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VP, Rates, Regulatory & Sustainability

April 20, 2022

Carmen Diaz, Acting Secretary
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 Acting Secretary Diaz:

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 First Quarter ending March 2022.

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".

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 2022-Mar 2022**

	JAN	FEB	MAR	Q1
<u>Call Answer Metrics and Information</u>				
a) Percentage of calls answered within 30 seconds (goal = 80%) Overall	25.77%	25.19%	24.50%	25.10%
b) Call abandonment rate (goal = 5%) Overall	39.17%	46.10%	32.00%	39.10%
c) Speed of answer (average speed of answer, seconds) (no goal established) Overall	673	750	555	650
d) Call volume (number of calls and relative percentages) Overall	18,442	17,910	22,953	59,305
Atlantic City	100.0%	100.0%	100.0%	100.0%
Third Party	0.0%	0.0%	0.0%	0.0%
<u>Meter Reading</u>				
a) Number of meters not read	57,006	35,078	10,013	
b) Number of meters	423,952	424,271	424,537	
c) Percentage of meters read (goal = 95%)	86.6%	91.7%	97.6%	92.0%
d) Meter Reading by Town				
	See Appendix A			
<u>Customer Re-bills</u>				
a) Number of re-bills	2,563	3,321	4,608	
b) Number of total customers	411,968	412,396	412,726	
c) Number of re-bills per 1000 customers (goal = 20 or fewer per 1000 customers)	6.2	8.1	11.2	8.5
<u>Gas Leak/Odor Response Time</u>				
a) Percentage of gas leaks/odors responded to within 60 minutes (goal = 95% within 60 minutes)	98.5%	98.9%	99.5%	98.9%
<u>Service Appointments</u>				
a) Percentage of service appointments met (goal = 95%)	99.0%	99.2%	99.3%	99.2%
<u>Customer complaints to the Board</u>				
a) Number of complaints per 1000 customers (goal = fewer than 1 per 1000 customers)	0.0825	0.1431	0.1066	0.3322
b) Disaggregation of number of complaints by complaint category				
Billing Issues	16	24	21	61
Shut Offs	1	0	0	1
Service Appointments	5	2	0	7
Payment Arrangements	2	2	6	10
Meter Issues	3	8	1	12
Other	7	23	16	46
c) Complaints are resolved by deferred payment arrangements;	6	2	38	46
d) Complaints that originate with customers who are already on deferred payment arrangements	5	1	10	16
e) Complaints from customers who participate in assistance programs such as LIHEAP (the Low Income Home energy Assistance Program) or otherwise.	3	4	5	12
<u>Customer Satisfaction with Customer Service 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%)	76.80%	75.10%	76.10%	75.90%
<u>Low Income Assistance Program</u>				
a) Number of participants in low-income programs, separately by program				
USF	13,714	15,184	18,540	15,813
Lifeline	1	1,630	5,725	2,452
HEAP	16,019	911	16,312	11,081
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	691	997	2,123	3,811
b) Average term of DPAs	9.9	9.6	11.1	10.2
c) Average dollar amount of arrears made subject to DPA	\$ 1,044	\$ 918	\$ 1,199	\$ 1,054
d) Average monthly installment	\$ 95	\$ 96	\$ 108	\$ 99
<u>Status as of 4/1/22</u>				
Active	430	939	2068	3,437
Completed - Successful	83	18	17	118
Defaulted -Broken	178	40	38	256
<u>Convenience Store Fees</u>				
a) Number of bills paid each month at convenience stores	3,793	4,250	1,689	9,732
b) Percentage of bills paid each month at convenience stores compared to Company-wide	0.9%	1.0%	0.3%	0.7%
c) Total amount of bills paid at convenience stores	\$ 648,138	\$ 921,138	\$ 338,468	\$ 1,907,744

Walk-In Centers**Payment Totals reflect drop box and in person payments**

a) Atlantic City				
-Total number of Cash + Check + Credit/Debit Payments	164	221	304	689
- Total Number of Drop Box Payments	n/a	n/a	n/a	n/a
- Total Payments	164	221	304	689
- Total number of Customer Inquiries	106	138	192	436
- Total Walk-Ins	270	359	496	1,125
- Number request Low Income assistance	n/a	n/a	n/a	n/a
- Percentage of bills paid each month at Folsom/Atlantic City compared to Company-wide	0.61%	0.19%	0.15%	0.29%
b) Glassboro				
-Total number of Cash + Check + Credit/Debit Payments	244	242	318	804
- Total Number of Drop Box Payments	196	196	201	593
- Total Payments	440	438	519	1,397
- Total number of Customer Inquiries	131	139	190	n/a
- Total Walk-Ins	375	381	508	1,264
- Number request Low Income assistance	n/a	n/a	n/a	n/a
- Percentage of bills paid each month at Folsom/Atlantic City compared to Company-wide	0.21%	0.20%	0.26%	0.22%
c) Pleasantville - Drop Box Only				
-Total number of Cash + Check + Credit/Debit Payments	n/a	n/a	n/a	n/a
- Total Number of Drop Box Payments	181	208	263	652
- Total Payments	181	208	263	652
- Total number of Customer Inquiries	n/a	n/a	n/a	n/a
- Total Walk-Ins	n/a	n/a	n/a	n/a
- Number request Low Income assistance	n/a	n/a	n/a	n/a
- Percentage of bills paid each month at Pleasantville compared to Company-wide	n/a	n/a	n/a	n/a
d) Millville				
-Total number of Cash + Check + Credit/Debit Payments	671	825	977	2,473
- Total Number of Drop Box Payments	863	938	915	2,716
- Total Payments	1534	1763	1892	5,189
- Total number of Customer Inquiries	88	177	233	498
- Total Walk-Ins	759	1,002	1,210	2,971
- Number request Low Income assistance	n/a	n/a	n/a	n/a
- Percentage of bills paid each month at Millville compared to Company-wide	0.46%	0.44%	0.53%	0.48%
e) Swainton - Opened 2/15/22				
-Total number of Cash + Check + Credit/Debit Payments	n/a	57	37	94
- Total Number of Drop Box Payments	75	75	89	239
- Total Payments	75	132	126	333
- Total number of Customer Inquiries	0	14	20	34
- Total Walk-Ins	-	71	57	128
- Number request Low Income assistance	n/a	n/a	n/a	n/a
- Percentage of bills paid each month at Swainton compared to Company-wide	0.00%	0.02%	0.05%	0.02%
f) Folsom - Opened 3/14/22				
-Total number of Cash + Check + Credit/Debit Payments	n/a	n/a	8	8
- Total Number of Drop Box Payments	n/a	n/a	17	17
- Total Payments	n/a	n/a	25	25
- Total number of Customer Inquiries	n/a	n/a	19	19
- Total Walk-Ins	n/a	n/a	27	27
- Number request Low Income assistance	n/a	n/a	n/a	n/a
- Percentage of bills paid each month at Swainton compared to Company-wide	n/a	n/a	0.11%	0.04%

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	Jan			Feb			Mar		
	Total Meters	Meters Not Read	Percentage Read	Total Meters	Meters Not Read	Percentage Read	Total Meters	Meters Not Read	Percentage Read
ABESCON	76	1	99%	71		100%	74		100%
Absecon	4538	87	98%	4542	88	98%	4541	49	99%
ALLOWAY	2		100%	2		100%	2		100%
APE MAY	1		100%	1		100%	1		100%
Atantic City	1		100%	1		100%	1		100%
ATCO	2953	142	95%	2982	204	93%	3004	89	97%
ATLANTIC CITY	11752	1208	90%	11748	1161	90%	11747	740	94%
AVALON	4814	1536	68%	4814	811	83%	4819	37	99%
BARRINGTON	79	5	94%	79	7	91%	79	4	95%
BEESEYS PT	2		100%	0			0		
BERLIN	5656	469	92%	5676	300	95%	5659	156	97%
BERLIN TOWNSHIP	3		100%	3		100%	3		100%
BERLIN TWP	461	30	93%	455	68	85%	449	18	96%
BLACKWOOD	9937	2400	76%	9998	450	95%	10093	362	96%
BRADDOCK	1		100%	1		100%	1		100%
BRDIGETON	1	1	0%	1		100%	1		100%
BRIDGETON	1		100%	1		100%	1		100%
BRIDGEPORT	274	4	99%	277	26	91%	277	6	98%
BRIDGETON	8480	1388	84%	8516	110	99%	8532	129	98%
BRIDGETON 08302	1	1	0%	1		100%	1		100%
Bridgton	1		100%	1		100%	1		100%
BRIGANTIINE	2		100%	2		100%	2		100%
BRIGANTINE	7234	74	99%	7237	88	99%	7241	69	99%
BRIGANTINE CITY	3		100%	3		100%	3		100%
BUENA	909	188	79%	907	11	99%	907	8	99%
BUENA VISTA	6	1	83%	6		100%	7		100%
BUENA VISTA TOWNSHIP	21		100%	21	1	95%	21		100%
BUENA VISTA TWP	464	31	93%	453	41	91%	449	7	98%
CAPE MAY	7321	111	98%	7343	88	99%	7378	61	99%
CAPE MAY CITY	2		100%	3		100%	3		100%
CAPE MAY COUR HOUSE	1		100%	1		100%	1		100%
CAPE MAY COURT HOUSE	4928	267	95%	4976	74	99%	4999	65	99%
Cape May Courthouse	3		100%	3		100%	3		100%
CAPE MAY PINT	1		100%	1		100%	1		100%
CAPE MAY POINT	429	2	100%	429	1	100%	429		100%
CARNEY POINT	2		100%	2		100%	2		100%
CARNEYS POINT	1764	155	91%	1764	121	93%	1764	22	99%
CARNEYS POINT TOWNSHIP	5	1	80%	5	2	60%	5	1	80%
Carneys Pt	1		100%	1		100%	1		100%
Cedar Brook	107	5	95%	109	8	93%	110	6	95%
Cedarbrook	1		100%	1		100%	1		100%
CEDARVILLE	415	102	75%	416	3	99%	418	3	99%
Centerton	1		100%	1		100%	1		100%
CHERRY HILL	3671	184	95%	3671	382	90%	3670	112	97%
CHESILHURST	324	11	97%	325	12	96%	324	3	99%
Chiselhurst	1		100%	1		100%	1		100%
CLARKSBORO	949	94	90%	956	250	74%	966	16	98%
CLAYTON	2904	80	97%	2905	114	96%	2906	77	97%
CLAYTON BORO	1		100%	1		100%	1		100%
CLEMENTON	3841	593	85%	3850	286	93%	3887	227	94%
CLERMONT	1		100%	1		100%	1		100%
CMCH	1		100%	1		100%	1		100%
COLOGNE	123	8	93%	125	8	94%	119	6	95%
COMMERCIAL TOWNSHIP	1		100%	1		100%	1		100%
COMMERCIAL TWP	330	101	69%	326	75	77%	313	7	98%
CORBIN CITY	12		100%	12		100%	12		100%
DEEPWATER	135	22	84%	135	12	91%	136	7	95%
DEERFIELD	122	3	98%	117	1	99%	115	1	99%
DEERFIELD TOWNSHIP	2		100%	2		100%	2		100%
DEL HAVEN	281	9	97%	282	5	98%	285	5	98%
Delhaven	1		100%	1		100%	1		100%
Dennis	1		100%	1		100%	1		100%
DENNIS TOWNSHIP	2		100%	2		100%	2		100%
DENNIS TWP	587	32	95%	578	10	98%	570	8	99%
DEPTFORD	4179	689	84%	4172	153	96%	4163	147	96%
DEPTFORD TOWNSHIP	22	1	95%	22	1	95%	22	1	95%
DEPTFORD TWP	2	1	50%	2		100%	2		100%
DIVIDING CREEK	102	21	79%	102	24	76%	102	1	99%
DORCHESTER	135	8	94%	136	3	98%	139	2	99%
Dorchester	1		100%	1		100%	1		100%
DOWNE	42	12	71%	41	6	85%	41		100%
EAST GREENWICH	33	22	33%	33	23	30%	33	1	97%
EAST GREENWICH TWP	984	181	82%	974	360	63%	955	14	99%
EGG HABOR CITY	1		100%	1		100%	2		100%
EGG HABOR TOWNSHIP	1		100%	1		100%	1		100%
EGG HARBBOR TOWNSHIP	1		100%	1		100%	1		100%
EGG HARBOR	11	1	91%	11	1	91%	11	1	91%
EGG HARBOR CITY	3262	118	96%	3271	129	96%	3280	90	97%
EGG HARBOR TOWNSHIP	12006	719	94%	12055	553	95%	12120	290	98%
Egg Harbor Township.	1	1	0%	1		100%	1		100%
EGG HARBOR TWP	3967	237	94%	3919	168	96%	3869	82	98%
EHC	1		100%	1		100%	1		100%
EHT	4		100%	4		100%	3		100%
ELK TOWNSHIP	4		100%	4		100%	4		100%
ELK TWP	154	6	96%	147	4	97%	147	3	98%
ELMER	2083	29	99%	2093	39	98%	2078	20	99%

ELWOOD	67	4	94%	68	4	94%	70	2	97%
ERIAL	27	6	78%	27	3	89%	27	1	96%
ERMA	4		100%	4		100%	4		100%
ESTELL MANOR	9		100%	9	1	89%	8		100%
EVESHAM	1443	635	56%	1416	591	58%	1376	26	98%
EVESHAM TOWNSHIP	5		100%	5		100%	5		100%
EVESHAM TWP	9		100%	9	9	0%	7		100%
EWAN	1		100%	1	1	0%	1		100%
FAIRFIELD	94	41	56%	93		100%	91	2	98%
FAIRTON	64	30	53%	64		100%	64		100%
FAIRWAY CT	1		100%	1		100%	1		100%
FOLSOM	124	1	99%	124	1	99%	122	2	98%
FRANKLIN TOWNSHIP	9		100%	9	1	89%	9		100%
FRANKLIN TWP	788	29	96%	781	14	98%	751	10	99%
FRANKLINVILLE	2219	83	96%	2231	44	98%	2262	37	98%
FRANKLINVILLE TWP	1		100%	1		100%	1		100%
FRANKLVILLE	1		100%	1		100%	1		100%
GALLOWAY	11697	201	98%	11692	218	98%	11693	187	98%
GALLOWAY TOWNSHIP	154		100%	154	1	99%	153		100%
Galloway Twp	1		100%	1		100%	1		100%
GALLOWAY	1		100%	1	1	0%	1		100%
GIBBSBORO	976	256	74%	976	183	81%	976	25	97%
GIBBSTOWN	1194	118	90%	1202	155	87%	1213	17	99%
GLASSBORO	6882	240	97%	6886	168	98%	6890	154	98%
GLENDORA	1413	61	96%	1419	60	96%	1430	54	96%
GLOUCESTER TOWNSHIP	3		100%	3		100%	3		100%
GLOUCESTER TWP	4373	862	80%	4302	179	96%	4226	131	97%
GREEN CREEK	50	1	98%	50	2	96%	50	2	96%
GREENWICH TWP	415	39	91%	409	77	81%	400	4	99%
GRENLOCH	171	8	95%	172	3	98%	173	5	97%
HAMILTON TOWNSHIP	1		100%	1		100%	1		100%
HAMILTON TWP	1584	66	96%	1554	54	97%	1528	18	99%
HAMMONGTON	1		100%	1		100%	1		100%
HAMMONTON	6757	211	97%	6769	162	98%	6782	125	98%
HAMONTON	2		100%	2		100%	2		100%
HARRISON	4	1	75%	4	1	75%	4		100%
HARRISON TWP	1399	222	84%	1377	192	86%	1366	15	99%
HARRISONVILLE	67	5	93%	67	25	63%	67	6	91%
HI NELLA	10		100%	10		100%	10		100%
HI-NELLA	26	3	88%	26	2	92%	25	2	92%
HOPEWELL	107	3	97%	105	3	97%	105	1	99%
HOPEWELL TOWNSHIP	19		100%	19	1	95%	19		100%
KNOX AVE	1		100%	1		100%	1		100%
LANDISVILLE	519	203	61%	523	22	96%	526	21	96%
LARUEL SPRINGS	1		100%	1		100%	1		100%
LAU	1		100%	1		100%	1		100%
LAUREL LAKE	1		100%	1		100%	1		100%
LAUREL SPRINGS	1364	672	51%	1366	185	86%	1367	77	94%
LAWNSIDE	515	24	95%	515	19	96%	515	17	97%
LAWRENCE	58	12	79%	58	1	98%	57	1	98%
LEEDS POINT	4		100%	4		100%	4		100%
LEESBURG	145	6	96%	147	11	93%	147	4	97%
LINDENWOLD	4345	269	94%	4344	255	94%	4322	158	96%
Lindenwood	1		100%	1		100%	1		100%
LINWOOD	3054	1039	66%	3056	864	72%	3059	76	98%
LOGAN	1		100%	1		100%	1		100%
LOGAN TOWNSHIP	81	5	94%	81	5	94%	81	4	95%
LOGAN TWP	491	101	79%	484	61	87%	478	10	98%
LONGPORT	1362	47	97%	1360	38	97%	1362	41	97%
LOWER TOWNSHIP	10		100%	10		100%	10		100%
LOWER TWP	2423	46	98%	2398	44	98%	2360	30	99%
MAGNOLIA	2027	58	97%	2027	73	96%	2027	46	98%
MALAGA	488	15	97%	490	19	96%	490	5	99%
MANNINGTON	27	1	96%	27		100%	26		100%
MANTUA	4377	1608	63%	4346	538	88%	4339	101	98%
MANTUA TOWNSHIP	9	4	56%	9		100%	9		100%
MANTUA TWP	1		100%	1	1	0%	1		100%
MANUTA	18		100%	20	3	85%	20		100%
MANUTA TWP	1	1	0%	1	1	0%	1		100%
MARGATE	398	16	96%	392	11	97%	391	8	98%
MARGATE CITY	5355	135	97%	5361	88	98%	5354	50	99%
MARLTON	5940	2965	50%	5964	1817	70%	6001	157	97%
MARMORA	1345	19	99%	1349	20	99%	1355	21	98%
MAURICE RIVER	1		100%	1		100%	1		100%
MAURICE RIVER TOWNSHIP	1		100%	1		100%	1		100%
MAURICE RIVER TWP	104	14	87%	99	10	90%	96	1	99%
MAURICETOWN	86	33	62%	87	31	64%	87	2	98%
MAYS LANDING	8247	340	96%	8292	312	96%	8328	132	98%
MAYS LANDINGS	30		100%	30	1	97%	30		100%
MAYSLANDING	2		100%	2		100%	2		100%
MEDFORD	7807	1616	79%	7821	4538	42%	7839	190	98%
MEDFORD LAKE	1	1	0%	1	1	0%	1		100%
MEDFORD LAKES	357	88	75%	346	276	20%	338	9	97%
MICKELTON	2		100%	2	2	0%	2		100%
MICKLETON	1038	140	87%	1042	253	76%	1057	19	98%
MIDDLE TOWNSHIP	9	2	78%	9	2	78%	9		100%
MIDDLE TWP	1581	22	99%	1537	23	99%	1508	17	99%
MILLVILLE	10945	635	94%	10958	537	95%	10987	232	98%
MILMAY	123	27	78%	124	44	65%	125	1	99%
MINOTOLA	449	95	79%	451	7	98%	452	7	98%

MIZPAH	37	1	97%	37		100%	38		100%
MONROE TOWNSHIP	1		100%	1		100%	1		100%
MONROE TWP	2021	89	96%	1969	56	97%	1871	42	98%
MONROEVILLE	732	15	98%	740	32	96%	745	21	97%
MOUNT ROYAL	801	135	83%	803	321	60%	807	24	97%
MT ROYAL	9	8	11%	9	8	11%	9		100%
MULLICA	1		100%	1		100%	1		100%
MULLICA HILL	3323	495	85%	3349	486	85%	3363	73	98%
MULLICA TOWNSHIP	34		100%	34	2	94%	34	1	97%
MULLICA TWP	146	7	95%	144	6	96%	142	1	99%
N Cape May	1		100%	1		100%	1		100%
N Wildwood	4		100%	4		100%	4		100%
NEWFIELD	1599	282	82%	1610	42	97%	1646	15	99%
NEWPORT	190	88	54%	192	25	87%	192	1	99%
NEWTONVILLE	227	21	91%	229	10	96%	227	16	93%
NORMA	34	2	94%	34		100%	34		100%
NORTH CAPE MAY	1761	44	98%	1768	40	98%	1770	25	99%
NORTH WILDWOOD	1506	519	66%	1495	400	73%	1453	9	99%
North Wildwood	1	1	0%	1	1	0%	1		100%
NORTHFIELD	3705	841	77%	3707	352	91%	3709	65	98%
OCEAN CITY	16385	1454	91%	16396	137	99%	16412	124	99%
OCEAN VIEW	1873	24	99%	1885	33	98%	1889	20	99%
OCEAN VIEW, NJ 08230	1		100%	1		100%	1		100%
OCEANVIEW	1		100%	1		100%	1		100%
OCEANVILLE	11	1	91%	12		100%	12		100%
OLDMANS TOWNSHIP	1		100%	1		100%	1		100%
OLDMANS TWP	101	2	98%	100	1	99%	99		100%
PALERMO	3	1	67%	3	1	67%	3		100%
Pamona	1		100%	1		100%	1		100%
PAULSBORO	1852	430	77%	1855	498	73%	1860	57	97%
PEDRICKTOWN	305	6	98%	306	5	98%	308	4	99%
PENNS GROVE	2307	194	92%	2311	136	94%	2313	48	98%
Pennsgrove	3		100%	3		100%	3		100%
PENNSVILLE	3879	110	97%	3882	233	94%	3886	61	98%
PENNSVILLE TOWNSHIP	1		100%	1		100%	1		100%
PETERSBURG	4		100%	5		100%	5		100%
PILES GROVE	1		100%	1		100%	1		100%
PILESGROVE	184	2	99%	185	4	98%	184	3	98%
PILESGROVE TOWNSHIP	13		100%	13		100%	13		100%
PINE HILL	3161	2216	30%	3161	108	97%	3162	97	97%
PINE VALLEY	9	9	0%	9	1	89%	9	2	78%
PINE VALLEY BOROUGH	4	4	0%	4		100%	4		100%
PITMAN	3455	123	96%	3458	116	97%	3462	83	98%
PITTGROVE	1		100%	1		100%	1		100%
Pittman	1		100%	1		100%	1		100%
PITTSGROVE	335	5	99%	335	4	99%	336	4	99%
PITTSGROVE TOWNSHIP	23		100%	23	1	96%	23		100%
PITTSGROVE TWP	498	3	99%	490	6	99%	482	2	100%
PLEASANTVILLE	6500	212	97%	6509	154	98%	6512	94	99%
POMONA	154	6	96%	154	7	95%	154	6	96%
PORT ELIZABETH	100	19	81%	101	9	91%	101	1	99%
PORT NORRIS	410	135	67%	413	126	69%	414	6	99%
PORT REPUBLIC	12	1	92%	12	3	75%	12	1	92%
RICHLAND	185	9	95%	185	3	98%	185	4	98%
RICHWOOD	68	1	99%	69	4	94%	70	1	99%
Rio Grand	1		100%	1		100%	1		100%
RIO GRANDE	1549	18	99%	1559	17	99%	1562	11	99%
ROSEHAYN	1		100%	1		100%	1		100%
ROSENHAYN	285	5	98%	287	3	99%	288	4	99%
RUNNEMEDE	3010	194	94%	3009	158	95%	3009	137	95%
SALEM	1630	64	96%	1632	54	97%	1634	53	97%
SEA ISE CITY	2		100%	2		100%	2		100%
SEA ISLE	11	4	64%	11		100%	12	1	92%
SEA ISLE CITY	5553	1036	81%	5559	80	99%	5567	26	100%
SEABROOK	36		100%	36	1	97%	36		100%
SEAVILLE	130	1	99%	130	2	98%	131		100%
Seaville,	1		100%	1		100%	1		100%
SEWELL	10257	1557	85%	10338	268	97%	10387	231	98%
SHAMOING	1	1	0%	1		100%	1		100%
SHAMONG	739	194	74%	734	490	33%	731	9	99%
SHAMONG TOWNSHIP	4	3	25%	4	1	75%	4		100%
SHAMONG TWP	1		100%	1		100%	1		100%
SHILOH	106	2	98%	106	2	98%	105	2	98%
SICKLERVILLE	12332	2463	80%	12399	795	94%	12455	724	94%
SOMERDALE	3314	262	92%	3315	168	95%	3321	104	97%
SOMERS POINT	4334	849	80%	4335	2387	45%	4336	88	98%
SOMERSPOINT	4	1	75%	4	3	25%	4		100%
Sommerdale	1		100%	1		100%	1		100%
SOMRES POINT	1		100%	1		100%	1		100%
SOUTH HAMPTON	1	1	0%	1		100%	1		100%
SOUTH HARRISON	2		100%	2		100%	2		100%
SOUTH HARRISON TOWNSH	130	8	94%	130	21	84%	130	5	96%
South Harrison Twp	2	1	50%	2	1	50%	3		100%
South Harrison Twp.	1		100%	1		100%	1		100%
SOUTH SEAVILLE	84		100%	84		100%	84		100%
SOUTH SEVILLE	1		100%	1		100%	1		100%
SOUTHAMPTON	12	11	8%	12	9	25%	12	1	92%
SOUTHAMPTON TOWNSHIP	2	2	0%	2	2	0%	2		100%
STATHMERE	1		100%	1		100%	1		100%
STONE HARBOR	2485	1220	51%	2487	1102	56%	2485	26	99%

STONE HARBOR BOROUGH	1		100%	1		100%	1		100%
STRAHMERE	1		100%	1		100%	1		100%
STRATFORD	2397	741	69%	2399	156	93%	2399	85	96%
STRATHMARE	2	1	50%	2		100%	2		100%
STRATHMERE	366	1	100%	366	7	98%	366	8	98%
Swainton	2		100%	2		100%	2		100%
SWEDSBORO	5131	1473	71%	5146	278	95%	5181	57	99%
Tabenacle	1		100%	1		100%	1		100%
TABERNACLE	593	160	73%	595	62	90%	594	1	100%
TABERNACLE TOWNSHIP	11	3	73%	11	3	73%	10		100%
TABERNACLE	1		100%	1		100%	1		100%
Tansboro	2		100%	2		100%	2		100%
THOROFARE	21	1	95%	21		100%	21		100%
TUCKAHOE	53	1	98%	53		100%	53		100%
Turnersville	215	54	75%	216	2	99%	218	5	98%
UPPER DEERFIELD	3	2	33%	3		100%	3		100%
UPPER DEERFIELD TOWNSHIP	7	2	71%	7		100%	7		100%
UPPER DEERFIELD TWP	252	33	87%	249	2	99%	247	2	99%
UPPER PITTSBORO	2		100%	1		100%	1		100%
UPPER PITTSBORO TOWNSHIP	1		100%	1		100%	1		100%
UPPER PITTSBORO TWP	70	4	94%	69	1	99%	68	1	99%
UPPER TOWNSHIP	11	1	91%	11	1	91%	11	1	91%
UPPER TWP	403	9	98%	397	1	100%	394	6	98%
VENTNOR	537	109	80%	534	52	90%	522	8	98%
VENTNOR CITY	5221	1170	78%	5227	540	90%	5240	94	98%
VENTNOR HEIGHTS	1	1	0%	1		100%	1		100%
VENTOR CITY	1		100%	1	1	0%	1		100%
VINELAND	1		100%	1		100%	1		100%
VILLAS	2973	56	98%	2989	64	98%	3015	57	98%
VINCENTTOWN	2217	807	64%	2227	893	60%	2240	30	99%
VINEALND	2		100%	2		100%	2		100%
VINELAD	1		100%	1		100%	0		#DIV/0!
VINELAND	20177	2722	87%	20195	656	97%	20207	383	98%
VINELAND CITY	1		100%	1		100%	1		100%
VINELANDVineland	1		100%	1		100%	1		100%
VINLEAND	1	1	0%	1		100%	1		100%
VOOHEES	1		100%	1		100%	1		100%
VOORHEES	10140	1744	83%	10146	1558	85%	10154	176	98%
VOORHEES TOWNSHIP	12		100%	12	4	67%	12		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	10	3	70%	10		100%	10		100%
WASHINGTON TWP	4547	1053	77%	4478	126	97%	4378	106	98%
WATERFORD	1216	43	96%	1205	65	95%	1187	19	98%
WATERFORD TOWNSHIP	6		100%	6		100%	6		100%
Waterford Twp	1		100%	1		100%	1		100%
Waterford Works	634	16	97%	637	16	97%	639	6	99%
WENONAH	2517	1172	53%	2522	148	94%	2526	93	96%
WESET CAPE MAY	1		100%	1		100%	1		100%
WEST BERLIN	2071	122	94%	2078	185	91%	2085	71	97%
WEST CAPE MAY	455	2	100%	452	1	100%	453	2	100%
WEST DEPTFORD	1217	423	65%	1221	50	96%	1228	31	97%
WEST DEPTFORD TOWNSHIP	2		100%	2		100%	2		100%
WEST DEPTFORD TWP	403	93	77%	399	14	96%	391	9	98%
WEST WILDWOOD	222	9	96%	219	3	99%	216	2	99%
WEYMOUTH	35		100%	34		100%	34		100%
WHITESBORO	74	1	99%	74	10	86%	75	2	97%
WILDWOOD	13977	3331	76%	14001	1457	90%	14049	173	99%
WILDWOOD CITY	2	1	50%	2		100%	2		100%
WILDWOOD CREST	1211	18	99%	1211	16	99%	1207	8	99%
WILLAMSTOWN	1		100%	1		100%	1		100%
WILLIAMSTOWN	1		100%	1		100%	1		100%
WILLIAMSTOWN	11806	843	93%	11880	376	97%	11996	244	98%
WILLIAMSTOWN	1		100%	1		100%	1		100%
WINSLOW	226	8	96%	227	10	96%	228	5	98%
WINSLOW TOWNSHIP	11		100%	11		100%	11		100%
WINSLOW TWP	2837	227	92%	2781	197	93%	2740	145	95%
WOOD	1		100%	1		100%	1		100%
WOODB	1		100%	1		100%	1		100%
WOODBINE	967	18	98%	972	14	99%	976	14	99%
WOODBURY	129	7	95%	131	1	99%	131	3	98%
WOODBURY HEIGHTS	1221	57	95%	1222	60	95%	1225	59	95%
WOODSTOWN	1823	41	98%	1827	32	98%	1837	23	99%
WOOLRICH	1		100%	1		100%	1		100%
WOOLWICH	256	2	99%	260		100%	262	1	100%
WOOLWICH TOWNSHIP	31	13	58%	31	3	90%	26	1	96%
WOOLWICH TWP	941	240	74%	937	21	98%	924	4	100%
WOOLWOCH TWP	0			0			1		100%

Participants in Low Income Assistance Programs by Municipality				
	Jan	Feb	Mar	Q1
Absecon	186	208	205	200
Atlantic City	1110	1200	1185	1165
Avalon	4	6	5	5
Berlin	69	84	77	77
Berlin Twp.	77	97	88	87
Bridgeton	599	700	741	680
Brigantine	62	74	66	67
Buena	98	114	116	109
Buena Vista Twp.	101	118	116	112
Cape May	9	11	9	10
Cape May Point	1	1	1	1
Carneys Point	147	169	180	165
Cherry Hill	53	55	58	55
Chesilhurst	27	29	27	28
Clayton	153	181	174	169
Clementon	110	121	115	115
Commercial Twp.	177	206	210	198
Corbin City	1	2		2
Deerfield	13	18	17	16
Dennis Twp.	33	37	36	35
Deptford	231	262	253	249
Downe	20	23	25	23
East Greenwich Twp.	50	57	61	56
Egg Harbor City	160	173	186	173
Egg Harbor Twp.	591	666	680	646
Elk Twp.	13	21	17	17
Elmer	28	33	34	32
Estell Manor	1	1	2	1
Evesham	79	98	96	91
Fairfield	88	112	124	108
Folsom	16	21	22	20
Franklin Twp.	88	94	98	93
Galloway	560	639	637	612
Gibbsboro	26	28	26	27
Glassboro	233	260	277	257
Gloucester Twp.	678	730	721	710
Greenwich	41	38	43	41
Greenwich Twp.	1	1	2	1
Hamilton Twp.	385	426	420	410
Hammonton	161	195	187	181
Harrison	60	63	70	64
Hi-Nella	7	8	9	8
Hopewell	21	26	23	23
Laurel Springs	17	19	21	19
Lawnside	31	32	34	32
Lawrence	27	33	33	31
Lindenwold	258	287	287	277
Linwood	33	38	40	37
Logan Twp.	21	23	26	23
Longport	3	4	4	4
Lower Twp.	223	275	270	256

Magnolia	84	96	98	93
Mannington		1	1	1
Mantua	202	220	231	218
Margate	35	44	40	40
Maurice River Twp.	20	29	28	26
Medford	45	53	48	49
Medford Lakes	8	10	9	9
Middle Twp.	267	335	336	313
Millville	711	834	841	795
Monroe Twp.	420	494	487	467
Mullica Twp.	55	64	65	61
Newfield	44	48	47	46
North Wildwood	57	68	66	64
Northfield	86	98	101	95
Ocean City	38	49	43	43
Oldmans Twp.	11	13	13	12
Paulsboro	192	205	227	208
Penns Grove	165	196	193	185
Pennsville	127	149	159	145
Pilesgrove	38	45	44	42
Pine Hill	174	184	182	180
Pitman	67	75	79	74
Pittsgrove Twp.	118	123	132	124
Pleasantville	732	815	809	785
Runnemede	95	118	111	108
Salem	282	325	339	315
Sea Isle City	4	6	4	5
Shamong	16	17	17	17
Shiloh	2	3	4	3
Somerdale	94	101	102	99
Somers Point	95	110	101	102
South Harrison Twp.	5	5	4	5
Stone Harbor	3	3	3	3
Stowe Creek	1	1		1
Stratford	67	81	79	76
Swedesboro	42	47	48	46
Tabernacle	20	21	21	21
Upper Deerfield Twp.	133	164	166	154
Upper Pittsgrove Twp.	8	10	10	9
Upper Twp.	50	63	54	56
Ventnor	132	149	148	143
Vineland	1278	1424	1432	1378
Voorhees	138	159	154	150
Washington Twp.	322	361	375	353
Waterford	107	124	119	117
Wenonah	22	23	25	23
West Cape May	6	7	9	7
West Deptford Twp.	32	41	42	38
West Wildwood	7	7	7	7
Weymouth	9	10	10	10
Wildwood	72	93	86	84
Wildwood Crest	28	40	35	34
Winslow Twp.	544	596	603	581
Woodbine	28	34	36	33
Woodbury Heights	24	28	28	27
Woodstown	39	47	45	44
Woolwich Twp.	52	66	68	62