



NEW JERSEY NATURAL GAS

SUSTAINABILITY

Advancing a Cleaner Energy Future

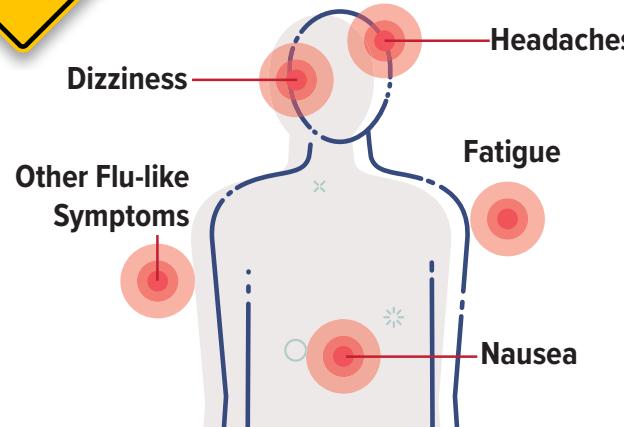
Bundle Up This Winter with Resources to Help Pay Your Energy Bills



Cold weather means more time at home — and higher energy usage. But your household budget doesn't have to take a hit. That's why we're committed to connecting you with a variety of resources — from flexible payment options to home weatherization programs — to help manage your energy bills. See the enclosed insert for details.

SAFETY ZONE

Recognize the Signs of Carbon Monoxide



Winter weather makes your natural gas equipment work harder. It's critical to ensure your home is safe from carbon monoxide (CO) — an odorless gas that when left undetected can build to dangerous levels in your home or business. If you suspect CO poisoning, get fresh air and call 911. Then call Poison Control at 800-222-1222 and NJNG at 800-221-0051. Learn more at njng.com/safety.

Utility of the Future: Grow Your Career in Energy Efficiency

Eligible residents within NJNG's service territory can start or advance their career in energy efficiency — at no cost* — with our **SAVEGREEN®** Workforce Development Program. To support the growing demand for energy-efficiency solutions across the state, we offer Building Performance Institute (BPI) training and certification in:

- Building Science Principles • Building Analyst Technician
- Building Analyst Professional

For more information, visit savegreen.com/residential/workforce-development or email savegreen-wfd@njng.com.

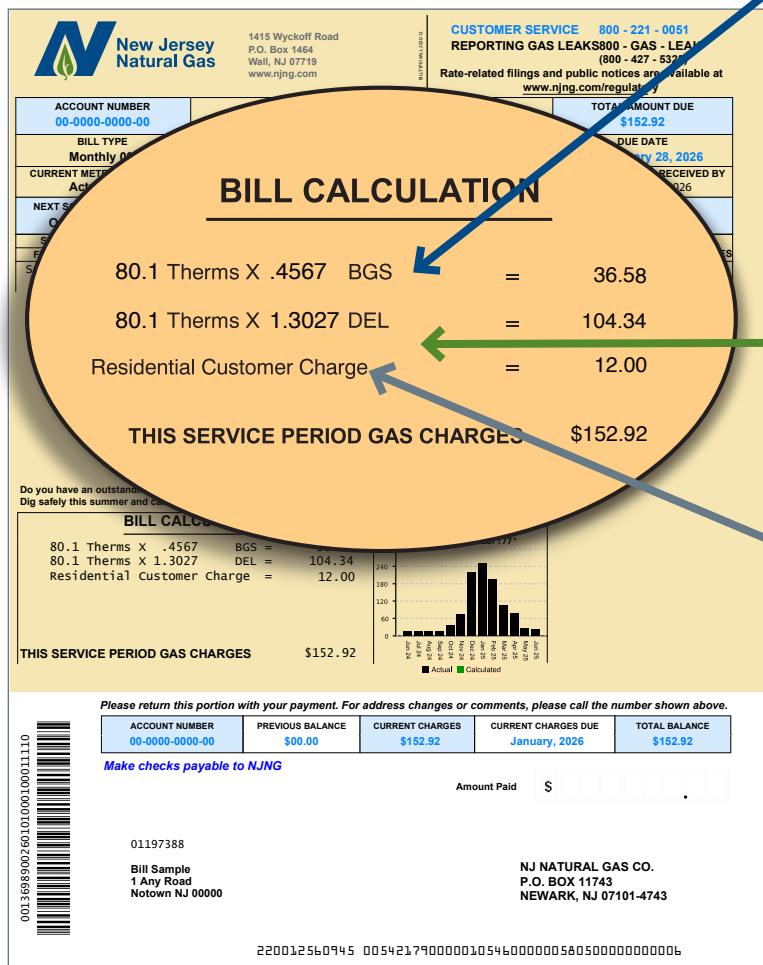
*Terms and conditions apply. Must be 18 years or older and a reside within New Jersey Natural Gas' (NJNG) service territory. Offer subject to available funding. Courses fee paid by NJNG are inclusive of courses materials, the first BPI exam, and certification. Applicant is responsible for any computer/laptop and internet costs associated with participation in courses. Applications must be received by June 30, 2027. Applicant must pass certification test to receive certification. In-person and field training will take place in Atlantic Highlands, Long Branch or Red Bank.

Important Message for Customers Who Rely on Life-sustaining Equipment

If you or a member of your household depends on life-sustaining equipment and uses a natural gas generator during a power outage, please notify NJNG. It is vital we have your information on record so we can make the restoration of your service a top priority. To learn more and complete the life-sustaining equipment and critical care form, visit the My Home section on njng.com and select Services for Special Needs.

Understanding Your Natural Gas Bill

Your natural gas bill is made up of several components. The price of your natural gas service is reflected as "This Service Period Gas Charges" in the Bill Calculation section of your bill. NJNG determines what you owe (gas charges) each month by multiplying the BGS (Basic Gas Supply) and DEL (Delivery) rates by the total therms (billable unit of natural gas) you used, then adding the customer charge. The total makes up the natural gas charges in the service period, which is regulated by the New Jersey Board of Public Utilities.



The **BGS (Basic Gas Supply)** portion of your bill is the cost of the natural gas supply passed directly to customers. This means the price we pay is the price you pay (as mandated by law) — unless you've selected a third-party supplier. The BGS price represents the "price to compare" with third-party supplier offers. If you purchase your natural gas from a third-party supplier, charges appear as GAS on your NJNG bill.

The **DEL (Delivery)** charge is for the delivery of natural gas to your home or business and maintenance of our distribution system. It also includes charges for societal benefits programs related to environmental and energy-efficiency initiatives.

The **Residential Customer Charge** offsets a portion of billing, meter reading and related equipment.

Prices are effective as of December 1, 2025, but are subject to change. Visit the Regulatory Info section of njng.com for pricing and historical rates.

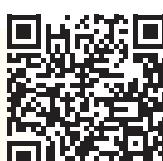
Employee Spotlight Meet Larry J., Your Home Energy-saving Expert



"Customers are amazed by the findings and practical ways to tighten their homes."

Before joining NJNG, Larry's lifelong passion for building and design led to years as a general contractor specializing in kitchen and bathroom renovations. As one of the first energy-efficiency auditors with our **SAVEGREEN®** program, Larry's expertise now drives his work helping customers save energy and money. From assessing insulation levels to evaluating HVAC and water heating equipment, Larry identifies opportunities to help customers improve home comfort and efficiency through a Whole Home Energy Assessment Plus.

Go behind the scenes of a Whole Home Energy Assessment Plus



Get more details and book your Whole Home Energy Assessment Plus at 877-455-6564. **And you can meet Larry, too!**