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January 21, 2021

Aida Camacho-Welch
Secretary of the Board
NJ Board of Public Utilities
44 South Clinton Avenue, 3rd Floor
P. O. Box 350
Trenton, NJ 08625-0350

**Re: Quarterly Customer Service Metrics
BPU Docket No. GR20030243**

Dear Secretary Camacho-Welch:

Pursuant to the Board's Order dated September 23, 2020 in Docket Number GR20030243, enclosed please find South Jersey Gas Company's Customer Service Metrics Quarterly Report for the Fourth quarter ending December 2020.

South Jersey Gas is suspending the submission of a hard copy and hereby files our Quarterly Report on Customer Service Metrics via electronic mail only per Board Orders in Docket No. EO20030254 dated March 19, 2020 and May 20, 2020.

If you have any questions regarding this matter, please do not hesitate to contact me.

Respectfully,

A handwritten signature in dark ink, appearing to read "Deborah M. Franco", written over a light gray background.

Deborah M. Franco

DMF:cj/f97
Attachment

cc: S. Peterson
J. Ford-Williams
M. Travaline

S. Brand, Esq.
F. Thomas-Friel, Esq.
B. Jacobs

SOUTH JERSEY GAS COMPANY
CUSTOMER SERVICE METRICS
Oct-Dec 2020

	Oct	Nov	Dec	Q4	2020
<u>Call Answer Metrics and Information</u>					
a) Percentage of calls answered within 30 seconds (goal = 80%)					
Overall	97.0%	88.1%	85.5%	90.3%	88.7%
b) Call abandonment rate (goal = 5%)					
Overall	0.9%	1.3%	1.4%	1.2%	1.4%
c) Speed of answer (average speed of answer, seconds) (no goal established)					
Overall	7	17	22	15	20
d) Call volume (number of calls and relative percentages)					
Overall	26,718	23,008	27,088	76,814	321,194
Atlantic City	69.6%	66.2%	76.2%	70.9%	63.7%
Tempe	30.4%	33.8%	23.8%	29.1%	36.3%
<u>Meter Reading</u>					
a) Number of residential meters not read					
b) Number of residential meters	417,725	21,160	14,157		
c) Percentage of residential meters read (goal = 95%)	97.0%	94.9%	96.6%	96.2%	96.6%
d) Meter Reading by Town	See Appendix A				
<u>Customer Re-bills</u>					
a) Number of re-bills					
b) Number of total customers	6,202	4,451	3,087		401,671
c) Number of re-bills per 1000 customers (goal = 20 or fewer per 1000 customers)	403,007	403,914	404,886		15.9
	15.4	11.0	7.6	11.3	
<u>Gas Leak/Odor Response Time</u>					
a) Percentage of gas leaks/odors responded to within 60 minutes (goal = 95% within 60 minutes)					
	97.8%	98.0%	96.9%	97.6%	98.3%
<u>Service Appointments</u>					
a) Percentage of service appointments met (goal = 95%)					
	96.4%	95.4%	96.4%	96.1%	92.4%
<u>Customer complaints to the Board</u>					
a) Number of complaints per 1000 customers (goal = fewer than 1 per 1000 customers)					
b) Disaggregation of number of complaints by complaint category	0.0347	0.0619	0.0519	0.1485	0.8216
Billing Issues	6	6	7	19	103
Shut Offs	1	1	1	3	29
Service Appointments	4	6	4	14	45
Payment Arrangements	-	2	-	2	75
Meter Issues	2	6	4	12	50
Other	1	4	5	10	28
c) Complaints are resolved by deferred payment arrangements;	8	13	10	31	31
d) Complaints that originate with customers who are already on deferred payment arrangements	3	5	3	11	11
e) Complaints from customers who participate in assistance programs such as LIHEAP (the Low Income Home energy Assistance Program) or otherwise.	1	1	0	2	2
<u>Customer Satisfaction with Telephone and Field Personnel</u>					
a) Combined VOC Score derived from Monthly Qualtrics Survey *Percentage of Customers who responded 6 or 7, where 7 is "Strongly Agree," when asked if they agreed with the statement: South Jersey Gas makes me feel like a valued customer. (goal = 80%)					
	84.60%	82.1%	85.3%	84.0%	81.3%
<u>Low Income Assistance Program</u>					
a) Number of participants in low-income programs, separately by program					
USF	28	1,481	13	507	416
Lifeline	-	3,233	-	3,233	1,321
HEAP	1	10,332	1,126	11,459	8,060
b) Number of participants in low-income programs by municipality, as applicable	See Appendix B				
<u>Deferred Payment Arrangements</u>					
a) Number of DPAs entered into					
b) Average term of DPAs	966	600	562	2,128	12,051
c) Average dollar amount of arrears made subject to DPA	8.5	8.4	7.9	8.3	6.0
d) Average monthly installment	\$ 682	\$ 999	\$ 593	\$ 758	\$ 548
	\$ 80	\$ 83	\$ 72	\$ 78	\$ 100
e) Status as of 1/1/21					
Active	529	497	545	1571	
Completed - Successful	15	3	2	20	
Defaulted - Broken	244	76	2	322	
Stopped	178	24	13	215	
<u>Convenience Store Fees</u>					
a) Number of bills paid each month at convenience stores					
b) Percentage of bills paid each month at convenience stores compared to Company-wide	3,852	3,915	3,677	11,444	46,047
	0.9%	1.0%	0.8%	0.9%	0.9%
c) Total number bills paid, per convenience store - Annually	\$ 268,462	\$ 284,448	\$ 369,057	\$ 921,967	\$ 5,013,375
Municipality					
Store Name					

Walk-in Centers (During COVID-19 Drop Box Payments Are Still Available, but they are processed outside the Payment Center)

a) Folsom/Atlantic City					
- Total number of walk-ins	-	-	-	-	2,331
- Number request Low Income assistance	n/a	n/a	n/a	n/a	n/a
- Number of Payments	-	-	-	-	2,047
- Percentage of bills paid each month at Folsom/Atlantic City compared to Company-wide	0.0%	0.0%	0.0%	0.0%	n/a
b) Glassboro					
- Total number of walk-ins	248	210	257	715	6,102
- Number request Low Income assistance	n/a	n/a	n/a	n/a	n/a
- Number of Payments	248	210	257	715	5,411
- Percentage of bills paid each month at Glassboro compared to Company-wide	0.0%	0.0%	0.0%	0.0%	n/a
c) Pleasantville (Drop Box not accessible from Sept-Oct due to Construction)					
- Total number of walk-ins	n/a	238	184	422	9,072
- Number request Low Income assistance	n/a	n/a	n/a	n/a	n/a
- Number of Payments	n/a	238	184	422	7,812
- Percentage of bills paid each month at Pleasantville compared to Company-wide	0.0%	0.0%	0.0%	0.0%	n/a
d) Millville					
- Total number of walk-ins	1,143	1,017	1,067	3,227	22,072
- Number request Low Income assistance	n/a	n/a	n/a	n/a	n/a
- Number of Payments	1,143	1,017	1,067	3,227	21,317
- Percentage of bills paid each month at Millville compared to Company-wide	0.0%	0.0%	0.0%	0.0%	n/a
e) Swainton					
- Total number of walk-ins	22	85	86	193	2,287
- Number request Low Income assistance	n/a	n/a	n/a	n/a	n/a
- Number of Payments	22	85	86	193	2,287
- Percentage of bills paid each month at Swainton compared to Company-wide	0.0%	0.0%	0.0%	0.0%	n/a

Shut-Offs

a) Elderly					
Municipality	0	0	0	0	0
b) Low Income Assistance					
Municipality	0	0	0	0	0
c) Total Shut-Offs					
Municipality	0	0	0	0	0

Appendix A

Town	October			November			December		
	Total Meters	Meters Not Read	Percentage Read	Total Meters	Meters Not Read	Percentage Read	Total Meters	Meters Not Read	Percentage Read
ABESCON	91	1	99%	91		100%	91	1	99%
ABSECON	4522	147	97%	4522	455	90%	4522	95	98%
ALLOWAY	3		100%	3		100%	3		100%
APE MAY	1		100%	1		100%	1		100%
Atantic City	1		100%	1		100%	1		100%
ATCO	2666	73	97%	2681	340	87%	2694	81	97%
ATLANTIC CITY	11697	960	92%	11701	965	92%	11700	926	92%
AVALON	4792	22	100%	4783	32	99%	4780	44	99%
BARRINGTON	74	5	93%	74	3	96%	74	5	93%
BERLIN	5115	187	96%	5133	349	93%	5141	178	97%
BERLIN TOWNSHIP	3		100%	3		100%	3	1	67%
BERLIN TWP	564	28	95%	557	33	94%	553	32	94%
BLACKWOOD	9048	372	96%	9119	291	97%	9156	351	96%
BRIDGEPORT	251	8	97%	251	10	96%	253	9	96%
BRIDGETON	7987	182	98%	8000	210	97%	8029	134	98%
BRIDGETON 08302	1		100%	1		100%	1		100%
Bridgton	1		100%	1		100%	1		100%
BRIGANTINE	7154	107	99%	7149	106	99%	7154	111	98%
BRIGANTINE CITY	2		100%	2		100%	3		100%
BUENA	932	10	99%	931	18	98%	931	8	99%
BUENA VISTA	6		100%	6		100%	6		100%
BUENA VISTA TOWNSHIP	20		100%	20		100%	21		100%
BUENA VISTA TWP	593	10	98%	589	14	98%	574	16	97%
Burleigh	1		100%	1		100%	1		100%
CAPE MAY	6958	150	98%	6977	136	98%	6990	551	92%
CAPE MAY COUR HOUSE	1		100%	1		100%	1		100%
CAPE MAY COURT HOUSE	4456	88	98%	4485	181	96%	4505	327	93%
Cape May Courthouse	1		100%	1		100%	1		100%
CAPE MAY PINT	1		100%	1		100%	1		100%
CAPE MAY POINT	404	3	99%	403		100%	405		100%
CARNEY POINT	2		100%	2		100%	2		100%
CARNEYS POINT	1759	33	98%	1762	194	89%	1763	28	98%
CARNEYS POINT TOWNSHIP	8		100%	8	1	88%	8		100%
Carneys Pt	1		100%	1		100%	1		100%
Cedar Brook	103	2	98%	104	5	95%	105	6	94%
Cedarbrook	1		100%	1		100%	1		100%
CEDARVILLE	376	8	98%	377	5	99%	379	4	99%
Centerton	1		100%	1		100%	1		100%
CHERRY HILL	3629	132	96%	3630	74	98%	3631	77	98%
CHESILHURST	326		100%	325	1	100%	326	10	97%
Chiselhurst	1		100%	1		100%	1		100%
CLARKSBORO	827	19	98%	841	27	97%	851	18	98%
CLAYTON	2897	72	98%	2899	96	97%	2901	116	96%
CLAYTON BORO	1		100%	1		100%	1		100%
CLEMENTON	3569	232	93%	3587	230	94%	3596	204	94%
CLERMONT							1		100%
CMCH	1		100%	1		100%	1		100%
COLOGNE	118	7	94%	118	44	63%	117	4	97%
COMMERCIAL TOWNSHIP	1		100%	1		100%	1		100%
COMMERCIAL TWP	422	23	95%	415	16	96%	412	16	96%
CORBIN CITY	16		100%	16		100%	16		100%
DEEPWATER	131	3	98%	131	5	96%	132	6	95%
DEERFIELD	143	5	97%	141	4	97%	140	3	98%
DEERFIELD TOWNSHIP	2		100%	2		100%	2		100%
DEL HAVEN	254	6	98%	254	5	98%	258	9	97%
Delhaven	1		100%	1		100%	1		100%
Dennis	2		100%	2		100%	2		100%
DENNIS TOWNSHIP	2		100%	2		100%	2		100%
DENNIS TWP	799	7	99%	790	9	99%	787	9	99%
DEPTFORD	4367	112	97%	4363	133	97%	4358	122	97%
DEPTFORD TOWNSHIP	23	1	96%	23	2	91%	23	2	91%
DEPTFORD TWP	2		100%	2		100%	2		100%
DIVIDING CREEK	94	1	99%	94	2	98%	94	1	99%
DORCHESTER	123	1	99%	124	4	97%	124	3	98%
Dorcheter	1		100%	1		100%	1		100%
DOWNE	90	3	97%	89	1	99%	88		100%
EAST GREENWICH	33	1	97%	33	1	97%	33	1	97%
EAST GREENWICH TWP	1184	31	97%	1172	25	98%	1160	21	98%
EGG HABOR CITY	1		100%	1		100%	1		100%
EGG HABOR TOWNSHIP	1		100%	1		100%	1		100%
EGG HARBOR	3		100%	3	1	67%	3		100%
EGG HARBOR CITY	3137	146	95%	3147	279	91%	3150	135	96%
EGG HARBOR TOWNSHIP	10921	539	95%	10972	901	92%	11127	471	96%
Egg Harbor Township.	1		100%	1		100%	1		100%
EGG HARBOR TWP	4759	218	95%	4711	356	92%	4621	207	96%
EHC	1		100%	1		100%	1		100%
EHT	5		100%	6		100%	6		100%
ELK TOWNSHIP	4		100%	4	2	50%	4		100%
ELK TWP	184	9	95%	184	70	62%	184	3	98%
Elm	1		100%	1		100%	1		100%
Elmer	1984	33	98%	1990	170	91%	1998	25	99%
ELWOOD	54	3	94%	55	11	80%	55	10	82%
ERIAL	19		100%	19		100%	19		100%
ERMA	3	1	67%	4	1	75%	3		100%
ESTELL MANOR	15		100%	16	1	94%	15		100%
EVESHAM	2031	46	98%	2007	44	98%	1981	45	98%
EVESHAM TOWNSHIP	5		100%	5		100%	5		100%
EVESHAM TWP	2		100%	2	1	50%	2		100%
FAIRFIELD	135	1	99%	135	1	99%	135	3	98%
FAIRTON	110	5	95%	110	3	97%	110	2	98%
FOLSOM	147		100%	141	1	99%	141	1	99%

FRANKLIN TOWNSHIP	17		100%	16		100%	15		100%
FRANKLIN TWP	1029	32	97%	1023	91	91%	1020	25	98%
FRANKLINVILLE	1936	57	97%	1949	186	90%	1959	56	97%
FRANKLVILLE	1		100%	1		100%	1		100%
GALLOWAY	11696	506	96%	11698	531	95%	11703	367	97%
GALLOWAY TOWNSHIP	159		100%	159	1	99%	159		100%
Galloway Twp	1		100%	1		100%	1		100%
GALOWAY	1		100%	1		100%	1		100%
GIBBSBORO	969	39	96%	969	47	95%	968	32	97%
GIBBSTOWN	1073	29	97%	1077	24	98%	1092	21	98%
GLASSBORO	6822	183	97%	6830	177	97%	6832	149	98%
GLENDORA	1277	34	97%	1315	34	97%	1322	164	88%
GLOUCESTER TOWNSHIP	3		100%	3		100%	3		100%
GLOUCESTER TWP	5831	212	96%	5662	186	97%	5592	222	96%
GREEN CREEK	48	4	92%	49	41	16%	49		100%
GREEN BANK							1	1	0%
GREENWICH TWP	503	4	99%	501	4	99%	494	5	99%
GRENLOCH	162	17	90%	162	12	93%	162	2	99%
HAMILTON TOWNSHIP	1		100%	1		100%	1		100%
HAMILTON TWP	1963	54	97%	1947	150	92%	1923	54	97%
HAMMONGTON	1		100%	1		100%	1		100%
HAMMONTON	6457	138	98%	6474	588	91%	6485	118	98%
Hamonton	1		100%	1		100%	1		100%
HARRISON	5		100%	5	1	80%	5	1	80%
HARRISON TOWNSHIP	1		100%	1		100%	1		100%
HARRISON TWP	1741	33	98%	1730	85	95%	1713	22	99%
HARRISONVILLE	51		100%	50	1	98%	50		100%
HI NELLA	10		100%	10		100%	10		100%
HI-NELLA	40	2	95%	40	3	93%	39	5	87%
HOPEWELL	131	6	95%	130	2	98%	128	10	92%
HOPEWELL TOWNSHIP	23		100%	22		100%	22	2	91%
LANDISVILLE	489	16	97%	490	24	95%	493	17	97%
LAU	1		100%	1		100%			#DIV/0!
LAUREL LAKE	1		100%	1		100%	1		100%
LAUREL SPRINGS	1289	47	96%	1297	57	96%	1302	54	96%
LAWNSIDE	507	10	98%	506	13	97%	506	33	93%
LAWRENCE	79		100%	77	2	97%	77		100%
LEEDS POINT	3		100%	3		100%	3		100%
LEESBURG	142	6	96%	145	7	95%	146	7	95%
LINDENWOLD	4292	173	96%	4295	192	96%	4305	226	95%
Lindenwood	1		100%	1		100%	1		100%
LINWOOD	3043	160	95%	3044	169	94%	3045	190	94%
LOGAN	1		100%	1		100%	1		100%
LOGAN TOWNSHIP	76	4	95%	76	3	96%	76	4	95%
LOGAN TWP	599	25	96%	597	16	97%	594	15	97%
LONGPORT	1370	62	95%	1366	47	97%	1366	51	96%
LOWER TOWNSHIP	10		100%	11		100%	11		100%
LOWER TWP	2960	90	97%	2927	49	98%	2905	216	93%
MAGNOLIA	2019	57	97%	2020	69	97%	2019	126	94%
MALAGA	461	13	97%	463	29	94%	462	4	99%
MAMORA	1		100%	1		100%	1		100%
MANNINGTON	24		100%	24	2	92%	24		100%
MANTUA	4591	124	97%	4583	149	97%	4573	103	98%
MANTUA TOWNSHIP	9		100%	9		100%	9		100%
MANTUA TWP	1		100%	1		100%	1		100%
MANUTA	2		100%	5		100%	9		100%
MANUTA TWP	1		100%	1		100%	1		100%
MARGATE	461	16	97%	462	10	98%	458	14	97%
MARGATE CITY	5287	114	98%	5279	91	98%	5284	87	98%
MARLTON	5274	119	98%	5350	101	98%	5377	105	98%
MARMORA	1243	19	98%	1246	12	99%	1249	11	99%
MAURICE RIVER	1		100%	1		100%	1		100%
MAURICE RIVER TOWNSHIP	1		100%	1		100%	1		100%
MAURICE RIVER TWP	129	1	99%	127	3	98%	125	3	98%
MAURICETOWN	76		100%	77		100%	78	2	97%
MAYS LANDING	7572	269	96%	7594	428	94%	7657	231	97%
MAYS LANDINGS	23		100%	23		100%	25		100%
MAYSLANDING	2		100%	2		100%	2		100%
MEDFORD	7617	152	98%	7628	280	96%	7640	134	98%
MEDFORD LAKES	474	11	98%	469	12	97%	459	12	97%
MICKELTON	1		100%	1		100%	1		100%
MICKLETON	930	37	96%	935	47	95%	942	32	97%
MIDDLE TOWNSHIP	8		100%	8		100%	8	1	88%
MIDDLE TWP	1982	46	98%	1966	92	95%	1948	221	89%
MILLVILLE	10703	424	96%	10723	624	94%	10737	327	97%
MILMAY	106	1	99%	106	1	99%	108	1	99%
MINOTOLA	423	9	98%	426	11	97%	428	8	98%
MIZPAH	36	1	97%	36	1	97%	36	4	89%
MONROE TOWNSHIP	1		100%	1		100%	1		100%
MONROE TWP	2718	86	97%	2684	243	91%	2654	137	95%
MONROEVILLE	643	14	98%	646	195	70%	647	13	98%
MOUNT ROYAL	742	32	96%	745	24	97%	746	20	97%
MT ROYAL	8		100%	8		100%	8		100%
MULLICA	1		100%	1		100%	1		100%
MULLICA HILL	2931	81	97%	2945	165	94%	2958	70	98%
MULLICA TOWNSHIP	35		100%	35		100%	35		100%
MULLICA TWP	211	7	97%	209	32	85%	206	16	92%
N Cape May	1		100%	1		100%	1		100%
N Wildwood	4		100%	4		100%	4		100%
NEWFIELD	1511	40	97%	1520	183	88%	1526	28	98%
NEWPORT	143	2	99%	144	2	99%	145	3	98%
NEWTONVILLE	203	2	99%	204	2	99%	210	4	98%
NORMA	54	1	98%	54	2	96%	54	1	98%
NORTH CAPE MAY	1608	32	98%	1617	24	99%	1623	69	96%

NORTH WILDWOOD	1748	19	99%	1736	19	99%	1730	14	99%
North Willdwood	1		100%	1		100%	1		100%
NORTHFIELD	3648	159	96%	3649	129	96%	3672	169	95%
OCEAN CITY	16347	146	99%	16338	138	99%	16341	335	98%
OCEAN VIEW	1706	18	99%	1712	26	98%	1716	18	99%
OCEAN VIEW, NJ 08230	1		100%	1		100%	1		100%
OCEANVIEW	4		100%	4		100%	4		100%
OCEANVILLE	11		100%	11	1	91%	11		100%
OLDMANS TOWNSHIP	1		100%	1		100%	1		100%
OLDMANS TWP	121		100%	119		100%	119	1	99%
Palermo	1		100%	1		100%	1		100%
Pamona	1		100%	1		100%	1		100%
PAULSBORO	1813	61	97%	1817	53	97%	1821	60	97%
PEDRICKTOWN	282	3	99%	284	4	99%	284	3	99%
PENNS GROVE	2246	47	98%	2248	423	81%	2251	37	98%
Pennsgrove	3		100%	3		100%	3		100%
PENNSVILLE	3789	94	98%	3798	520	86%	3804	82	98%
PENNSVILLE TOWNSHIP	1		100%	1		100%	1		100%
PETERSBURG	3		100%	3	1	67%	3		100%
PILES GROVE	1		100%	1		100%	1		100%
PILESGROVE	143	3	98%	143	26	82%	142	2	99%
PILESGROVE TOWNSHIP	14		100%	14		100%	14		100%
PINE HILL	3212	111	97%	3201	105	97%	3203	99	97%
PINE VALLEY	8		100%	8		100%	8		100%
PINE VALLEY BOROUGH	4		100%	4		100%	4		100%
PITMAN	3424	95	97%	3427	105	97%	3430	117	97%
PITTGROVE	1		100%	1		100%	1		100%
Pittman	1		100%	1		100%	1		100%
PITTS GROVE	188	3	98%	188	6	97%	188	2	99%
PITTS GROVE TOWNSHIP	27	1	96%	27	2	93%	27		100%
PITTS GROVE TWP	612	4	99%	609	84	86%	607	8	99%
PLEASANTVILLE	6431	248	96%	6437	353	95%	6446	560	91%
POMONA	137	16	88%	138	26	81%	138	8	94%
PORT ELIZABETH	95	1	99%	95	1	99%	95	4	96%
PORT NORRIS	362	11	97%	365	8	98%	366	8	98%
PORT REPUBLIC	10	1	90%	10	1	90%	10	1	90%
RICHLAND	171	4	98%	170	7	96%	169	4	98%
RICHWOOD	65	1	98%	66	1	98%	67	1	99%
Rio Grand	1		100%	1		100%	1		100%
RIO GRANDE	1451	28	98%	1453	64	96%	1460	256	82%
ROSEHAYN	1		100%	1		100%	1		100%
ROSENHAYN	270	8	97%	272	14	95%	273	10	96%
RUNNEMEDE	3006	98	97%	3006	113	96%	3006	89	97%
Salem	1589	85	95%	1593	430	73%	1597	66	96%
SEA ISE CITY	2		100%	2		100%	2		100%
SEA ISLE	9		100%	9		100%	9		100%
SEA ISLE CITY	5502	35	99%	5509	29	99%	5510	31	99%
SEABROOK	35		100%	36		100%	36		100%
Seaville	111		100%	111	1	99%	112		100%
Seaville,	1		100%	1		100%	1		100%
SEWELL	9044	230	97%	9100	216	98%	9162	227	98%
SHAMOING	1		100%	1		100%	1		100%
SHAMONG	800	11	99%	797	8	99%	791	3	100%
SHAMONG TOWNSHIP	7		100%	7		100%	7		100%
SHILOH	101	6	94%	101	4	96%	102	3	97%
SICKLERVILLE	10990	626	94%	11067	562	95%	11128	687	94%
SOMERDALE	3207	96	97%	3216	222	93%	3218	106	97%
SOMERS POINT	4290	206	95%	4291	146	97%	4292	152	96%
SOMERSPOINT	4		100%	4		100%	4		100%
Sommerdale	1		100%	1		100%	1		100%
SOUTH HARRISON	2		100%	2		100%	2		100%
South Harrison Township	111	2	98%	113	20	82%	111	4	96%
South Harrison Twp	2		100%	2		100%	2		100%
South Harrison Twp.	1		100%	1		100%	1		100%
SOUTH SEAVILLE	78		100%	78		100%	78		100%
SOUTHAMPTON	3		100%	3		100%	3		100%
SOUTHAMPTON TOWNSHIP	2		100%	2		100%	2		100%
STATHMERE	1		100%	1		100%	1		100%
STONE HARBOR	2467	36	99%	2459	54	98%	2453	15	99%
STONE HARBOR BOROUGH	1		100%	1		100%	1		100%
STRAHMERE	1		100%	1		100%	1		100%
STRATFORD	2394	101	96%	2395	155	94%	2395	82	97%
STRATHMERE	364	3	99%	363	5	99%	362	2	99%
Swainton	2		100%	2	1	50%	2	1	50%
SWEDESBORO	4765	73	98%	4776	94	98%	4792	58	99%
Tabenacle	1		100%	1		100%	1		100%
TABERNACLE	488	6	99%	496	70	86%	497	8	98%
TABERNACLE TOWNSHIP	10	1	90%	11	2	82%	11		100%
TABERNANCLE	1		100%	1	1	0%	1		100%
Tansboro	1		100%	1		100%	1		100%
THOROFARE	19	1	95%	19	1	95%	19	1	95%
TUCKAHOE	44	1	98%	44	1	98%	45	1	98%
Turnersville	140	4	97%	145	4	97%	147	8	95%
UPPER DEERFIELD	2		100%	3		100%	3		100%
UPPER DEERFIELD TOWNSHIP	10		100%	10		100%	10		100%
UPPER DEERFIELD TWP	294	3	99%	292	7	98%	289	3	99%
UPPER PITTS GROVE	2		100%	2	1	50%	2		100%
UPPER PITTS GROVE TOWNSHIP	1		100%	1	1	0%	1		100%
UPPER PITTS GROVE TWP	88	1	99%	88	12	86%	88	3	97%
UPPER TOWNSHIP	11		100%	11	1	91%	11		100%
UPPER TWP	497	7	99%	495	7	99%	490	3	99%
VENTNOR	673	11	98%	670	15	98%	661	14	98%
VENTNOR CITY	5054	181	96%	5059	241	95%	5076	172	97%
VENTNOR HEIGHTS	1		100%	1		100%	1		100%

VENTOR CITY	1		100%	1		100%	1		100%
VILLAS	2619	72	97%	2645	52	98%	2667	46	98%
VINCENTOWN	2085	32	98%	2093	143	93%	2106	16	99%
VINELAD	1		100%	1		100%	1		100%
VINELAND	19930	628	97%	19954	2575	87%	19963	758	96%
VINELAND CITY	1		100%	1	1	0%	1		100%
VINELANDVineland	1		100%	1		100%	1		100%
VINLEAND	1		100%	1		100%	1		100%
VOOHEES	1		100%	1		100%	1		100%
VOORHEES	10088	128	99%	10090	146	99%	10095	123	99%
VOORHEES TOWNSHIP	13		100%	13		100%	13		100%
VOORHEES TWP	1		100%	1		100%	1		100%
W Berlin	1		100%	1		100%	1		100%
W Cape May	4		100%	4		100%	4		100%
WASHINGTON TOWNSHIP	11		100%	10		100%	10		100%
WASHINGTON TWP	5838	220	96%	5781	134	98%	5730	172	97%
WATERFORD	1457	28	98%	1447	197	86%	1432	40	97%
WATERFORD TOWNSHIP	8		100%	8		100%	8		100%
Waterford Twp	1		100%	1		100%	1		100%
WATERFORD WORK	1		100%	1		100%	1		100%
WATERFORD WORKS	554	13	98%	558	11	98%	564	8	99%
WATERFORK WORKS							1		100%
WENONAH	2341	48	98%	2347	50	98%	2350	39	98%
WESET CAPE MAY	1		100%	1		100%	1		100%
WEST BERLIN	1936	69	96%	1949	74	96%	1953	99	95%
WEST CAPE MAY	461	18	96%	463	9	98%	466	12	97%
WEST DEPTFORD	1072	38	96%	1074	40	96%	1083	33	97%
WEST DEPTFORD TOWNSHIP	2		100%	2		100%	2		100%
WEST DEPTFORD TWP	548	14	97%	544	13	98%	536	12	98%
WEST WILDWOOD	237	1	100%	234	7	97%	232	1	100%
WEYMOUTH	44	1	98%	44	2	95%	44	1	98%
WHITESBORO	78	3	96%	78	3	96%	79	20	75%
Whitesborro	1		100%	1		100%	1	1	0%
WILDWOOD	13483	254	98%	13506	250	98%	13524	187	99%
WILDWOOD CITY	1		100%	1		100%	1		100%
WILDWOOD CREST	1329	9	99%	1322	11	99%	1315	11	99%
WILLIAMSTOWN	10713	311	97%	10766	770	93%	10817	424	96%
WILLIAMSTOWN	1		100%	1		100%	1		100%
WINSLOW	218	5	98%	218	131	40%	218	7	97%
WINSLOW TOWNSHIP	10		100%	10	1	90%	11	1	91%
WINSLOW TWP	3513	184	95%	3490	240	93%	3470	227	93%
WOOD	1		100%	1		100%	1		100%
WOODB	1		100%	1		100%	1		100%
WOODBINE	871	20	98%	875	12	99%	877	12	99%
WOODBURY	106	1	99%	109	1	99%	111		100%
WOODBURY HEIGHTS	1187	35	97%	1188	38	97%	1188	41	97%
WOODSTOWN	1815	24	99%	1818	282	84%	1821	48	97%
WOOLRICH	1		100%	1		100%	1		100%
WOOLWICH	142		100%	147		100%	158		100%
WOOLWICH TOWNSHIP	24		100%	24		100%	24		100%
WOOLWICH TWP	1117	8	99%	1108	13	99%	1099	8	99%

Appendix B

Participants in Low Income Assistance Programs by Municipality				
	Oct	Nov	Dec	Q4
Absecon		161	16	89
Atlantic City	4	860	94	319
Avalon		9		9
Barrington		1		1
Berlin		91	7	49
Berlin Twp.		104	6	55
Bridgeton	3	488	45	179
Brigantine		91	2	47
Buena		99	6	53
Buena Vista Twp.	1	131	15	49
Cape May		22		22
Carneys Point	2	141	18	54
Cherry Hill		69	2	36
Chesilhurst		27	2	15
Clayton	1	165	17	61
Clementon		98	5	52
Commercial Twp.		196	9	103
Deerfield	1	17	3	7
Dennis Twp.		33	6	20
Deptford		278	13	146
Downe		23	1	12
East Greenwich Twp.		57	3	30
Egg Harbor City		166	11	89
Egg Harbor Twp.		600	59	330
Elk Twp.		24	1	13
Elmer		31	3	17
Estell Manor		3		3
Evesham		76	8	42
Fairfield	1	101	2	35
Folsom		17	3	10
Franklin Twp.		116	4	60
Galloway	1	524	54	193
Gibbsboro		19	2	11
Glassboro		227	8	118
Gloucester Twp.		820	34	427
Greenwich		33	5	19
Greenwich Twp.		6	2	4
Hamilton Twp.	1	378	32	137
Hammonton		204	13	109
Harrison		66	5	36
Hi-Nella		10		10
Hopewell		17	1	9
Laurel Springs		20	1	11
Lawnside		32	3	18
Lawrence		23	2	13
Lindenwold		254	13	134
Linwood		41	3	22
Logan Twp.		16		16
Longport		7		7
Lower Twp.		279	33	156
Magnolia		105	2	54
Mannington		1		1
Mantua	1	263	14	93
Margate		58	1	30
Maurice River Twp.		24		24

Medford		53	2	28
Medford Lakes		5		5
Middle Twp.		324	30	177
Millville	1	707	34	247
Monroe Twp.	1	493	27	174
Mullica Twp.		87	2	45
Newfield		38	5	22
North Wildwood		101	2	52
Northfield		92	4	48
Ocean City		46	1	24
Oldmans Twp.	1	8		5
Paulsboro	1	142	13	52
Penns Grove	1	141	20	54
Pennsville		150	17	84
Pilesgrove		31	9	20
Pine Hill		179	10	95
Pitman	1	92	5	33
Pittsgrove Twp.	1	127	16	48
Pleasantville	3	557	60	207
Quinton			1	1
Runnemede		121	7	64
Salem		244	31	138
Sea Isle City		11		11
Shamong		18	1	10
Shiloh		2	1	2
Somerdale		109	6	58
Somers Point		85	11	48
South Harrison Twp.		3	2	3
Stone Harbor		5		5
Stratford		85	3	44
Swedesboro		35	3	19
Tabernacle		25	1	13
Upper Deerfield Twp.		127	12	70
Upper Pittsgrove Twp.		16		16
Upper Twp.		57	8	33
Ventnor		137	20	79
Vineland	1	1337	81	473
Voorhees		160	10	85
Washington Twp.		355	18	187
Waterford		117	4	61
Wenonah	1	27	3	10
West Cape May		10		10
West Deptford Twp.		52	3	28
West Wildwood		10		10
Weymouth		2		2
Wildwood		75	14	45
Wildwood Crest		46	6	26
Winslow Twp.	1	534	31	189
Woodbine		13	3	8
Woodbury Heights		34	6	20
Woodstown		40	4	22
Woolwich Twp.		59	3	31
Grand Total	29	15046	1139	5405