



To our valued customers -

Like many of you, we continue monitoring the impacts the COVID-19 virus may have on our customers, our employees and their families, as well as the communities we serve.

Because the safety of each of these valued stakeholders remains our highest priority, please be aware of the following actions that South Jersey Gas is taking to safeguard their collective health and well-being.

- You rely on us to provide safe, reliable, affordable natural gas service, and we are committed to doing that. We have implemented measures to ensure we will remain available to you for emergencies around the clock, just as we always are.
- To do our part to help minimize risk within our community, we are transitioning as many employees as we can to work remotely -- please be patient with us as we adjust to best support your needs.
- Our field employees will continue to employ the best practices prescribed by the CDC and our industry peers -- right now, this includes:
  - ✓ Distributing hand sanitizer and wipes to our field employees and encouraging frequent use
  - ✓ Directing employees to avoid physical contact with customers, specifically handshaking, when entering homes for service appointments
  - ✓ Instructing employees to take extra precautions for service appointments, such as wearing personal protective equipment
  - ✓ Increasing our cleaning schedules and access to sanitizing products in our Customer Service Centers – as well as monitoring these centers to determine if it becomes necessary to close them
  - ✓ Postponing participation in any Customer Outreach events to minimize exposure

As we navigate this challenging time together, we will do our best to minimize inconvenience. In return, we would greatly appreciate your assistance in delaying any outreach to our teams regarding your South Jersey Gas account that is not critical or urgent.

Recognizing the unique challenges of this situation, South Jersey Gas will suspend utility service disconnections for non-payment.

To help us best support your needs, please consider some of our additional resources:

- If your request or inquiry is not urgent, please email us at [contactus@sjindustries.com](mailto:contactus@sjindustries.com), and we'll respond to you as quickly as we can
- If you would like to remedy any past due balance for the future you can contact our representatives to make an arrangement
- If you or someone you know is having difficulty paying their bills, valuable resources for Energy Assistance are available in the "For My Home" section of our website
- If you need to access account information, review your bill, or make payments you can use the [My Account Portal](#) – simply click "Create an Account" in the top right corner of our website to get started, or log in if you already have an account
- If you would like to make a payment, remember payments can also be mailed – simply note your account number on a check or money order, and send it to South Jersey Gas, PO Box 6091, Bellmawr, NJ 08099-6091.
- If you are looking for other ways to contact us, you can reach us via email at [contactus@sjindustries.com](mailto:contactus@sjindustries.com) or via regular mail to SJG Customer Service, 1 South Jersey Place, Atlantic City, NJ 08401.

Thank you for being a customer, and for your partnership in navigating this challenging time.

Sincerely,

*Dave Robbins*

President, South Jersey Gas