

Energy Notes



South Jersey Gas

www.southjerseygas.com



Customer Care, weekdays 7 a.m. to 8 p.m.: 1-888-766-9900

Saturdays 9 a.m. to 2 p.m.

Emergency 24-Hour Gas Leak Hotline: 1-800-582-7060

e-mail: customer care@sjindustries.com

On Your Side

HEAP Helps Pay Utility Bills

The Home Energy Assistance Program helps elderly, disabled and low-income residents pay their utility bills. To qualify for HEAP, you must:

- ◆ Be a New Jersey resident
- ◆ Pay heating and/or cooling costs to a fuel supplier
- ◆ Pay a landlord for fuel use or pay rent including these costs
- ◆ Have a personal income level that doesn't exceed 200% of the poverty level

Four types of HEAP payments exist:

- ◆ Automatic payments to Food Stamp recipients
- ◆ Emergency energy assistance
- ◆ Special energy assistance to other eligible households applying for assistance
- ◆ Medically necessary cooling assistance

To apply for HEAP, contact or visit your local Community Action Program agency. For more information, call 1-800-510-3102.

Safety

False Gas Emergencies

As a valued customer, your safety and comfort are important to us. For more than 100 years, South Jersey Gas (SJG) has been dedicating itself to serving the energy needs of consumers, just like you, safely and effectively. As the winter months approach, we recognize your reliance on our prompt, quality service to keep you and your family warm. Please know that SJG does not repair heating systems or other gas burning appliances. We also ask that customers refrain from calling in false gas emergencies expecting quicker response to their service needs. These false alarms hinder our ability to respond quickly to real emergencies.

If you do smell gas (which has the odor of rotten eggs), first check your gas appliances to see if a pilot light is out or a burner valve is partially on. If all pilots are lit and all burners are off, leave your house immediately keeping the door open as you exit. Do not use the phone or any electrical equipment in the house. Using a telephone outside and away from the building, call SJG's 24-hour gas leak hotline. Remain outside of your home until the area is declared safe by SJG or fire officials. For emergencies only, call the **South Jersey Gas Leak Line at 1-800-582-7060.**

Is Your Home Cold and Drafty? It Shouldn't Be! Energy Efficiency Upgrades Are Easier than Ever with 0% Financing.

South Jersey Gas' **Whole House Upgrade Program*** is here to help you greatly increase the comfort and efficiency of your home. Through this program you can implement a number of small energy improvements, such as installing air sealing and insulation. You can also do more with larger energy improvements, like upgrading to high-efficiency heating and water heating equipment before the cold weather sets in.

These small and large energy improvements will really make a difference in how you feel in your home!

Here's how it works*:

- ◆ An Accredited Home Energy Expert will assess your house with a Home Energy Audit
- ◆ Based on your energy efficiency upgrades, you may qualify for \$10,000 in 0% financing for 7 years or up to \$15,000 at 4.99% for 10 years. These loans are unsecured with no money down.
- ◆ Plus, take advantage of up to \$4,000 in rebates from the NJ Clean Energy Program

Get started today. You could be saving up to 30% on your energy costs! You'll really feel warm once you see your energy bill drop.

Call toll free **855.678.5860** or visit **www.SJGsimple.com** for financing and rebate information.

*Be advised, these offers are only available until August 31, 2017 or when funds are exhausted.

Programs & Services

FastCall



As a SJG customer, you have round-the-clock access to your account information with FastCall. This 24-hour automated telephone system allows you to make bill payments, enter your meter reading or learn about energy assistance programs at the touch of a button. Of course, if you need personal assistance, FastCall can also transfer you to our Customer Care Center during normal business hours.

Use FastCall today by dialing
1-888-766-9900.

Customer Reminder

Who's Reading Your Meter?

Your gas meter is read by a representative from Millennium Account Services. This person is required to wear an ID badge displaying his/her photo, signature, full name and logo. If a meter reader asks to gain access to your home and cannot or will not show ID, call the police immediately. If in doubt, please call SJG toll-free at 1-888-766-9900.



Connect with us!