



# New Jersey Natural Gas Advantage

*For Your Home & Business*

Dear Neighbor,

Each year, thousands of our neighbors struggle to heat their homes. As the weather turns colder, that struggle becomes more difficult. No one should have to choose between staying warm or other basic necessities. So now is a great time for us to come together to make a difference. Your contribution to the Gift of Warmth Fund can help bring comfort and warmth to deserving families this winter.

We created the Gift of Warmth in 1988 to help families and individuals in need pay their heating bills. Administered by the United Way of Monmouth County, every penny goes to help families in our communities and NJNG will match all donations – dollar for dollar – up to \$80,000. All donations are tax deductible.

This year, let's make sure no one is left out in the cold. You can make a monthly contribution or a one-time donation right on your NJNG bill. Simply indicate which option you prefer on the enclosed self-addressed envelope and return it to us. If you choose to make a one-time donation apart from your bill, we kindly ask you write out a separate check to Gift of Warmth. Please do not include your donation with the payment of your natural gas bill.

On behalf of all the families who have benefited from the Gift of Warmth, we appreciate your support and generosity.

Sincerely,

Laurence M. Downes  
Chairman and CEO  
New Jersey Natural Gas



*Gift of Warmth*

## Thank You for Giving to the Gift of Warmth

*(This form is for your tax records only.)*

**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 [njng.com](http://njng.com).*

## Find Out if You Qualify for Energy Assistance

Now through April 30, 2015, members of the Affordable Housing Alliance will be at our Asbury Park Customer Service Center at 633 Lake Avenue, every Friday from 9 a.m. to 4 p.m., to help NJNG customers determine which energy assistance programs best meet their needs and help with the application process. A Spanish-speaking representative will be on-site to assist residents. For information on energy assistance programs, visit [njng.com](http://njng.com) and click on the Trouble Paying Your Bills quicklink. You can also contact us at 800-221-0051 or [energyassist@njng.com](mailto:energyassist@njng.com).



A team of 200 NJR employees donated approximately 1,000 volunteer hours over the course of two days to help rebuild Sandy-damaged homes in Union Beach, Keansburg and Port Monmouth. We're honored to have been part of the solution to help displaced families return to home.

## We're Out and About Lending a Hand

Our team demonstrates energy, enthusiasm and passion for building strong communities. Employees and retirees – with the help of family and friends – give generously of their personal time to strengthen the community and support neighborhood projects through our Volunteers Inspiring Service in Our Neighborhoods (VISION) program and other community initiatives, such as NJR You Days. In 2014, these individuals spent more than 5,000 hours making a difference. Together, we participated in more than 53 community endeavors, including:

- **Assisting in Superstorm Sandy rebuilding efforts to get families back in their homes**
- **Fundraising for the American Heart Association, American Cancer Society and March of Dimes**
- **Cleaning up local beaches and holding environmental and marine programs at Ocean Fun Days**
- **Packing food boxes for the less fortunate and holiday caroling for the elderly**
- **Serving meals at Lunch Break and for members of the NJ Blind Citizens Association**

If you are a member of a nonprofit organization that 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 considered.

### 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.njng.com](http://www.njng.com)

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

## Thinking of Changing Energy Providers? Here's What You Need to Know.

New Jersey law provides customers the opportunity to select a third-party energy provider. And, if you are already signed up with a third-party provider, continue to monitor your bill and any communication you receive from them. While the natural gas purchasing function will be handled by the supplier of your choice, we'll continue to deliver your natural gas and respond to your service and emergency needs. You can find links to third-party suppliers in the Energy Choice section of My Home at [njng.com](http://njng.com). Or go to the residential section of [state.nj.us/bpu](http://state.nj.us/bpu) and click on the Third-Party Supplier link within the copy. Then, under the Third-Party Suppliers in Your Area section, click on New Jersey Natural Gas. You can also call 800-221-0051 to obtain a hard-copy list of third-party suppliers in our service territory.

If you are interested in comparing third-party supplier prices to NJNG's prices, go to the Billing and Prices tab under the My Home section of [njng.com](http://njng.com) for historical NJNG rates and other helpful information.

As a reminder to our customers, if considering a third-party supplier remember to:

- **Use the BGS (Basic Gas Supply) price listed under the bill calculation section of your NJNG bill to compare with that of a third-party supplier.**
- **Before entering into an agreement, determine if the supplier is offering a fixed rate that is subject to automatically change at the end of the term, or a variable rate that may be subject to market price fluctuations throughout the term.**
- **Inquire about fees – be informed regarding the specific rate, terms and conditions, as well as any cancellation penalties. NOTE it can take an average of two months to move service to or from a third-party provider.**

## Attention to Safety:

### Take Care of Your Natural Gas Meter this Winter

When winter weather arrives, it's important our employees have access to your natural gas meter in case of an emergency or routine maintenance. So, remember these important safety tips:

- **Ensure there is a clear path to your meter and regulator and keep the area around them 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 that is hanging from your roof over the meter and regulator**
- **Do not use sharp tools or instruments on or near the meter or regulator**

For more information, go to My Safety at [njng.com](http://njng.com) and select Gas Meter Safety.

