

Message from



We want you to know that NJR Home Services is here for you, your family and your business. The safety of our customers and our employees is our top priority. As the coronavirus situation continues, we remain focused on providing you with safe, reliable service. We continue to follow the guidelines from the Centers for Disease Control (CDC) and the State of New Jersey. Be well and know our team is always here to support you. Learn more about our efforts, below.

Visits from NJR Home Services (NJRHS)



NJRHS is continuing to perform essential HVAC and plumbing services,* such as the repair and replacement of water heaters, house heaters and air conditioners, if it is safe to enter the premises. Our top priority is protecting the health and safety of our employees and the customers we serve.

NJRHS has begun to schedule customer-requested service work, such as equipment inspections and adjustments, which will be completed following appropriate safety protocols.

Prior to scheduling a service appointment, customers will be asked a series of questions to determine if someone in the household has, or was exposed to, the coronavirus. If conditions do not meet the Company's safety protocols, which are guided by the CDC and the State; if someone inside a customer's home has visible COVID-19 symptoms; or if the home does not allow adequate social distancing, in accordance with company policy, an employee may choose not to enter the premises. Before entering a home or business, our employees will also:

- Remind customers of our social distancing policy.
- Maintain appropriate social distancing.
- Wear appropriate Personal Protective Equipment (PPE).
- Use alcohol-based hand sanitizer. If hand sanitizer is unavailable, they will wash hands using soap and water for a minimum of 20 seconds.
- Clean and disinfect gear.

We are committed to meeting our customers' service expectations every day.

*Please note that all plumbing services will be subcontracted to NJR Plumbing Services, Inc., Edward B. Glashan, Licensed Master Plumber, Plumbing Lic. # 36B100969200.