



Third-Party Supplier Handbook

October 11, 2006

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CEO's Message

New Jersey Natural Gas (NJNG) believes in a competitive energy market. We are committed to energy restructuring and improving service to third-party suppliers. Our **Natural Solutions**[™] program gives third-party suppliers access to the many ways we connect with our customers. NJNG makes it easy for customers to choose a natural gas supplier and to benefit from potentially lower prices, while they still receive the full extent of our customer services.

We designed this supplier handbook with you in mind to make it easier for natural gas suppliers to conduct business with NJNG. This reference guide will answer your questions about our business procedures, supplier certification, transportation service classifications and the various billing services we offer. We also have a Supplier Relations section on our Web site, www.njliving.com.

As always we welcome your suggestions for other programs and services that could enrich our business relationship and better serve customers. On behalf of our gas transportation department employees, we appreciate the opportunity to serve you.

Larry Downes
Chairman & CEO
New Jersey Natural Gas

New Jersey Resources Corporation (NYSE: NJR), a *Fortune 1000* company, provides retail and wholesale energy services to customers in New Jersey and in states from the Gulf Coast to New England, and Canada. Its principal subsidiary, New Jersey Natural Gas Company (NJNG), is one of the fastest-growing local distribution companies in the United States, and ranked highest in customer satisfaction for the Eastern U.S. Region in the J.D. Power and Associates 2002 Gas Utility Residential Customer Satisfaction Study.SM NJNG provides energy services to more than 430,000 residential, commercial and industrial customers in New Jersey's Monmouth and Ocean counties and parts of Morris and Middlesex counties and maintains a nearly 6,000-mile underground pipeline system. NJNG has added nearly 12,000 new customers for the past eight consecutive years, representing 2 billion cubic feet of new firm throughput annually. Other major operating subsidiaries of NJR include NJR Energy Services and NJR Home Services. For more information about the NJR family of companies, visit www.njliving.com.

Meet the Gas Transportation Staff

The friendly, supportive staff at NJNG is ready to answer third-party supplier inquiries. Contact information is listed below.

Supplier Relations Consultants

All third-party suppliers serving NJNG customers have Supplier Relations Consultants in order to provide personalized customer care. Contact information is listed below:

<u>Name</u>	<u>Phone number</u>	<u>E-mail address</u>
Sandra Manganaro	732-938-1022	SupplierRelationsConsultant@njng.com
Joyce Notte	732-938-1022	SupplierRelationsConsultant@njng.com

Gas Transportation Analyst

In addition to Supplier Relations Consultants, our department has an analyst who handles sending bill files and tracking supplier imbalance positions. Contact information is listed below:

Judy DeSalvatore	732-938-1019	Jdesalvatore@njng.com
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Customer Service Representative

NJNG has a toll free customer service number. Please direct any customer inquiries to this number. We also have a Customer Service Representative designated to transportation.

Customer Inquiries	Toll-free number 1-800-221-0051
Maureen McGowan	732-938-1000 ext. 2268

Gas Transportation Fax	732-938-7350
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Electronic File Processing E-mail

Please send all non-EDI files for processing to: NaturalSolutionsSignup@njng.com

Gas Transportation Management

Our Gas Transportation Manager oversees day-to-day business operations and provides an over sight function for the Energy Choice program.

Suzanne Bostwick, Manager	732-938-1089	slbostwick@NJNG.com
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Commitment to Deregulation

On February 9, 1999 former Governor Christie Whitman signed into law the restructuring legislation known as the “New Jersey Electric Discount and Energy Competition Act,” which forever changed how citizens of New Jersey purchase their natural gas and electricity.

Even prior to the 1999 legislation New Jersey Natural Gas (NJNG) had been actively promoting deregulation. In 1994 the New Jersey Board of Public Utilities (BPU) opened the doors to energy competition for all commercial customers. Prior to this only large industrial customers had the opportunity to choose a third-party supplier. Since then NJNG has been offering all commercial customers the opportunity to purchase natural gas from a third-party supplier.

On April 1, 1997 NJNG implemented a “pilot program” for residential customers giving them the opportunity to shop for a third-party supplier. The idea was to allow 30,000 customers to choose a third-party supplier over a three-year period at a rate of 10,000 customers annually. Due to an overwhelming response by customers and effective marketing campaigns by suppliers, the program was enhanced in two ways in January 1998. The BPU approved a change to the pilot program allowing 30,000 customers to enroll on a first-come first-served basis, instead of over a three-year period. They also extended the pilot program to an additional 25,000 customers.

At New Jersey Natural Gas (NJNG), we believe in the benefits of energy competition for all customers.

NJNG has consistently reached out to both third-party suppliers and customers in an effort to find better ways to serve customers in a deregulated market. Our **Natural Solutions™** program supports the advancement of competitive energy markets in New Jersey and offers a variety of business solutions to help suppliers better communicate with customers, broaden their markets and reduce administrative costs. NJNG has held customer and supplier forums at our various New Jersey offices, another further example of our commitment to Energy Choice in our state.

An example of how we promote Energy Choice is by providing information for customers on deregulation. The Energy Choice section of our Web site, njliving.com, is a resource designed to educate consumers and promote choice for residential customers. Included in the Energy Choice section is an interactive rate calculator that gives residential customers the ability to compare offers posted by eligible natural gas and electric suppliers and calculate any savings.

Our **Natural Solutions™ Program** encourages energy suppliers to enter up to three natural gas and nine electric residential offers in the **Supplier Offer Chart** on our Web site, njliving.com. Consumers shopping for natural gas and electric rates will see *your* offers and can link directly to *your* Web site.

The Energy Choice section of njliving.com also features a **Supplier Relations** section, which provides natural gas suppliers interested in becoming eligible to serve customers in our service territory with the required and optional forms to download, print, complete and submit to NJNG.

Existing natural gas suppliers can access our **Electronic Bulletin Board** to submit nominations, request customer usage and retrieve important messages. Both electric and natural gas suppliers can post residential offers to the Supplier Offer Chart. Additional information is also available about our tariff, annual meter reading and billing schedules, electronic enrollment information, rate codes and frequently asked questions.

Supplier Certification, Licensing and Accreditation

In order to become eligible to deliver natural gas to retail customers in NJNG's territory a third-party supplier must be licensed by the BPU.

Once fully licensed the following forms need to be completed in order to become eligible to service NJNG customers. These forms are available in the Supplier Relations section of our Web site, njliving.com:

1. Supplier Contact Sheet
2. Marketer and Service Broker Agreement (There must be two signed copies submitted to NJNG. NJNG will sign both documents and return one back to the originator.)
3. Agreement for Billing & Services (If you are going to use utility consolidated billing.)
4. Electronic Bulletin Board (EBB) form
5. A Surety Bond, Letter of Credit, or a Guarantee with the most recent applicable financials

Please mail the completed forms to:

New Jersey Natural Gas
Attn: Dennis Puma/ Treasury Services
1415 Wyckoff Road
Wall, NJ 07719

Deposit Requirements

The required security deposit is equal to the peak month's bill determined by using NJNG's general service low load factor rates for customers being billed under the utility consolidated billing or the dual billing method. For a description of available billing methods see page 7. For customers being billed under the supplier consolidated billing method the supplier is required to post a security deposit equal to at least two times the peak month's bill. The minimum-security deposit amounts are as follows:

Commercial Only	\$ 25,000
Residential Only	\$ 50,000
Both Commercial & Residential	\$ 75,000

A security deposit can be in the form of a letter of credit, a surety bond, cash, or a supplier can choose to apply for a corporate guarantee. NJNG has a standard form for both the letter of credit and the corporate guarantee, which can be found in the appendix section.

Three Types of Billing Services:

NJNG offers three types of billing services to help you manage your day-to-day business needs and best serve your customers.

1. Utility Consolidated Billing

For a moderate fee, NJNG will consolidate your commodity charges and our transportation charges on one bill. Your name and phone number will appear on your customers' bills, along with a monthly price comparison to NJNG's bundled rates. You may choose from the following three pricing options:

- City gate pricing
- Percentage off the total NJNG bill
- Burner-tip price, including all fixed charges

Customer billing information will be forwarded to the supplier twice a month via an electronic bill file or an excel spreadsheet.

Benefits of Utility Consolidated Billing

By purchasing your receivables, we relieve you of the administrative burden of processing payments, collection of delinquent accounts and responding to basic customer inquiries. You are also protected from credit risk.

Other Utility Consolidated Billing Optional Features (See page 8 for more information.)

- Add your logo on your customers' consolidated bills. NJNG includes the tag line, "Combining bills to serve you better" under the dual logos
- Imprint a message on your customers' monthly bills
- Include a quarterly bill insert or advertisement in your customers' billing envelopes

2. Separate (Dual) Bills

NJNG will send customers a bill for the transportation services only; and you can bill the customer for the commodity charges. NJNG will provide you with a summary of the usage for each customer during each billing period. This allows you the option of billing the commodity directly. Customer billing information will be forwarded to the supplier twice a month via an electronic bill file, excel spreadsheet, or paper report.

3. Supplier Consolidated Bill

You may consolidate your commodity charges and NJNG transportation charges on a single bill, which you generate. You will also receive an applicable billing credit. NJNG will send you a monthly statement, either in a paper or electronic format. This statement will itemize customers' usage and transportation charges. You remit payment to NJNG for both your customers' transportation charges and any fees billed to your supplier account by NJNG.

Optional Features of Utility Consolidated Billing

The following describes three optional features for suppliers who choose utility consolidated billing. There are no fees to suppliers for these services.

a. Supplier Logos

When we send your customer bills, if you would like NJNG to put your logo next to ours please forward a camera-ready copy of your company logo to us via mail or a digital version in a .pdf format via e-mail. Do not forget to include the PMS color.

b. Supplier Messages

Communicate directly to your customers through text messages on your customer bills. NJNG encourages suppliers to put a two-line message (up to 120 characters in length per line) on the customer bills we produce for you. The same message would be printed on all of your bills and you can change the text messages monthly. If you are interested, send the text message to naturalsolutionsssignupNaturalSolutions@njng.com two business days prior to the anticipated print date.

c. Quarterly Bill Inserts

As part of our Natural Solutions program, we are pleased to offer third-party suppliers the opportunity to communicate with customers through inserts placed in your customers' bills. We will include your company's insert as specified below. All materials are subject to NJNG approval, and certain restrictions apply.

Reserving space one year in advance is suggested to ensure availability. However, we will accommodate your request with at least 60 days notice prior to the month you would like your insert to be included. If you are interested in this option please contact our supplier relations consultants.

Full shipment of inserts must arrive to NJNG on shipping skids.
Please ship to:

NJNG Loading dock
1415 Wyckoff Road
Wall, NJ 07719
Attn: Inserter Room

Bill Inserts Shipping/Delivery Requirements:

- Inserts must be bundled with each piece facing same direction
- Inserts must be placed in flat cartons
- Sample insert must be placed on exterior of carton
- A 10 percent additional volume must be added to total quantity to account for possible damage during insertion process

- Delivery must be between Monday and Friday, 8:00 a.m. to 4:30 p.m. (No holiday delivery)
- If shipping skids are necessary, they should measure 36" x 36"

Shipping Instructions (continued)

Please include a cover letter along with shipment that provides:

- Supplier Name
- Contact Person
- Daytime Phone Number
- Instructions, including dates to run, quantity and use of insert
- Shipments should be directed to the attention of Corporate Communications

Design/Printing Specifications

- 60 lb. opaque or text stock
- 8 ½" x 3 ½" (no folds)*
- No glossy paper permitted
- Third-party supplier logo and phone number must be prominently displayed on the bill insert
- Inserts may run for one full NJNG billing cycle. They may not run from the middle of one cycle to the middle of the following month's billing cycle. (See billing cycle dates listed above.)
- No "Z" or accordion folds
- No cut-outs, stickers or labels
- Insert must have date of use imprinted, usually lower-right on front or back of insert (i.e. 11/02)

*The use of any other paper size must be pre-approved by NJNG at the time of reserving space in the NJNG bill insert schedule. Specifications are based on weight requirements for one ounce first class mailing. Extra postage fees may apply if the specifications listed above are not followed.

Other items to note:

- Supplier mailings under this option would be handled as separate bill mailings for each supplier and not included with the regular NJNG bill cycle runs. NJNG would act as a mail fulfillment center. NJNG would also include its regular monthly inserts and BPU-mandated messages.
- NJNG benefits from a discounted postal bulk mail rate for the total number of bills we send per municipality. Reducing the bulk number could result in NJNG losing a discount for all items mailed, depending on how many bills are processed under this option. Suppliers using this option would have to make NJNG whole in terms of billing postage costs.
- Total weight restriction is less than an ounce for the bill, return envelope and inserts. For anything over this weight the supplier would incur the additional postage costs.

Service Classifications Offered by NJNG

	Can serve residential customer	Can serve commercial customers	Requires AMR device	Is balanced monthly	Has monthly required nominations	Trued up annually at an aggregate level
Residential (RT)	X				X	X
Small Commercial Rebundled (SCR)		X (Annual usage < 5,000 therms)			X	X
Comprehensive and Balancing (CTB)		X			X	X
Firm Transportation Service (FT)		X	X	X		

****AMR Device** – Is an Automatic Meter Reading Device. This allows NJNG and the providing supplier to obtain daily usage from these meters.

****Balanced Monthly** – These customers will be cashed out on a monthly basis. NJNG uses the New York City Gate Weekly Index pricing for the appropriate month to determine the cash out rates.

****Required Nominations** – The supplier is responsible for delivering the required volumes of gas on a daily basis. The supplier will be given the required volumes, through the NJNG EBB, on approximately the 20th day for the following month delivery requirements. These volumes are based on the customer average usage for that month and are given in aggregate.

The following applies to FT only

- This classification is available to all commercial customers, but NJNG does reserve the right to limit new customers served under this service if it determines that service expansion is detrimental to existing firm customers.
- The classification of customers are subject to:
 - Operational Flow Order (OFO) – NJNG will require delivery of a set volume of gas. The volume of gas will be equal to the customer’s maximum daily quantity. If the supplier fails to deliver the required amount of gas he will be billed at the applicable “Unauthorized Use” charge in effect during the OFO period for the volume that was not delivered.

The following applies to CTB, SCR, and RT

- NJNG schedules actual meter reads for all commercial accounts. If an actual read is not obtained an estimated bill is generated based on past consumption patterns.
- The following chart details the different components that make up the LDC charges.

	Administrative Charges	Meter Charges	D1 Demand Charge	D2 Demand Charge	Delivery Charge
CTB	X	X	X	X	X
SCR	X	X	X		X
RT	X				X

- Administrative charges, meter charges, and demand charges are all monthly charges. The D1 demand charge is based on the maximum daily quantity (MDQ). The D2 or balancing charge is based on the minimum daily quantity (MDB). A more detailed explanation can be found in the NJNG tariff. The delivery charge is based on that month's consumption. For SCR and RT customers the delivery charge includes the balancing charge.
- If the supplier fails to deliver the required amount of gas, a charge of \$50.00 per Dth will be applied to the supplier's account during November through March and \$10.00 per Dth during April through October. If the cost actually incurred by NJNG to provide the undelivered gas is greater than the stated amount, the highest amount will be charged. If the failure to deliver occurs during a critical period the supplier will be charged 10 times the highest price of daily ranges for delivery in Transco Zone 6 or Texas Eastern Zone M-3.

SCR Annual Usage Indicators

The following chart depicts the billing determinant used for an individual customer based on their annual usage, if they choose the SCR rate class. The demand charges for a SCR customer are based on this usage code. This information can also be found in the NJNG tariff.

SCR Annual Therm Usage	Low Load Factor (LLF) Level	Low Load Factor (LLF) Code	High Load Factor (HLF) Level	High Load Factor (HLF) Code
0-365	2	LA	1	HA
365-730	4	LB	3	HB
730-1095	7	LC	5	HC
1095-1460	10	LD	7	HD
1460-1825	13	LE	9	HE
1825-2190	16	LF	11	HF
2190-2920	20	LG	14	HG
2920-3650	26	LH	18	HH
3650-4380	31	LI	22	HI
4380-5000	37	LJ	26	HJ

Residential Annual Usage Indicators

The following chart depicts the codes that group residential accounts by their annual usage. This code appears on the top portion of each customer's bill in the lower right hand corner of the mailing address window.

RT Code	Minimum Annual Usage	Maximum Annual Usage	Average Therms
RA	0	200	100
RB	201	400	300
RC	401	600	500
RD	601	700	650
RE	701	800	750
RF	801	900	850
RG	901	1000	950
RH	1001	1100	1050
RI	1101	1200	1150
RJ	1201	1300	1250
RK	1301	1400	1350
RL	1401	1500	1450
RM	1501	1600	1550
RN	1601	1700	1650
RO	1701	1800	1750
RP	1801	1900	1850
RQ	1901	2000	1950
RR	2001	>	2100

Enrollment

NJNG requires Suppliers to provide transactions for enrollments, switches, rate changes, or drops for all transportation customers in either a formatted text file, a specified Excel spreadsheet, or through an EDI transaction file. (More information on EDI can be found at page 21.) The deadline for enrollments, switches and drops is the first business day of the month prior to the month and year of the requested transaction. (e.g. If customers are starting in March, NJNG should receive the file no later than February.) All transactions will occur on the customer's read cycle in the start month and year requested in the file. The only exception is a commodity charge change, which will occur on the effective date provided by the supplier as long as the customer has not billed through the requested date.

The following fields may be required in either the formatted text file or an Excel spreadsheet for each customer account number depending on the action you are requesting. These only apply to any supplier not using EDI. If using EDI you will need to follow the state approved EDI protocol.

General Information about enrollment/switch/drop/billing change files

- The bill option field will determine whether the account will be billed under Utility Consolidated, Dual, or Supplier Consolidated billing.
- The action code will determine what action is to be performed on that account:
 - **C** or **S** is used to enroll a customer and specifies which party will be charged the applicable transfer fee. **C** is for customer and **S** is for supplier.
 - **R** is used to designate a rate change for a Rate Ready Utility Consolidated Bill customer.
 - **DC** is used to designate a drop where the customer is paying the transfer fee.
 - **DS** is used to designate a drop where the supplier is paying the transfer fee.
** Transfer fees are for commercial accounts only.
- When enrolling, switching, dropping or requesting rate changes on an account you DO NOT have to specify each meter on the account. If you do not specify each meter the total MDQ and HMAD for the account must be specified.
- If you elect to provide information for an individual meter on an account, all meters for the account must be specified.
- All enrollments will be done at the account level not the meter level. All meters listed under a particular account will be enrolled.
- If NJNG receives two enrollments on the same day and the signature dates are the same, the enrollment file with the most recent signature date and time will be enrolled.
- It is assumed that the supplier has obtained authorization from the customer prior to sending their enrollment.
- NJNG will validate the customer account number, meter number and or service address if provided in the file. If the account number or meter number does not match NJNG's customer database, the record will be rejected.
- Once the supplier's request has been processed, the supplier will receive an e-mail confirmation file advising them of the status of each account submitted. The supplier should receive this within one business day. The supplier can resubmit accounts that were not successfully processed. The expected start date is included in the confirmation file in MM/DD/YY format.

- A single file needs to contain customer information for those accounts that have the same anticipated start month and year. (i.e. If there is a group of customers who will be starting in April and group who will be starting in May, you need to send us two files.) A single file can contain starts, switches, and drops, as long as they are for the same month.
- NJNG can accept files in Excel Version 2000 (template provided by NJNG) or formatted text file (see page 16 for file layout).
- E-mail files to NaturalSolutionsSignup@njng.com

Information Specific to New Enrollment Files

- NJNG will send the customer a confirmation letter notifying them of their selected supplier and expected start date.
- A residential customer has 14 calendar days from the date of the confirmation letter to cancel an enrollment.
- If a customer contacts NJNG during the 14-day period to rescind their enrollment, the corresponding transactions are voided as if they never occurred. The customer will be reinstated with their previous supplier or remain with the utility.

Information Specific to Files to Change Billing Determinants or Rates

- To change customer billing determinants the only fields required are highlighted on page 16. Place an “R” in the action code field and an associated date in the Signature Date field (MM/DD/YY format) along with bill and capacity release options, per therm or percent discount for commodity, and the percent budget discount. All field values will be used to construct the new bill structure for the customer.
- Suppliers may change a customer’s billing determinants using NJNG’s Excel template or enrollment text file. These changes may be included in the same file as new enrollments. If a rate change is sent and the customer has not billed, the rates provided by the supplier will replace the rates specified during the initial enrollment. If the customer is actively billing the commodity rate, changes will occur on the effective date provided by the supplier as long as the date has not expired.

Information Specific to Drop Files

- When dropping a customer the required fields are:
 - Account number
 - Drop month and year
 - Supplier ID
 - Transport service type
 - Action code
- If a customer contacts NJNG to drop a supplier after the 14-day rescission period has ended the customer will revert to general service on their bill cycle. If the request is received by the first business day of the month the request will be completed the following month. (i.e. If a customer calls on October 1st he will revert back to general service on cycle in November. If a customer calls on October tenth he will revert to general service on cycle in December)

Other Customer Account Maintenance

- If a customer contacts NJNG to relocate (in or out of service territory), or to terminate service, NJNG will notify the supplier on a monthly basis via e-mail. The e-mail will state that the customer is no longer transporting and the effective date.
- NJNG reviews demand levels on a monthly basis. If a demand level is changing the supplier will be notified by fax. The fax is sent to the nominations contact.
- Suppliers can change their account number (not the utility account number) for the customer by using an action code of A.

The following table lists the information requirements for each Customer Account Number to be completed in a formatted text file (see page 16 for file layout), or an Excel spreadsheet (template provided by NJNG):

General Information	Valid Options (values)	Information Requirements
Account Number		Mandatory *
Name		Optional
Service Address		Optional
State		Optional
Meter Number		Optional
Bill Option	1,2,3,4,5	Mandatory
Capacity Option	Y/N	Mandatory
Phone Number (if available)		Optional
Signature Date	MM/DD/YY	Mandatory
Anticipated Start Month & Year	MM/YY	Mandatory *
Supplier ID	Assigned by NJNG	Mandatory *
Transport Service Type	RT, SCR,CTB	Mandatory *
% Discount or Per Therm Rate (if applicable)		Optional
% Off Budget Amount (if applicable)		Optional
Action Code (Enroll, Switch, Drop, Rate, Change)	C/S/R/D/A	Mandatory *
Future Use – NJNG	N	Mandatory
Total MDQ (CTB only)		Mandatory
Total HMAD (CTB only)		Mandatory

*Please note: When dropping a customer these fields are mandatory

Below is the format for the enrollment text file:

Formatted Text Enrollment File Layout

All information must be left justified!

Field Name	Field Size	Start Position	End Position	Field Type
Customer Number	12	10	21	Alpha
Customer Name	25	23	47	Alpha
Service Address	25	49	73	Alpha
State	05	75	79	Alpha
Meter Number	09	81	89	Numeric (Leading Zeros)
Bill Option	04	91	94	Numeric
Capacity Release Option	04	95	98	Alpha
Phone Number	12	100	111	Alpha
Signature Date	08	113	120	Alpha (MM/DD/YY)
Start Month & Year	08	122	129	Alpha (MM/YY)
Supplier ID	04	131	134	Alpha
Transportation Service Type	04	136	139	Alpha
Percent Discount/Therm Rate	10	140	149	Numeric (0.00)
Percent off Budget Amount	10	151	160	Numeric (0.00)
Action Code	08	161	168	Alpha
Future Use NJNG	06	169	174	Alpha
CTB MDQ	09	175	183	Numeric (0.00)
CTB HMA D	09	184	192	Numeric (0.00)

Below is the format of the confirmation file advising the status of each account submitted:

Formatted Confirmation File

Field Name	Field Size	Start Position	End Position	Field Type
Customer Number	12	10	21	Alpha
Customer Name	25	23	47	Alpha
Service Address	25	49	73	Alpha
State	05	75	79	Alpha
Meter Number	09	81	89	Numeric
Bill Option	04	91	94	Numeric
Capacity Release Option	04	95	98	Alpha
Phone Number	12	100	111	Alpha
Signature Date	08	113	120	Alpha (MM/DD/YY)
Start Month & Year	08	122	129	Alpha (MM/YY)
Supplier ID	04	131	134	Alpha
Transportation Service type	04	136	139	Alpha
Customer Demand Level (CTB)	05	141	145	Numeric
Demand Level Indicator (SCR & RT)	02	147	148	Alpha
Customer Read bill Cycle	02	150	151	Alpha
Processed Record Indicator	02	153	154	Alpha
Processed Record Message	30	156	185	Alpha

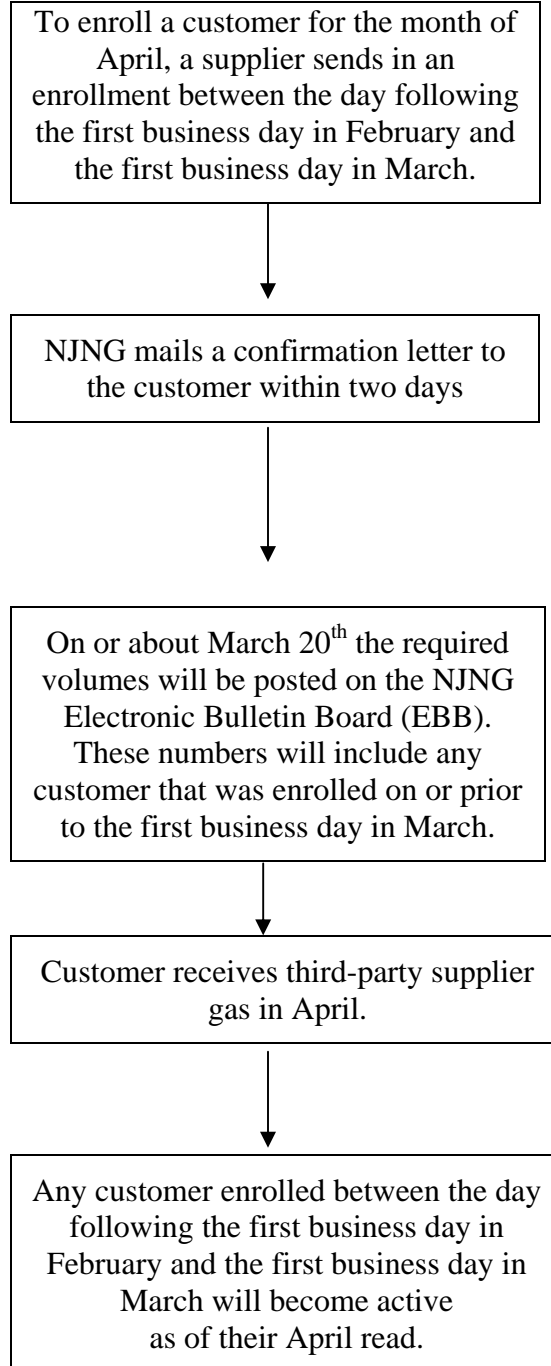
The following table displays messages you might receive in a confirmation file:

ENROLLMENT MESSAGES

DESCRIPTION
Invalid Transport Srv. Type
Invalid Billing Option
No Matching Account Number
No Match on Meter Number
No Match on Service Address
Bill Item Table required for processing
Account on Profile with same MRKTR
Marketer Not Found On Profile
Generic Message
Duplicate Option 3 Account
MultiMeter No Match On Meter Number
Broker Rate Required
Account on profile with different MKTR
Bill Factor Invalid
Account ID does not exist
Date Invalid or Missing
Fiscal year not set up
Schedule date not found
No match on meter# & service address
No active service connection
Invalid transportation type for account
Account processed - zero rate entered
Non matching start MM/YY
Process code violation
Account Processed - broker switch
Account Processed normally
Inactive account
Rate Change Successful
Bill Item rate not found
Cust not transporting w/supplier
Requested rate change date expired
Request date is invalid
Unknown error occurred for this option
Record already exists
Chg of TSD Srv not eligible at the time
Invalid TSD Indicator
C - Not Eligible for Supplier Billing
NJNG - Missing F1926/UDC 561936
Account Number Change Successful
Account already Terminated

Account Pending Rate Change
Insufficient days for Termination
Meter # is invalid
Account Pending Broker Switch
New start pending.
Termination Pending.
Invalid Meter # Requested
Request Rejected-Errors on other Records
Multi Mtr - all meters must be provided
Multi Mtr - Trans type must be same
Multi Mtr - all must be capacity (Y or N)
Multi Mtr-All must be same Bill Option
Multi Mtr-All must be TSD (Y or N)
Dmd Lvl Require Internal Review
Dmd Lvl do not match NJNG records
Chg of SCR Srv not eligible at the time
Chg of CTB Srv not eligible at the time
Chg of Capacity Srv not eligible at the time
Pending Bill Item Table Overlaid
Signature dt is greater than current dt
Sig. date is less than/equal to existing
Start date is less/equal to active rec.

Customer Enrollment Overview (sample)



Billing data provided to suppliers

You will receive your billing data from NJNG in two ways depending on the billing options chosen. For suppliers who use either utility consolidated billing or dual billing, you will receive your billing data electronically in the format of two bill files per month, every 10 cycles (Excel or flat text files). If you use supplier consolidated billing, you have a choice of getting a monthly bill file or a paper invoice.

Electronic billing file detail

Utility consolidated billing and dual billing – files are emailed after every tenth bill cycle. This information can also be received through EDI. (See page 21)

Supplier consolidated billing – you must chose either a monthly bill file or a paper invoice mailed on NJNG's bill cycle three. Upon request, you can receive both the bill file and paper invoice for a nominal monthly fee.

Interpreting the NJNG electronic bill file (flat text file)

The electronic bill file is split into five record types plus a summary record. The following is an explanation of the different record types:

- 01 A header record identifying the billing year and invoice dates.
- 02 An account level record identifying NJNG customer account number, customer's name, applicable total budget bill amount and applicable supplier budget portion for utility consolidated billing.
- 03 Consumption records for each customer's meter delineated in record type 02. Information includes, but is not limited to, meter reads, read dates, CCF, therms factor, demand levels, rate code, and read/bill cycles.
- 04 Information related to non-consumption based charges. Information includes, but is not limited to, meter charge, MDQ, MDB and administrative charges.
- 05 Canceled consumption and applicable commodity (for customer who have utility consolidated billing). Information includes, but is not limited to, meter reads, dates, CCF and therm factor.
- 99 Summary record for both commodity (for customers who have utility consolidated billing) and Non-commodity charges, total number of NJNG accounts processed, and total budget amount for budget customers

Electronic Data Interchange

As part of the Electric Discount and Energy Competition Act of New Jersey, gas and electric utilities are required to support Electronic Data Interchange (EDI) standards. EDI is a statewide protocol of electronic data and business standards.

The use of standard formats will allow all parties to develop the business processes and automated systems needed to facilitate the exchange of business information in the restructured gas industry.

Prior to using EDI transactions and standards there are statewide testing requirements. The purpose of the testing is to verify that NJNG and the third-party supplier are capable of complying with the data transfer standards and have the necessary software and hardware required to send, receive, and translate the standard transactions required to do business in the State of New Jersey. Third-party suppliers should contact NJNG if they are interested in utilizing EDI protocols to send data. NJNG will notify the third-party supplier of available testing dates. NJNG will require at least 90 days notice.

Proven benefits of EDI include:

- Uniform communications with trading partners
- Reduced errors, improved error detection
- Better audit ability and control
- More timely communications
- Rapid exchange of business information
- Reduced paperwork and associated costs
- One time data entry
- On-line data storage
- Faster management reporting
- Reduced clerical workload

NJNG currently supports both EDI and non-EDI transactions.

Nominations

- On or about the 20th of each month NJNG will post the minimum daily delivery volumes required for the following month on the Electronic Bulletin Board (EBB). The volumes will include the suppliers' CTB, SCR and RT customers in aggregate.
- NJNG uses its EBB not only for nominations, but also for usage history requests. If a supplier uses EDI they would still access the EBB for nominations, but would submit usage history request using an EDI transaction.

The following pages provide an overview on how the EBB functions as well as the hardware requirements to access the EBB. A copy of the application for access to the EBB can be found in the "Forms" section of this handbook.

njliving.com

NJNG maintains a Web site at *njliving.com* that contains valuable information for natural gas customers as well as for and third-party suppliers. For supplier information, click on New Jersey Natural Gas> Supplier Relations.

Information on Energy Choice

The Energy Choice section of *njliving.com* is a comprehensive resource center designed to educate residential customers about deregulation and promote energy choice. The section includes an interactive rate calculator that displays rates posted by eligible natural gas and electric suppliers who have a residential offer. This allows residential customers to compare offers and calculate potential savings.

Supplier Offer Chart

NJNG encourages energy suppliers to enter up to three natural gas offers and nine electric residential offers in the Supplier Offer Chart on our Web site. Consumers shopping for natural gas and electric rates will see your offers and can link directly to your Web site.

Introduction to the Electronic Bulletin Board (EBB)

We are pleased to maintain the New Jersey Natural Gas Electronic Bulletin Board (EBB). NJNG recognizes that a clear and timely exchange of information is a critical element in providing quality service to all customers. We believe our EBB has significantly improved communication between NJNG and suppliers. It affords the supplier 24-hour access to information about the current status of nominations and confirmed deliveries, and a timely turnaround on most of your usage history requests.

Our user demonstrations and user's guide will take you through the initial administration and functionality of the EBB. **Faxes are no longer accepted for any area that has active EBB capabilities.**

We are constantly striving to improve the functionality of our EBB and we welcome any suggestions you may have. As enhancements are added, we will notify you through the EBB messaging feature explained on page 25. You can take advantage of any new features as soon as they are available.

The EBB is user friendly and the guide is intended to assist you when you begin to use the EBB. Updates to this user's guide will be available on the EBB, and you will be notified through the messaging feature when an update has been made.

We welcome your feedback on the EBB. Please let us know what you think.

Administration

Hardware Requirements

- Minimum 486, 90 mhz with 32 mb memory
- Acceptable Browsers
 - Both Netscape and Internet Explorer supported
 - NJNG will require version Netscape V4.5 and Internet Explorer V4.0 of these browsers by February 1999. Additional java scripting was added to the code to handle older versions, which slows down the processing on the PC side.

Help desk

- Contact the NJNG help desk for questions regarding procedures, resetting company passwords, assigning or removing current users, and/or error messages.

Individual Accounts

- Accounts can be setup as either a Nominator (N) or Marketer (M).
 - Marketers can request customer usage history, but cannot nominate on the EBB.
 - Nominators may perform all functions on the EBB.
- Each account will be assigned individual user names and passwords.
- Each account will require a First Name, Middle Initial, Last Name, Type (N or M) and a personal identifier, which we recommend be your mother's maiden name. You will need to know this to change your password on the EBB.

Company Passwords

- A primary contact for each company will be responsible for a company password. This password is required when calling the NJNG Hotline to have your individual password changed. Without the company password you cannot change your individual password.
- This layer of protection will prevent a former employee from gaining access to your account or calling NJNG to change a password. If you change the company password and all the other passwords for Nominators, they cannot gain access to your nominations.
- We recommend you change all passwords, both individual and company, when an individual resigns. NJNG will also disable that individual's access to your account when we are notified. **NJNG is not responsible for former employees gaining access to your nomination information if the above precautions were not followed.**

Signing On

To access the New Jersey Natural Gas Electronic Bulletin Board, bring up a browser and enter the following address

njliving.com

Click on the New Jersey Natural Gas>Supplier Relations>Electronic Bulletin Board

Signing on:

- Type in the user code assigned to you by NJNG
- Type in your password
- Click submit

System Messages:

- System messages may be very important for nominating and requesting information on our system. You will see all of your unread messages as you enter the system. PLEASE review them as they may affect your daily business. (You can also review them from within the system)*
- Click on Main Menu to continue.

*** YOU ARE REQUIRED TO REVIEW ALL NEW MAIL MESSAGES ON A DAILY BASIS.**

Screens summary

General

Contacts:

Contact person's phone and fax numbers for any questions or inquiries about customer usage history requests or your supplier account.

NJNG Information:

Provides a corporate overview of New Jersey Natural Gas.

Home:

New Jersey Natural Gas logo.

User Manual Download:

Download the latest user documentation on-line.

Change Password:

You may change your password using this screen. If you forget your password you must call the NJNG Hotline to have it reset (This is the screen they will be using).

Messaging

Messages:

Contains all mail messages. Mail messages may include information on allocation issues, volume cuts, pipeline restrictions, system problems, Operational Flow Orders (OFO) notification, EBB updates, notification of tariff changes, new services, and/or general information. *

*** PLEASE REVIEW ALL NEW MAIL MESSAGES ON A DAILY BASIS.**

Customer Information

Request Usage:

This screen will process a request for a customer's usage history and demand levels, returning the data the next day. Any information that requires additional review should be available within three business days. The required fields for the request are Customer Account Number and at least one valid Meter Number. All usage associated with the account will be returned. Each request you submit will be assigned a unique Request Number. In order to retrieve data from a previously submitted request, please use the Request Number when referring to the Retrieve Usage screen.

Retrieve Usage:

This screen will display the results of your customer usage requests after they have been processed. You may select either Detail or Summary information.

FT and IT Burn Data:

This screen will display both detail and total daily customer usage for customers served under NJNG FT and IT service classifications.

Customer Usage Detail Screen:

This screen displays usage data related to an account. The detail data presented by meter position level includes meter reads, read date, read type, degree-days, therms, days in the period and rate code. The base load, heat factor and demand levels are also provided for each meter.

Customer Usage Summary Screen:

This screen displays the account “at a glance” including customer name, account number, and total number of meters. For each meter the following information is provided:

Service Address Number	Meter position
Meter #	HMAD
FT MDQ	CTB MDQ
SCR Level Indicator	Residential Level Indicator
Read Dates (Min and Max)	Total Degree Days
Total Billing Days	Total Therms

Please Note: This screen is only available if no additional review is required on any meter associated with the account.

Nomination / Confirmation Information

Nomination Detail:

All daily nomination volumes for the month get entered into this screen by pipeline, contract number, activity number and pipeline shipper. The volumes are then summarized by rate class type. The nomination deadline times are listed at the top of the screen.

Allocation Volumes:

Breaks down the confirmed volumes into rate class summary for each day of the month. This screen also shows the FT MDQ volume, the Capacity Release volume and PAC #, if applicable. The Marketer Agreement Flag is also on this screen as a confirmation that the user has reviewed certain situations.

Reports

Nominations:

Reports a daily summary of all your nominations for the given month.

Confirm Allocations by Rate Class:

Reports a daily summary of all your rate type allocations for the given month.

Using the system

Helpful Tips

- All data entry fields have a green background.
- DO NOT forget to click on the Nominate and the Allocate buttons to save your entries and changes.
- Make sure you nominate before the time deadlines stated.
- To delete a contract from your screen, make the nomination volume zero.
- If there is a system problem the nomination deadline may be extended. We will notify you if the deadline will be extended.
- Use Recall New Day for verifying the submitted nomination.

Printing

Use your Internet browser's print function to print screens and reports from the EBB. For some screens you may have to change the default to landscape.

Messaging

Messages:

Reading messages

- Click on the subject of the message you would like to read.
- When finished click OK. *

Deleting messages

- Check the delete box.
- Click on refresh screen to remove it from your screen.

*** PLEASE REVIEW ALL NEW MAIL MESSAGES ON A DAILY BASIS**

Customer Information

Request Usage:

- Enter Customer Account Number (required field).
- Enter Meter Number (required field).
- Record the Request Number to review usage after processing.
- Click OK.
- Requests should be entered before 9 p.m. EST to be processed by the next business day.
- Note: You may upload usage using the "Upload Customer Usage Request File" feature, described at the end of this document. This feature allows you to export a comma-separated file (no quotes please) and upload directly into the request screen. A confirmation message will appear letting you know which requests have been submitted.

Retrieve Usage:

- Click on the account you would like to look at, using the Request Number. Status message will display the current state of the request.

- When available, click Summary or Detail. Summary screen is accessible only if no meters require additional review.
- Customer usage information will be displayed below the selected account.
- If you retrieve account information and the message “meter position under review” is displayed, this account requires additional processing which may take up to three business days to complete.
- Click the delete box when data is no longer needed.

Nomination / Confirmation Information

Nomination Detail:

Uploading existing nomination file

NJNG provides the ability to upload your nominations from a flat text file. This file will repopulate the screen with the required information. You must still click the nominate button to have the information reviewed and saved.

(Use a .txt file format - see attached example)

- Create upload file (see attached example).
- Choose the Nomination date that you have in your upload file.
- Click Recall New Day.
- Click on Browse to find your nomination file.
- Choose the file.
- Click Upload Nomination File.
- This process loads your nomination records, but you still need to do your rate class summary and click Nominate (see below).

Creating/Updating a Nomination

- First choose the day for the nomination. (The system defaults to tomorrow.) If you change the defaulted date, hit Recall New Day.
- Choose the Pipeline (required field).
- Enter the Contract Number (required field).
- Enter the Activity Number (required field for Transco).
- Enter Pipeline Shipper (i.e. Who owns the pipeline contract its being shipped on).
- Enter Nominated Volume (required field).
- Repeat for each contract and activity. If more than 10 lines are needed you need to click nominate to get more data entry lines.
- Verify Pipeline Summary breakdown is correct.
- Note any Imbalance gas in the Pipeline Summary.
- Enter the volume breakdown by rate class on the Rate Class Summary (you can also modify these allocations at any time of the month in the Allocation Volume screen).
 - Unallocated **MUST EQUAL ZERO**.
 - Required volumes **CANNOT** be exceeded.
- Verify the Nomination to End of Month check box is on or off as needed. The system will default the nominations through the end of the month. If you do not want to make the nomination through the end of the month, click on Nomination to End of Month to uncheck the box.

- When all information is entered for the date at the bottom of the screen, Click Nominate. **DO NOT FORGET TO HIT NOMINATE. NOMINATIONS DO NOT GET SUBMITTED UNTIL THIS BUTTON IS CLICKED AND YOU RECEIVE NO ERROR MESSAGES ON YOUR NOMINATIONS.**
- If you receive error messages that you do not understand please call (refer to contacts screen). Your nominations will NOT be submitted if you receive errors. They will need to be corrected, reentered and resubmitted by hitting Nominate again.

Allocation Volumes:

- Choose Month and Year.
- Click Recall New Month.
- Enter the CTB, FT and IT volume breakdowns for each day of the month (only the rate classes that apply to you will appear in this screen) making sure there is no unallocated gas.
- Under certain circumstances (confirmation different than nomination, FT OFO, etc.) you will be required to click the Marketer agreement flag to ensure the user has reviewed the nomination/day in question.
- Click Allocate. **DO NOT FORGET TO HIT ALLOCATE. ALLOCATIONS DO NOT GET SUBMITTED UNTIL THIS BUTTON IS CLICKED AND YOU RECEIVE NO ERROR MESSAGES.**
- **All allocations MUST be done by the third day of the month for the prior month.**

Reports

Nominations (daily/monthly):

- Choose the Month and Year.
- Choose the From and To dates you want within that month.
- Click OK.

Confirm Allocations by Rate Class:

- Choose the Month and Year.
- Click OK.

Troubleshooting

Signing on

- **If you have problems signing in or any sign on/ password problems getting into the NJNG EBB:**
⇒ Call NJNG at (732) 938-1042.

Printing

- **If you encounter problems printing data from your browser:**
⇒ Call NJNG at (732) 938-1042.

Once you are logged on to the NJNG EBB

- **For system errors that are not self explanatory:**
⇒ Call NJNG at (732) 938-1042 from 8:30 a.m. EST - 5:30 p.m. EST, Monday - Friday (excluding Holidays). After-hours, holidays and weekends, call (732) 938-1108.
- **For customer usage requests that have been “under review” for more than three business days:**
⇒ Call your Supplier Relations Consultant (see Contacts Screen in the EBB).
- **For nomination or allocation errors that are not self explanatory, or assistance with the Nomination Upload format:**
⇒ Call NJNG at (732) 938-1042 8:30 a.m. EST - 5:30 p.m. EST, Monday - Friday (excluding Holidays). After hours, holidays and weekends, call (732) 938-1108.
- **For errors retrieving messages:**
⇒ Call NJNG at (732) 938-1042 8:30 a.m. EST - 5:30 p.m. EST, Monday - Friday (excluding Holidays). After hours, holidays and weekends, call (732) 938-1108.

Nomination Upload File Example

Allows you to upload your nomination from a flat file on disk.

File Format: (xxxmmdd.txt)

- xxx = 3 character company id (ex. TJJ)
- mm = Month of nomination
- dd = Day of nomination

For example, TJJ1109.txt would be company TJJ's November 9th nomination.

Data Format:

Pipeline,Contract#,Activity#,Shipper,Nomination Date,Volume

- There are no spaces between text and commas.
- No double quotes.
- Date format is entered according to the example below Number Month/Number day/Year (4 digit).
Example 11/05/1998. Nomination Dates must match the date on the Nomination Detail screen.

Example:

(TJJ1109.txt)

TETCO,820007,NJ Nat Gas,11/09/1998,100
TRANS,1.5767,600433,NJNG,11/09/1998,500

Customer Usage Upload File Example

Allows you to upload your usage from a flat file on disk.

File Format: (xxxxyyzz.txt)

- xxx = 3 character company id (ex. TJJ)
- yyy = Month of nomination (ex. TMR)
- zz = Any numeric sequence (ex. 01)

For example, TJJTMR01.txt would be company TJJ, user's TMR's usage request. This convention is important because the records will be added to the company id and the user code on the name of the file.

Data Format:

Account Number,Meter Number

- There are no spaces between text and commas
- No double quotes

Example:

(TJJTMR01.txt)

033200139291,329392

053292932299,329222

Terms and Definitions

The following is a list of commonly used terms for your reference.

AMR (Automated Meter Reading Device)	Allows for daily metering. Requirement for FT and IT service classifications.
BPU (Board of Public Utilities)	The governing body that oversees New Jersey State utilities.
BTU (British Thermal Unit)	The quantity of heat required to raise the temperature of one pound of water one degree Fahrenheit at or near 39.2F.
Capacity	The maximum quantity of natural gas that can be transported in a given period of time.
Cashout	It is the settlement of positive or negative differences (imbalance) between actual nominations and actual use. In a positive imbalance for FT and IT customers, the Company credits the customer an appropriate percentage level of the ICOG. In a negative imbalance for FT and IT customers, the excess quantity is billed to the customer at an appropriate percentage level of the Total Floor Price. There is a special provision for CTB customer cash out.
City Gate	The inter-connection between the facilities of an LDC, such as NJNG, and an interstate pipeline where the LDC takes possession of the gas.
D1 Demand Charge	Under FT and CTB rates, the D1 Demand Charge is the amount per Dekatherm that is applied to the MDQ.
D2 Demand Charge	Under a CTB rate the D2 Demand Charge is the amount per Dekatherm that is applied to the MDB.
Demand Charge	A monthly per Dekatherm charge set by tariff or contract and paid even if the customer takes no service.
DTH (Dekatherm)	A unit of heating equivalent to 10 therms.
HMAD (Highest Monthly Average Daily)	Customer's average daily usage for the month in which they had the highest usage per day. This is meter specific.
MDB (Maximum Daily Balancing Quantity)	Maximum quantity of gas balanced on a daily basis for CTB service. This is the difference between the MDQ and the HMAD. This is meter specific.
MDQ (Maximum Daily Quantity)	Calculation for theoretical amount of gas customer used on their peak day. This is meter specific.
Therm	A unit of heat equivalent to 100,000 BTU's.
EDI	Electronic Data Exchange.

Item Table -----	Description -----	Type
006	Commercial Heat LLF	COM
006E	Commercial LLF SUT Exempt	COM
006ED	Commercial EDA LLF	COM
007	Commercial Heat Only LLF	COM
007E	Commercial LLF SUT Exempt	COM
007ED	Commercial Ht Only EDA LLF	COM
005	Com Elec Heat Pump LLF	COM
096	Interrupt Transportation	COM
029E	Cooling and A/C LLF SUT Ex	COM
207E	Commercial Sp Ht HLF SUT E	COM
206E	Commercial Heat HLF SUT Ex	COM
014	Comm Non Heat Seasonal LLF	COM
016	Comm Heat Seasonal LLF	COM
016ED	Comm Heat Seasonal EDA LLF	COM
204E	Commercial NH HLF SUT Exem	COM
004	Commercial Non Heat LLF	COM
004E	Com LLF SUT Exemption	COM
024	Com Non Heat T/E LLF	COM
026	Com Heat T/E LLF	COM
027	Com Space Heat T/E LLF	COM
029	Cooling and A/C LLF	COM
030	GS Pool Heater LLF	COM
049	Firm Cogeneration	COM
253	Apartment Space Heat HLF	COM
053	Apartment Space Heat LLF	COM
053E	Apartment Sp Ht LLF SUT Ex	COM
057	School Space Heat LLF	COM
230	GS Pool Heater HLF	COM
229	Cooling and A/C HLF	COM
214	Com Non Heat Seasonal HLF	COM
207ED	Commercial Sp Heat EDA HLF	COM
099	Street Lighting LLF	COM
004ED	Com EDA LLF	COM
207	Commercial Space Heat HLF	COM
206ED	Commercial Heat EDA HLF	COM
206	Commercial Heat HLF	COM
204	Commercial Non Heat HLF	COM
094	Incremental Gas Service	IGS
208	Industrial HLF	IND
008	Industrial LLF	IND
096C	Inter Sales - #4 oil	IS
096H	Inter Sales - 6.3 ogr te	IS
096B	Inter Sales - #2 oil	IS
096A	Interrupt Sales - Propane	IS

093	Interruptible Cogen	IS
301	Natural Gas Vehicles	NGV
301E	Natural Gas Vehic SUT Exem	NGV
113	Residential Heat Pool	RES
112	Residential Pool Heat Only	RES
111	Residential Non Heat Pool	RES
023	Residential Heat A/C	RES
011E	Resident NH Seas SUT Exem	RES
021	Residential Non Heat A/C	RES
111E	Residential NHt Pool SUT E	RES
001L	Residential Non Heat Tier	RES
003L	Residential Heat - Tier	RES
113L	Residential Heat Pool Tier	RES
013	Residential Heat Seasonal	RES
011	Resident Non Heat Seasonal	RES
003E	Residential Heat SUT Exemp	RES
003	Residential Heat	RES
001	Residential Non Heat	RES

Appendix A

This section contains lists the names of both required and optional supplier forms. The required forms are needed in order to become an active supplier in NJNG's territory.

Required Forms

- Supplier Contact List
- Marketer and Broker Service Agreement
- EBB sign up sheet – This provides NJNG with the information needed to grant access to our Electronic Bulletin Board

Optional Forms

- Agreement for Billing and Collection – This form is required if utility consolidated billing is going to be used
- Surety Bond
- Corporate Guaranty Application
- Recommended Corporate Guaranty Format

The actual forms must be downloaded from www.njliving.com