

EnergyNotes

April 2019

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

TRY THE NEW AND IMPROVED SOUTH JERSEY GAS MY ACCOUNT TODAY

It's time to enjoy a better customer experience with the new and improved My Account. Now, you can easily access service, billing and payment options, and important account and service information right at your fingertips.

My Account provides you with the flexibility and services you need to manage your account from anywhere.

If you currently manage your account online with South Jersey Gas, your account information is already available on the new and improved My Account. All you need to do is change your password. Visit myaccount.southjerseygas.com, enter your username and create a new password. It's that easy.

If you do not currently manage your account online with South Jersey Gas, registration is easy. Simply visit myaccount.southjerseygas.com and complete the registration.

Help with My Account:

- If you need additional help with My Account, you can find a helpful video and user guide, as well as answers to FAQ's at southjerseygas.com/newandimproved.
- Still have questions? The South Jersey Gas Customer Contact Center is ready to help at **1.888.766.9900**.
- Looking for in person assistance? Visit one of our Customer Service Centers and a Customer Service Representative will walk you through setting up My Account and ensure all your questions are answered. Customer Service Center locations can be found at southjerseygas.com/payment.

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.



South Jersey Gas (SJG) Smart Energy Partners program offers financing and rebates for high-efficiency natural gas equipment and other energy-saving improvements in conjunction with New Jersey's Clean Energy Program (NJCEP). The program is designed to help residential and commercial customers reduce energy usage and save money.

Home Performance with ENERGY STAR®

If you want to improve your home's overall energy efficiency, you may be eligible for the Home Performance with ENERGY STAR program, sponsored by NJCEP. It starts with a home energy assessment performed by a certified contractor. Then, you receive a comprehensive report with recommended energy efficiency improvements that could save you up to 30% on energy costs. Based on the energy efficiency improvements you select, you may qualify for one of the following incentives:

Up to
\$10,000 at 0%
for 7 years

OR

Up to
\$15,000 at 4.99%
for 10 years

PLUS

Up to
\$4,000 in rebates
from NJCEP

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

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. Our customer service centers are open weekdays, except national holidays. Check southjerseygas.com for times and locations.

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**.