

*For Your Home*

**NEW JERSEY NATURAL GAS ADVANTAGE**



## HAT TRICK!

Thank you for rating  
**New Jersey Natural Gas**  
 “Highest in Customer Satisfaction  
 With Residential Natural Gas  
 Service in the Eastern U.S.  
 Among Large Utilities,  
 Three Years in a Row.”

\*New Jersey Natural Gas received the highest numerical score among large utilities in the Eastern U.S. in the proprietary J.D. Power and Associates 2009-2011 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>. 2011 study based on 62,711 online interviews ranking 10 providers in the Eastern U.S. (CT, DC, MD, MA, NH, NJ, NY, PA, RI, VA). Proprietary study results are based on experiences and perceptions of customers surveyed September 2010-July 2011. Your experiences may vary. Visit [www.jdpower.com](http://www.jdpower.com).

## Notice a Little Something Less in Your Bill?

**Cha Ching!** That’s the sound of savings from lower natural gas prices.

At NJNG, we’re working hard to help make a difference where it counts most – your wallet. As of October 1, residential and small commercial customers are paying less for Basic Gas Supply (BGS) service, reflecting a 9.3 percent decrease for the average residential heating customer. This translates to approximately \$12.60 in savings for a typical customer who uses 100 therms of natural gas per month.

Our successful cost control and natural gas purchasing strategies, coupled with lower natural gas prices have enabled us to decrease prices once again. We continue to effectively manage our programs to meet your expectations for reliability and value, every day. For additional ways to help reduce your monthly natural gas bill, visit Save Energy & Money at [www.njng.com](http://www.njng.com).

**Note:** The BGS portion of your bill covers the natural gas you use. NJNG makes no profit on the sale of natural gas itself, and passes the costs directly to the customer as mandated by law.

## Understanding the Monthly Cost of Your Natural Gas Service

### About Your Bill

The price of your natural gas service is reflected in the Bill Calculation section of your NJNG bill.

**BGS (Basic Gas Supply)** – This charge is for the cost of natural gas supply, which is directly passed on to those customers who have not chosen a third-party supplier. NJNG makes no profit on the BGS charge. For residential and small commercial customers, this price represents the "price to compare" to third-party supplier offers. If you have chosen to purchase your natural gas from a third-party supplier, their charges are shown as GAS on the bill.

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

## A Quick Note about Your Meter Read

If your natural gas usage from a calculated bill is underestimated by 25 percent or more, you can take the same number of months the charges were accrued to pay off the balance. Payment arrangements can be made by contacting NJNG at 800-221-0051.



## Are Energy Costs Adding a Significant Burden to Your Family Budget?

Whether on a limited income or faced with unanticipated financial hardship, you may qualify for energy assistance and weatherization programs. To determine eligibility requirements visit [www.energyassistance.nj.gov](http://www.energyassistance.nj.gov) or contact a Community Action Program agency in your county.

**Low Income Home Energy Assistance Program (LIHEAP)**  
(Income-based)

**Universal Service Fund (USF)** (Income-based)

**Gift of Warmth Fund** (Based on financial need)

**TRUE Grant** (Based on financial need)

**NJ SHARES** (Based on income guidelines and financial need) Call 866-657-4273 to find the agency in your area or visit [www.njshares.org](http://www.njshares.org).

### Community Action Programs

#### Middlesex County

Puerto Rican Action Board\*†

90 Jersey Avenue, New Brunswick, NJ 08901

732-828-4541 or 732-775-4442

#### Monmouth County

Affordable Housing Alliance\*†

59 Broad Street, Eatontown, NJ 07724

732-389-2204

#### Check-Mate Inc.

910 Fourth Avenue, Asbury Park, NJ 07712

732-502-8855

#### Morris County

Morris County Organization for Hispanic Affairs\*†

95-97 Bassett Highway, Dover, NJ 07801

973-366-1131

#### Ocean County

O.C.E.A.N. Inc.†

22 Hyers Street, Toms River, NJ 08753

732-244-9041

507 River Avenue, Lakewood, NJ 08701

732-942-3405

\* These agencies do not accept Gift of Warmth applications.

† These agencies accept TRUE Grant applications.

### Give Warm Wishes with an NJNG Gift Certificate

Whether you are looking for the perfect holiday gift or just want to help a neighbor or family member in need ... NJNG has a great idea for you. A Warm Thoughts gift certificate can be purchased for any NJNG customer for any amount you choose. It's easy! Just visit one of our business offices or [www.njng.com](http://www.njng.com) and click on the Payment Assistance quick link. Follow the instructions to purchase a gift certificate and we'll take care of the rest.

We'll automatically apply the gift payment to the recipient's NJNG account on the date you request. And we'll even send you a Warm Thoughts gift certificate to present to the recipient. For additional information, call 800-221-0051.

### Attention to Safety: Take Care of Your Natural Gas Meter this Winter

When winter weather arrives, remember these important safety tips to allow for safe, easy access to natural gas equipment for our meter readers or other technicians in case of an emergency or for routine maintenance.

**Ensure there is a clear path to your meter and regulators and the area around the equipment is free of snow and ice.**

**Use a broom to carefully remove snow from your meter.**

**Take care when shoveling, plowing or using a snow blower in the area around your meter and regulator.**

**Carefully remove ice hanging from your roof over the meter and regulator.**

**Do not use sharp tools or instruments on or near the meter or regulator.**

### Get the Most from Your Energy Dollar

With winter right around the corner, now is the perfect time to take advantage of our many tools and resources to help you manage your energy bills.

**Bundle Up** – Start with E-Bill, our secure electronic paperless bill service, to view and pay your bill. Then add ZipCheck, our free bill payment service that automatically deducts your monthly payment from a designated bank account. Top it off with the Budget Plan to spread your annual natural gas costs evenly over 12 months. Sign up for these free services at the Payment Options section of My Account at [www.njng.com](http://www.njng.com).

**Visit Save Energy & Money** – This special section of our Web site, [www.njng.com](http://www.njng.com), is filled with energy-saving tips for both residents and business owners, including our FREE Conserve to Preserve Dashboard to perform an online energy audit of your home. You'll also find information on the latest available programs to help you manage your energy costs.

**Register for FREE E-Tips** – Sign up at My Account at [www.njng.com](http://www.njng.com) to receive monthly e-mails filled with valuable energy-saving tips and information on offers and rebates.

**Make a Payment Agreement** – If you have past-due bills, visit My Account at [www.njng.com](http://www.njng.com) or call 800-221-0051 to set up a deferred payment agreement.

### How To Reach Us

Call us:

Toll-free: **800-221-0051**

People with hearing and speech impairments (TTY/TDD):  
**800-223-0024**

Report a natural gas leak: **800-GAS-LEAK (800-427-5325)**

Call before you dig: **811 or 800-272-1000**

E-mail us: [customerservice@njng.com](mailto:customerservice@njng.com)

Visit our Web site: [www.njliving.com](http://www.njliving.com)

Write to us: **New Jersey Natural Gas**  
**1415 Wyckoff Road, P.O. Box 1464, Wall, NJ 07719**