

- **Low Income Home Energy Assistance Program (LIHEAP)\* †** and **Universal Service Fund (USF)\* †** provide assistance to eligible limited-income customers.
- The **Payment Assistance for Gas and Electric (PAGE)\* †** and **NJ SHARES\* †** programs provide a one-time grant to eligible low-to-moderate income households.
- NJNG's own **Gift of Warmth\*** is the first in the State and one of the State's only charity-based grant programs for customers struggling to pay their bills:
  - Need-based (not income-based) program that delivers direct relief to eligible customers facing an unanticipated financial hardship, such as job loss or medical emergency.
  - Program eliminates up to \$500 from a customer's outstanding balance.

**Please do not hesitate to reach out to our Government Affairs team if we can be of assistance.**



## **New Jersey Natural Gas (NJNG) is committed to delivering reliable service to our customers. But our commitment to our customers goes much further than that.**

NJNG recognizes the needs of our most vulnerable and at-risk customers; and we prioritize our efforts to get assistance to those who need it most. Our company works year-round to deliver bill payment assistance to eligible customers, specifically to low- and moderate-income households and those facing unexpected financial hardship by helping connect them with energy assistance grants, flexible payment options and free or affordable energy-efficiency measures, and through direct support to nonprofits serving the community.

Furthering those efforts, we are supporting the New Jersey Board of Public Utilities and their spring outreach initiative, “Utility Assistance Week” from April 17 to 21.

This coordinated effort is aimed at overcoming one of the largest obstacles to enrolling customers in these programs — awareness.

Many customers, including moderate-income households, may qualify and simply be unaware they fall within income guidelines.

We encourage NJNG customers who are struggling to keep up with their bills or have already fallen behind to call 800-221-0051 (and say, “Energy Assistance” at the prompt). Our staff can provide step-by-step assistance with the application process.

We are asking you to join us in getting this information to your residents who may need help today. We have attached an energy assistance toolkit to help share the message, including model language that can be posted to your website, social media pages or shared directly with residents.

The following programs are available to help eligible customers pay their energy bills:

## Utility Assistance Week Social Media Toolkit



### Facebook

1. During #UtilityAssistanceWeek, NJNG reminds you to apply for FREE grants to help pay your #energybills if you're experiencing economic hardship. Don't assume you are not eligible. For example, a family of four with a household of income of \$133,237 may qualify. Flexible payment plans are also available. To learn more, visit [bit.ly/energyassistNJNG](http://bit.ly/energyassistNJNG). #UtilityHelpNow #EnergyAssistance

Contact @New Jersey Natural Gas for details:  
800-221-0051  
[energyassist@njng.com](mailto:energyassist@njng.com)

2. #DYK: If you have a past-due balance on your energy bills, you may be eligible for FREE grants and a flexible payment plan to help bring your account current. To learn more, visit [bit.ly/energyassistNJNG](http://bit.ly/energyassistNJNG). #UtilityHelpNow #EnergyAssistance #UtilityAssistanceWeek

Contact @New Jersey Natural Gas for details:  
800-221-0051  
[energyassist@njng.com](mailto:energyassist@njng.com)

3. Past due on your energy bills this #UtilityAssistanceWeek? Visit [bit.ly/energyassistNJNG](http://bit.ly/energyassistNJNG) to learn about and apply for grants to help bring your account current. #UtilityHelpNow #EnergyAssistance

Contact @New Jersey Natural Gas for details:  
800-221-0051  
[energyassist@njng.com](mailto:energyassist@njng.com)

4. Experiencing unexpected financial hardship? You may be eligible for financial assistance. There are FREE need-based grants available to help pay your energy bills. Flexible payment plans are also available. To learn more and apply, visit [bit.ly/energyassistNJNG](http://bit.ly/energyassistNJNG). #UtilityHelpNow #EnergyAssistance #UtilityAssistanceWeek

Contact @New Jersey Natural Gas for details:  
800-221-0051  
[energyassist@njng.com](mailto:energyassist@njng.com)

5. Struggling to pay your energy bills? It's #UtilityAssistanceWeek and NJNG encourages you to visit [bit.ly/energyassistNJNG](http://bit.ly/energyassistNJNG) to learn about and apply for grants to help bring your account current. #UtilityHelpNow #EnergyAssistance

Contact @New Jersey Natural Gas for details:  
800-221-0051  
[energyassist@njng.com](mailto:energyassist@njng.com)

6. Past due balance on your #naturalgas bill? #DYK: @New Jersey Natural Gas' Gift of Warmth fund provides a one-time grant of up to \$500 to help households reconnect or continue their natural gas service? Apply today at [bit.ly/energyassistNJNG](http://bit.ly/energyassistNJNG). #UtilityHelpNow #EnergyAssistance #UtilityAssistanceWeek

Contact @NJNaturalGas  
800-221-0051  
[energyassist@njng.com](mailto:energyassist@njng.com)



1. Past due energy bill? During #UtilityAssistanceWeek, NJNG reminds you to visit [bit.ly/energyassistNJNG](http://bit.ly/energyassistNJNG) to learn about and apply for grants to help bring your account current. Don't assume you won't qualify.

#UtilityHelpNow

@NJNaturalGas  
800-221-0051  
[energyassist@njng.com](mailto:energyassist@njng.com)

2. #DYK: If you are struggling with your #energybills, you can set up a flexible #paymentplan? To learn more, visit [bit.ly/energyassistNJNG](http://bit.ly/energyassistNJNG). #UtilityHelpNow #EnergyBills #UtilityAssistanceWeek

@NJNaturalGas  
800-221-0051  
[energyassist@njng.com](mailto:energyassist@njng.com)

3. Experiencing financial hardship? This #UtilityAssistanceWeek, @New Jersey Natural Gas reminds you may be eligible for #energyassistance, including FREE need-based grants. To apply today, visit [bit.ly/energyassistNJNG](http://bit.ly/energyassistNJNG).

@NJNaturalGas  
800-221-0051  
[energyassist@njng.com](mailto:energyassist@njng.com)

4. #Energybills impacting your budget? Visit [bit.ly/energyassistNJNG](http://bit.ly/energyassistNJNG) to learn about & apply for grants & a flexible #paymentplan to help pay your #energybills. #UtilityHelpNow #UtilityAssistanceWeek

@NJNaturalGas  
800-221-0051  
[energyassist@njng.com](mailto:energyassist@njng.com)

5. Past due balance on your natural gas bill? NJNG's #GiftofWarmth fund provides a one-time grant of up to \$500 to help households reconnect or continue their service. Apply today: [bit.ly/2loK22S](http://bit.ly/2loK22S). #UtilityAssistanceWeek

@NJNaturalGas  
800-221-0051  
[energyassist@njng.com](mailto:energyassist@njng.com)



1. #DYK: If you are experiencing financial hardship and are unable to pay your #naturalgas bill, @njnglife is here to help? Whether it's an unexpected circumstance or you're on a limited income, you have options. There are solutions for households with different income levels, including FREE state and federal grants and flexible payment arrangements. To learn more, visit [njng.com/energyassistance](http://njng.com/energyassistance).

@njnglife  
800-221-0051  
[energyassist@njng.com](mailto:energyassist@njng.com)