

FOR IMMEDIATE RELEASE

Elizabethtown Gas Temporarily Closes Customer Service Centers

Steps follow the Company Pandemic Response Plan, Support the Safety of Employees and Customers

ELIZABETH, N.J. – Mar. 17, 2020 – Elizabethtown Gas, a subsidiary of SJI (NYSE: SJI), today announced it will temporarily close its Customer Service Centers. This includes the locations in Elizabeth and Perth Amboy. The closure is effective today, March 17 and will remain in effect indefinitely, subject to an evaluation of changing circumstances and guidance from our government and public health entities.

“We continue monitoring impacts the COVID-19 virus may have on our customers, employees and the communities we serve,” said Christie McMullen, President Elizabethtown Gas. “The safety of each of these valued stakeholders remains our highest priority, which is why we have made this decision as a precautionary health and safety measure.”

Customers who pay their bills using in-person payment options at our Customer Service Centers are encouraged to use other payment options, including:

- Online at elizabethtowngas.com
- Phone at 1.800.242.5830
- Mail check or money order (please clearly note account number) to Elizabethtown Gas PO Box 6091 Bellmawr, NJ 08099-6091
- Secure drop boxes for payment (please clearly note account number) located at:
 - 12 West Jersey Street Elizabeth, NJ
 - 296 State Street Perth Amboy, NJ

Recognizing the unique challenges of this situation, Elizabethtown Gas has also suspended utility service disconnections for non-payment. Customers who have difficulty paying their bills should visit elizabethtowngas.com/energyassistance or contact the Elizabethtown Gas Customer Contact Center at 1.800.242.5830 to learn more about assistance programs.

About Elizabethtown Gas

Elizabethtown Gas, subsidiary of SJI (NYSE: SJI), delivers safe, reliable, and affordable natural gas and promotes energy efficiency to approximately 295,000 residential, commercial, and industrial customers in parts of Union, Middlesex, Sussex, Warren, Hunterdon, Morris, and Mercer counties. For five years in a row, Elizabethtown Gas has ranked “Highest in Customer Satisfaction With Residential Natural Gas Service in the East among Midsize Utilities” by J.D. Power. For more information, visit elizabethtowngas.com.