



N E W J E R S E Y N A T U R A L G A S

SUSTAINABILITY

A d v a n c i n g a C l e a n e r E n e r g y F u t u r e



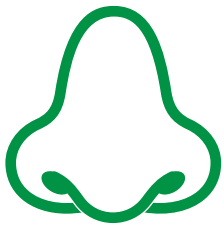
2024
EASIEST TO DO
BUSINESS WITH
 RESIDENTIAL UTILITY

Thanks for recognizing our
 commitment to you.
 We're honored to win this award
Six Years in a Row!

Cogent Syndicated 2024 Utility Trusted Brand & Customer Engagement™:
 Residential study by Escalent.

Don't Dodge Safe Digging
 If you're planning a construction or digging project this summer, you must call 811 at least three business days before you break ground to receive a markout of underground utilities. Whether you are planting a garden or installing a fence, mailbox, pool or a patio you must plan ahead.
It's FREE and it's the LAW!

Recognize a Natural Gas Leak



Smell
 the distinctive odor
 of rotten eggs



See
 a white cloud, mist, fog,
 bubbles in standing water
 or blowing dust



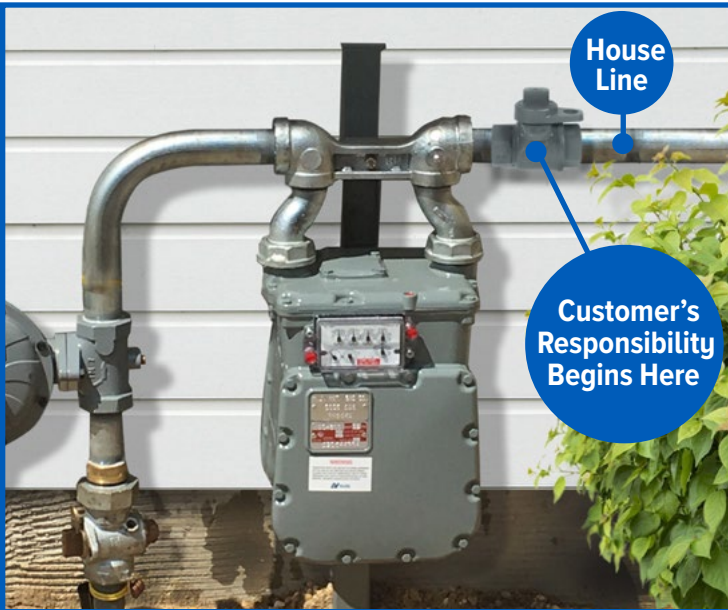
Hear
 roaring, hissing
 or whistling

If you smell, see or hear any of the above, evacuate immediately and from a safe location call 800-GAS-LEAK (427-5325). Let us know where you are. To learn more, refer to the safety insert included.



Sustainability Through Innovation: CarbinX Units Set to Transform NJNG's Carbon Footprint

NJNG is leading on innovation for a more sustainable future. And it starts right here at our Wall headquarters, which is now home to New Jersey's first CarbinX™ carbon capture units. This system captures carbon dioxide from our HVAC system, preventing its release into the air – reducing our company's greenhouse gas emissions and showcasing the potential for this new technology. To learn more about CarbinX and the company's climate goals, visit njng.com.



Know Your Responsibility Beyond the Meter

Always, keep safety top of mind. As a homeowner, you're responsible for maintaining the fuel lines from the natural gas meter to appliances and equipment inside and outside your house – including pool heaters, grills and standby generators. Follow these safety tips:

- Arrange for a licensed contractor to conduct yearly inspections and locate any areas requiring repairs on your natural gas lines.
- Save diagrams after inspections.
- Periodically inspect your pipes for corrosion and potential leaks and damage.

For more safety tips, go to njng.com/safety.

Meter Readers in Your Yard

Throughout our service area, NJNG meter readers are hard at work. For customers in Morris or Ocean Counties, a meter reader conducts a manual read of your natural gas meter. On days a meter read is scheduled, please keep dogs safely secured away from the meter. This helps to keep your dog and our employees safe.

Outside of our normal meter reads, we may need access to your property unannounced to conduct necessary work such as meter inspections and surveys. This includes corrosion remediation by our team of employees and summer interns who may need access to your property to paint NJNG facilities.

Carbon monoxide (CO) is a colorless, odorless and highly dangerous gas. The U.S. Consumer Product Safety Commission recommends installing CO alarms on every level of your home, including outside of bedrooms, to prevent a serious situation. Visit the My Safety section on njng.com to learn more.



Add an Extra Layer of Protection with a Natural Gas Detector

A residential methane detector (RMD) can provide an early warning sign of a possible natural gas leak in your home or business.

- A RMD measures the concentration of methane in the air and sounds an alarm when a higher-than-normal concentration of natural gas is detected. It's important to follow the manufacturer's instructions for installation, proper placement, use, maintenance and alarm patterns as they may vary by brand.
- If you or someone in your household or business is unable to smell natural gas due to a diminished sense of smell, or the odor could be masked by other scents, consider purchasing a RMD.

While there are combination methane and carbon monoxide (CO) detectors on the market, most CO detectors DO NOT detect methane.

When choosing a RMD, look for Underwriters Laboratories (UL) or nationally recognized testing laboratory certification on any alarm you purchase. The N.J. Department of Consumer Affairs, Consumer Products Safety Commission and UL can help you make an informed decision. (Note NJNG does not sell, install or service methane detectors.)



Demolition Done Right!

Prior to beginning any demolition project, NJNG must disconnect your natural gas service from your home or business. Be aware a road-opening permit and utility markout are required before work begins which may take up to eight weeks to complete. We will notify you in writing once service is disconnected. Please keep this letter as it's required to obtain a demolition permit from your town.

To get started, call 800-221-0051 and say "Demolition" at the voice prompt. Or complete the demolition/disconnection form found under the My Home or My Business tab at njng.com and email it to CustomerCare@njng.com (residential customers) or BusinessCare@njng.com (commercial customers). Online you will find important information you need such as permit and markout requirements and associated fees for planning a demolition project.