bills via checking or savings account at no cost. If you prefer to pay with a credit or debit card with Express Pay, you’ll be glad to know that the vendor’s service fee has been reduced.\*

At NJNG, this is just one of the many ways we’re helping you save energy and money.

To make an online payment, simply login to My Account at [www.njng.com](http://www.njng.com) and click on Payment & Billing Options. Or call 800-221-0051 and follow the prompts to pay by phone.

\*The Express Pay credit/debit service, provided by Kubra, charges \$4.50 per transaction for residential accounts. Commercial accounts are charged \$11.95 per transaction. NJNG does not receive any portion of this fee.

**Time is Running Out to Save with**



Current SAVEGREEN offerings expire December 31, 2012. So why not consider a “whole house” approach to energy efficiency with Home Performance with ENERGY STAR<sup>®</sup> (HPwES). You could receive up to \$5,000 in rebates and qualify for up to \$10,000 with 0% APR through NJNG’s On-Bill Repayment Program – for the approved cost of HPwES-eligible energy-efficiency home improvements.\*

If you are simply looking to upgrade your heating system, SAVEGREEN offers a \$900 enhanced rebate – in addition to the existing WARM Advantage rebate offered through New Jersey’s Clean Energy Program – for the installation of qualified energy-efficient natural gas heating equipment.\*

Not sure which approach is best for you? For just \$250 our certified auditors will conduct a comprehensive energy audit of your home to help you identify energy-savings opportunities. Or, if you prefer, call SAVEGREEN for a list of certified contractors. Contact 877-455-NJNG (6564) or visit [www.savegreenproject.com](http://www.savegreenproject.com) to learn how to get started.

\*Visit [savegreenproject.com](http://savegreenproject.com) for complete terms and conditions.

# Get the Most from Your Energy Dollar

With winter right around the corner, now is the perfect time to take advantage of our many tools and resources to help you better manage your energy bills.

## Bundle Up.

Why not make life easier and bundle our most popular billing and payment options. Start with E-Bill, our secure electronic paperless bill service, to view and pay your bill. Then add ZipCheck, our bill payment service that automatically deducts your monthly payment from a designated bank account. Top it off with the Budget Plan and spread your estimated annual natural gas costs evenly over 12 months. Sign up for these free services, just visit My Account at [www.njng.com](http://www.njng.com) and click on Billing & Payment Options.

## Visit Save Energy & Money.

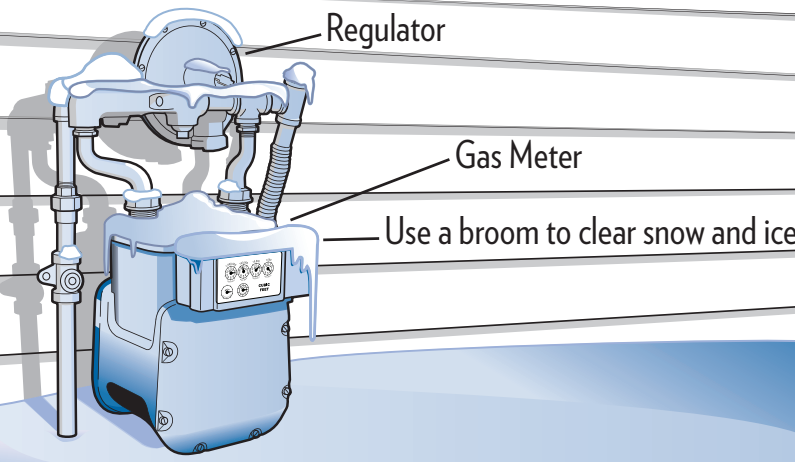
This special section of our Web site, [www.njng.com](http://www.njng.com), is filled with energy-saving tips for both residents and business owners, including our FREE Conserve to Preserve Dashboard that enables you to perform an online energy audit of your home. You'll also find information on the latest available programs to help you manage your energy costs.

## Register for FREE E-Tips.

Sign up at My Account at [www.njng.com](http://www.njng.com) to receive monthly e-mails filled with valuable energy-saving tips and information on offers and rebates.

## Make a Payment Agreement.

If you have past due bills, visit My Account at [www.njng.com](http://www.njng.com) or call 800-221-0051 to set up a deferred payment agreement.



## Attention to Safety: Take Care of Your Natural Gas Meter this Winter

When winter weather arrives, it is important that our meter readers have access to your natural gas meter in case of an emergency or routine maintenance. So, remember these important safety tips:

- ✓ *Ensure there is a clear path to your meter and regulator and keep the area around them free of snow and ice.*
- ✓ *Use a broom to carefully remove snow from your meter.*
- ✓ *Take care when shoveling, plowing or using a snow blower in the area around your meter and regulator.*
- ✓ *Carefully remove ice that is hanging from your roof over the meter and regulator.*
- ✓ *Do not use sharp tools or instruments on or near the meter or regulator.*



## Stay Comfortable this Heating Season

Find out how to stay comfy this winter with the New Jersey Comfort Partners Program. Qualified income-eligible customers may benefit from Comfort Partners' free energy conservation and education program. Contact us at 800-221-0051.

## Automatic Meter Reading and Your Bill

We provide many of our customers with automatic monthly meter reading to reflect your actual usage. And this means fewer estimates and more accurate bills. But we need your help. To obtain an accurate read, we require access to your natural gas meter. We kindly ask that you keep your shrubs trimmed and dog restrained while our meter reader visits. If the meter is in your house or inaccessible, please call us to make special arrangements. If the meter reader is unable to attain a reading, he/she will leave a form for you to fill out, which has clear instructions on how to read your own meter.

We welcome customer meter reads. Avoid a calculated bill and more closely monitor monthly actual natural gas usage by reading the meter yourself.

## A Quick Note about Your Meter Read

*If your natural gas usage from a calculated bill is underestimated by 25 percent or more, you can take the same number of months the charges were accrued to pay off the balance. Payment arrangements can be made by contacting NJNG at 800-221-0051.*

## Give Warm Wishes with an NJNG Gift Certificate

Whether you are looking for the perfect holiday gift or just want to help a neighbor or family member in need ... NJNG has a great idea for you. A Warm Thoughts gift certificate can be purchased for any NJNG customer for whichever amount you choose. It's easy! Just visit one of our business offices or go to the payment options quick link at [www.njng.com](http://www.njng.com) and click on gift certificate. Follow the instructions to purchase a gift certificate and we'll take care of the rest.

We'll automatically apply the gift payment to the recipient's NJNG account on the date you request. And we'll even send you a Warm Thoughts gift certificate to present to the recipient. For additional information, call 800-221-0051.

## 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