



# Reach For The Stars

Providing  
**5-STAR SERVICE**

For All Your Home Comfort Needs



Trust Your Home to Us

# SHINING BRIGHT

with over 5,000<sup>†</sup> reviews on Google

We are thrilled to announce we've achieved an incredible new milestone of over 5,000 Google reviews with a near perfect 4.9 average rating. This wouldn't have been possible without the trust and support of customers like you!

Every review tells a story about our amazing team, the relationships we have built and the high standards of quality service and responsiveness we provide. Each rating and review we receive helps us grow and demonstrates our commitment to delivering the best experience possible for each customer we serve.

This newsletter shares a few ways NJR Home Services is a step above the rest. From quality of service to customer experience, we 'strive for 5' for every call we receive.

<sup>†</sup>Based on 5,551 Google Reviews as of January 9, 2025.

## Customer Service

... and beyond!

### Introducing Our Customer Experience Team

Customer care isn't just part of what we do, it's at the heart of everything we do.

Liasons between Customer Service, Sales and our field team, our Customer Experience Team is here to make your journey with us nothing short of exceptional.

From the first inquiry to completion of your services — and beyond — we're by your side, ensuring your needs are met with care, precision and expertise.

Dedicated to listening to your needs, answering your questions and solving any challenges that come your way, every member of our new Customer Experience Team is equipped with extensive training and a passion for customer satisfaction.



# OUR 5-STAR FIELD TEAM:

Exceptional service starts with exceptional people, and we believe our team provides quality service that is out of this world.

Our highly skilled field team members aren't just experts in HVAC, plumbing and electrical work, they're the backbone of NJR Home Services. Every day, they go above and beyond to ensure our customers' home comfort.

Here's 5 reasons to choose us for all of your home comfort needs.



# HOMEOWNER HACKS

Empowering customers to care for their homes is a core value of NJR Home Services. We are available to share our knowledge and experience, providing you with practical home comfort tips to maximize comfort and savings.

Here are 5 ways you can improve your HVAC's performance all year round.



## CHANGE YOUR AIR FILTERS

If you have a disposable filter, remove the old one and insert a clean replacement. If your filter is reusable, wash it according to the manufacturer's directions, allowing it to dry completely before reinserting.



## INSPECT REGISTERS & RETURNS

Ensure all of your home's registers and returns are not closed. Closed vents restrict airflow through your HVAC systems, which can cause the system to overheat, along with other possible performance issues.

## MOVE

### CARPETS, RUGS, FURNITURE AND OTHER ITEMS AWAY FROM VENTS

Placing furniture too close to vents can significantly obstruct airflow. This will cause your HVAC system to work harder, potentially damaging the system or the furniture itself. It may also lead to uneven heating and cooling of your home, resulting in higher energy bills.



## CHECK SMOKE & CARBON MONOXIDE DETECTORS

Test batteries and hard-wired units each month using your detector's TEST button. Vacuum away any dust that may have accumulated on the detectors or their wires.



## CLEAR AREAS AROUND HEATING EQUIPMENT

Never store items directly by the furnace, especially flammable or combustible materials such as rags, wood, gasoline, paint, solvent and cleaning solutions.

Get more tips on how to help your home run its best — follow us on social!



NJR Home Services

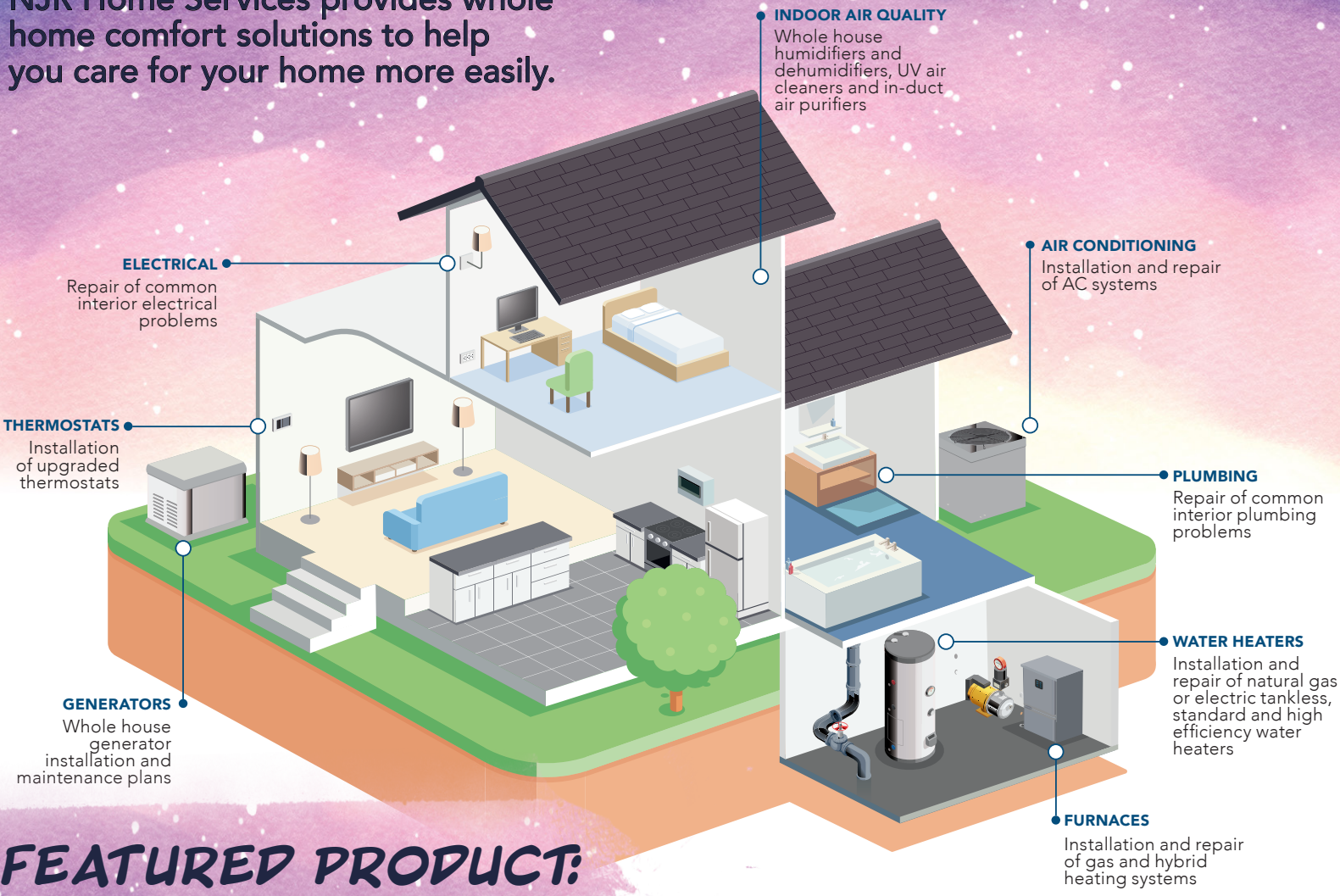


@NJRHomeServices

# Constellations

## OF HOME COMFORT SOLUTIONS

NJR Home Services provides whole home comfort solutions to help you care for your home more easily.



### FEATURED PRODUCT:

#### Whole-House Surge Protectors

Safeguard your home's electronics and appliances from damaging\* voltage spikes caused by storms, power outages or other disasters out of your control. Our licensed electricians recommend whole-house surge protectors to divert potentially harmful surges.

A whole-house surge protector will minimize damage to and replacement costs of plugged-in devices such as TVs and computers, and will help protect your heating and cooling systems.

Keep your home connected and save thousands at an affordable price!

Call 877.466.3657 to schedule your estimate today.

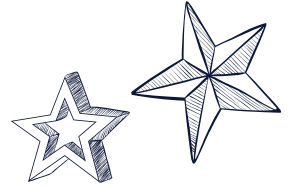


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## Supernova Savings with NJR Home Services

Get  
**\$100\***  
Off a New  
Water Heater!



\* Terms and conditions apply. Offer expires March 31, 2025. Natural gas or electric residential water heaters only. Not valid on prior purchases. Cannot be combined with any other offer or discount.

GET

**\$25\***

### Off Your Next Bill

Tell your friends and family about NJR Home Services Comfort Service Plans and start earning money today!

Receive \$25 for each referral that signs up for the Total or Platinum Comfort Heating and Cooling Plan.

To qualify, the person you recommend must give us your name and address at the time of signup.  
\* Terms and conditions apply. Open only to legal residents of the State of New Jersey age 18 or older. For official rules, visit <https://tinyurl.com/hw5f8d9e>



## Your 5-Star Service Awaits!

Visit Our Special Offers Page to  
Receive Service Nothing Short of Stellar.



### WHOLE HOME SURGE PROTECTORS

\* Please note that a whole house surge protector is subject only to the manufacturer's limited warranty and may help prevent damage associated with a sustained overvoltage, equipment installed outdoors, window air conditioning units, vandalism, theft, normal wear and tear, obsolescence, abuse, or catastrophic events such as a lightning strike. NJR Home services expressly disclaims any equipment warranties, express or implied, other than any written limited warranty offered on its labor.

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