



Pipeline Press



Spring 2025

Drop that Shovel and Call ...



It's FREE and it's the LAW!

Anyone who plans to dig — residents, contractors, excavators, etc. — must call this toll-free number at least three business days before starting ANY digging project to request a free markout of your underground utilities. A few project examples include:

- Footings for a deck or patio
- Planting trees or shrubs
- Installing a fence or mailbox post
- Putting in a pool or pond



It Smells Bad for a Reason!

Help Keep You and Your Family Safe.

If you smell a rotten egg odor, act fast:

1. Evacuate everyone immediately from the building/site.
2. Call NJNG at 800-GAS-LEAK (427-5325) from a safe location and let us know where you are.
3. Re-enter the building ONLY after NJNG or emergency personnel have declared it safe.

Get out quickly and don't forget:

- **DO NOT** use telephones, cell phones, matches, lighters or other open flames where a leak is suspected.
- **DO NOT** activate light switches, electrical appliances, flashlights, doorbells or even garage door openers.
- **DO NOT** smoke or use e-cigarette devices — remove them from the area, and then extinguish them.

How to Recognize a Natural Gas Leak



Smell – The distinctive odor of rotten eggs
(*You may not smell the odor if you have a diminished sense of smell, the odor is masked by other scents or it has faded.*)



Look – See a white cloud, mist, fog, bubbles in standing water, blowing dust, discolored or dead vegetation, or disturbed soil near a pipeline



Listen – Hear a roar, hissing or whistling, or a loud, high-pitched sound



Act – If you suspect a natural gas leak, leave the area immediately and call 800-GAS-LEAK

NJNG promptly investigates suspected natural gas leaks 24 hours a day, seven days a week.

Ensure Safety and Performance with a Natural Gas Equipment Checkup

Make sure your appliances are operating at peak performance. Here are some helpful tips to maintain optimal safety and efficiency:

Check the Flame

Natural gas appliances have a clear, steady blue flame. Small amounts of yellow and orange are normal.

Use Appliances for Their Intended Purpose

Never use an oven or range to heat your home. Always turn appliances off before you go to bed or leave the premises.

Clear the Area

Keep the area around your furnace and water heater clear. Make sure vents and chimneys are cleaned out and free of debris. Never store flammable materials near your appliances as even a small flame, such as a pilot light, can ignite vapors from these materials.

Protect Against Corrosion

Chemicals found in certain fabrics, water softeners, bleach, adhesives and ice-melting salt can corrode a furnace. Store all of these items in a separate location.

Turn Down the Temperature

Lower your water heater thermostat to 120 degrees or less. This prevents scalding, and you'll also save money on your water heating bills. For those with a suppressed immune system or chronic respiratory disease, you may consider keeping your hot water tank at 140°F.

Keep it Clean

Change the filter on your HVAC system regularly. A dirty, clogged filter can increase usage and restrict output, raising your energy bills.

To keep your appliances running safely, it's a good idea to have your equipment serviced annually by a qualified technician. You may save energy, too.



You Have the Right to Request an Excess Flow Valve

An excess flow valve, or EFV, is a device that automatically restricts the flow of natural gas if an underground pipe is broken. It's installed on the service line that runs underground between NJNG's natural gas main and the meter on your property. An EFV is not required for the normal operation of your service line.

When activated, an EFV restricts the flow of natural gas and lessens the possibility of personal injury and/or property damage. Anyone excavating is responsible for immediately calling 911 then NJNG at 800-GAS-LEAK (427-5325) to report any damage to natural gas facilities.

Since 1993-94, NJNG has been installing EFVs on all new or renewed services to single-family residences. Therefore, many NJNG customers already have an EFV. You have the right to request an EFV be installed at your own expense. To determine if your service already includes one, check your meter for a tag like the one shown above.

If you're still not sure your service has an EFV, and/or are interested in having one installed, please email efv@njng.com or call 732-905-4346. Remember to include your name, service address, NJNG account number and the best phone number and/or email where we can reach you. An NJNG representative will respond accordingly.

We recommend you read our EFV FAQs in the My Safety section of njng.com.



Gas Leaks:

800GAS-LEAK
427-5325

All other calls:

800-221-0051