



N E W J E R S E Y N A T U R A L G A S

SUSTAINABILITY

Advancing a Cleaner Energy Future



Still Feeling the Effects of a Cold Winter on Your Heating Bill? We're Here to Help.

This past winter brought sustained cold temperatures, which have impacted natural gas bills. Most residents see their natural gas usage peak from December through mid-March, when heating needs are highest. We understand your household budget may still be feeling the effects and want you to know we're here for you.

If you're still catching up on your energy bills, we can help you get back on track. You may be eligible for energy assistance programs and payment arrangements to help bring your account current. Plus, there are energy-efficiency programs to help you manage your energy costs year round.

Don't delay, call us today at 800-221-0051 or visit njng.com/energycosts to learn more.

23RD annual

Ocean Fun Days!

**SAVE THE DATES FOR
FREE FAMILY FUN**

Get ready to explore New Jersey's coastal environment at Ocean Fun Days.

SATURDAY, MAY 16, 2026
Island Beach State Park

SUNDAY, MAY 17, 2026
NJ Sea Grant Consortium, Sandy Hook

Checkout the details at oceanfundays.org.

Spring is Sprouting and So is Meter Safety



With spring around the corner, it's important to keep meter safety top of mind as you plan your landscaping projects:

- Make sure your meter is unobstructed and easily accessible for our crew.
- Avoid covering the meter with mulch, soil or landscaping that may cause corrosion or rusting of the meter, resulting in a leak.
- Don't box in your meter or build a deck around it.
- Ensure your service line valve and meter aren't buried under hardscaping.
- Never tie anything to a meter or its piping — including dog leashes.
- If a meter read is scheduled, please secure your dog away from the meter and the path towards it to ensure everyone's safety.

For more safety tips, visit njng.com/safety.



Leading the Way to a Cleaner Energy Future for Everyone

At NJNG, we are committed to sustainable actions that help strengthen our communities. In 2025, we continued to move forward on this journey. Here are some highlights from our efforts.

- Provided 4,200 volunteer hours, supporting 2,000+ community organizations.
- Connected nearly 49,000 customers with energy assistance programs.
- Supported community resilience and environmental stewardship efforts through our Coastal Climate Initiative.

View our 2025 Corporate Sustainability Report at NJRsustainability.com.

Thanks for Your Patience During Our Information System Upgrade

Starting this spring, NJNG will roll out a new, customer information system to help us serve you better. But we know there may be a few hiccups along the way.

Be on the lookout for future communication as this system launch gets closer; and don't hesitate to let us know how we can better serve you. Thank you for your patience and understanding.

Attention Customers with Manual Meter Reads

For customers who receive a manual read of your natural gas meter, it's important to know:

If we can't get a regular meter reading, you will receive an estimated bill based on your past usage and adjusted for weather conditions. After the next actual meter read, your actual usage will be trued up to the estimate we made, and your bill will incorporate this true up. You can help avoid an estimated bill by reading your own meter.

Note in the event your actual meter read is 25% or more than the prior estimated read, you can pay the difference in equal installments — usually spread over the same number of months since the last actual meter read. To learn more, go to the My Account section of njng.com and click on Meter Read.

To set up a payment arrangement, please contact 800-221-0051 and say "payment arrangement" at the prompt.

Innovation and Imagination Power the Next Generation of Energy-Efficiency Experts

Congratulations to the winners of our annual Poster and Video Contests! These talented students tapped into their creativity to share energy-saving tips, inspiring a more sustainable future for us all.

Visit njng.com/education to view all the winning entries.



Energy Choice: Stay in the Know

New Jersey residents have the right to purchase natural gas from a third-party supplier – a company other than NJNG – should they choose. See the enclosed insert to learn more.



Bloom into energy savings this spring with instant deals on smart thermostats and more from the NJNG Marketplace. Get started at njng.com/marketplace.



How To Reach Us

Report a natural gas leak: 800-GAS-LEAK (800-427-5325) | Call before you dig: 811 or 800-272-1000

Email us: customercare@njng.com | Call us toll free: 800-221-0051 | People with hearing and speech impairments (TTY/TDD): 811

Visit our website: www.njng.com | Write us: New Jersey Natural Gas, 1415 Wyckoff Road, P.O. Box 1464, Wall, NJ 07719

