

EnergyNotes

OCTOBER 2018

www.southjerseygas.com

CUSTOMER SERVICE

1.888.766.9900 Mon-Fri 7 a.m. to 8 p.m. / Sat 9 a.m. to 2 p.m.
e-mail: contactus@sjindustries.com

GAS LEAK HOTLINE:
1.800.582.7060

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 Supplemental Nutrition Assistance Program recipients
- Emergency energy assistance
- Special energy assistance to other eligible households applying for assistance
- Medically necessary cooling assistance



SAFETY

Have A Gas Concern?

As a valued customer, your safety and comfort are important to us. South Jersey Gas dedicates itself to serving your energy needs.

As the winter months approach, we recognize your reliance on our prompt, quality service to keep you and your family warm. Please know that South Jersey Gas does not repair heating systems or other gas burning appliances.

If you do smell gas (which has the odor of rotten eggs):

- Check your gas appliances to see if a 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 **South Jersey Gas' 24-hour Gas Leak Hotline at 1.800.582.7060.**
- Remain outside of your home until the area is declared safe by South Jersey Gas or fire officials.

**To apply for HEAP, contact
or visit your local Community
Action Program agency.**

For more information, call 1.800.510.3102



ENERGY EFFICIENCY

Get ready for winter with energy efficiency upgrades

When the weather outside gets cold, you want to keep your home warm and cozy—at an affordable cost. By installing energy efficiency upgrades, you can save energy and money while keeping your home comfortable. South Jersey Gas is here to help make energy improvements affordable through the Whole House Upgrade Program. Through this program, you can implement small energy improvements such as installing insulation and air sealing or larger energy improvements like upgrading to a high-efficiency furnace and water heater. When you do, you may qualify for 0% interest financing through South Jersey Gas Smart Energy Partners and rebates through the NJ Clean Energy Program.

How it works:

- Schedule a home energy audit with a Home Performance contractor
- Receive a report of recommended energy efficiency measures and financial incentives
- You may qualify for \$10,000 at 0% financing for 7 years or up to \$15,000 at 4.99% for 10 years
- Plus, take advantage of up to \$4,000 in rebates from the NJ Clean Energy Program

South Jersey Gas programs expire December 31, 2018 or when funds are exhausted.

To learn more, call 1.855.678.5860
or visit southjerseygas.com/incentives.



CUSTOMER SERVICE HOURS OF OPERATION

Our customer service representatives are available weekdays from 7 a.m. to 8 p.m. and Saturday, 9 a.m. to 2 p.m. except for national holidays. Our customer payment centers are open weekdays except for national holidays. Check southjerseygas.com for times. **You can reach us at 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 South Jersey Gas toll-free at 1.888.766.9900.**

