

# New Jersey Natural Gas Advantage

*For Your Home*

**Thank you for Helping Make New Jersey Natural Gas One of the Most Trusted Utility Brands in the Nation.\***



## **Make Energy-Efficiency Your New Year's Resolution and Help Protect the Environment!**

Through Conserve to Preserve® (CTP), NJNG customers have come to rely on us to deliver valuable energy conservation tips. Since its inception, CTP has helped customers save more than \$278 million in energy costs, preventing the release of approximately 3.2 billion pounds of CO2 into the atmosphere. Over the past 12 months, our employees shared more than 315,000 energy-saving tips. So this New Year, why not commit to a lifestyle change with NJNG?

We offer customers the resources to make wise energy decisions through CTP. And to help you along, the Save Energy & Money section of our Web site is filled with energy-saving information and tools to help you manage your energy bills.



### **CTP Dashboard**

This energy-savvy tool offers a FREE home energy profile and customized action plan to help you identify potential energy savings and learn about valuable energy-efficiency rebates and incentives that can help make your home more energy-efficient and comfortable.

### **The SAVEGREEN Project®**

NJNG's energy-efficiency program provides money-saving incentives to help make energy-efficiency upgrades more affordable. Be sure to check out the bill insert for details.



### **Discounted Online Energy-Saving Store**

Here you'll find discounted deals on numerous ENERGY STAR®-qualified products to help you save energy – every day. And NJNG customers enjoy free shipping on orders over \$25.

### **Register for FREE E-Tips**

Join the 100,000 NJNG customers who are already receiving our FREE monthly E-Tips with valuable energy-saving tips and updates on program offers and rebates delivered right to your in box. Don't miss out on the savings. Sign up today at My Account at njng.com.



**For more information on these and other CTP energy-saving tools and resources, visit the Save Energy & Money section of njng.com.**

\*Market Strategies International. Cogent Reports™. Utility Trusted Brand & Customer Engagement™, December 2014.

### BILL CALCULATION

|                             |   |       |
|-----------------------------|---|-------|
| 69.62 Therms X .4054 BGS    | = | 28.22 |
| 69.62 Therms X .5120 DEL    | = | 35.64 |
| Residential Customer Charge | = | 8.25  |

**THIS SERVICE PERIOD GAS CHARGES** \$72.11

## Understanding Your NJNG Bill

The price of your natural gas service is reflected in the Bill Calculation section of your NJNG bill.

**BGS (Basic Gas Supply)** – This charge is for the cost of the natural gas supply that is passed directly on to those customers who have not chosen a third-party supplier. For residential and small commercial customers, this price represents the “price to compare” to third-party supplier offers. If you purchase your natural gas from a third-party supplier, charges appear as GAS on your NJNG bill.

**DEL (Delivery)** – This charge is for the delivery of natural gas to your home or business and maintenance of the distribution system. It also includes other costs, including charges for societal benefits programs related to environmental and energy-efficiency initiatives.

**Residential Customer Charge** – This monthly charge offsets the costs for billing, meter reading and related equipment.

**Note:** The BGS portion of your bill covers your natural gas usage. NJNG makes no profit on the sale of natural gas itself, and directly passes the costs to the customer as mandated by law. Visit the Regulatory Info section of [njng.com](http://njng.com) for historical rate information.

## Stay Comfortable this Heating Season

**Brrr.** Find out how to stay comfy this winter with the New Jersey Comfort Partners Program. Income-eligible customers may benefit from Comfort Partners’ free energy saving and energy education programs. See the enclosed insert for program details and eligibility requirements.

## Follow Us on Social Media

Social media is a great way to stay connected with your favorite utility. Be sure to follow us on [Facebook.com/NewJerseyNaturalGas](https://www.facebook.com/NewJerseyNaturalGas) or [Twitter @NJNaturalGas](https://twitter.com/NJNaturalGas). And keep an eye out for this winter’s Scavenger Hunt Thursdays on Facebook for a chance to win cool prizes.

Have a Smartphone? Start now and check us out on Facebook or Twitter.



## 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

## Cold Temps Are Here. Are Energy Costs Impacting Your Family Budget?

NJNG wants to connect qualified families with energy assistance and home energy-improvement programs to help them better manage their home heating costs. Whether you are on a limited income or faced with unanticipated financial hardship, help is available. For additional information, contact our energy assistance team at 800-221-0051 or [energyassist@njng.com](mailto:energyassist@njng.com).

**Low Income Home Energy Assistance Program (LIHEAP)**  
*(Income-based)*

**Universal Service Fund (USF)** *(Income-based)*

**Gift of Warmth Fund (GOW)** *(Based on financial need)*

**Payment Assistance Gas and Electric (PAGE)**  
*(Based on financial need)*

**NJ SHARES** *(Based on income guidelines and financial need)*

Call 866-657-4273 to find an agency in your area or visit [njshares.org](http://njshares.org).

**Lifeline Credit Program** *(Seniors and disabled)*

Call 800-792-9745

**Comfort Partners**

*(Income-based home energy-improvement program)*

Call 888-773-8326 or visit the Residential Section of [njcleanenergy.com](http://njcleanenergy.com) and click the Programs link.

**(Participating Agencies)**

**Middlesex County**

Puerto Rican Action Board\*\*

90 Jersey Avenue, New Brunswick, NJ 08901  
732-828-4541

**Monmouth County**

Affordable Housing Alliance (AHA)/ TRUE Program  
94 Broad Street, Eatontown, NJ 07724  
732-389-2204

20 Gibson Place, Freehold, NJ 07728  
732-389-2204

1828 West Lake Avenue, Neptune, NJ 07753  
732-389-2204

**Morris County**

Morris County Organization for Hispanic Affairs  
95-97 Bassett Highway, Dover, NJ 07801  
973-366-1131

**Ocean County**

O.C.E.A.N. Inc.  
22 Hyers Street, Toms River, NJ 08753  
732-244-9041

507 River Avenue, Lakewood, NJ 08701  
732-942-3405

\*\* This agency does not accept Gift of Warmth or PAGE grant applications. Middlesex County residents can apply for GOW and PAGE grants at AHA.