



Energy Notes

MARCH 2017



www.southjerseygas.com

CUSTOMER SERVICE

1-888-766-9900 Mon-Fri 7AM to 8PM / Sat 9AM to 2PM
e-mail: customer care@sjindustries.com

GAS LEAK HOTLINE:
1-800-582-7060

SAFETY FOCUS

Suspect Theft of Gas?

It's not just stealing — it's also dangerous. Theft of gas is a problem that's not only costly but threatens the lives of customers and employees.

In almost every case of gas theft, necessary safety devices are omitted. Without these devices, gas leaks and even explosions can occur.

If you suspect someone has tampered with gas company meters or if you think someone is tapping into your gas service, call South Jersey Gas today at 1-888-766-9900. If we find someone is stealing your gas, you won't be charged for stolen service. We'll also take legal action to correct any problems.

Remember, safety is everyone's business.

Did You Know?

For your safety, a rotten-egg odor is added to gas so you can detect even the smallest amount. If you smell this odor in your home, check to see if a pilot is out or a burner valve is partially on. If all pilots are on and all burners are shut off, leave your home immediately. Then, from your cell phone or a neighbor's phone, call SJG's 24-hour Gas Leak Hotline. Stay outside your home until SJG or fire officials declare the area safe.

South Jersey Gas Leak Hotline
1-888-582-7060

HABLAS ESPANOL?

Necesitas ayuda, tenemos representantes que hablan español. Puedes llamarnos al

1-888-766-9900 y preguntar por alguien que pueda ayudarte.

DOLLARS & SENSE

Error on Your Bill?

Do you think there's an error on your bill? Let us know in writing. Send us a letter or an email with the reason for your concern. If there's an error with your gas charges, we'll adjust your account within the next two billing cycles.

If it takes longer to correct the error, we'll pay or credit interest to your residential account at a rate set by the New Jersey Board of Public Utilities. Please note that estimated bills and Equal Payment Plan payments aren't considered overpayments.

Send all questions about billing errors to:

South Jersey Gas Customer Care Center
P.O. Box 577, Hammonton, NJ 08037

Or email us:
CustomerCare@sjindustries.com

IN YOUR COMMUNITY

It's Tax Time Again!

The Earned Income Tax Credit (EITC) is a program designed to help low-to-moderate income families. Eligibility is limited and based on income, marital status and number of dependent children. Those who qualify are urged to take advantage of the credit.

To receive the EITC, you must file your tax return, even if you are not legally required to file.

Your local United Way can provide you with resources to assist in your tax preparations and help you to take advantage of the EITC. If you are unsure how to file a tax return or have any other questions regarding tax preparation, please call 2-1-1 for assistance.

2-1-1 is a free non-emergency number sponsored by the United Way of New Jersey to provide information and referrals for residents in need of assistance or directions on seeking assistance.

0% Financing Available for Natural Gas Equipment Upgrades

What does this really mean for you?

Looking to replace your natural gas heating equipment? Looking to upgrade the comfort and efficiency of your entire home? Consider SJG's incredible financing and rebate programs!

What's Available?

Whole House Upgrade Program:

- Receive a Home Energy Audit and make efficiency upgrades
- Qualify for \$10,000 at 0% financing for 7 years OR \$15,000 at 4.99% for 10 years
- Up to \$4,000 in rebates from the NJ Clean Energy Program

Equipment Upgrade Program:

- SJG customers heating with gas:
 - Up to \$6,500 in 0% financing for 5 years
 - Upgrade to a qualifying high-efficiency natural gas central heating system or boiler AND a qualifying high-efficiency natural gas water heater
 - Up to \$700 in rebates from the NJ Clean Energy Program

- SJG customers NOT heating with gas:
 - Up to \$8,000 in 0% financing for 5 years
 - Upgrade to a qualifying high-efficiency natural gas central heating system or boiler AND a qualifying high-efficiency natural gas water heater
 - Up to \$700 in rebates from the NJ Clean Energy Program

Rebates:

- Up to \$1,200 in rebates from SJG and the NJ Clean Energy Program
- Upgrade to a qualifying high-efficiency natural gas central heating system or boiler AND a qualifying high-efficiency natural gas water heater

****PLEASE NOTE: SJG rebate cannot be used in combination with financing offers.****

Ready to upgrade and save? Contact SJG today! Be advised, these offers are only available until December 31, 2018 or when funds are exhausted. Don't delay!

Call toll free **855.678.5860** or visit

SouthJerseyGas.com/incentives for financing and rebate information!

CUSTOMER REMINDER

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.

Comfort Partners

The New Jersey Comfort Partners Program is a free energy saving and energy education program for qualified low-income customers.

They partner with you to help you save energy and money and make your home more energy efficient. Certified Building Performance Institute contractors will install energy saving measures in your home to help lower your energy bills. You will also be taught new ways to conserve energy and how to create an Action Plan to support your efforts.

Eligibility Requirements

The Comfort Partners Program is available to any New Jersey household with significant energy use, having an income at or below 225% of the federal poverty guidelines.

For more details or to apply online visit:

www.njcleanenergy.com/residential/programs/comfort-partners/comfort-partners

For more information, call 1-800-510-3102.

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