



Audit Complaint Policy of New Jersey Resources Corporation

Policy and Procedure for Reporting Complaints on Accounting, Internal Accounting Controls and Auditing Matters

Policy

New Jersey Resources Corporation and its subsidiaries ("NJR" or the "Company") are committed to conducting business with integrity and in an ethical manner. This procedure provides employees and the public with a means to notify the Audit Committee of the Board of Directors of the Company of complaints regarding accounting, internal accounting controls and auditing matters. While the Company's Code of Conduct includes a procedure for employees to report allegations of wrongdoing, this procedure provides further instruction on how to report, on a confidential, anonymous basis, concerns regarding questionable accounting or auditing matters to the Audit Committee. Consistent with the Company's Code of Conduct, any employee who reports any such concerns will not be punished or retaliated against in any way.

Procedure

Reporting Complaints

You may report allegations of wrongdoing as outlined in the Company's Code of Conduct as well as any complaints concerning accounting, internal accounting controls and auditing matters by calling Ethicspoint, Inc., a toll-free hotline service, at 1-866-384-4277. Ethicspoint is an independent company, which is not affiliated with NJR, whose trained, professional personnel will take your call 24 hours a day, seven days a week, 365 days a year. You may also send a complaint by e-mail to www.ethicspoint.com. No matter the method of communication, if you decide the complaint should be treated on an anonymous, confidential basis, your request will be honored. While you will not be asked to identify yourself, you will be assigned a unique "Report Key" and asked to create your own password. Once your report is received you will be advised of a date to check back with Ethicspoint to find out what action has been taken on your complaint. The Report Key and password are required in order for you to check the status of your complaint and to respond to any questions that may come up during the investigation.

Reviewing the Complaint

All complaints received by Ethicspoint will be forwarded to the Company's General Counsel, the Vice President of Internal Audit, the Lead Director of the Board of Directors and Chair of the Audit Committee. Thereafter, the General Counsel and the Vice President of Internal Audit will review all complaints received with the Chair of the Audit Committee.

Conducting the Investigation

Complaints involving the Company's accounting, internal controls, or auditing matters, will be promptly investigated by one or more of the General Counsel, Vice President of Internal Audit, Chief Financial Officer and Senior Vice President and Chief Human Resources Officer (the "Team"), as the Audit Committee Chair or Audit Committee Representative (referred to below) deems appropriate.

The Team shall conduct an investigation and promptly notify the Audit Committee Chair, or another Audit Committee designated representative (each an "Audit Committee Representative") of the results. If necessary, the Audit Committee Chair or Audit Committee Representative may authorize the use of independent experts to assist in the investigation. Depending on the nature of the complaint, the

Audit Committee Chair or Audit Committee Representative may convene a special meeting of the full Audit Committee.

In the event a complaint raises concerns or allegations of a material nature requiring immediate attention, the Team will take appropriate and necessary steps to attempt to prevent re-occurrence of the complained-of conduct and to complete the investigation as soon as possible.

Reporting to the Audit Committee

A report on all complaints received involving the Company's accounting, internal accounting controls, and auditing matters, including questionable accounting or auditing matters shall be presented to the Audit Committee at every meeting of the Audit Committee. The report shall include the results of investigations and actions taken, if any.

Retaining Complaints

All complaints involving the Company's accounting, internal accounting controls, or auditing matters, including questionable accounting or auditing matters will be retained by Ethicspoint for a period of three years.

Procedure Assessment

The Audit Committee shall evaluate this procedure annually and make revisions and amendments as necessary.

Employee Training

Employees will be reminded annually of the procedure during Code of Conduct training.

Questions

Any questions regarding this procedure should be addressed to the General Counsel at 1415 Wyckoff Road, Wall, New Jersey 07719, by calling 732-938-8039 or by e-mail at nwashington@njresources.com.

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