

## Contact Information

www.njng.com

Email: [CustomerCare@njng.com](mailto:CustomerCare@njng.com) (residential customers)  
[BusinessCare@njng.com](mailto:BusinessCare@njng.com) (commercial customers)

Gas Leak: 800-GAS -LEAK (800-427-5325)

Customer Service: 800-221-0051

Customer Service Representatives available Monday – Friday, 6 a.m. to 10 p.m.  
Saturday and Sunday, 6 a.m. to 6 p.m. Self-service Options available 24/7.

Hearing Impaired: 711

Report Theft of Service: 800-631-6041

Call Before You Dig: 811 or 800-272-1000

New Jersey Board of Public Utilities: 800-624-0241

www.bpu.state.nj.us

## Payment Locations

Monday – Friday, 8 a.m. to 4:30 p.m.

Asbury Park – 633 Lake Avenue

Lakewood – 775 Vassar Avenue

Rockaway – 201 Roundhill Drive

Wall – 1415 Wyckoff Road

For other authorized payment locations, visit [njng.com](http://njng.com).

## Additional Payment Options

**Pay by Phone:** Call 800-221-0051 and follow the prompts.

**Auto Pay:** Pay your bill automatically each month from a designated payment method.

**Pay Online:** Select Pay Bill at [njng.com/my-account](http://njng.com/my-account).  
No login required.

**Equal Pay:** Spread your estimated annual natural gas costs over 12 monthly payments.

Visit the My Account section or log in to My Account at [njng.com](http://njng.com) for details and billing and payment options.

## Notifications

**Third-party notification:** Designate a third party to receive a copy of your delinquent notice and remind you of an overdue balance. The third party is not responsible for payment.

## Understanding Your Bill

### How your residential bill is calculated:

	Present Meter Read	5960
Less:	Previous Meter Read:	5895
	<hr/> Usage in 100's of cubic feet	65 ccf
Times:	BTU Content	1.071
	<hr/> Usage in therms	69.62

Apply DEL and BGS rates to therms, then add the customer charge as seen in the Bill Calculation Box.

**BTU Content** (*British Thermal Unit*): Measures the potential heat that can be generated from natural gas. It also is used to convert cubic feet of natural gas into therms.

**BGS** (*Basic Gas Supply Service*): The cost of natural gas purchased by, and delivered to, NJNG on the wholesale market. NJNG makes no profit from this charge. This is also the price to compare with a third-party supplier's rate.

**DEL** (*Delivery*): The charges for delivering natural gas, maintaining our distribution system and societal benefits programs.

**Customer Charge:** The cost to maintain your account.

**Demand Charge:** Covers a portion of NJNG's fixed cost to serve large commercial customers.

### Charges You Should Note:

**Returned Check – \$10**    **Field Collection – \$15**

**Late Payment:** Only commercial and industrial customers will be charged 1.5 percent on the overdue balance.

## Energy Assistance and Conservation

**Help Paying Your Bill:** Contact us at [energyassist@njng.com](mailto:energyassist@njng.com) or 800-221-0051 to connect with a representative.

**Energy-saving Resources:** Go to Save Energy & Money at [njng.com](http://njng.com) or contact us at 800-221-0051.

**E-Tips:** Receive NJNG's monthly email for energy-saving tips, special offers, program updates and more. Register at My Account at [njng.com](http://njng.com), and then select Account Notification Preferences.

**Si le gustaría recibir avisos de desconecta en español, llame a 800-221-0051.**

Based on New Jersey tax law, applicable taxes are included in the charges on your bill. To obtain the exact amount, please contact us at the numbers provided.