

# New Jersey Natural Gas Advantage

*For Your Home & Business*



**Ocean Fun Days!**

Help us protect our environment.

**FREE Family Fun!**

**Saturday, May 16**  
Island Beach State Park, Seaside Park

**Sunday, May 17**  
NJ Sea Grant Consortium, Sandy Hook  
11 a.m. to 3 p.m. (Rain or shine both days)



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

New Jersey law provides customers the opportunity to select a third-party energy provider. 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 supplier.

And, if you are already signed up with a third-party supplier, 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, NJNG will continue to deliver your natural gas and respond to your service and emergency needs. You can find a list of frequently asked questions and links to third-party suppliers in the Energy Choice section of My Home at njng.com.

If you are interested in comparing third-party supplier prices to NJNG's prices, go to the Billing and Pricing Information tab under the My Home section of njng.com and scroll down to the prices link for historical NJNG rates and other helpful information.

### Spring Cleaning? Don't Forget About Meter Safety.

The weather is finally warming up and spring will be here before we know it. So when you get around to sprucing up your garden, be sure to keep the area surrounding your natural gas meter free of overgrown plants and other obstructions. (Remember spring brings new growth and plantings.) For meter reading and other safety purposes, we are required to have unhindered access to the meter at all times. Do not lean ladders or metal objects against the meter. Never tie anything – including a dog leash, guy wire or ground wire – to a meter or its piping as this may cause a hazardous condition. And be cautious when mowing your lawn or operating other equipment around your meter.

Following this advice will give our meter readers and technicians easy access to your natural gas meter, especially in case of an emergency. If you feel your natural gas meter is in an unsafe location, such as too close to a driveway or under a deck, call us at 800-221-0051 for an assessment.

## COGENT REPORTS™

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

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

## Monthly Meter Reading and Your Bill

Many of our customers benefit from automatic monthly meter readings. For those who do not, we need your help to obtain an accurate meter read. Please keep shrubs trimmed and dogs restrained while our meter reader visits. If the meter is in your house, and we missed the meter read on the scheduled date, please call us to make special arrangements. If the meter reader cannot obtain a reading, he/she will leave a form for you to fill out that has clear instructions on how to read your own meter. Avoid a calculated bill and more closely monitor your monthly natural gas usage by reading the meter yourself when we are unable to do so. Visit the My Home section of njng.com and click on About Your Meter to learn how.

*Note: If your natural gas usage from a calculated bill is underestimated by 25 percent or more, you can take the same number of months the charges were accrued to pay off the balance. Payment arrangements may be made by contacting NJNG at 800-221-0051; when prompted say Payment Arrangements.*



## Learn More About Your Local Community College Attend an Open House

We are partnering with local community colleges to keep our students, families and customers informed about upcoming Open Houses.

Interested high school students, transfer students and adults are invited to attend an Open House at their local community college. It's an ideal opportunity to tour the campus and meet with faculty, coaches and staff. Moreover, you will learn about academic and athletic programs, admission and financial aid processes and so much more. Mark your calendars for one of the upcoming spring Open Houses.

### Brookdale Community College, Lincroft

Sunday, April 12, 2015 – noon to 2 p.m.  
For more information, go to [brookdalecc.edu](http://brookdalecc.edu).

### Ocean County College, Toms River

Thursday, April 16, 2015 – 6 to 8 p.m.  
For more information, call 732-255-0400, Ext. 2960. Or register at [go.ocean.edu/events](http://go.ocean.edu/events).

### County College of Morris, Randolph

Saturday, April 25, 2015 – 10 a.m. and 11:30 a.m.  
For more information, call 973-328-5101 or go to [ccm.edu](http://ccm.edu).

## 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



## VIEWPOINT CUSTOMER ADVISORY PANEL

### Let us know what you think!

Over the next few weeks you may receive an e-mail invitation from FGI Research, Inc. to register for Viewpoint, NJNG's online customer insight panel. NJNG is working with FGI to create this survey panel so that we can better assess our customers' satisfaction, explore opportunities for new programs and services and identify unmet needs.

Joining Viewpoint is free and only takes a few minutes. Simply register and complete an initial screener survey to determine your eligibility to participate. Once accepted, Viewpoint members can receive prizes and rewards for their participation. With the very first survey, your opinions will be heard.

Participants will receive e-mail invitations every four to six weeks to participate in our online surveys. Remember, your opinion counts in helping us ensure an enhanced customer experience. If you have not received an e-mail invitation, or taken the initial screener survey, and would like to participate in our online customer insight panel, visit [njrviewpoint.com](http://njrviewpoint.com) and click on Join Viewpoint.

Please remember to add [njrviewpoint@fgisurveys.com](mailto:njrviewpoint@fgisurveys.com) to your address book otherwise e-mails may be marked as spam, and you'll miss the chance for your voice to be heard, not to mention your chance at rewards!

*Thank you for helping us better serve you.*



### Make a Difference in Your Community

Often, cancer patients do not have transportation to and from treatments or don't feel well enough to drive. The American Cancer Society Road to Recovery® program connects volunteer drivers with those who need transportation to and from treatment. You can help by providing rides to patients in your community. Become a Road to Recovery volunteer. Call 800-227-2345 or visit the Volunteer section of [cancer.org](http://cancer.org).

### Good Neighbors

Through our Gatekeeper and Community Watch programs, employees are encouraged to report any indication a customer may need social services or medical or police assistance. It's just another way NJNG is helping to keep our community members safe.