

NEW JERSEY NATURAL GAS

# SUSTAINABILITY

Advancing a Cleaner Energy Future



**2025**  
**EASIEST TO DO**  
**BUSINESS WITH**  
RESIDENTIAL UTILITY


Thank you for recognizing our commitment to provide you with the best customer experience.

**Seven years in a row!**


## Recognize a Natural Gas Leak



**Smell**  
the distinctive odor of rotten eggs



**See**  
a white cloud, mist, fog, bubbles in standing water or blowing dust



**Hear**  
roaring, hissing or whistling

If you smell, see or hear any of the above, evacuate immediately. Call 800-GAS-LEAK (427-5325) from a safe location and let us know where you are.

Note you may not smell the odor if you have a diminished sense of smell, the odor is masked by other scents or it has faded.

See enclosed insert for more safety information.



### Call Before You Build

Summer is here and it's time to dig into outdoor projects.

If you're planning a construction or digging project, remember to call 811 at least three days prior to breaking ground for a free markout of your underground utility lines. Whether you are building a deck; installing a fence, pool or patio or even planting a garden, planning ahead will help save you from costly fines, property damage, utility outages and injury.

**It's free and it's the law!**

### Mind Your Meter

As a homeowner, you are responsible for maintaining the fuel lines from your natural gas meter to appliances and equipment inside and outside your house. These include pool heaters, grills and standby generators. Keep safety top of mind with these tips:

- Arrange for a licensed plumber to conduct a yearly inspection of your natural gas lines, and make necessary repairs.
- Save diagrams after inspections.
- Inspect your pipes periodically for corrosion, potential leaks and damage.

Get more safety tips at [njng.com/safety](https://njng.com/safety).



## Add an Extra Layer of Detection

For greater peace of mind, consider purchasing a residential methane detector (RMD). This device can provide an early warning sign of a possible natural gas leak by sounding an alarm when a higher-than-normal concentration of methane is detected.

- It's important to follow the manufacturer's instructions for installation, proper placement, use, maintenance and alarm patterns as they may vary by brand.
- If you or someone in your household or business is unable to smell natural gas due to a diminished sense of smell, or the odor could be masked by other scents, consider purchasing a RMD.

While there are combination methane and carbon monoxide (CO) detectors on the market, most CO detectors DO NOT detect methane.

When choosing a RMD, look for Underwriters Laboratories (UL) or nationally recognized testing laboratory certification on any alarm you purchase. The N.J. Department of Consumer Affairs, Consumer Products Safety Commission and UL can help you make an informed decision. (Note NJNG does not sell, install or service methane detectors.)



## Demolition Done Right!

Planning a demolition project? Before starting any project, NJNG must disconnect your natural gas service from your home or business. Be aware a road-opening permit and utility markout are required before work begins, which can take up to eight weeks to complete. We will notify you in writing once the service is disconnected. Please keep this letter as it's required to obtain a demolition permit from your town.

To get started, call 800-221-0051 and say "Demolition" at the prompt. Or complete the demolition/disconnection form under the My Home or My Business tab at [njng.com](http://njng.com) and email it to [CustomerCare@njng.com](mailto:CustomerCare@njng.com) (residential customers) or [BusinessCare@njng.com](mailto:BusinessCare@njng.com) (commercial customers).

Visit [njng.com/my-home](http://njng.com/my-home) to find information such as permits, markout requirements and fees associated with planning a demolition project.



## Meter Readers in Your Neighborhood

NJNG meter readers are hard at work. Throughout our service territory, NJNG uses automated meter reading devices. For customers in Morris and Ocean Counties, a meter reader physically conducts a manual read of your natural gas meter. On days a meter read is scheduled, please keep dogs safely secured away from the path of the meter to ensure everyone's safety.

Outside of our normal meter reads, our employees may need access to your property unannounced to conduct necessary work, such as meter inspections and surveys. This includes painting meters and other corrosion remediation efforts.



### 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: [customer care@njng.com](mailto:customer care@njng.com) | Call us toll free: 800-221-0051 | People with hearing and speech impairments (TTY/TDD): 711  
Visit our website: [www.njng.com](http://www.njng.com) | Write us: New Jersey Natural Gas, 1415 Wyckoff Road, P.O. Box 1464, Wall, NJ 07719

