



**See the enclosed insert to order your NJNG Energy Conservation Kit now. Supplies are limited!**

January 2008

**HAPPY NEW YEAR!**



*News and Information From New Jersey Natural Gas*

*It's the New Year – a time when many of us make resolutions to improve ourselves and our lives. This year make a resolution to conserve energy. We're ready to help you do just that.*

## Introducing the Conserve to Preserve Dashboard

At NJNG, we're driven to help you save energy dollars. That's why we designed the Conserve to Preserve Dashboard, your personalized online home energy center. To use this interactive, user-friendly tool, visit our Web site, ***njliving.com***, and sign in (or register) at My Account Services. All you need is your NJNG account number to get started.

You'll be asked to enter information about your home, appliances and living habits. After just a few minutes you'll be ready to view and analyze your

natural gas bills. Because the Dashboard integrates with New Jersey's Clean Energy Program Home Energy Analysis, you can run reports and create graphs to see where your home energy dollars are spent. You'll get customized recommendations to make your home more energy-efficient and comfortable and reduce your greenhouse gas emissions.

The Conserve to Preserve Dashboard enables you to compare your home energy use to homes of similar size and style in your area. You can even find

out what it costs to run your appliances and how much you can save by installing new energy-efficient models. Because the Dashboard is a living tool, return to it time and time again to re-evaluate your energy use and track the results of your conservation efforts.

So go ahead – jump in, take a spin and drive home the energy savings with the Conserve to Preserve Dashboard!



**My Dashboard**

Compare and analyze your bills

**How does my natural gas usage compare?**

Usage Comparison

■ Gas Use (Therms)

Month	Gas Use (Therms)
November, 2006	125
November, 2007	113

Track your energy dollars

**How does my home use energy?**

Gas Costs

Category	Cost
Heating	\$118
Hot water	\$37
Cooking	\$15

Find ways to save energy and money

**How does my home compare?**

Gas Costs 10/28/2007 to 11/27/2007

Category	Cost
Avg. Home	\$204
My Home	\$170



### NJNG Receives Founder's Award for Customer Service

J.D. Power III, founder of J.D. Power and Associates, presents the prestigious Founder's Award to Kathy Ellis, senior vice president of corporate affairs and marketing at New Jersey Resources, parent company of NJNG, during the ninth annual Platts Global Energy Awards in New York.

A discretionary award presented periodically, the Founder's Award recognizes individuals or companies demonstrating dedication, commitment and sustained improvement in serving customers. This award adds NJNG to a select list of 18 world-class, customer-focused organizations to receive this distinction in the 39-year history of J.D. Power and Associates. Past honorees include General Motors, The Ritz Carlton Hotels and Hyundai Motors.

## New Options – More Convenient than Ever!

We've added two new options to help you manage your NJNG account 24 hours a day, seven days a week:

**Request service turn off** (*online only*) **NEW!**

**Request seasonal turn on** (*online only*) **NEW!**

**Pay your bill by check or credit card** (*online and phone*)\*

**Enter a meter read** (*online and phone*)

**Make a deferred payment agreement** (*online and phone*)

Online, just visit My Account Services on our Web site, [njliving.com](http://njliving.com) to get started. By phone, simply listen to the voice prompts and follow along to reach the service you are interested in. Phone options include directions in Spanish and English.

Watch for more opportunities to help you manage your NJNG account in the months to come.

*\*Fee applies*

For electronic payments without a fee, sign up for ZipCheck, our free automatic bill payment service.

SAVE THE DATE

# 100



WAITING CHILDREN

Once again, New Jersey Resources, parent company of NJNG, is proud to host the **Heart Gallery of New Jersey** which showcases portraits of the state's foster children waiting to be adopted. The mission of the Heart Gallery is not only to win hearts but also permanent homes for these children. To achieve this goal, many of the world's top photographers have volunteered their time and talent to create intimate, compelling portraits of foster children in New Jersey.

This February, come to our Wall headquarters and experience these poignant photographs of **100 Waiting Children**, many of whom are in danger of aging out of the foster care system and losing their last opportunity to become members of loving, stable families. For additional information, visit [www.heartgallerynj.com](http://www.heartgallerynj.com). To learn how you can adopt one of the children featured in the Heart Gallery of New Jersey, call **1-800-99-ADOPT**.

## Plan Ahead Before You Leave

If you are spending any time this winter away from home – or if you have a second residence – please provide us with the name and telephone number of a neighbor, friend or relative who can provide us access in the event of an emergency or a natural gas service disruption. Proper access will help us restore your service promptly and help you avoid any potential property damage. Call us today at **1-800-221-0051** to designate an emergency contact.

*If you plan to be away for an extended period of time, make sure to have your home winterized by a licensed plumber. If you choose not to winterize your home, leave the furnace set to at least 50 degrees so water pipes don't freeze and burst. You can also ask your alarm company about installing a low temperature sensor on your alarm system to alert the company. Or, purchase a plug-in freeze alarm from a local retailer that will call a designated number to alert someone when the home temperature drops too low.*

## Struggling with Heating Bills?

For energy assistance information and eligibility requirements, visit [www.energyassistance.nj.gov](http://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

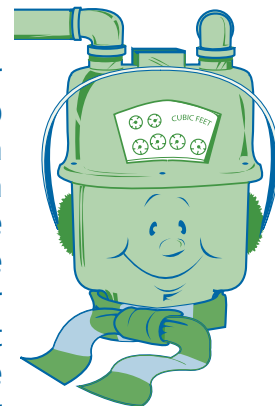
**Morris** 973-366-1131

**Ocean** 732-244-9041

New Jersey residents can also dial **2-1-1**, for information on health and human services, community resources and government assistance.

## Don't Forget Me!

During the harsh winter weather, remember to keep your natural gas meter 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.



### 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**