

A Message from Mitch Livingston - 3/18

I first want to thank all of you for your patience and dedication to NJM and our policyholders in this uncertain time. Our goal over the last week has been to maximize the safety of our work environment and quickly expand our work from home capability, while ensuring our ability to remain operational for policyholders over the long term.

Coronavirus
UPDATE

Unlike a snowstorm - - or even Superstorm Sandy - - this situation will likely require us to operate primarily through a remote staff for weeks, if not longer. As a result, your department leaders have been working around the clock - - along with the IT Staff - - to ensure our ability to keep the lights on for an extended period with a very light presence in the office. I would like to thank them for their efforts in this regard.

This afternoon, we are announcing through department leadership that we are sending home all staff that does not need to be in the office. You will be receiving direction in this regard directly from your department leaders. Some of you have the ability to work from home, and we appreciate your commitment to do so through this period. For those who do not currently have that ability, we ask only that you routinely monitor www.njm.com/employee for further announcements/direction. There is a possibility that we will be able to expand telecommuting access to additional employees over the next few weeks. If we can, you will receive instruction in this regard.

Alternatively, there are some jobs that are essential in continuing to serve policyholders that can only be done from NJM facilities. Employees performing these jobs will be asked to continue to report to work. Department leadership will be speaking to these employees to discuss the steps we are taking to continue to ensure their safety. I want to thank these employees in advance for their continued commitment, and assure them that we will work with them to the greatest extent possible to allay any concerns they may have.

Of course, the payroll process will not be disrupted, and all employees will continue to be paid on the regularly scheduled payroll dates.

Finally, I want to thank each and every one of you for your patience and your commitment to NJM and our policyholders. This is an unprecedented event for NJM and for the nation. I am truly grateful for the resilience and the positive perspective you have all maintained over the last few weeks. I am confident that we will all continue to work together over the next few weeks to get through this challenging time, while honoring our commitment to policyholders, to our families, and to each other.