

Message from



During this challenging time, New Jersey Natural Gas (NJNG) is committed to providing you with safe, reliable service while protecting the health and safety of our employees and the customers we serve.

## Visits from New Jersey Natural Gas



NJNG is beginning to schedule and complete customer-requested appointments for service work and safety-related inspection work, following appropriate safety protocols.

We want you to feel comfortable knowing our employees are...

- Embracing careful safety practices;
- Maintaining social distancing; and
- Wearing appropriate Personal Protective Equipment

## Assistance is Available



We know many of our neighbors and customers are experiencing financial hardships. If you are having difficulty paying your energy bills, there are programs and payment arrangements that may be able to assist you. Connect with us and learn more:

- Call 800-221-0051
- Visit our Energy Assistance page
- Log in to My Account at [njng.com](http://njng.com) and look for Deferred Payment Arrangements under Billing and Payment Options.

Note: NJNG has also suspended service disconnections until further notice.

## How Can I Pay my Bills?



NJNG's walk-in payment centers located in Asbury Park, Wall, Lakewood and Rockaway are temporarily closed. Please use another payment method, including:

- Online at [njng.com](http://njng.com)
- Calling 800-221-0051
- Traditional mail - you can send payment to New Jersey Natural Gas Co., PO Box 11743, Newark, NJ 07101-4743
- Secure drop boxes located at NJNG's payment facilities

**Need another option?** Customers may independently verify if Western Union® Quick Collect® locations are available to accept cash payments.\*

\*A \$1.50 fee applies for each transaction.