

New Jersey Natural Gas Advantage

For Your Home & Business

Dear Neighbor,

Every year, hundreds of local families in our service area find themselves facing a financial hardship and struggling to heat their homes. To help those in need, New Jersey Natural Gas (NJNG) created the Gift of Warmth.

Administered by the United Way of Monmouth and Ocean Counties, the Gift of Warmth provides a one-time grant to help income-eligible households, as well as those experiencing temporary or unanticipated challenges, continue their natural gas service. All donations are tax deductible and every dollar goes directly to help families in our communities. NJNG will also match all donations up to a total of \$80,000.

To contribute, you can make a monthly donation or a one-time gift right on your NJNG bill. Just indicate which option on the enclosed self-addressed envelope and return it to us. If you are making a one-time donation apart from your bill, remember to include your check. Please do not include your donation with your bill payment.

On behalf of the over 23,000 families who have benefited from the Gift of Warmth, we hope you will consider making a donation.

Thank you for your support.

Sincerely,



Steve Westhoven
President and Chief Operating Officer
New Jersey Natural Gas

Your Generosity Is Inspiring!
Since its inception, our customers and employees have donated \$5.5 million to NJNG's Gift of Warmth program – and \$180,000 in the past 12 months.



Thank You for Giving to the Gift of Warmth Fund

Please cut out and detach this portion for your tax records only.

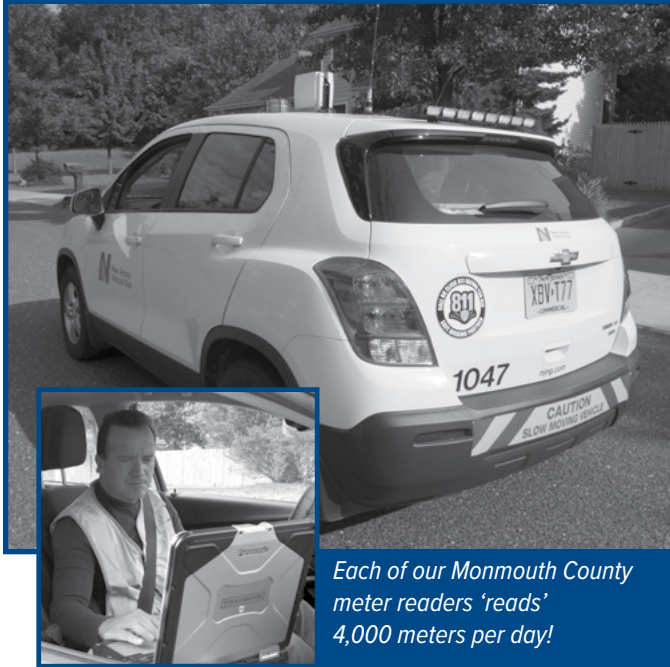
Complete and mail the enclosed Gift of Warmth envelope to make your charitable contribution, separate from your natural gas bill payment.

Donation amount: \$ _____ Check Number: _____ Date: _____

This was a (please check): **One-time gift?** _____ **Monthly gift?** _____

Priority Service for Life Sustaining Equipment

Please let us know if you or someone else in your home uses life-sustaining equipment. Simply contact customer service at 800-221-0051 or customerservice@njng.com and tell us about your situation.



Each of our Monmouth County meter readers 'reads' 4,000 meters per day!

How We Read Your Meters

In Ocean and Morris Counties, we manually read your natural gas meter and need your meter to be accessible. Please keep your shrubs trimmed and dog restrained while our meter reader visits. If the meter is in your house or inaccessible, please call us at 800-221-0051, and say "Meter" at the prompt, to make special arrangements.

In Monmouth County we have installed Automated Meter Reading (AMR) transmitters on meters. This means we do not have to walk on your property to read your natural gas meter (except for maintenance). When our meter readers drive down your street, a radio receiver on their vehicles "reads" the AMR device at your house. This allows our meter readers to do their jobs more efficiently and safely and it avoids 'estimated' meter reads on your bills.

Easy Bill/Pay Options

Receive, view and pay your bill online.

Go paperless with E-Bill and each month receive your NJNG bill electronically.

- Access your billing details — anytime, anywhere
- View payment history
- Analyze your energy usage

With auto pay through ZipCheck, there's no need to write and send checks. Payment will be automatically deducted from your bank account. Enroll today in these and other self-serve options at My Account at njng.com to get started.



Keeping You Warm Isn't All We Do!

Through our Volunteers Inspiring Service in Our Neighborhoods (VISION) program, NJNG employees, retirees and their families contributed more than 5,300 volunteer hours to help support the important work of nonprofit organizations in our service area. That's a new record for us, and we couldn't be prouder!

VISION volunteers participated in more than 50 community initiatives like:

- Landscaped the Long Branch Ronald McDonald House
- Cleaned up local roads and beaches
- Refereed at the Special Olympics Basketball Day
- Organized the library of the Head Start of Morris County
- Staffed water stations at various charity walks

If you're involved with a nonprofit organization that needs a hand with an event or project, contact us at 732-938-1074 or vision@njng.com to find out if we can help. All requests are considered.



How To Reach Us

Call us: Toll-free: 800-221-0051 | People with hearing and speech impairments (TTY/TDD): 800-223-0024 | Report a natural gas leak: 800-GAS-LEAK (800-427-5325)
E-mail us: customerservice@njng.com | Visit our Web site: www.njng.com | Write us: New Jersey Natural Gas, 1415 Wyckoff Road, P.O. Box 1464, Wall, NJ 07719
Call before you dig: 811 or 800-272-1000