



For Your Home and Business

# Sustainability

Leading the Way to a Clean Energy Future 

Dear Neighbor,

The well-being of our customers is at the heart of everything we do. That's why we created the NJNG Gift of Warmth fund more than 33 years ago.

Today's unprecedented time has impacted the financial security of family, friends and neighbors. Now, more than ever, it's important we come together — even if in some small way — to make a difference. Your donation to the NJNG Gift of Warmth fund will provide energy assistance directly to families in our communities. The colder months are here, and no family should have to decide between paying their natural gas bills and other necessary household expenses. We'll match your donation dollar-for-dollar (up to a total of \$80,000) to help ease the energy burden of our customers.

We know asking for assistance is never easy, and hope you will encourage your loved ones to reach out to us if they are having difficulty paying their energy bills. Remember, we're all in this together. On behalf of the nearly 25,000 families who have benefited from Gift of Warmth, thank you for your support.

Sincerely,

Steve Westhoven  
President and CEO



Gift of Warmth

## Your Generosity Is Inspiring!

Thanks to our customers and employees, nearly \$155,000 was donated to the Gift of Warmth fund over the past 12 months, and nearly \$7 million since its inception.

## 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.

You can make a monthly or one-time donation on your NJNG bill by indicating your preference on the enclosed GOW envelope. Or you can make a one-time donation via check and include it in the GOW envelope, separate from your bill payment.

Donation amount: \$ \_\_\_\_\_

Check number: \_\_\_\_\_ Date: \_\_\_\_\_

This was a (please check):

- One-time gift  Monthly gift



**#1 in Customer Satisfaction with Residential Natural Gas Service in the East among Large Utilities, 6 Years in a Row**

## SUSTAINABLE COMMUNITIES FOR FUTURE GENERATIONS

At NJNG, we're proud to join our community members and local organizations as a good corporate citizen to ensure more resilient, sustainable communities. You can read about some of our efforts below. Learn more about our sustainability efforts at [NJRSustainability.com](http://NJRSustainability.com).



### Kindness Goes a Long Way

As a proud, founding member of Utilities United in Kindness, NJNG joined with utilities across the Garden State to bring together our communities for a drop-off food donation drive. So far, NJNG employees and retirees have donated 700 pounds of food to local food banks across Monmouth, Ocean and Morris counties. And there is more work to do.

Join NJNG in our efforts to ensure no family goes hungry. Consider dropping off food donations to your local food pantry.

### Committed to Improving the Quality of Life for Families

NJNG was on hand to help Morris Habitat for Humanity (MHfH) celebrate 35 years of community connections. As part of our commitment to help preserve neighborhoods and foster sustainable communities, our president and CEO Steve Westhoven donated \$35,000 on behalf of NJNG to support MHfH's mission to ensure access to affordable housing. Over the past 24 years, NJNG has donated nearly \$4 million to MHfH and other organizations to help deserving families become first-time homeowners.



### Energy-Saving Kits Help Lower Energy Bills

Energy bills account for a large portion of household budgets. That's why it's especially important for our most vulnerable customers to have access to resources to help save energy and money. NJNG, working with local food banks and other community organizations, distributed over 5,000 free energy-saving kits — filled with energy- and water-saving products — to help income-eligible customers use less energy and save up to an estimated average of \$72 on their annual energy bills. A little goes a long way in putting a dent in energy bills.

NJNG customers can purchase deeply discounted energy conservation kits and other energy-saving products through the NJNG Marketplace at [njng.com/marketplace](http://njng.com/marketplace). (Terms and conditions apply.)

### Putting Smiles on Faces ... One Cookie at a Time

Girl Scout cookies are the way to anyone's heart. But COVID-19 left us craving our favorite Thin Mints®, and put a halt to the Girl Scouts of the Jersey Shore's (GSJS) annual cookie sale fundraising efforts.

Step in Tom Hayes, NJNG's director of customer and community relations, who helped save the day and purchased from GSJS over 1,000 boxes of cookies. He soon became known as the "Cookie Man," personally delivering cookies to food banks, firehouses and other essential workers throughout our communities. And through it all, he didn't forget our field crews — who never miss a beat in delivering safe, reliable service to our customers. Thanks, Tom.



## 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](mailto:customerservice@njng.com) and tell us about your situation. (Please note participation in this program does not mean your natural gas will not be disconnected at a later date for nonpayment or interrupted due to an outage.)

## DID YOU KNOW?

Showers account for up to 20% of residential water use. A low-flow showerhead beats out a traditional showerhead when it comes to efficiency — saving water and the energy it takes to heat the water. With a new low-flow showerhead, you can save up to 2,700 gallons of water per year.

Visit [njng.com/marketplace](http://njng.com/marketplace) for discounted water-saving and other energy-saving products.

### How To Reach Us

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

E-mail us: [customerservice@njng.com](mailto:customerservice@njng.com) | Call us: Toll-free: 800-221-0051 | People with hearing and speech impairments (TTY/TDD): 800-223-0024

Visit our Web site: [www.njng.com](http://www.njng.com) | Write us: New Jersey Natural Gas, 1415 Wyckoff Road, P.O. Box 1464, Wall, NJ 07719

