

New Jersey Natural Gas Advantage

For Your Home & Business



NJNG's Parent Company Leads the Way to a Clean Energy Future

New Jersey Resources (NJR), the parent company of NJNG, announced its sustainability agenda and outlined the company's role in helping achieve New Jersey's clean energy future.

NJR has set a target to voluntarily reduce operational emissions in New Jersey to 50 percent of 2006 levels by 2030 – consistent with the state's Global Warming Response Act.

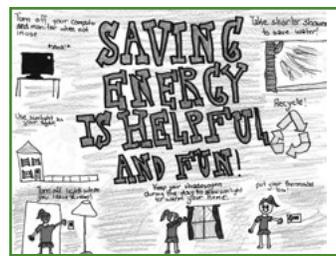
NJR and NJNG are committed to growth in an environmentally responsible way. Want to learn more? Head to our new Web site at njrsustainability.com.

AND THE WINNERS ARE 13TH ANNUAL POSTER CONTEST

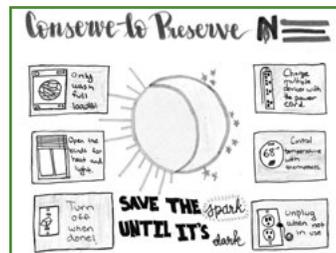
Check out the winning artwork in our 13th annual Conserve to Preserve® Kids and Conservation Poster Contest. This year's three winners each received a tablet and their respective schools won an interactive assembly plus \$1,000 toward an environmental project. Their teachers also won a \$100 gift card.

You can check out the winners in our ninth annual high school video contest on njng.com, under the Energy for Education section of our Community tab, or on the NJNG YouTube channel! The \$500 winners in the Individual and Viewer's Choice Categories came from Marlboro High School, and the \$2,500 winner in the Group Category hailed from Jackson Liberty High School. Congratulations to all!

For a better look at each winning submission, head to njng.com, click on the Community tab and select Energy for Education.



Nellie Bennett Middle School, Pt. Pleasant



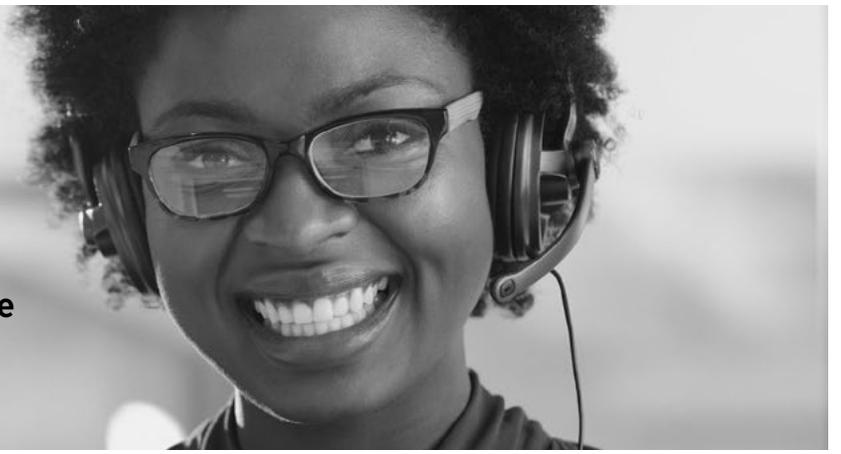
Hilldale Elementary School, Montville



Cove Road Elementary School, Hazlet

DID YOU KNOW

Every year NJNG's dedicated Customer Service team answers more than **one million** phone calls ... Our team is always ready to serve you and answer questions!



Winter and Spring Energy Assistance Days

Need help paying your utility bills this winter? We've expanded our Energy Assistance Days to include even more convenient dates and locations.

Representatives from Affordable Housing Alliance will be at NJNG's Asbury Park bill payment office, 633 Lake Ave., every Friday through June 26, from 9 a.m. to 1 p.m., to assist customers in filling out paperwork and determining eligibility for various assistance programs.

Staff from Ocean, Inc., will be at our Lakewood bill payment office, 775 Vassar Avenue, from 9 a.m. to 1 p.m., on April 28, May 12 and 26, and June 9 and 23.

Plus, volunteers with The Morris County Organization for Hispanic Affairs will be at our Rockaway payment office, 201 Roundhill Drive, from 10 a.m. to 2 p.m., on March 26, April 30, May 27 and June 25.

You can always contact our energy assistance team at 800-221-0051 or energyassist@njng.com, or visit njng.com/energyassistance.

Reading Your Meter

In the rare instances when we are unable to read your natural gas meter, your bill will be calculated using an estimated read. The estimate is based on past usage and is adjusted for weather conditions.

Once we receive the next actual read, any overcharge or undercharge will be corrected. If you want to read your own meter, visit the My Account section of njng.com and click on Meter Read.

Note: If your NJNG bill with an actual read is at least 25 percent greater than the prior bill with an estimated read, you can pay the excess amount split into equal installments (based on the number of months since your prior actual meter read).

Deferred Payment Arrangement

We understand there are times when our customers may not be able to provide full payment for their bills by the due date. If you have past-due bills, and meet the requirements listed below, you can set up a Deferred Payment Arrangement (DPA) and pay off your total balance in monthly increments. To be eligible, you must meet the following requirements:

- Balance must be no older than 60 days past due.
- Must have made at least one payment in the past 90 days.
- Account cannot be inactive due to nonpayment.
- You cannot have had another DPA in the last six months.

If you do not meet the requirements listed above, please contact us at customerservice@njng.com or 800-221-0051.

We can discuss special payment arrangements with you to bring your account up to date and check if you qualify for assistance programs that install free energy-saving weatherization measures in your home.



Streamline your Bill Paying

Don't forget you can sign up to use our paperless service – E-Bill – to receive, view and pay your bill online.

With ZipCheck, save time and never miss a payment. Each month, we'll send you a bill that indicates the amount due and the date payment will be deducted from your bank account. It's that easy!

Sign up for both E-Bill and ZipCheck under Billing and Payment Options in the My Account tab on njng.com.

Interested in Community College?

Check out these 2020 College Open Houses!

County College of Morris

Randolph

April 18; 9 and 10:30 a.m. sessions

For more information, visit ccm.edu or call (973) 328-5100.

Ocean County College

Toms River

April 25; 10:30 a.m. to 1 p.m.

RSVP at go.ocean.edu/events.

Brookdale Community College

Lincroft

March 29; 1 to 4:00 p.m.

RSVP at brookdaleecc.edu/openhouse.

How To Reach Us

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 | Call us: Toll-free: 800-221-0051 | People with hearing and speech impairments (TTY/TDD): 800-223-0024

Visit our Web site: www.njng.com | Write us: New Jersey Natural Gas, 1415 Wyckoff Road, P.O. Box 1464, Wall, NJ 07719

