



NEWS
Release



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NEW JERSEY NATURAL GAS ENCOURAGES CUSTOMERS TO BE PREPARED FOR TROPICAL STORM HERMINE

Wall, NJ – With a strong system on track to potentially affect our area, New Jersey Natural Gas (NJNG) reminds customers to take precautions before, during and after hazardous weather conditions. Current forecasts predict Tropical Storm Hermine to bring strong winds, heavy rain and coastal flooding along the Jersey Shore this holiday weekend. With the impending weather, NJNG has added additional crews and responders to ensure safe, reliable service to its customers and respond to any natural gas-related emergencies. “While we do not anticipate service interruptions, our team is ready to handle any situation that may arise as a result of the storm,” said Kathleen T. Ellis, chief operating officer of New Jersey Natural Gas.

NJNG advises customers to follow the natural gas protocols outlined below to ensure their safety during severe weather, as well as all guidelines set forth by state and local emergency management officials.

Before the Storm:

- Check around the outside of your house for any loose items that could blow around and damage your house.
- **DO NOT** attempt to turn natural gas service off at the meter. Natural gas is distributed through underground pipelines; in most cases, your service should continue without interruption. Natural gas service should only be turned on or off by utility personnel.
- In the event of an evacuation, **DO NOT** turn off your natural gas service at the meter.

During and After the Storm:

- If you smell natural gas, immediately leave the premises and call **800-GAS-LEAK (800-427-5325)** from a safe location.
- **DO NOT** use a lighter or telephone; switch on/off appliances, lights or even a flashlight on the premises where you smell natural gas as they can create a spark.
- **DO NOT** attempt to turn off your natural gas service at the meter. The valve should be turned on or off by emergency utility personnel only.

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- **DO NOT** extinguish or re-ignite a pilot light on your appliances. In the event a pilot light goes out, call a qualified plumber, contractor or NJNG for a safety inspection.
- Should water get into your heating system and /or water heater, or if your natural gas meter is damaged by fallen debris, call our 24-hour response line at **800-GAS-LEAK (427-5325)**.
- Ensure there is a clear path to your natural gas meter and regulator and keep the area around them free of obstructions; and make sure the meter, piping and vents are clear, visible and accessible at all times to allow easy access by NJNG employees and first responders in case of an emergency.

A natural gas leak can be detected by smell, sight or sound.

- **SMELL** – Since natural gas is colorless and has no scent, a strong odorant is added that smells like rotten eggs to help you detect possible leaks.
- **SIGHT** – Look for dirt blowing in the air, bubbles in standing water or discolored or dead vegetation around the pipeline area.
- **SOUND** – Listen for an unusual noise like roaring, hissing or whistling.

NJNG customer service representatives are on standby to address customers' needs. For the latest information throughout the storm, relative to NJNG service, follow us at [Facebook.com/NewJerseyNaturalGas](https://www.facebook.com/NewJerseyNaturalGas).

About New Jersey Resources

New Jersey Resources (NYSE: NJR) is a Fortune 1000 company that, through its subsidiaries, provides safe and reliable natural gas and clean energy services, including transportation, distribution, asset management and home services. With annual revenues in excess of \$2.7 billion, NJR is comprised of five primary businesses:

- **New Jersey Natural Gas**, NJR's principal subsidiary, operates and maintains over 7,300 miles of natural gas transportation and distribution infrastructure to serve over half a million customers in New Jersey's Monmouth, Ocean and parts of Morris, Middlesex, Sussex and Burlington counties.
- **NJR Energy Services** manages a diversified portfolio of natural gas transportation and storage assets and provides physical natural gas services to its customers across North America.
- **NJR Clean Energy Ventures** invests in, owns and operates solar and onshore wind projects with a total capacity of more than 200 megawatts, providing residential and commercial customers with low-carbon solutions.
- **NJR Midstream** serves customers from local distributors and producers to electric generators and wholesale marketers through its 50 percent equity ownership in the Steckman Ridge natural gas storage facility and its stake in Dominion Midstream Partners, L.P., as well as its 20 percent equity interest in the PennEast Pipeline Project.

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- **NJR Home Services** provides service contracts as well as heating, central air conditioning, water heaters, standby generators, solar and other indoor and outdoor comfort products to residential homes throughout New Jersey.

NJR and its more than 1,000 employees are committed to helping customers save energy and money by promoting conservation and encouraging efficiency through Conserve to Preserve[®] and initiatives such as The SAVEGREEN Project[®] and The Sunlight Advantage[®].

For more information about NJR:

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