

HAPPY NEW YEAR!

nj living times

News and Information From New Jersey Natural Gas

Great News!

Here's a good way to start the New Year – we're providing bill credits totaling \$30 million!

Residential and small commercial sales customers will receive a bill credit for their January and February natural gas usage. For an average NJNG residential customer using 351 therms, the savings will amount to approximately \$70 over the 2-month period, a savings of almost 12 percent. The credit will appear on their bill in the Bill Calculation box listed as an RCA (rate credit adjustment).

We're implementing the credit now to help provide relief to our customers during this winter period when heating bills are typically at their highest. Since reaching record levels, the price of natural gas has been receding, but the wholesale market still remains unstable. As always, we will continue to monitor market conditions and look for ways to meet your expectations for reliability and value every day.

You can also count on us to help keep your energy costs down. The free Conserve to Preserve resources and tools we provide can help make you a smarter energy manager. If you haven't already signed up for our Conserve to Preserve Dashboard, you're missing out on the opportunity to see immediate savings on your natural gas bills through simple conservation efforts. Another great service, our free E-Tips, provides seasonal energy-saving tips and notices on rebates, incentives and special offers all via e-mail.

Sign-up for these free tools is quick and easy. Just have your NJNG account number ready, visit njng.com and click on the quicklink to My Account Information. While you're on our Web site, make sure to visit the Conservation section for additional resources including energy-saving tips and programs for residents and business owners.

At NJNG, we remain committed to doing all we can to keep natural gas the best value for your energy dollar.

Conserve to Preserve®

This New Year, turn over a new leaf – a green one!

Make a resolution to conserve energy and help preserve our environment. Get started with an NJNG Energy Cost Cutter Kit filled with simple tools to help you save energy every day. It's only \$10 (including shipping and handling). Supplies are limited so see the enclosed insert to order yours today!



Home Improvement Incentives

Planning on making some energy-efficiency improvements to your home in 2009? Home improvement tax credits are available for insulation, replacement windows, non-solar water heaters and certain high-efficiency heating and cooling equipment placed in service from January 1, 2009 through December 31, 2009. For complete details, visit the Products section of www.energystar.gov and click on the Tax Credits image at the bottom of the page.

Any qualified home improvements made in 2008 are not eligible for the tax credit.



Coming soon!

Eliminate the paper and view your NJNG bill online. Watch for details in the next issue.

Please Don't Forget About Me!

Remember during the harsh winter weather to keep your natural gas meter and surrounding area free of snow and ice. Use a broom to carefully remove snow from your meter. If ice from your roof is hanging over your meter, also remove it carefully. Always take care when shoveling, plowing or using a snow blower around your meter.



Priority Service for Life-Sustaining Equipment

Please let us know if you or someone else uses life-sustaining equipment in your home. Call Customer Services at 1-800-221-0051, and tell us about your situation. We'll make restoration of your natural gas service a top priority in the event of a service disruption. You can also e-mail us at customerservice@njng.com.



Manage Your Natural Gas Bills

Now more than ever, planning for your energy expenses is an important part of your household budget. At NJNG, we're always looking for ways to help. Our Budget Plan is a convenient way for you to spread your estimated annual natural gas costs evenly over 12 monthly payments – and at no additional charge.

To join, simply pay the "Budget Option" amount, and any other non-gas charges shown on your NJNG bill, prior to the due date. You'll be automatically enrolled. You can also join online with a visit to My Account Services at njng.com. Join today – it's easy and it's FREE!

How To Reach Us

Call us toll-free:	1-800-221-0051
People with hearing and speech impairments (TTY/TDD):	1-800-223-0024
Out of state:	1-732-938-7977
To report a gas leak:	1-800-GAS-LEAK (1-800-427-5325)
Call before you dig:	811 or 1-800-272-1000
E-mail us:	customerservice@njng.com
Web site:	www.njliving.com
Write to us:	New Jersey Natural Gas 1415 Wyckoff Road, P.O. Box 1464, Wall, NJ 07719

Have You Ordered Your Energy Guardian® Kit Yet?

Take advantage of this special, limited-time offer to NJNG customers.

Order online: www.essnrg.com By phone: 1-877-ESS-4NRG

Use coupon code NJNG0809 and get a \$20 discount!



Struggling to Pay Your Heating Bills?

For energy assistance information and eligibility requirements, visit www.energyassistance.nj.gov or call the agencies listed below for your county.

Home Energy Assistance Program/Universal Service Fund*

(Income-based)

Monmouth 732-502-8855 or 732-775-4442

Middlesex 732-828-4541

Morris 973-366-1131

Ocean 732-244-9041

* Applications for the Home Energy Assistance Program are automatically reviewed for eligibility for the Universal Service Fund, a statewide program based on income and utility costs.

Lifeline Credit Program

(Senior citizens and persons with disabilities)

1-800-792-9745

NJ SHARES

(Based on financial need)

Call 1-866-657-4273 for the agency in your area.

Gift of Warmth Fund

(Based on financial need)

Monmouth 732-502-8855 or 732-775-4442

Middlesex 732-775-4442

Morris 973-366-1131

Ocean 732-244-9041

Free Home Energy Audit

Income-eligible customers who heat with natural gas may be eligible for a free home energy audit. See the enclosed insert about the Comfort Partners Program for details and eligibility requirements

Did you know that using a programmable thermostat in your home is one of the easiest ways you can save energy dollars? An ENERGY STAR qualified programmable thermostat makes it easy by offering pre-programmed settings to regulate your home's temperature without sacrificing comfort.

There are a variety of models available on the market today so when making a selection, take into consideration your schedule and how often you leave and return home. It's best to consult a certified HVAC professional to ensure proper installation.

Nationwide, the average household, which spends more than \$2,000 a year on energy bills (nearly half of which goes to heating and cooling), can save about \$180 a year by properly using a programmable thermostat. In New Jersey, where energy costs are even higher, you can save even more!