

n j l i v i n g t i m e s

News and Information From New Jersey Natural Gas

A Message About Your Energy Costs

At NJNG, we understand the impact rising energy costs have on you, your budget and your family. That's why the decision to file for a rate increase was such a difficult one. But, it was necessary and we want you to understand why.

Your NJNG bill consists of two main parts, the delivery charge (DEL), which includes the base rate, and the Basic Gas Supply Service (BGSS). The base rate covers the cost of delivering natural gas service and the BGSS reflects the actual cost of the natural gas you use. As a regulated utility, NJNG does not make a profit on the BGSS and simply passes the cost on to the customer.

Recently, the New Jersey Board of Public Utilities (BPU) approved an increase to the base rate. It has been over 14 years since we last asked for a base rate increase. During that time, NJNG's prudent business practices enabled us to maintain the existing base rate while investing over \$650 million in new capital to ensure safe, reliable service and to comply with new federally mandated regulations, all while experiencing dramatic increases in operating expenses.

An increase in the BGSS, a direct reflection of the steady rise in wholesale natural gas prices, was also approved. The increasing use of energy-efficient natural gas is tightening the balance between supply and demand and driving up these wholesale prices. The BGSS increase would have been much higher if NJNG had not already secured prices for more than 70 percent of the natural gas supply needed for the upcoming heating season.

These two adjustments will enable NJNG to maintain a high level of safe and reliable service and ensure your family's comfort. We will continue to do everything we can to help you save energy dollars by closely monitoring the natural gas markets and through our conservation programs. Please join us in our efforts as we all Conserve to Preserve®.



Working Together to Secure a Clean Energy Future

Today energy conservation is a hot topic. But it was almost three decades ago, in the early 1980s, when the U.S. Department of Energy first set aside time in October each year to remind us about the importance of saving energy. This year, the theme of Energy Awareness Month, Working to Secure a Clean Energy Future, encourages government, organizations, businesses and citizens – in other words, all of us – to work together to make wise energy decisions.

These smart choices will have long term effects on our environment, natural resources and even our economy, but also more immediate benefits such as saving you money. Join us as we all learn to become better "energy managers", living and working more efficiently every day to help secure a clean energy future. So get out there and make a difference – but be sure you turn the light off when you leave.



*See the enclosed insert about two of our best energy-saving tools, the **Conserve to Preserve Dashboard** for residents and **Conserve to Preserve Business Online** for commercial customers. Don't miss out on the savings. Sign up for these **FREE** resources today!*

Visit the Conservation section of our Web site, njliving.com, for special offers and additional resources to help you Conserve to Preserve.

Special Discount Offer for NJNG Customers



Seal up and Save with The Energy Guardian® Kits

Insulates and seals any type of attic entrance
Lightweight, easy to use

Order online: www.essnrg.com By phone: 1-877-ESS-4NRG

Use coupon code NJNG0809 and get a \$20 discount!

Get Ready for Winter

Now is the time to make sure your heating system is operating at peak performance to help save energy dollars.

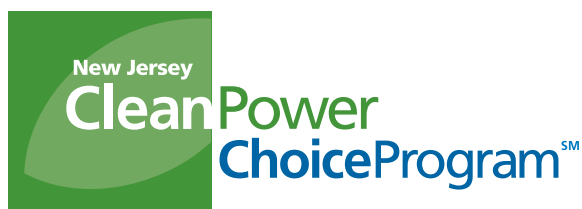
- Have a **preseason inspection and routine maintenance** performed by a professional heating contractor.
- **Replace your furnace filter** before the heating season begins to increase efficiency and change it monthly if you have pets, smokers or people with breathing difficulties living in your home.
- Make sure your furnace and hot water heater are **properly ventilated and clear of obstructions**.
- Make sure **vents and registers are dust-free and not blocked** by furniture, draperies and rugs allowing heat to circulate.
- **Reverse your ceiling fan motor** so warm air is driven back down into the room, resulting in more even heating.
- **Seal up seams and cracks** around walls, windows, doors and fixtures to reduce drafts.

After throwing out the first pitch, Bill Butler (center) of Middletown, joins Buster and a member of the Lakewood BlueClaws. Bill, an NJNG customer, did his part to strike out energy waste when he recently completed an energy audit and extensive upgrades to his home through Home Performance with ENERGY STAR. This program takes a whole-house approach to saving energy and can help reduce your home energy costs by up to 30 percent! For additional details on this and other special programs, visit the Conservation section of njliving.com



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



Renewable Energy for New Jersey

CleanPower Choice, brought to you by the New Jersey Board of Public Utilities' Office of Clean Energy, is a simple way for you to choose clean, renewable sources of energy that help diversify our electric energy supply. Wind power, solar, low impact and small hydro power are all choices good for the environment, the climate and New Jersey.

NJNG purchases 100 percent of its electric needs through CleanPower Choice, offsetting all our emissions from electricity. Each household that participates in the New Jersey CleanPower Choice Program can avoid carbon dioxide emissions of over 10,000 pounds per year!

Now more than ever, it's important to make the CleanPower Choice. To do so, visit www.njcleanpowerchoice.com, or call 1-800-515-5353. Information is also available in the Conservation section of our Web site, njliving.com.

Mark Your Calendar for Energy Assistance

On **November 1, 2008**, the federal Home Energy Assistance Program (HEAP) will begin accepting applications for the 2008-2009 heating season. Eligibility for HEAP is based on income guidelines. Your HEAP application will also be used to determine your eligibility for assistance from the state's Universal Service Fund. To learn how you can apply, call 1-800-510-3102 or visit www.state.nj.us/dca/dcr. You may also qualify for other programs that can provide additional assistance.

Are you or someone you know unable to afford your natural gas bills? To discuss special payment arrangements or other billing issues, contact NJNG at 1-800-221-0051.

There's Always Time for Safety

Mark your calendars to set your clocks back to standard time on Sunday, November 2. Since you've got an extra hour, please take a moment for safety, and change the batteries in your smoke and carbon monoxide (CO) detectors. When homes are sealed up against the cold weather, there's a greater chance of a dangerous buildup of CO. So please take the time to get set for safety.

