



Attention:

Customers who Rely on Life-Sustaining Equipment

Please notify New Jersey Natural Gas (NJNG) if you or a member of your household depends on life-sustaining equipment and use a natural gas generator during a power outage. In the rare event of a disruption to your natural gas service, it is vital we have your information on file so we can make restoring service to your home a top priority.

Please complete the Life-sustaining Equipment and Critical Care Certification form available on our website. Have it signed by your prescribing licensed medical professional to verify the use of life-sustaining equipment. Once you submit the form and it is approved by NJNG, your account will be noted that life-sustaining equipment is used in your residence.

To download the form and learn more, visit the Services for Special Needs section under the My Home tab at njng.com or call NJNG at 800-221-0051.

Additional Information for Customers who Rely on Life-Sustaining Equipment

NJNG customers relying on life-sustaining equipment should follow these tips:

- Complete the NJNG Life-sustaining Equipment and Critical Care form on an annual basis.
- Make sure NJNG has your current phone number on file. To update your information, log in to the “My Account” online portal at njng.com and navigate to the Account tab and select “My Profile” to edit your primary number.
- Develop a plan for any potential service outage with N.J.’s Register READY program. This registry is designed to help emergency responders locate and safely evacuate people who could find it difficult to help themselves in the event of a major disaster. To sign up, call N.J. 211 or go to registerready.nj.gov.

For more questions, connect with us at 800-221-0051 or customer care@njng.com.

