

My Account FAQ's

Question: Can I log into the new My Account with my previous My Account username and password?

Answer: No. Previous My Account users should have received an email with a username and temporary password. If you did not receive this information, or if the information you received is not being accepted, please click [here](#) to create your account and follow these simple steps:

1. Enter the required information including User ID, first and last name, email address, phone number and password as well as security questions and answers. Select account communication preferences (email, text or both). Click **Next**
2. Confirm the information you've just entered. If you need to correct the information, click **Back**. To confirm the information and continue with the registration process, click **Next**.
3. Enter your validation token. This was sent to the email address you previously entered. Please keep the My Account browser up and input the validation token from your email. If you did not receive a token, please check your spam folder on your email account. Once you have entered the token, click **Next**.
4. Your registration is now complete. You will see a notification that directs you to link your existing South Jersey Gas account. To begin linking your account, click the orange button.
5. Enter the required information exactly as it appears on your South Jersey Gas bill, including: Account Number, First Name, Last Name, Last four of SSN and Zip Code. Please note, the zip code you enter should be for your service address, not your mailing address. Once you have entered the information, click **Next**.
6. If necessary, update your phone, email and mailing address. If not, please click **Continue**.
7. You can enroll in monthly Auto Pay and have your balance deducted from your bank account or credit/debit account automatically. You can skip enrollment if you do not want to enroll in Auto Pay.
8. You can sign up to receive your bill electronically via email. You can enroll by clicking the **Enroll** button or complete the process of linking your account by clicking **Finish**.
9. You are now ready to begin using the new My Account. You should see a green check indicating the process is complete. To get started, please click Get **Started**.

Question: I'm a new My Account user. How do I register for the first time?

Answer: Please click [here](#) to create a new account and follow these simple steps to get started:

1. Enter the required information including User ID, first and last name, email address, phone number and password as well as security questions and answers. Select account communication preferences (email, text or both). Click **Next**
2. Confirm the information you've just entered. If you need to correct the information, click **Back**. To confirm the information and continue with the registration process, click **Next**.



3. Enter your validation token. This was sent to the email address you previously entered. Please keep the My Account browser up and input the validation token from your email. If you did not receive a token, please check your spam folder on your email account. Once you have entered the token, click **Next**.
4. Your registration is now complete. You will see a notification that directs you to link your existing South Jersey Gas account. To begin linking your account, click the orange button.
5. Enter the required information exactly as it appears on your South Jersey Gas bill, including: Account Number, First Name, Last Name, Last four of SSN and Zip Code. Please note, the zip code you enter should be for your service address, not your mailing address. Once you have entered the information, click **Next**.
6. If necessary, update your phone, email and mailing address. If not, please click **Continue**.
7. You can enroll in monthly Auto Pay and have your balance deducted from your bank account or credit/debit account automatically. You can skip enrollment if you do not want to enroll in Auto Pay.
8. You can sign up to receive your bill electronically via email. You can enroll by clicking the **Enroll** button or complete the process of linking your account by clicking **Finish**.
9. You are now ready to begin using the new My Account. You should see a green check indicating the process is complete. To get started, please click Get **Started**.

Question: When I log in I see a white screen, what do I do?

Answer: We are experiencing intermittent system delays due to a high volume of usage. We ask that you give the pages a few minutes to load. If you are still experiencing delays, please try My Account again later. While most web browsers are compatible, or the fastest experience, we recommend using Google Chrome.

Question: I made a scheduled payment before South Jersey Gas transitioned to the new My Account, but my payment is not showing in My Account?

Answer: We are currently working on ensuring the visibility of your payments to our site. Please allow two-three business days for it to appear on your account.

Question: I scheduled a payment, but my payment is not showing in My Account - how do I see my posted payments?

Answer: Payments should post immediately. To locate your posted payment, please hover over **Billing & Payments** and select **Payment History**. If you are not seeing your payment, please refresh your screen. If you still do not see it, please allow 2-3 business days for it to appear on your account.

Question: What payment methods can I use to pay my bill?

Answer: You can now use your debit or credit card to pay your bill in My Account as well as your checking or savings account. We accept Visa, Mastercard, American Express and Discover.



Question: Is there a fee for paying with my credit or debit card?

Answer: Yes, fees are as follows:

- Payment amount: \$1 - \$1,500: \$1.99 per transaction
- Payment amount: \$1,501 – \$10,000: \$10.00 per transaction
- Payment amount: \$10,001 and above: 2.75% of transaction

You can avoid fees by adding your checking or savings account information. To add your banking information to your My Account profile:

1. Click on **User Profile**
2. Choose **Stored Payment Account(s)**
3. Click **Add Payment Account(s)**
4. Enter your first and last name, select your account type, then enter your checking or savings account number and routing number.
5. Click **Save**.

Question: How can I enroll in Budget Billing?

Answer: To enroll in Budget Billing, log into My Account and follow these instructions:

1. Select **Budget Billing** under **Account Details**.
2. Agree to your estimated budget amounts and the terms
3. Select **Enroll**

Note: To be eligible for Budget Billing you must pay your current balance in full. Please allow 1-2 billing cycles for your Budget Billing status to appear on your billing statement. Failure to make timely monthly payments will result in your account being removed from Budget Billing and any current balance becoming immediately due.

Question: How can I set up a Payment Arrangement?

Answer: If you are eligible, you may set up a Payment Arrangement by logging into My Account and following these instructions:

1. Select **Payment Arrangement** under **Account Details**.
2. Review your information and select **Make Down Payment**. Note: Customers enrolling in a payment arrangement are required to make a 25% down payment toward their amount due and must maintain timely payments for the duration of the payment arrangement.
3. Choose your payment type and select **Submit**.

Note: Payment arrangements will not go into effect until your next billing statement.

Question: I am having difficulty linking my South Jersey Gas account to My Account.

Answer: Make sure that you enter your first and last name as it appears on your billing statement. Also, make sure you are entering your service address zip code, not your mailing address zip code.

Question: Did the South Jersey Gas Pay-by-Phone number change?

Answer: Yes. The new number is 1.866.334.6012. There is an ACH fee associated with this service of \$1.99 per transaction. To avoid fees, you can pay by mail, use My Account or visit a



South Jersey Gas Customer Service Center. <https://southjerseygas.com/Manage-My-Account/Payment-Options.aspx>

Question: How do I reset the My Account password?

Answer: You can reset your password [here](#). Then, follow the steps below:

1. Select **Forgot Password** at the top.
2. Enter your username and select **Confirm Username**.
3. Confirm stored account info and click either **Receive Call or Email button/Answer Security Questions button**.

Question: My username and/or temporary password is not working. What should I do?

Answer: Both passwords and usernames are case sensitive. Please make sure your temporary password is 10 digits. If not, add zeros to the beginning of your temporary password. EXAMPLE: 1234567 becomes 0001234567.

If you received a username and temporary password and then received a follow up email from South Jersey Gas, please create a new My Account by following these steps:

1. Register [here](#).
2. Enter the required information.
 - User ID, first and last name, email address and password.
 - Enter security questions and answers.
 - Select account communication preferences (email, text or both).
3. Click **Next** and confirm the information you've just entered.
4. Click **Next**. You will be asked to enter your validation token. This was sent to the email address you previously entered.
5. Registration is complete.

Question: I have multiple accounts, but they are not all showing up in My Account. Why?

Answer: If you have multiple gas accounts and are the primary account holder or the financially responsible party of these accounts, please call us at 1.888.766.9900 for further assistance.

Question: My banking information is not showing up in My Account.

Answer: Please re-enter your banking information (Routing and Account number) by logging in and following these steps:

- Click on **User Profile**
- Choose **Stored Payment Account(s)**
- Click **Add Payment Account(s)**
- Enter your information. You will need your checking or savings account and routing numbers or your credit or debit card information.

Question: What do I do if I did not receive my validation token after registering My Account?

Answer: Please check your spam or junk folder. If you still did not receive it after 30 minutes, please call us at 1.888.766.9900.



Thank you for using My Account. We appreciate your patience while we continue to improve the experience.