

Message from



During this challenging time, New Jersey Natural Gas (NJNG) is committed to providing you with safe, reliable service while protecting the health and safety of our employees and the customers we serve.

## Visits from New Jersey Natural Gas



NJNG is beginning to schedule and complete customer-requested appointments for service work and safety-related inspection work, following appropriate safety protocols.

We want you to feel comfortable knowing our employees are ...

- Embracing careful safety practices
- Maintaining social distancing
- Wearing appropriate Personal Protective Equipment

## Assistance is Available



We know many of our neighbors and customers are experiencing financial hardships. If you are having difficulty paying your energy bills, there are programs and payment arrangements that may be able to assist you. Connect with us and learn more:

- Call 800-221-0051
- Visit our [Energy Assistance page](#)
- Log in to My Account at [njng.com](#) and look for Deferred Payment Arrangements under Billing and Payment Options

Note NJNG also has suspended service disconnections until further notice.

## How Can I Pay my Bills?



Following the CDC's guidance on social distancing due to COVID-19, and as a precautionary measure for the safety of our employees and customers, we are closing our payment centers. Customers who pay their bills at one of these locations are encouraged to use other payment options:

- Online bill payment at [www.njng.com](#)
- Over the phone by calling 800-221-0051
- Traditional mail: New Jersey Natural Gas Co.,  
PO Box 11743, Newark, NJ 07101-4743
- A secure drop box located at NJNG's payment facilities

Customers can make a cash payment at any Western Union® Quick Collect® location.\*

And during this challenging time, NJNG will suspend service disconnections until further notice.

\*A \$1.50 fee applies for each transaction.