

**The New Jersey Board of Public Utilities (BPU) has established the following customer rights regarding supplier choice:**

1. You have the right to be told, both in advertising and in contracts, the price per kWh or per therm over the term of the contract, projected savings (excluding state-mandated discounts) and the period of time for which the price is valid.
2. If your supplier does not offer a fixed price, you have the right to receive price comparisons between the supplier's price and the price to compare/basic gas supply charge.
3. Your contract must include a complete list of fees, including contract termination penalties, late fees and interest charges, including the amount and circumstances for which they can be imposed.
4. Your contract must explicitly show prices for services other than electric and natural gas supply and must identify those prices separately.
5. You may not be charged a fee to switch to or from a new supplier.
6. You cannot be denied electric or natural gas service because of your race, color, national origin, age, gender, religion, source of income, receipt of public benefits, family status, sexual preference or geographic location within the service territory of an electric or natural gas distribution company.
7. You have the right to be told the environmental characteristics of the electricity you are being offered, including pollutants, the generator's effort to conserve energy, and the types of fuel used to generate electricity. The type of fuel usually determines the amount and type of pollution the generator emits.
8. If a deposit is required, the money must be held in escrow, and you must receive a receipt.
9. You have the right to choose a new supplier, at any time, subject to your contract terms. Business customers who return to basic gas supply service may be prohibited

under certain conditions from switching again for a one-year period; residential customers are not subject to the one-year minimum.

10. Your electric distribution company or natural gas distributor must confirm, in writing, your decision to choose a new supplier. As a residential customer, you have 7 days to notify your electric distribution company or natural gas distributor that you have changed your mind.
11. You cannot have your supplier changed without your expressed consent, either in writing, through Internet enrollment or by telephone. Slamming is prohibited by law.
12. If you are slammed, you must pay only what you would have paid the supplier you authorized to provide your electric or natural gas service.
13. You have the right to call upon the BPU to investigate your complaints or inquiries. Your service may not be terminated for nonpayment of disputed charges during a BPU investigation.
14. You must receive written notice at least 30 days in advance that a supplier intends to terminate your contract and be told, as part of your contract, the circumstances under which your contract can be terminated.
15. If you are receiving natural gas and electric supply from a single supplier, failure to make payment for one cannot result in termination of the other, unless your contract explicitly permits it.
16. You have the right to terminate your contract within 48 hours notice to your supplier if you move to the territory of a different electric distribution company or natural gas distributor.
17. You have the right to have your personal or business records kept confidential by the supplier and by your electric distribution company or natural gas distributor unless you give written or electronic consent to have them disclosed, except in relation to government aggregation programs pursuant to N.J.S.A. 48:3-49 et seq.



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# Choose your energy supplier, and we'll deliver.

A graphic consisting of several overlapping blue and green arrows pointing to the right. The word 'Energy' is written in white on a blue arrow, and 'Choice' is written in white on a green arrow. Below the arrows is a blue bar with the text 'Shopping Guide' in white.

Energy

Choice

Shopping Guide



## It's Your Choice!

In 1999, New Jersey's Electric Discount and Energy Competition Act opened the state's energy markets to competition. This landmark law gives you the option of choosing your natural gas and electric suppliers.

New Jersey Natural Gas (NJNG) supports energy competition for the benefits it can offer our customers. We're committed to providing the facts and resources you need to make informed choices. If you have questions regarding Energy Choice, visit My Home at [www.njng.com](http://www.njng.com) and click on Energy Choice.

Regardless of which natural gas supplier you choose, NJNG will continue to deliver clean, energy-efficient natural gas to your home or business. Whatever you decide, you'll still remain a valued NJNG customer and we'll continue to provide you with safe, reliable service and promptly respond to your safety needs.



## Energy Choice Q&A

### Q. What is Energy Choice?

A. Energy Choice gives you the ability to purchase your natural gas and electricity from companies other than your local utilities. That means you can choose a company other than NJNG to supply your natural gas. You can also choose to continue purchasing your natural gas from NJNG. In either case, NJNG will continue to serve as your distributor, delivering the natural gas you need for your home and business.

### Q. What's the difference between my natural gas supplier and my natural gas distributor?

A. You purchase your natural gas from a supplier. Your natural gas distributor (NJNG) delivers the natural gas to your home or business.

### Q. How can I be sure that my service will continue to be reliable if I switch suppliers?

A. Whatever you decide, NJNG will continue to deliver your natural gas and respond to your service and emergency needs. If your new supplier fails to provide you with natural gas, NJNG will continue to provide you with uninterrupted service.

### Q. Who do I call in an emergency?

A. In case of an emergency, such as a natural gas leak or an outage, you'll receive emergency service from NJNG even if another company supplies your natural gas. If you suspect a natural gas leak, call NJNG at **800-GAS-LEAK (800-427-5325)**.

### Q. If I sign up with a new supplier, can I switch to another supplier or back to NJNG?

A. Yes. But first check the terms and conditions of your agreement with your current supplier.

### Q. Can I be switched to another supplier without my consent?

A. New Jersey has strong laws against "slamming," the practice of switching you to another supplier without your consent. Slammers are subject to severe penalties and possible loss of license. If you think you've been slammed, contact our customer advocate at **800-425-1109**.

### Q. How will I be billed each month if I choose a new supplier?

A. The supplier determines the billing method:

1. You may receive one bill from either NJNG or your natural gas supplier that includes both distribution and supply charges.

– or –

2. You may receive two separate bills – one from NJNG and one from your natural gas supplier. Consult your supplier for billing details.

### Q. I am a renter – can I choose my natural gas supplier?

A. If the natural gas account is in your name, and is not included as part of your "rent," then you can choose your natural gas supplier.

Keep these tips in mind when shopping for your best energy offer:



### Take Time to Shop Around.

For a list of energy suppliers, visit My Home at [www.njng.com](http://www.njng.com), click on Energy Choice and then Supplier List.

### Get the Facts.

What is the natural gas price per therm? Is it fixed or varied? Are there additional taxes or fees? ***Discuss contract length, terms and conditions, cancellation fees and any restrictions on your natural gas usage that might apply.***

### Calculate Your Savings.

The BGS price on your NJNG bill is the price to compare when evaluating offers from natural gas suppliers. Remember, some suppliers may have prices that fluctuate monthly.

### Make Your Decision.

If you decide to switch, just sign up with the prospective supplier and they'll handle the details.