

Residential Rate Credit for Veterans' Organizations – FAQs

What is the law for residential rate credits for veterans' organizations?

On August 10, 2018, Governor Murphy signed N.J.S.A 48:2-21.41 into law permitting a veterans' organization to receive a residential rate for utility service delivered to the property at which the veterans' organization primarily operates, if the residential rate is lower than the commercial rate for service delivered at that property.

Who qualifies for the credit under the law?

The law applies to "veterans' organizations," which the law defines as "an organization dedicated to serving the needs of veterans of the armed forces" **and** that also satisfies at least **one** of the following criteria (not all three): (1) is chartered under federal law, (2) qualifies as a tax exempt organization under paragraph (19) of subsection (c) of section 501 of the federal Internal Revenue Code of 1986, 26 U.S.C. s.501 (c)(19) or (3) that is organized as a corporation under the "New Jersey Nonprofit Corporation Act," N.J.S.15A:1-1 et seq.

How do I apply for this benefit?

An application can be found [here](#). Please complete the application and attach **one** of the following:

- the organization's federal charter;
- a State of New Jersey "Exempt Organization Certificate" Form ST-5;
- an Internal Revenue Service Determination Letter stating the organization is exempt from federal income tax under Section 501 (c) (19) of the Internal Revenue Code as proof of eligibility.

Submit the completed application via e-mail to customer.service@NJNG.com or by mail to:

New Jersey Natural Gas
1415 Wyckoff Road
PO Box 1464
Wall, NJ 07719
Attention: Customer Service – Supervisor Gas Transportation

A representative of New Jersey Natural Gas (NJNG) will advise you if there are any questions regarding your application and if your application is approved.

How do I receive the credit?

If your application is approved, your service will be eligible for the credit beginning with the billing cycle that commences after receipt of the application. At least once annually, NJNG will compare your billed customer, delivery and demand charges, if applicable, to what the customer and delivery charges would have been under Residential Service (“RS”). If the RS charges for the review period are lower than your comparable billed charges under your commercial rate schedule, NJNG will apply a credit in the amount of the difference to your bill for delivery service.

I called NJNG to apply for the benefit, but was told no formal application existed at the time of my call.

When will my organization receive the credit?

Now that a formal application is available, please submit a completed application. If your application is approved, your service will be eligible for the credit beginning with the billing cycle that commences after you initially contacted NJNG to inquire about the benefit. NJNG tracks the date veterans’ organizations contacted us before a formal application was available.

Will the veterans’ organization be switched to Residential Service (RS)?

No. The veterans’ organization will remain on the applicable commercial rate. As described above, NJNG will perform an annual rate evaluation for participating veterans’ organizations to determine if a credit should be applied.

If the comparison shows the charges at the residential rates were higher than the billed charges at the applicable commercial rate during the review period, will the veterans’ organization have to pay the higher residential rates?

No. The veterans’ organization will not have to pay the higher residential rates.

Will NJNG look at my total bill when comparing the residential charges to my billed charges?

No. According to the law, the credit applies only to the delivery service of the veterans’ organization’s utility bill, not the entire bill (for example, commodity or supply charges are not taken into consideration when NJNG conducts the comparison).

Can my organization receive the credit at multiple locations?

No. The benefit applies to the veterans' organization's "primary" location, which is only one location.

Does the veterans' organization need to recertify at any point to continue receiving the credit?

No. The organization will continue to receive the credit without submitting any additional documentation as long as it remains eligible for the credit under the criteria described above.

What happens if the location for which the organization receives the credit is no longer used to serve veterans' interests?

It is the veterans' organization's responsibility to advise NJNG as soon as practicable if the veterans' organization no longer primarily operates at the location.

Will NJNG perform any verification to determine the purpose of the location receiving the credit?

NJNG may make inspections to determine if the property is the location where the veterans' organization primarily operates.

Who should I contact with questions?

Please call NJNG at 800-221-0051 for more information. You may also e-mail customerservice@NJNG.com for more information.

If I purchase my natural gas supply from a third-party supplier, can I apply?

Yes. The credit is based only on the NJNG customer, delivery and demand charges which appear on your bill. If you are eligible and your supplier bills your customer, delivery and demand charges, NJNG will provide the credit information to your supplier.

Are there any resources to help our organization lower their energy bills?

Yes. [New Jersey's Clean Energy Program™ \(NJCEP\)](#) offers a wide range of programs that can help improve the efficiency and comfort of your building and make energy-efficient upgrades more affordable. Your organization may even qualify for NJNG's [The SAVEGREEN Project®](#) 0% APR On-Bill Repayment Program to eliminate the up-front cost barrier for energy-efficiency improvements. Contact SAVEGREEN today to learn more at 877-455-NJNG (6564) or e-mail savegreen@njng.com.