

EnergyNotes

April 2020

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.
contactus@sjindustries.com

GAS LEAK HOTLINE:
1.800.582.7060

SAFETY

Carbon Monoxide (CO) Detectors

Carbon monoxide, or CO, is an odorless, colorless gas that can cause illness or death. It's primarily caused by improperly installed or vented heating equipment. You can prevent CO poisoning in your home by installing a CO detector, placing it where it will wake you up if it alarms. Every year, have a qualified technician check your heater, water heater and other appliances for proper venting and servicing if required.

An Important Safety Reminder

South Jersey Gas reminds you not to attempt to service or operate any natural gas equipment between our natural gas main and the meter — no matter how easy the procedure may seem.

All equipment from the service main up to, and including, the gas meter is South Jersey Gas property and should be serviced and maintained only by South Jersey Gas

technicians or by a South Jersey Gas contractor. Gas lines and connections from the meter into your home are owned by you. For your safety, we highly recommend that these lines, as well as your gas burning appliances, only be serviced by a licensed contractor.

If you need to have the gas to your home temporarily turned off, please contact South Jersey Gas at 1.888.766.9900 to schedule an appointment for one of our technicians to turn off the gas. A South Jersey Gas technician will also restore gas service to your home.

We offer you this message as a safety reminder because turning the valve leading to your gas meter on or off, or operating any South Jersey Gas equipment yourself, could result in a serious safety hazard to you and your family.

Remember, natural gas is a safe, efficient and economical fuel when installed and maintained by trained professionals, such as South Jersey Gas technicians or licensed contractors.

SAFETY

Make ONE CALL Before You Dig

Planning on landscaping? Having a fence installed? Maybe a backyard deck is in your future? Before you begin any digging, excavating or drilling project — big or small — South Jersey Gas urges you to call 8-1-1 to receive a free markout of buried utility lines. Without a markout, you risk damage to underground facilities, disruption in public services, emergency repair costs and injury.

Before you dig, call 8-1-1

Calling 8-1-1 is easy, free, and the law.

- **Call Before You Dig:** Call at least three business days before beginning your digging project for a free markout of gas,

water, cable, telephone and electric lines. Remember this does not include private lines, such as a sprinkler system or invisible fence.

- **Wait for Markout:** Any underground facilities will be marked with paint, flags or stakes. You will be notified if no underground facilities exist at your proposed excavation site.
- **Find the Buried System:** The buried system is located within 24 inches of the marker. Carefully hand-dig around the marker to pinpoint the exact location of the underground facility.
- **Dig Safely:** Use caution when digging near the buried system to avoid damage and disruption.





The South Jersey Gas (SJG) Smart Energy Partners program offers financial incentive programs designed exclusively for South Jersey Gas customers to help save energy and money.

Home Energy Assessment – Just \$49 (a \$295 value)

You're already enjoying the benefits of safe, reliable, affordable natural gas. Take the next step on the road to energy efficiency with a Home Energy Assessment.

Our contractor partner will visit your home and provide you with a written report that identifies energy-conserving fixes for reducing energy usage and saving money. Plus, during the assessment, the contractor may install energy-efficient measures at no extra charge including:

- Faucet Aerators
- Low-flow Showerheads
- Advanced Power Strips
- LED Light Bulbs

BONUS

Purchase a Smart thermostat on southjerseygasmarketplace.com & receive up to a \$150 instant rebate!
Have the thermostat delivered prior to your assessment and the contractor will install it **FREE!**

Get started today! Call **1.888.305.7114**
or visit southjerseygas.com/homeenergyassessment

CUSTOMER REMINDER

Customer Service Hours of Operation

Our telephone representatives are available at **1.888.766.9900** weekdays from 7 a.m. to 8 p.m. and Saturday from 9 a.m. to 2 p.m. except national holidays.

Customer Privacy Reminder

Customers contacting South Jersey Gas at **1.888.766.9900** should have their account number handy for verification. Please note that our Customer Service Representatives will not release information about an account to anyone other than the individual(s) named on the account. Thank you.

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 Aid to Families with Dependent Children and 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**.



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