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Laurence M. Downes, *Chairman and Chief Executive Officer*

Trust, Reliability and Value

New Jersey Natural Gas (NJNG) is the principal subsidiary of New Jersey Resources (NYSE: NJR), a *Fortune 1000* company. As a lifeline service provider, for over 66 years NJNG has kept customers' homes warm and businesses running throughout Monmouth and Ocean counties, as well as parts of Burlington, Middlesex and Morris counties. Guided by our team of more than 1,000 women and men, NJNG is dedicated to enhancing customers' quality of life by meeting their expectations for safety, reliability and value in an environmentally responsible way, every day. This commitment is at the core of everything we do.

Each year, NJNG invests millions of dollars to safely operate and maintain more than 7,400 miles of distribution and transmission infrastructure used to serve over half a million customers. Through this consistent investment, NJNG became the first natural gas utility in the state to eliminate all cast iron mains and services from our system. As a result of our conservation and energy-efficiency programs, we have made helping customers save energy and money a priority. And highlighting our commitment to customer satisfaction, for

the fourth consecutive year, NJNG ranked highest in customer satisfaction with residential natural gas service in the East among large utilities, according to the annual *J.D. Power and Associates Gas Utility Residential Customer Satisfaction StudySM*. Overall, this is the 13th time NJNG has been recognized for its commitment to customers since J.D. Power began measuring the customer satisfaction of natural gas utilities more than 17 years ago.

NJNG also has a longstanding tradition of service to the community. With a focus on wellness, education and the environment, NJNG's record of corporate citizenship reflects the efforts of our employees, who generously give of their time and talents to help those in need. Each year, NJNG and its employees contribute thousands of volunteer hours working with area nonprofit organizations, mentoring students, encouraging literacy and academic achievement and strengthening New Jersey's communities.

Additionally, we take pride in our strong commitment to the environment. From the clean natural gas we provide to encouraging energy efficiency, NJNG is dedicated to helping preserve our quality of life for future generations to come. 