

Contact Information

www.njng.com

Email: CustomerCare@njng.com (residential customers)
BusinessCare@njng.com (commercial customers)

Gas Leak: 800-GAS-LEAK (800-427-5325)

Customer Service: 800-221-0051

Customer Service Representatives available Monday – Friday, 6 a.m. to 10 p.m.
Saturday and Sunday, 6 a.m. to 6 p.m. Self-service Options available 24/7.

Customer Action Helpline: 800-425-1109

Please call the helpline if you still have unresolved issues after speaking with a Customer Service Representative.

Hearing Impaired: 711

Report Theft of Service: 800-631-6041

Call Before You Dig: 811 or 800-272-1000

New Jersey Board of Public Utilities: 800-624-0241

www.bpu.state.nj.us

Payment Locations

Monday – Friday, 8 a.m. to 4:30 p.m.

Asbury Park – 633 Lake Avenue

Lakewood – 775 Vassar Avenue

Rockaway – 201 Roundhill Drive

Wall – 1415 Wyckoff Road

For other authorized payment locations, visit njng.com.

Additional Payment Options

Pay by Phone: Call 800-221-0051 and follow the prompts.

Auto Pay: Pay your bill automatically each month from a designated payment method.

Pay Online: Select Pay Bill Now at njng.com. No login required.

Equal Pay: Spread your estimated annual natural gas costs over 12 monthly payments.

Visit the My Account section or log in to My Account at njng.com for details and billing and payment options.

Notifications

Third-party notification: Designate a third party to receive a copy of your delinquent notice and remind you of an overdue balance. The third party is not responsible for payment.

Understanding Your Bill

How your residential bill is calculated:

| | | |
|--------|------------------------------|--------|
| | Present Meter Read | 5960 |
| Less: | Previous Meter Read: | 5895 |
| | Usage in 100's of cubic feet | 65 ccf |
| Times: | BTU Content | 1.071 |
| | Usage in therms | 69.62 |

Apply DEL and BGS rates to therms, then add the customer charge as seen in the Bill Calculation Box.

BTU Content (British Thermal Unit): Measures the potential heat that can be generated from natural gas. It also is used to convert cubic feet of natural gas into therms.

BGS (Basic Gas Supply Service): The cost of natural gas purchased by, and delivered to, NJNG on the wholesale market. NJNG makes no profit from this charge. This is also the price to compare with a third-party supplier's rate.

DEL (Delivery): The charges for delivering natural gas, maintaining our distribution system and societal benefits programs.

Customer Charge: The cost to maintain your account.

Demand Charge: Covers a portion of NJNG's fixed cost to serve large commercial customers.

Charges You Should Note:

Returned Check – \$10 Field Collection – \$15

Late Payment: Only commercial and industrial customers will be charged 1.5 percent on the overdue balance.

Energy Assistance and Conservation

Help Paying Your Bill: Contact us at energyassist@njng.com or 800-221-0051 to connect with a representative.

Energy-saving Resources: Go to Save Energy & Money at njng.com or contact us at 800-221-0051.

E-Tips: Receive NJNG's monthly email for energy-saving tips, special offers, program updates and more. Register at My Account at njng.com, and select Account then Notification Preferences.

Si le gustaría recibir avisos de desconecta en español, llame a 800-221-0051.

Based on New Jersey tax law, applicable taxes are included in the charges on your bill. To obtain the exact amount, please contact us at the numbers provided.