



Advantage

New Jersey Natural Gas

For Your Home & Business

Dear Neighbor,

On October 29, 2012, Hurricane Sandy made landfall in New Jersey and left a trail of destruction in its wake. Our service territory was among the hardest hit – the devastation is beyond imagination. And, like the state and its residents, we have begun the arduous task of recovery and ensuring the safety of our system. Our employees, along with mutual aid from other utilities, are working around the clock to assess the damage to our infrastructure and restore service to the affected areas as quickly as humanly possible. Please know that we will not rest until service is restored to all of our customers. Follow us on Facebook or www.njng.com for updates on the restoration process.

As many in our state deal with the aftermath of Hurricane Sandy, now could not be a better time for us to come together and help families in need of heating assistance, especially through the winter months. That is why we are asking for your support.

With a contribution to the New Jersey Natural Gas (NJNG) Gift of Warmth fund, we are able to provide families in need with a basic necessity – heat to warm their homes. Every dollar raised goes directly to families in our communities. And NJNG will match 100 percent of your donation – dollar for dollar – up to a total of \$80,000. Since its inception in 1987, the Gift of Warmth has raised more than \$4.9 million and provided energy assistance to nearly 21,000 families thanks to our customers, employees and shareholders.

The power to help is easier than you think. You can make a monthly contribution or one-time donation right on your NJNG bill. If you choose to make a one-time donation apart from your bill, we kindly ask that you write out a separate check to the Gift of Warmth. Simply indicate which option you prefer on the enclosed self-addressed envelope and return it to us. Please do not include your donation with payment of your natural gas bill.

On behalf of all the families who will benefit from the Gift of Warmth this heating season, we hope you will consider making a donation to help our neighbors in need stay warm this winter. Together we can all make a difference. As always, your continued support and thoughtful generosity are deeply appreciated.

Sincerely,

Laurence M. Downes
Chairman and CEO
New Jersey Natural Gas



Thank You for Giving to the Gift of Warmth

Please do not include your donation with payment of your natural gas bill.

Please complete and mail the enclosed Gift of Warmth envelope to make your contribution. Donating is easy with a monthly or one-time contribution through your NJNG bill. You may also send a check. Just choose the option that's easiest for you!

Donation amount: \$ _____ Date: _____

One hundred percent of every dollar donated goes directly to help families in need, and NJNG will match 100 percent of each donation up to a total of \$80,000. All contributions are tax-deductible.

Please make checks out to Gift of Warmth and mail donations to Gift of Warmth, P.O. Box 1463, Wall, NJ 07719.



NJNG Has a VISION

Every year, our employees and retirees, with the help of their families and friends, generously give of their own time to support community projects through our Volunteers Inspiring Service In Our Neighborhoods (VISION) program. In 2012, these generous individuals spent over 5,000 hours making a difference in our communities – lending a helping hand where it was needed most:

- *Fundraising for the American Heart Association, American Cancer Society and March of Dimes' March for Babies*
- *Cleaning up our local beaches and holding environmental and marine programs at Ocean Fun Days*
- *Assisting at community races such as the Spring Lake and Belmar Five Mile Runs*
- *Packing food boxes for families in need during the holiday season and working at the FoodBank of Monmouth and Ocean Counties*
- *Supporting the Special Olympics at local bowling and basketball events*

As a reliable community partner, we are committed to making the places where we live, work and learn the best they can be. If your nonprofit needs a hand with an event or project, contact our manager of customer advocacy and volunteerism at 732-938-1072 or vision@njng.com. All requests will be reviewed for consideration.

Guard Your Personal Information

Identity theft remains prevalent. And now, more than ever, it is important to guard your personal information. At NJNG, your social security number is required only to establish a new account. So we will never call you and request your social security number over the phone. If you think someone is falsely representing him or herself as an NJNG employee, please request their name and employee ID number, then call NJNG at 800-221-0051 for verification.

Free Help with Energy Assistance Application Process

Now through April 30, 2013, members of the Affordable Housing Alliance will be available at our Asbury Park customer service center at 633 Lake Avenue, every Friday from 9:30 a.m. to 4 p.m., to help NJNG customers determine which energy assistance programs best meet their needs and help with the application process. A Spanish- and English-speaking representative will be on-site to assist residents.

For information on energy assistance programs, visit www.njng.com and click on the Trouble Paying Your Bills quicklink. Or contact us at 800-221-0051 or energyassist@njng.com.



Celebrating 15 Years of Building Affordable Housing

Healthy, robust communities create opportunities that allow residents to live deeper, richer lives. And for the past 15 years, our long-standing relationship with the Asbury Park nonprofit organization Interfaith Neighbors has helped hard-working families realize the American Dream of owning a home when they otherwise would have been unable to. It is from this partnership that the NJNG Home Ownership Program was born.

The program dates back to December 1997 when Interfaith Neighbors completed its first home renovation of a dilapidated and abandoned house in Asbury Park, resulting from an initial \$25,000 donation from NJNG. Since that time, we have collaboratively renovated or constructed a total of 33 homes in Asbury Park, Neptune and Long Branch.

Over the years NJNG's Home Ownership Program has grown to include affordable housing in Morris and Ocean Counties. Partnering with community organizations Homes for All (Ocean County) and Morris Habitat for Humanity (Morris County), we have helped 36 families become first-time homeowners in those areas as well.

We are proud to work side-by-side with our partners to advance the development of underserved areas while helping families realize their dream of homeownership.



Soon to be first-time home owners are joined by representatives from Interfaith Neighbors and NJNG as they celebrate the dedication of their new home in Asbury Park as part of Interfaith Neighbors and NJNG's Home Ownership Program. L to R: Kathleen T. Ellis, chief operating officer of NJNG; Laurence M. Downes, chairman and CEO of NJNG; the Napoleon family and Joe Marmora, executive director of Interfaith Neighbors.

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)

Call before you dig: 811 or 800-272-1000

E-mail us: customerservice@njng.com

Visit our Web site: www.njng.com

Write to us: New Jersey Natural Gas, 1415 Wyckoff Road, P.O. Box 1464, Wall, NJ 07719