



# Energy in Focus

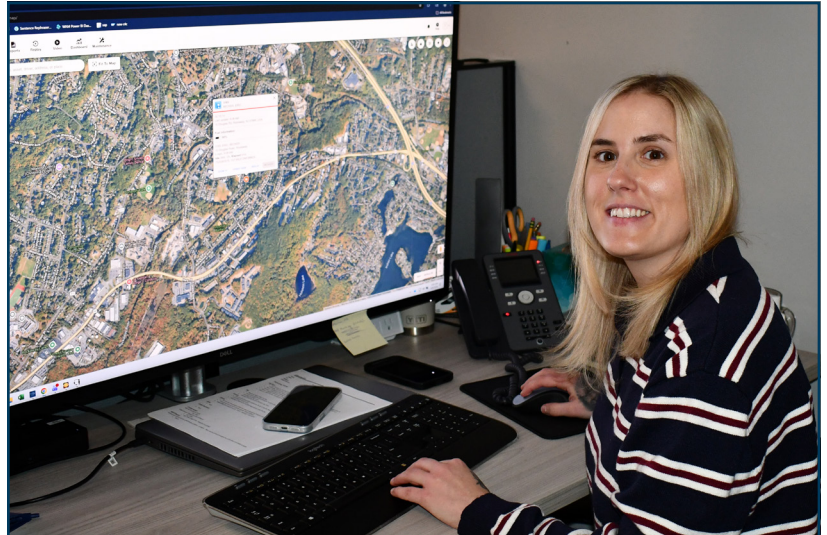
Reliability. Sustainability. Innovation. Delivered.



## Stay Alert — Spot and Stop Utility Scams

As technology continues to advance, so do the tactics scammers use to trick people. It's important to know the warning signs and stay vigilant against fraud, scams and identity theft. Be alert and protect yourself:

- Watch out for phishing emails and always check the sender's address. All emails from NJNG are sent from @njng.com or @4you.njng.com.
- Phone calls from NJNG will never pressure you for immediate payments or solicit personal information.
- Be aware of "slamming" scams that switch customers to another energy supplier without their authorization. Use caution when sharing your NJNG account number or natural gas bill. Always remember to fully evaluate any offer before agreeing.
- If you receive an unexpected call, email or visit from someone claiming to be an NJNG representative, contact us at 800-221-0051 to verify their identity. For more information visit [njng.com/safety](https://njng.com/safety).



## From Leak Call to Action: Meet Taylor M., Dispatch Supervisor

When a suspected natural gas leak is reported, response begins with our dispatchers — the critical first line of defense in protecting our customers and employees.

Before joining NJNG, Taylor M. served as a 9-1-1 operator for the Ocean County Sheriff's Office where she coordinated police, fire and EMS responses. Her ability to stay calm under pressure and manage multiple priorities first benefited her in the role of a dispatcher. Now it helps her keep NJNG's dispatch operations running smoothly as a dispatch supervisor.

Today, Taylor leads her team as they coordinate rapid field responses to emergency leak calls. Handling multiple responsibilities at once is part of the job, making it essential to remain composed and focused on the most urgent situations. Emergency response time is a key measure of NJNG's safety performance. With every call, dispatchers pinpoint the emergency location and deploy the closest available technician to ensure the fastest possible response — always prioritizing safety. Thanks to these efforts, NJNG ranked among the top 25% in the industry in fiscal 2025 for emergency response times, according to the American Gas Association.

Outside of work, Taylor enjoys walking her two dogs, visiting local coffee shops and spending time with family and friends.

## Designate a Backup Contact for Your Account

In the event of a service disruption, accessing your property may be necessary to restore natural gas service. Please reach out to us to add an emergency contact to your NJNG account so we can get your service back on if you aren't home or unreachable. Call us at 800-221-0051 or email [customercare@njng.com](mailto:customercare@njng.com) (residential customers) or [businesscare@njng.com](mailto:businesscare@njng.com) (commercial customers).

# Horsepowering Our Communities

**Hay there!** Recently, NJNG volunteers rolled up their sleeves at Bluemont Equine Sanctuary to help kick off their spring cleaning. From cleaning paddocks and fields to scrubbing water troughs, our team worked together to help spruce up our new furry friends' home.

We're proud to support Bluemont's mission to rescue neglected animals and provide them with safe, permanent homes. Is your community organization interested in learning about our Volunteers Inspiring Service in Our Neighborhoods (VISION) program? Contact us at [vision@njng.com](mailto:vision@njng.com).



**See us in action.**

**SAFETY  
ZONE**

## Grill with Safety in Mind

As BBQ season begins, remember to follow these safety tips when cooking outdoors:

- Check grill hoses and valves for cracks and natural gas leaks before your first barbecue. Have a licensed technician make necessary repairs.
- Place grills on leveled ground at least 20 feet away from your home or other structure.
- Always keep the lid open when lighting a natural gas grill.
- Never grill indoors or in any enclosed areas as carbon monoxide (CO) can accumulate to unhealthy levels.

CO is a colorless, odorless and highly dangerous gas when left undetected. Learn more about carbon monoxide safety at [njng.com/safety](http://njng.com/safety).



## Corrugated Stainless Steel Tubing

Corrugated stainless steel tubing (CSST) is commonly used to supply natural gas starting from your meter's outlet to your appliances inside your home or business. CSST must be installed and used only in accordance with applicable codes and manufacturers' instructions, including those that pertain to bonding and grounding of the piping system. CSST requires proper bonding and grounding to be protected from lightning strikes. If you have CSST, consider contacting a licensed contractor for a professional inspection and to install an appropriate lightning protection system.



**Don't let your energy bills heat up your summer — see what help is available at [njng.com/energyassistance](http://njng.com/energyassistance).**

## Getting Your Small Business Ready for Summer?

The Prescriptive & Custom program from NJNG's SAVEGREEN® has the solution for small business owners looking to save energy while decreasing operational expenses. If you're interested in replacing a single piece of HVAC or food service equipment, NJNG's rebates\* and incentives\* help make achieving your business' energy-efficiency goals more affordable.

\*Terms and conditions apply.

See how NJNG can help your small business by contacting **877-455-NJNG (6564)** or visit [savegreen.com/businesses](http://savegreen.com/businesses) to learn more.

NEW JERSEY NATURAL GAS  
**SAVEGREEN®**



### How To Reach Us

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

Email us: [customer care@njng.com](mailto:customer care@njng.com) | Call us toll free: 800-221-0051 | People with hearing and speech impairments (TTY/TDD): 711

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

