



*For Your Home & Business*

# New Jersey Natural Gas Advantage



Dear Neighbor,

In this economy, many families in our service territory are struggling to make ends meet. With weather turning colder that challenge becomes more difficult. But you can help make a difference.

With a contribution to the New Jersey Natural Gas (NJNG) Gift of Warmth fund, you can bring comfort to the homes and hearts of deserving families. Administered by the United Way of Monmouth County, the Gift of Warmth provides energy assistance to help eligible customers meet their heating needs. Every dollar goes directly to families in our communities. Moreover, all donations are tax-deductible, and NJNG will match 100 percent of your donation – dollar for dollar – up to a total of \$80,000.

Since its inception in 1987, the Gift of Warmth has raised over \$4.8 million and provided energy assistance to nearly 21,000 families thanks to the generous contributions from our employees, shareholders and customers, such as you.

The power to make a difference is easier than you think. You can make a monthly contribution or a one-time donation right on your NJNG bill. If you choose to make a one-time donation apart from your bill, we kindly ask that you write out a separate check to the Gift of Warmth. Simply indicate which option you prefer on the enclosed self-addressed envelope and return it to us. Please do not include your donation with payment of your natural gas bill.

On behalf of all of the families who have benefitted from the Gift of Warmth, we hope you will consider making a donation to help our neighbors in need stay warm this winter. As always, your support and generosity are deeply appreciated.

Sincerely,

*Laurence M. Downes*  
Laurence M. Downes  
Chairman and CEO  
New Jersey Natural Gas



## Thank You for Giving to the Gift of Warmth

Save this reminder for your tax records.

**Please do not include your donation with payment of your natural gas bill.**

Please complete and mail the enclosed Gift of Warmth envelope to make your contribution. Donating is easy with a monthly or one-time contribution through your NJNG bill. You may also send a check. Just choose the option that's easiest for you!

Donation amount: \_\_\_\_\_  
\$ \_\_\_\_\_  
Date: \_\_\_\_\_

One hundred percent of every dollar donated goes directly to help families in need, and NJNG will match 100 percent of each donation up to a total of \$80,000. All contributions are tax-deductible.

Please make checks out to Gift of Warmth and mail donations to Gift of Warmth, P.O. Box 1463, Wall, NJ 07719.

Local offices of the New Jersey Department of Community Affairs and the United Way of Monmouth County administer the Gift of Warmth fund. For additional information, visit our Web site, [www.njng.com](http://www.njng.com).



# 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).

# You Asked for It ... Coming Soon the New and Improved "My Account" at [www.njng.com](http://www.njng.com)

## NJNG has a VISION

Every year, our employees and retirees, with the help of their families and friends, generously give of their own time to support community projects through our Volunteers Inspiring Service In Our Neighborhoods (VISION) program. In 2011, these generous individuals spent more than 4,400 hours making a difference in our communities - lending a helping hand where it was needed most:

- Fundraising for the American Heart Association, American Cancer Society and March of Dimes' March for Babies
- Cleaning up our local beaches and holding environmental and marine programs at Ocean Fun Days
- Assisting at community races such as the Spring Lake and Belmar Five Mile Runs
- Landscaping the Ronald McDonald House and Collier Services
- Packing food boxes for families in need during the holiday season and working at the FoodBank of Monmouth and Ocean Counties
- Supporting the Special Olympics at local bowling and basketball events

As a reliable community partner, we are committed to making the places where we live work and learn the best they can be. If your nonprofit needs a hand with an event or project, contact our manager of customer advocacy and volunteerism at 732-938-1074 or [vision@njng.com](mailto:vision@njng.com). All requests will be reviewed for consideration.



This year, VISION volunteers raised more than \$12,000 through the Making Strides Against Breast Cancer Walk fundraising initiatives. Heartfelt thanks to our customers, employees, families and friends who joined us in this worthy cause.

### 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

## WIN A WINTER'S WORTH OF NATURAL GAS

go green with 

Help us protect the environment and join fellow NJNG customers who already enjoy the convenience of E-Bill, our paperless bill service. E-Bill features bill tracking, advanced payment and scheduling, reminders and payment history. First time registrants who enroll in E-Bill between November 1 and December 31 are automatically entered in our sweepstakes for a chance to win a winter's worth of natural gas - maximum value of \$1,000.\* To register, visit [www.njng.com](http://www.njng.com) and login to My Account then click "Register for E-Bill."

Already registered with E-Bill? Simply login to My Account and click on the "View/Pay E-Bill" tab.

**Register now ... hey, you never know!**

\*1 NO PURCHASE NECESSARY; 2 Sweepstakes ends at 4 p.m. New Jersey time December 31, 2011; 3 Sweepstakes open only to customers of NJNG who are legal residents of the State of New Jersey, at least 18 years of age and who have an active NJNG account on the date of the Sweepstakes entry submission. Employees, directors and officers of NJNG, its parent company, affiliates and subsidiaries, as well as their immediate families and household members are not eligible; 4 Complete rules are available at [www.njng.com/myaccount/ebillsweepstakes.asp](http://www.njng.com/myaccount/ebillsweepstakes.asp). 5 VOID WHERE PROHIBITED.

### Free Help with Energy Assistance Application Process

Beginning January 6, volunteers will be available in our Asbury Park office at 633 Lake Avenue from 9 a.m. to 4 p.m. every Friday in January to help NJNG customers determine which energy assistance programs best meet their needs and help with the application process.

For information on energy assistance programs, visit [www.njng.com](http://www.njng.com) and click on the Payment Assistance quicklink. Or contact us at 800-221-0051 or [energyassist@njng.com](mailto:energyassist@njng.com).

### Guard Your Personal Information

Today, more than ever, it's important to guard your personal information. At NJNG, your social security number is required only to set up a new account. We never call customers to request a social security number over the phone. If you think someone is falsely representing him or herself as an NJNG employee, please request their name and employee ID number, then call NJNG at 800-221-0051 for verification.