

Reliability, Value and Comfort

Setting the Standard

Our Commitment to Stakeholders begins with our ultimate goal: We are committed to meeting our customers' energy needs for reliability, value and comfort every day.

It is our ability to achieve this goal that makes us an industry leader, setting the standard for others to follow. Focusing on our Commitment, we are bringing reliability, value and comfort to our customers' lives – every day.



Setting the Standard



Day and night, our state-of-the-art control system is monitoring the flow of natural gas through our nearly 6,000 miles of pipeline.



Customers can count on our award-winning customer service 24 hours a day, seven days a week.

Reliability

Natural gas that's there when our customers need it – all day and every day. Our customers are counting on us. Meeting their expectations requires reliability in everything we do.

It starts with the dedication of our employees. Their commitment to our stakeholders is the driving force behind our longstanding tradition of service.

Reliability is about the service we provide today and the planning we do for tomorrow. Our communities are depending on us for support as they prosper and grow. They expect us to be there, along with all those who have a stake in our progress.

Maintaining a strong financial profile is an essential part of our reliability. It's key to our ability to make appropriate investments to meet our customers' growing energy needs. Our consistent performance positions us for the future so we can keep our commitments reliably.

Reliability may be the latest topic in our industry these days, but it's not a new concept to us. In our service, people and communities, and throughout our organization, reliability is always our bottom line.

Reliability Every Day



Setting the Standard



Our disciplined growth strategy helps us keep down the cost of adding new customers.



Customers save through our expertise on the wholesale natural gas commodity market.

Value

Customers expect solid value when they choose natural gas. Value means savings with every load of laundry. The value we bring is evident throughout our organization, from our quality service to our strong financial performance.

Through it all, our employees make the difference. Their creativity translates the opportunities before us into value for all stakeholders.

We are committed to affordability as a provider of a lifeline service. Natural gas is generally lower or comparably priced with oil and about half the cost of heating with electricity. As the state's lowest-cost natural gas provider, we save our customers even more.

Value goes beyond cost savings. Our value is rooted in our focus on continuous improvement and our endless pursuit of quality. Through our companywide quality initiative, our employees are constantly finding ways to work more effectively, doing more for our customers and helping to reduce costs in the process.

Their efforts add value for all our stakeholders. By understanding the needs of our customers, we identify new opportunities for exceeding their expectations.

Value Every Day



Setting the Standard



Customers can take comfort that we are ready to respond at all hours for safety's sake.



Our service contracts bring customers peace of mind knowing repairs are just a phone call away.

Comfort

We bring comfort to our customers. The natural gas we deliver means a warm home, hot water, cooked food, and the energy that keeps businesses running. We offer comfort in the services we provide and in the peace of mind we bring.

Our customers' confidence in us reflects the talent and commitment of our employees. We've built this trust over 50 years of dedicated service.

It's the comfort of knowing little feet will be warm even when they're outside the covers. It's the assurance of having someone to turn to if the furnace breaks down on the coldest day. Our customers are expecting us to be there for them. The high marks we receive in customer satisfaction reflect our ability to meet this expectation.

We also are a source of comfort in our communities. As a community partner, we provide valued resources to help make a difference in the lives of those who need our support. We want our communities to be the best they can be.

From making our customers' lives easier to helping our communities, a legacy of caring is the foundation of our past, present and future. We take our customers' comfort to heart in all we do.

Comfort Every Day



Service



Meet a few of our everyday heroes. They're part of our team standing behind our commitment to safe, reliable and affordable service. This past winter, when a downed power line damaged one of our transmission lines, they worked around the clock for days, helping to keep natural gas flowing to more than 180,000 customers in Ocean County.

We're proud of their efforts and of all our team for their leadership in meeting the needs of our customers. Their dedication and sense of duty is truly setting the standard for reliability, value and comfort – every day.