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VP, Rates, Regulatory & Sustainability

January 14, 2022

Aida Camacho-Welch
Secretary of the Board
NJ Board of Public Utilities
44 South Clinton Avenue
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 2021.

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 black ink that reads "Deborah M. Franco".

Deborah M. Franco

DMF:caj/f97
Attachment

cc: S. Peterson
J. Ford-Williams
P. Lupo

M. Caroselli
B. Lipman
B. Jacobs

M. Travaline

SOUTH JERSEY GAS COMPANY
CUSTOMER SERVICE METRICS
Jan - Mar 2021

	JAN	FEB	MAR	Q1
<u>Call Answer Metrics and Information</u>				
a) Percentage of calls answered within 30 seconds (goal = 80%) Overall	77.80%	88.03%	85.22%	83.55%
b) Call abandonment rate (goal = 5%) Overall	2.30%	1.50%	1.40%	1.70%
c) Speed of answer (average speed of answer, seconds) (no goal established) Overall	36	20	20	26
d) Call volume (number of calls and relative percentages) Overall	27,662	24,522	29,288	81,472
Atlantic City	73.6%	72.8%	74.1%	73.5%
Tempe	26.4%	27.2%	25.9%	26.5%
<u>Meter Reading</u>				
a) Number of residential meters not read	11,796	109,029	10,765	
b) Number of residential meters	419,027	419,445	419,559	
c) Percentage of residential meters read (goal = 95%)	97.2%	74.0%	97.4%	89.5%
d) Meter Reading by Town	See Appendix A			
<u>Customer Re-bills</u>				
a) Number of re-bills	3,667	2,524	5,561	
b) Number of total customers	405,613	406,083	406,730	406,142
c) Number of re-bills per 1000 customers (goal = 20 or fewer per 1000 customers)	9.0	6.2	13.7	9.6
<u>Gas Leak/Odor Response Time</u>				
a) Percentage of gas leaks/odors responded to within 60 minutes (goal = 95% within 60 minutes)	98.4%	96.9%	98.7%	98.0%
<u>Service Appointments</u>				
a) Percentage of service appointments met (goal = 95%)	96.7%	98.7%	99.3%	98.2%
<u>Customer complaints to the Board</u>				
a) Number of complaints per 1000 customers (goal = fewer than 1 per 1000 customers)	0.0888	0.1034	0.0688	0.0870
b) Disaggregation of number of complaints by complaint category				
Billing Issues	12	16	10	38
Shut Offs	2	3	1	6
Service Appointments	3	5	4	12
Payment Arrangements	3	7	0	10
Meter Issues	1	3	4	8
Other	15	8	9	32
c) Complaints are resolved by deferred payment arrangements;	29	23	18	70
d) Complaints that originate with customers who are already on deferred payment arrangements	2	4	2	8
e) Complaints from customers who participate in assistance programs such as LIHEAP (the Low Income Home energy Assistance Program) or otherwise.	6	8	3	17
<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%)	82.20%	83.00%	81.20%	82.10%

Low Income Assistance Program**a) Number of participants in low-income programs, separately by program**

USF	12,223	8,737	8,759	9,906
Lifeline	1,407	0	484	630
HEAP	1,278	737	629	881

b) Number of participants in low-income programs by municipality, as applicable

See Appendix B

Deferred Payment Arrangements**a) Number of DPAs entered into**

868 1,017 805 2,690

b) Average term of DPAs

7.1 8.1 8.2 7.8

c) Average dollar amount of arrears made subject to DPA

\$ 589 \$ 678 \$ 733 \$ 667

d) Average monthly installment

\$ 81 \$ 86 \$ 95 \$ 87

e) Status as of 3/1/21*Active* 688 948 795 2,431*Completed - Successful* 31 10 3 44*Defaulted - Broken* 149 59 7 215**Convenience Store Fees****a) Number of bills paid each month at convenience stores**

4,133 4,144 5,190 13,467

b) Percentage of bills paid each month at convenience stores compared to Company-wide

1.0% 1.0% 1.1% 1.0%

c) Total amount of bills paid at convenience stores

\$ 657,568 \$ 757,814 \$ 1,013,508 \$ 2,428,889

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 n/a n/a n/a -

- Number request Low Income assistance n/a n/a n/a n/a

- Number of Payments n/a n/a n/a -

- Percentage of bills paid each month at Folsom/Atlantic City compared to Company-wide 0.0% 0.0% 0.0% 0.0%

b) Glassboro

- Total number of walk-ins 256 239 247 742

- Number request Low Income assistance n/a n/a n/a n/a

- Number of Payments 256 239 247 742

- Percentage of bills paid each month at Glassboro compared to Company-wide 0.0% 0.0% 0.0% 0.0%

c) Pleasantville

- Total number of walk-ins 264 212 305 781

- Number request Low Income assistance n/a n/a n/a n/a

- Number of Payments 264 212 305 781

- Percentage of bills paid each month at Pleasantville compared to Company-wide 0.0% 0.0% 0.0% 0.0%

d) Millville

- Total number of walk-ins 1,327 1,079 1,478 3,884

- Number request Low Income assistance n/a n/a n/a n/a

- Number of Payments 1327 1,079 1,478 3,884

- Percentage of bills paid each month at Millville compared to Company-wide 0.0% 0.0% 0.0% 0.0%

e) Swainton

- Total number of walk-ins 124 90 135 349

- Number request Low Income assistance n/a n/a n/a n/a

- Number of Payments 124 90 135 349

- Percentage of bills paid each month at Swainton compared to Company-wide 0.0% 0.0% 0.0% 0.0%

Shut-Offs**a) Elderly**

Municipality 0 0 0 0

b) Low Income Assistance

Municipality 0 0 0 0

c) Total Shut-Offs

Municipality 0 0 0 0

Town	January			February			March		
	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	1	99%	91	0	100%
ABSECON	4522	147	97%	4516	868	81%	4516	89	98%
ALLOWAY	3	0	100%	3	3	0%	3	0	100%
APE MAY	1	0	100%	1	0	100%	1	0	100%
Atantic City	1	0	100%	1	0	100%	1	0	100%
ATCO	2666	73	97%	2729	997	63%	2769	78	97%
ATLANTIC CITY	11697	960	92%	11714	4822	59%	11714	828	93%
AVALON	4792	22	100%	4799	1225	74%	4804	31	99%
BARRINGTON	74	5	93%	74	3	96%	74	2	97%
BERLIN	5115	187	96%	5199	2929	44%	5251	178	97%
BERLIN TOWNSHIP	3	0	100%	3	3	0%	3	0	100%
BERLIN TWP	564	28	95%	533	432	19%	522	34	93%
BLACKWOOD	9048	372	96%	9241	882	90%	9334	320	97%
BRIDGEPORT	251	8	97%	257	13	95%	263	4	98%
BRIDGETON	7987	182	98%	8070	814	90%	8130	127	98%
BRIDGETON 08302	1	0	100%	1	0	100%	1	0	100%
Bridgton	1	0	100%	1	0	100%	1	0	100%
BRIGANTINE	7154	107	99%	7166	88	99%	7184	79	99%
BRIGANTINE CITY	2	0	100%	3	0	100%	3	0	100%
BUENA	932	10	99%	927	137	85%	925	11	99%
BUENA VISTA	6	0	100%	6	1	83%	6	0	100%
BUENA VISTA TOWNSHIP	20	0	100%	21	5	76%	21	0	100%
BUENA VISTA TWP	593	10	98%	545	128	77%	538	9	98%
Burleigh	1	0	100%	1	1	0%	1	0	100%
CAPE MAY	6958	150	98%	7059	2618	63%	7076	67	99%
CAPE MAY COUR HOUSE	1	0	100%	1	0	100%	1	0	100%
CAPE MAY COURT HOUSE	4456	88	98%	4570	467	90%	4604	64	99%
Cape May Courthouse	1	0	100%	1	1	0%	1	0	100%
CAPE MAY PINT	1	0	100%	1	0	100%	1	0	100%
CAPE MAY POINT	404	3	99%	408	0	100%	413	0	100%
CARNEY POINT	2	0	100%	2	0	100%	2	0	100%
CARNEYS POINT	1759	33	98%	1783	414	77%	1786	48	97%
CARNEYS POINT TOWNSHIP	8	0	100%	8	2	75%	7	0	100%
Carneys Pt	1	0	100%	1	1	0%	1	0	100%
Cedar Brook	103	2	98%	105	29	72%	105	4	96%
Cedarbrook	1	0	100%	1	0	100%	1	0	100%
CEDARVILLE	376	8	98%	381	14	96%	384	3	99%
Centerton	1	0	100%	1	0	100%	1	0	100%
CHERRY HILL	3629	132	96%	3633	796	78%	3612	111	97%
CHESILHURST	326	0	100%	323	155	52%	325	10	97%
Chiselhurst	1	0	100%	1	0	100%	1	0	100%
CLARKSBORO	827	19	98%	868	699	19%	871	16	98%
CLAYTON	2897	72	98%	2898	334	88%	2899	81	97%
CLAYTON BORO	1	0	100%	1	1	0%	1	0	100%
CLEMENTON	3569	232	93%	3609	887	75%	3619	248	93%
CLERMONT				1	1	0%	1	0	100%
CMCH	1	0	100%	1	0	100%	1	0	100%
COLOGNE	118	7	94%	117	16	86%	118	1	99%
COMMERCIAL TOWNSHIP	1	0	100%	1	0	100%	1	0	100%
COMMERCIAL TWP	422	23	95%	403	43	89%	400	10	98%
CORBIN CITY	16	0	100%	15	9	40%	12	0	100%
DEEPWATER	131	3	98%	134	16	88%	134	7	95%
DEERFIELD	143	5	97%	138	4	97%	134	2	99%
DEERFIELD TOWNSHIP	2	0	100%	2	0	100%	2	0	100%
DEL HAVEN	254	6	98%	268	10	96%	269	8	97%
Delhaven	1	0	100%	1	0	100%	1	0	100%
Dennis	2	0	100%	2	0	100%	2	0	100%
DENNIS TOWNSHIP	2	0	100%	2	0	100%	2	0	100%
DENNIS TWP	799	7	99%	747	22	97%	717	8	99%
DEPTFORD	4367	112	97%	4342	1558	64%	4315	126	97%
DEPTFORD TOWNSHIP	23	1	96%	23	5	78%	23	1	96%
DEPTFORD TWP	2	0	100%	2	0	100%	2	0	100%
DIVIDING CREEK	94	1	99%	99	4	96%	99	2	98%
DORCHESTER	123	1	99%	125	5	96%	126	2	98%
Dorcheter	1	0	100%	1	0	100%	1	0	100%
DOWNE	90	3	97%	73	1	99%	70	0	100%
EAST GREENWICH	33	1	97%	33	14	58%	33	0	100%
EAST GREENWICH TWP	1184	31	97%	1124	711	37%	1106	16	99%
EGG HABOR CITY	1	0	100%	1	0	100%	1	0	100%
EGG HABOR TOWNSHIP	1	0	100%	1	0	100%	1	0	100%
EGG HARBOR	3	0	100%	3	2	33%	4	0	100%
EGG HARBOR CITY	3137	146	95%	3157	1025	68%	3169	98	97%
EGG HARBOR TOWNSHIP	10921	539	95%	11360	3207	72%	11450	339	97%
Egg Harbor Township.	1	0	100%	1	1	0%	1	0	100%
EGG HARBOR TWP	4759	218	95%	4482	1407	69%	4402	133	97%
EHC	1	0	100%	1	0	100%	1	0	100%
EHT	5	0	100%	6	3	50%	4	0	100%
ELK TOWNSHIP	4	0	100%	4	0	100%	4	0	100%
ELK TWP	184	9	95%	181	55	70%	177	4	98%
Elm	1	0	100%	1	0	100%	1	0	100%
Elmer	1984	33	98%	1984	634	68%	1999	32	98%
ELWOOD	54	3	94%	55	35	36%	55	3	95%
ERIAL	19	0	100%	20	1	95%	21	0	100%
ERMA	3	1	67%	3	0	100%	3	0	100%
ESTELL MANOR	15	0	100%	12	0	100%	11	0	100%

EVESHAM	2031	46	98%	1920	1061	45%	1873	76	96%
EVESHAM TOWNSHIP	5	0	100%	5	0	100%	5	0	100%
EWAN				1	1	0%	1	0	100%
EVESHAM TWP	2	0	100%	5	5	0%	5	2	60%
FAIRFIELD	135	1	99%	132	2	98%	127	2	98%
FAIRTON	110	5	95%	111	2	98%	109	3	97%
FOLSOM	147	0	100%	135	25	81%	135	2	99%
FRANKLIN TOWNSHIP	17	0	100%	15	0	100%	15	0	100%
FRANKLIN TWP	1029	32	97%	1000	263	74%	965	13	99%
FRANKLINVILLE	1936	57	97%	1975	478	76%	2014	35	98%
FRANKLVILLE	1	0	100%	1	0	100%	1	0	100%
FRANKLINVILLE TWP				1	1	0%	1	0	100%
GALLOWAY	11696	506	96%	11712	463	96%	11708	266	98%
GALLOWAY TOWNSHIP	159	0	100%	159	1	99%	158	0	100%
Galloway Twp	1	0	100%	1	0	100%	1	0	100%
GALOWAY	1	0	100%	1	0	100%	1	0	100%
GIBBSBORO	969	39	96%	969	282	71%	969	30	97%
GIBBSTOWN	1073	29	97%	1110	1026	8%	1117	14	99%
GLASSBORO	6822	183	97%	6848	558	92%	6850	151	98%
GLENDORA	1277	34	97%	1337	123	91%	1346	43	97%
GLOUCESTER TOWNSHIP	3	0	100%	3	0	100%	3	0	100%
GLOUCESTER TWP	5831	212	96%	5414	1026	81%	5314	194	96%
GREEN CREEK	48	4	92%	49	0	100%	49	0	100%
GREEN BANK				1	0	100%	1	0	100%
GREENWICH TWP	503	4	99%	481	462	4%	476	8	98%
GRENLOCH	162	17	90%	165	24	85%	167	1	99%
HAMILTON TOWNSHIP	1	0	100%	1	0	100%	1	0	100%
HAMILTON TWP	1963	54	97%	1871	511	73%	1831	59	97%
HAMMONGTON	1	0	100%	1	0	100%	1	0	100%
HAMMONTON	6457	138	98%	6527	1309	80%	6554	127	98%
Hamonton	1	0	100%	2	0	100%	2	0	100%
HARRISON	5	0	100%	4	0	100%	4	0	100%
HARRISON TOWNSHIP	1	0	100%	1	0	100%	1	0	100%
HARRISON TWP	1741	33	98%	1668	353	79%	1655	29	98%
HARRISONVILLE	51	0	100%	50	18	64%	50	0	100%
HI NELLA	10	0	100%	10	10	0%	10	0	100%
HI-NELLA	40	2	95%	37	36	3%	32	1	97%
HOPEWELL	131	6	95%	122	28	77%	117	1	99%
HOPEWELL TOWNSHIP	23	0	100%	22	2	91%	22	0	100%
LANDISVILLE	489	16	97%	496	26	95%	498	16	97%
LAU	1	0	100%						
LAUREL LAKE	1	0	100%	1	0	100%	1	0	100%
LAUREL SPRINGS	1289	47	96%	1315	605	54%	1317	73	94%
LARUEL SPRINGS				1	1	0%	1	0	100%
LAWNSIDE	507	10	98%	507	59	88%	508	13	97%
LAWRENCE	79	0	100%	76	1	99%	75	0	100%
LEEDS POINT	3	0	100%	3	0	100%	3	0	100%
LEESBURG	142	6	96%	147	8	95%	147	7	95%
LINDENWOLD	4292	173	96%	4306	1632	62%	4315	224	95%
Lindenwood	1	0	100%	1	1	0%	1	0	100%
LINWOOD	3043	160	95%	3048	1240	59%	3048	129	96%
LOGAN	1	0	100%	1	0	100%	1	0	100%
LOGAN TOWNSHIP	76	4	95%	78	5	94%	79	7	91%
LOGAN TWP	599	25	96%	579	43	93%	571	14	98%
LONGPORT	1370	62	95%	1361	45	97%	1363	45	97%
LOWER TOWNSHIP	10	0	100%	11	0	100%	11	0	100%
LOWER TWP	2960	90	97%	2821	591	79%	2779	30	99%
MAGNOLIA	2019	57	97%	2021	871	57%	2022	41	98%
MALAGA	461	13	97%	477	46	90%	479	4	99%
MAMORA	1	0	100%	1	0	100%	1	0	100%
MANNINGTON	24	0	100%	29	1	97%	29	0	100%
MANTUA	4591	124	97%	4550	968	79%	4536	132	97%
MANTUA TOWNSHIP	9	0	100%	9	2	78%	9	0	100%
MANTUA TWP	1	0	100%	1	0	100%	1	0	100%
MANUTA	2	0	100%	9	2	78%	9	0	100%
MANUTA TWP	1	0	100%	1	0	100%	1	0	100%
MARGATE	461	16	97%	445	26	94%	442	10	98%
MARGATE CITY	5287	114	98%	5303	384	93%	5303	68	99%
MARLTON	5274	119	98%	5440	2520	54%	5489	229	96%
MARMORA	1243	19	98%	1260	306	76%	1271	16	99%
MAURICE RIVER	1	0	100%	1	1	0%	1	0	100%
MAURICE RIVER TOWNSHIP	1	0	100%	1	0	100%	1	0	100%
MAURICE RIVER TWP	129	1	99%	119	3	97%	119	2	98%
MAURICETOWN	76	0	100%	79	2	97%	79	0	100%
MAYS LANDING	7572	269	96%	7781	2178	72%	7833	201	97%
MAYS LANDINGS	23	0	100%	28	0	100%	28	0	100%
MAYS LANDING	2	0	100%	3	1	67%	3	0	100%
MEDFORD	7617	152	98%	7663	4608	40%	7692	216	97%
MEDFORD LAKES	474	11	98%	445	313	30%	424	14	97%
MICKELTON	1	0	100%	2	2	0%	2	0	100%
MICKLETON	930	37	96%	957	717	25%	969	33	97%
MIDDLE TOWNSHIP	8	0	100%	10	0	100%	10	0	100%
MIDDLE TWP	1982	46	98%	1885	247	87%	1849	24	99%
MILLVILLE	10703	424	96%	10752	2507	77%	10784	195	98%
MILMAY	106	1	99%	111	86	23%	112	1	99%
MINOTOLA	423	9	98%	434	3	99%	435	7	98%
MIZPAH	36	1	97%	39	1	97%	40	0	100%
MONROE TOWNSHIP	1	0	100%	1	0	100%	1	0	100%
MONROE TWP	2718	86	97%	2583	1233	52%	2550	48	98%

MONROEVILLE	643	14	98%	655	238	64%	671	16	98%
MOUNT ROYAL	742	32	96%	759	319	58%	762	19	98%
MT ROYAL	8	0	100%	8	2	75%	8	0	100%
MULLICA	1	0	100%	1	0	100%	1	0	100%
MULLICA HILL	2931	81	97%	3021	618	80%	3037	80	97%
MULLICA TOWNSHIP	35	0	100%	34	0	100%	34	0	100%
MULLICA TWP	211	7	97%	192	102	47%	189	5	97%
N Cape May	1	0	100%	1	1	0%	1	0	100%
N Wildwood	4	0	100%	4	0	100%	4	0	100%
NEWFIELD	1511	40	97%	1535	297	81%	1542	32	98%
NEWPORT	143	2	99%	156	1	99%	158	0	100%
NEWTONVILLE	203	2	99%	214	11	95%	214	1	100%
NORMA	54	1	98%	40	8	80%	40	1	98%
NORTH CAPE MAY	1608	32	98%	1655	607	63%	1668	28	98%
NORTH WILDWOOD	1748	19	99%	1701	1052	38%	1668	21	99%
North Willdwood	1	0	100%	1	0	100%	1	0	100%
NORTHFIELD	3648	159	96%	3695	326	91%	3695	128	97%
OCEAN CITY	16347	146	99%	16353	1386	92%	16364	86	99%
OCEAN VIEW	1706	18	99%	1757	93	95%	1794	20	99%
OCEAN VIEW, NJ 08230	1	0	100%	1	0	100%	1	0	100%
OCEANVIEW	4	0	100%	2	0	100%	1	0	100%
OCEANVILLE	11	0	100%	11	0	100%	11	0	100%
OLDMANS TOWNSHIP	1	0	100%	1	0	100%	1	0	100%
OLDMANS TWP	121	0	100%	116	1	99%	112	0	100%
Palermo	1	0	100%	1	0	100%	1	0	100%
Pamona	1	0	100%	1	0	100%	1	0	100%
PAULSBORO	1813	61	97%	1827	1572	14%	1831	68	96%
PEDRICKTOWN	282	3	99%	288	5	98%	292	1	100%
PENNS GROVE	2246	47	98%	2238	109	95%	2239	39	98%
Pennsgrove	3	0	100%	3	0	100%	3	0	100%
PENNSVILLE	3789	94	98%	3815	297	92%	3816	71	98%
PENNSVILLE TOWNSHIP	1	0	100%	1	0	100%	1	0	100%
PETERSBURG	3	0	100%	4	1	75%	4	0	100%
PILES GROVE	1	0	100%	1	0	100%	1	0	100%
PILESGROVE	143	3	98%	143	60	58%	143	3	98%
PILESGROVE TOWNSHIP	14	0	100%	14	8	43%	14	0	100%
PINE HILL	3212	111	97%	3196	434	86%	3192	89	97%
PINE VALLEY	8	0	100%	8	2	75%	9	1	89%
PINE VALLEY BOROUGH	4	0	100%	4	0	100%	4	0	100%
PITMAN	3424	95	97%	3433	1378	60%	3439	98	97%
PITTGROVE	1	0	100%	1	0	100%	1	0	100%
Pittman	1	0	100%	1	0	100%	1	0	100%
PITTSGROVE	188	3	98%	285	69	76%	286	6	98%
PITTSGROVE TOWNSHIP	27	1	96%	25	8	68%	25	1	96%
PITTSGROVE TWP	612	4	99%	568	161	72%	563	4	99%
PLEASANTVILLE	6431	248	96%	6456	2981	54%	6461	239	96%
POMONA	137	16	88%	139	2	99%	140	3	98%
PORT ELIZABETH	95	1	99%	99	2	98%	97	2	98%
PORT NORRIS	362	11	97%	382	2	99%	383	3	99%
PORT REPUBLIC	10	1	90%	10	1	90%	10	1	90%
RICHLAND	171	4	98%	180	16	91%	180	2	99%
RICHWOOD	65	1	98%	68	12	82%	68	3	96%
Rio Grand	1	0	100%	1	0	100%	1	0	100%
RIO GRANDE	1451	28	98%	1471	311	79%	1483	10	99%
ROSEHAYN	1	0	100%	1	0	100%	1	0	100%
ROSENHAYN	270	8	97%	273	8	97%	274	3	99%
RUNNEMEDE	3006	98	97%	3006	189	94%	3007	129	96%
Salem	1589	85	95%	1598	609	62%	1602	53	97%
SEA ISE CITY	2	0	100%	2	0	100%	2	0	100%
SEA ISLE	9	0	100%	9	0	100%	9	0	100%
SEA ISLE CITY	5502	35	99%	5514	27	100%	5515	25	100%
SEABROOK	35	0	100%	36	1	97%	36	0	100%
Seaville	111	0	100%	112	1	99%	112	0	100%
Seaville,	1	0	100%	1	0	100%	1	0	100%
SEWELL	9044	230	97%	9309	1326	86%	9389	196	98%
SHAMOING	1	0	100%	1	1	0%	1	0	100%
SHAMONG	800	11	99%	827	502	39%	823	18	98%
SHAMONG TOWNSHIP	7	0	100%	5	2	60%	5	0	100%
SHILOH	101	6	94%	102	4	96%	102	1	99%
SICKLERVILLE	10990	626	94%	11304	4561	60%	11405	674	94%
SOMERDALE	3207	96	97%	3233	1675	48%	3238	136	96%
SOMERS POINT	4290	206	95%	4297	1750	59%	4299	171	96%
SOMERSPOINT	4	0	100%	4	1	75%	4	1	75%
Sommerdale	1	0	100%	1	1	0%	1	0	100%
SOUTH HARRISON	2	0	100%	2	0	100%	2	0	100%
South Harrison Township	111	2	98%	115	32	72%	115	3	97%
South Harrison Twp	2	0	100%	2	1	50%	2	0	100%
South Harrison Twp.	1	0	100%	1	0	100%	1	0	100%
SOUTH SEAVILLE	78	0	100%	80	3	96%	80	0	100%
SOUTHAMPTON	3	0	100%	3	3	0%	3	0	100%
SOUTHAMPTON TOWNSHIP	2	0	100%	2	1	50%	2	0	100%
STATHMERE	1	0	100%	1	0	100%	1	0	100%
STONE HARBOR	2467	36	99%	2462	1766	28%	2467	17	99%
STONE HARBOR BOROUGH	1	0	100%	1	1	0%	1	0	100%
STRAHMERE	1	0	100%	1	0	100%	1	0	100%
STRATFORD	2394	101	96%	2396	1021	57%	2396	99	96%
STRATHMERE	364	3	99%	365	3	99%	364	1	100%
Swainton	2	0	100%	2	0	100%	2	0	100%
SWEDESBORO	4765	73	98%	4852	642	87%	4883	87	98%

Tabenacle	1	0	100%	1	0	100%	1	0	100%
TABERNACLE	488	6	99%	518	115	78%	514	3	99%
TABERNACLE TOWNSHIP	10	1	90%	11	4	64%	11	0	100%
TABERNANCLE	1	0	100%	1	0	100%	1	0	100%
Tansboro	1	0	100%	1	1	0%	1	0	100%
THOROFARE	19	1	95%	19	17	11%	19	1	95%
TUCKAHOE	44	1	98%	45	17	62%	52	3	94%
Turnersville	140	4	97%	152	10	93%	155	3	98%
UPPER DEERFIELD	2	0	100%	3	0	100%			
UPPER DEERFIELD TOWNSHIP	10	0	100%	9	0	100%	9	0	100%
UPPER DEERFIELD TWP	294	3	99%	286	36	87%	280	4	99%
UPPER PITTSGROVE	2	0	100%	2	2	0%	2	0	100%
UPPER PITTSGROVE TOWNSHIP	1	0	100%	1	1	0%	1	0	100%
UPPER PITTSGROVE TWP	88	1	99%	88	46	48%	82	0	100%
UPPER TOWNSHIP	11	0	100%	11	2	82%	12	2	83%
UPPER TWP	497	7	99%	480	130	73%	465	2	100%
VENTNOR	673	11	98%	644	107	83%	627	8	99%
VENTNOR CITY	5054	181	96%	5096	895	82%	5113	132	97%
VENTNOR HEIGHTS	1	0	100%	1	0	100%	1	0	100%
VENTOR CITY	1	0	100%	1	0	100%	1	0	100%
VILLAS	2619	72	97%	2711	440	84%	2742	31	99%
VINCENTOWN	2085	32	98%	2086	995	52%	2098	39	98%
VINELAD	1	0	100%	1	0	100%	1	0	100%
VINELAND	19930	628	97%	20001	3218	84%	20022	455	98%
VINELAND CITY	1	0	100%	1	0	100%	1	0	100%
VINELANDVineland	1	0	100%	1	1	0%	1	0	100%
VINLEAND	1	0	100%	1	0	100%	1	0	100%
VINEALND				1	1	0%	1	0	100%
VOOHEES	1	0	100%	1	0	100%	1	0	100%
VOORHEES	10088	128	99%	10098	3786	63%	10119	162	98%
VOORHEES TOWNSHIP	13	0	100%	13	11	15%	13	0	100%
VOORHEES TWP	1	0	100%	1	0	100%	1	0	100%
W Berlin	1	0	100%	1	1	0%	1	0	100%
W Cape May	4	0	100%	4	0	100%	4	0	100%
WASHINGTON TOWNSHIP	11	0	100%	10	1	90%	10	0	100%
WASHINGTON TWP	5838	220	96%	5592	636	89%	5483	134	98%
WATERFORD	1457	28	98%	1404	494	65%	1379	30	98%
WATERFORD TOWNSHIP	8	0	100%	7	0	100%	6	0	100%
Waterford Twp	1	0	100%	1	0	100%	1	0	100%
WATERFORD WORK	1	0	100%	1	1	0%			
WATERFORD WORKS	554	13	98%	585	95	84%	588	5	99%
WATERFORK WORKS			#DIV/0!	1	0	100%			
WENONAH	2341	48	98%	2371	320	87%	2395	52	98%
WESET CAPE MAY	1	0	100%	1	0	100%	1	0	100%
WEST BERLIN	1936	69	96%	1978	1376	30%	1990	94	95%
WEST CAPE MAY	461	18	96%	460	64	86%	467	10	98%
WEST DEPTFORD	1072	38	96%	1108	542	51%	1129	20	98%
WEST DEPTFORD TOWNSHIP	2	0	100%	2	0	100%	2	0	100%
WEST DEPTFORD TWP	548	14	97%	519	280	46%	498	7	99%
WEST WILDWOOD	237	1	100%	226	3	99%	226	3	99%
WEYMOUTH	44	1	98%	43	11	74%	43	0	100%
WHITESBORO	78	3	96%	79	79	0%	79	2	97%
Whitesborro	1	0	100%	1	1	0%	1	0	100%
WILDWOOD	13483	254	98%	13593	2743	80%	13644	176	99%
WILDWOOD CITY	1	0	100%	1	0	100%	1	0	100%
WILDWOOD CREST	1329	9	99%	1301	17	99%	1282	5	100%
WILLIAMSTOWN	10713	311	97%	10938	4562	58%	11004	332	97%
WILLIAMSTOWN	1	0	100%	1	1	0%	1	0	100%
WINSLOW	218	5	98%	221	128	42%	222	3	99%
WINSLOW TOWNSHIP	10	0	100%	11	3	73%	11	1	91%
WINSLOW TWP	3513	184	95%	3380	1802	47%	3317	198	94%
WOOD	1	0	100%	1	0	100%	1	0	100%
WOODB	1	0	100%	1	1	0%	1	0	100%
WOODBINE	871	20	98%	892	336	62%	902	18	98%
WOODBURY	106	1	99%	114	52	54%	116	0	100%
WOODBURY HEIGHTS	1187	35	97%	1193	571	52%	1198	35	97%
WOODSTOWN	1815	24	99%	1824	417	77%	1826	19	99%
WOOLRICH	1	0	100%	1	1	0%	1	0	100%
WOOLWICH	142	0	100%	169	3	98%	169	2	99%
WOOLWICH TOWNSHIP	24	0	100%	25	7	72%	25	0	100%
WOOLWICH TWP	1117	8	99%	1061	133	87%	1042	8	99%

Appendix B

Participants in Low Income Assistance Programs by Municipality				
	Jan	Feb	Mar	Q4
Absecon	146	103	101	117
Atlantic City	1016	656	692	788
Avalon	11	5	6	7
Berlin	84	43	55	61
Berlin Twp.	73	41	51	55
Bridgeton	634	440	452	509
Brigantine	87	52	58	66
Buena	96	65	67	76
Buena Vista Twp.	115	71	82	89
Cape May	10	5	8	8
Carneys Point	143	99	104	115
Cherry Hill	48	38	43	43
Chesilhurst	28	19	18	22
Clayton	143	92	95	110
Clementon	106	65	68	80
Commercial Twp.	186	111	111	136
Corbin City	2		1	2
Deerfield	20	16	14	17
Dennis Twp.	31	20	24	25
Deptford	264	153	165	194
Downe	35	19	19	24
East Greenwich Twp.	46	25	27	33
Egg Harbor City	156	92	96	115
Egg Harbor Twp.	584	377	394	452
Elk Twp.	26	15	12	18
Elmer	19	18	18	18
Estell Manor	3	2	2	2
Evesham	55	29	32	39
Fairfield	74	52	51	59
Folsom	15	10	11	12
Franklin Twp.	89	54	57	67
Galloway	586	353	387	442
Gibbsboro	16	8	10	11
Glassboro	243	154	159	185
Gloucester Twp.	744	460	492	565
Greenwich	32	22	23	26
Greenwich Twp.	16	12	8	12
Hamilton Twp.	294	208	215	239
Hammonton	205	118	121	148
Harrison	36	29	29	31
Hi-Nella	9	5	7	7
Hopewell	21	14	14	16
Laurel Springs	27	15	17	20
Lawnside	36	23	24	28
Lawrence	32	21	21	25
Lindenwold	217	158	164	180
Linwood	47	25	28	33
Logan Twp.	20	11	13	15
Longport	8	3	3	5
Lower Twp.	231	134	156	174
Magnolia	105	58	64	76
Mannington	1	1	1	1
Mantua	165	96	105	122
Margate	45	31	31	36

Maurice River Twp.	21	15	15	17
Medford	30	16	19	22
Medford Lakes	6	4	3	4
Middle Twp.	229	140	153	174
Millville	736	499	513	583
Monroe Twp.	436	264	283	328
Mullica Twp.	75	43	42	53
Newfield	43	27	30	33
North Wildwood	59	28	33	40
Northfield	102	62	62	75
Ocean City	43	25	29	32
Oldmans Twp.	10	7	8	8
Paulsboro	193	139	130	154
Penns Grove	138	120	120	126
Pennsville	127	86	86	100
Pilesgrove	16	10	10	12
Pine Hill	185	118	125	143
Pitman	92	54	57	68
Pittsgrove Twp.	90	62	63	72
Pleasantville	655	438	456	516
Runnemede	113	65	64	81
Salem	219	143	146	169
Sea Isle City	10	4	5	6
Shamong	13	10	10	11
Shiloh	2	1	1	1
Somerdale	110	67	73	83
Somers Point	99	58	67	75
South Harrison Twp.	4	5	6	5
Southampton	1	1	1	1
Stone Harbor	2	1	2	2
Stowe Creek			1	1
Stratford	74	41	44	53
Swedesboro	41	29	28	33
Tabernacle	24	12	12	16
Upper Deerfield Twp.	80	45	50	58
Upper Pittsgrove Twp.	7	8	6	7
Upper Twp.	55	36	45	45
Ventnor	165	92	109	122
Vineland	1463	940	994	1132
Voorhees	152	93	97	114
Washington Twp.	326	206	227	253
Waterford	97	61	64	74
Wenonah	35	20	21	25
West Cape May	3	2	2	2
West Deptford Twp.	37	23	24	28
West Wildwood	9	6	6	7
Weymouth	6	4	5	5
Wildwood	101	63	67	77
Wildwood Crest	32	20	24	25
Winslow Twp.	561	359	369	430
Woodbine	24	18	22	21
Woodbury Heights	25	19	22	22
Woodstown	31	21	27	26
Woolwich Twp.	44	26	25	32