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January 12, 2023

***Via Electronic Mail***

Carmen Diaz, Acting Board Secretary  
NJ Board of Public Utilities  
44 South Clinton Avenue  
P.O. Box 350  
Trenton, NJ 08625-0350

**Re: In The Matter Of The Merger Of South Jersey Industries, Inc. And Boardwalk Merger Sub, Inc.**

Dear Acting Secretary Diaz:

Enclosed for filing with the New Jersey Board of Public Utilities (“Board”) in the above proceeding is a Stipulation of Settlement (“Stipulation”) executed by representatives of IIF US Holding 2 LP, NJ Boardwalk Holdings LLC, Boardwalk Merger Sub, Inc., South Jersey Industries, Inc., SJI Utilities, Inc., Elizabethtown Gas Company and South Jersey Gas Company, Board Staff, the New Jersey Division of Rate Counsel, the New Jersey Large Energy Users Coalition and the Environmental Defense Fund. The Stipulation resolves all issues in this proceeding and it is our understanding that there is no opposition to the Stipulation by any party or participant to this proceeding.

The Stipulation contains one appendix – Appendix 5 – that is proprietary and confidential. Accordingly, this filing contains only the public version of the Stipulation. Concurrently, a filing is being submitted pursuant to the Open Public Records Act (*N.J.S.A. 47-1A-1 et seq.*) and its enabling regulations (*N.J.A.C. 14:1-12.1 et seq.*) that will contain the full, confidential version of the Stipulation.<sup>1</sup>

It is respectfully requested that the Board consider and approve the Stipulation at its January 25, 2023 agenda meeting.

Copies of the Stipulation have been served electronically on all parties on the attached service list.

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<sup>1</sup> Accordingly, the enclosed Stipulation is marked “Preliminary Public Copy.”

Respectfully submitted,

/s/ Kenneth T. Maloney

Kenneth T. Maloney

Of Counsel to  
South Jersey Industries, Inc.,  
SJI Utilities, Inc., Elizabethtown Gas  
Company and South Jersey Gas Company

cc: Service List with enclosure  
Honorable Mary-Anna Holden, Commissioner

I/M/O THE MERGER OF SOUTH JERSEY INDUSTRIES, INC. AND BOARDWALK MERGER SUB, INC.  
BPU DOCKET NO. GM22040270

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**I/M/O THE MERGER OF SOUTH JERSEY INDUSTRIES, INC. AND BOARDWALK MERGER SUB, INC.  
BPU DOCKET NO. GM22040270**

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**PRELIMINARY PUBLIC COPY**

**STATE OF NEW JERSEY  
BOARD OF PUBLIC UTILITIES**

**IN THE MATTER OF** :  
**THE MERGER OF** : **BPU DOCKET NO.: GM22040270**  
**SOUTH JERSEY INDUSTRIES, INC.** :  
**AND** : **STIPULATION OF SETTLEMENT**  
**BOARDWALK MERGER SUB, INC.** :

**APPEARANCES:**

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**Kenneth T. Maloney, Esq. and Terrence Regan, Esq.**, Cullen and Dykman LLP, on behalf of South Jersey Industries, Inc., SJI Utilities, Inc., Elizabethtown Gas Company and South Jersey Gas Company

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**Cynthia L. M. Holland, Esq.**, on behalf of Participant, Atlantic City Electric Company

**Bradley M. Parsons, Esq.**, Kroll Heineman Ptasiewicz & Parsons, on behalf of Participant, New Jersey Laborers-Employers Cooperation and Education Trust

**TO THE HONORABLE BOARD OF PUBLIC UTILITIES:**

## **PRELIMINARY PUBLIC COPY**

The parties to this proceeding are as follows: IIF US Holding 2 LP (IIF), NJ Boardwalk Holdings LLC (Boardwalk), and Boardwalk Merger Sub, Inc. (Merger Sub), together with South Jersey Industries, Inc. (SJI), SJI Utilities, Inc. (SJIU), Elizabethtown Gas Company (ETG) and South Jersey Gas Company (SJG), (collectively, the “Joint Petitioners”); the New Jersey Division of Rate Counsel (Rate Counsel); the Staff of the New Jersey Board of Public Utilities (Board Staff or Staff); and Intervenor, New Jersey Large Energy Users Coalition (NJLEUC) and the Environmental Defense Fund (EDF), and Participants, Public Service Electric and Gas Company (PSE&G), Atlantic City Electric Company (ACE), and the New Jersey Laborers-Employers Cooperation and Education Trust (NJLECET).

The New Jersey Board of Public Utilities shall be referred to in this Stipulation of Settlement (Stipulation) as the “Board” or the “BPU.”

### **PROCEDURAL HISTORY**

On April 25, 2022, the Joint Petitioners initiated this proceeding with the filing of a Certified Joint Petition (Joint Petition) with the Board seeking approval pursuant to N.J.S.A. 48:2-51.1 and N.J.A.C. 14:1-5.14(c), of an indirect change of control of ETG and SJG to be effectuated by the merger of SJI and Merger Sub (a wholly owned subsidiary of Boardwalk), with SJI the surviving entity (the Transaction).

By Order dated June 8, 2022, the Board retained this matter for hearing, designated Commissioner Mary-Anna Holden as the presiding officer, and required that motions to intervene or participate be filed by July 8, 2022. Motions to Intervene were timely filed by NJLEUC on June 28, 2022, and by NJLECET on July 8, 2022. Motions to Participate were timely filed by ACE on July 7, 2022, and PSE&G on July 8, 2022.

Only July 8, 2022, EDF filed a letter seeking a one week extension to further consider if it would seek to intervene in this proceeding. On July 14, 2022, Commissioner Holden denied EDF’s

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request. On July 15, 2022, EDF filed a Motion for Reconsideration and a Motion to Intervene. On July 22, 2022, Joint Petitioners filed correspondence opposing the granting of EDF's Motions, and a second letter indicating they did not oppose the granting of the Motions filed by NJLEUC, ACE, PSE&G and NJLECET, respectively. Also on July 22, 2022, Rate Counsel filed a letter indicating it did not object to the granting of the Motions filed by NJLEUC, ACE, PSE&G, or EDF but objecting to Intervenor status for NJLECET and arguing Participant status was appropriate. On August 10, 2022, Commissioner Holden issued an Order granting Intervenor status to NJLEUC and EDF, and Participant status to ACE, PSE&G and NJLECET.

A Pre-Hearing Conference with Commissioner Holden was held virtually on August 12, 2022, and a Pre-Hearing Order setting a procedural schedule for this matter was issued on August 17, 2022.

After proper public notice, two virtual public comment hearings were held on September 29, 2022 with sessions at 4:30 P.M. and 5:30 P.M. One member of the public appeared at the public hearings and also provided a letter in support of the Transaction.

On October 18, 2022, Joint Petitioners filed a request with Commissioner Holden to extend the procedural schedule by approximately three weeks (the Modified Procedural Schedule) to permit the parties to continue settlement discussions. In addition to Joint Petitioners, Board Staff, Rate Counsel and NJLEUC indicated they did not object to the proposed Modified Procedural Schedule. On October 19, 2022, EDF filed a letter indicating it opposed the requested extension. On October 20, 2022, Joint Petitioners filed correspondence responding to EDF's opposition and urging that the extension request be granted. On October 24, 2022, Commissioner Holden issued an Order adopting the proposed Modified Procedural Schedule.

On November 9, 2022, the Joint Petitioners sought a further extension of the procedural



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schedule, which Commissioner Holden granted. Commissioner Holden issued a Second Modified Procedural Schedule on November 29, 2022.

Pursuant to the Second Modified Procedural Schedule, Direct Testimony was filed on December 2, 2022 by the following individuals on behalf of Rate Counsel: Andrea Crane, Susan Baldwin, Maximilian Chang, and John Rosenkranz. Also on December 2, 2022, EDF filed the Direct Testimony of the following individuals: David Hill and Tianyi Sun. No other parties filed Direct Testimony.

The Joint Petition was supported by the Direct Testimony of four witnesses: Michael J. Renna and Melissa Orsen on behalf of SJI, SJIU, ETG and SJG; and Andrew E. Gilbert and Ellen Lapson (of Lapson Advisory) on behalf of IIF, Boardwalk and Merger Sub. For the purpose of providing the Board with a record supporting the Stipulation, the Signatory Parties stipulate into the record these Direct Testimonies, supporting documents and all of the discovery and informal responses provided during the course of this proceeding.

Extensive discovery was conducted and a number of settlement discussions were held. Joint Petitioners, Board Staff, Rate Counsel, NJLEUC and EDF (collectively, the “Signatory Parties”) have come to an agreement on all of the factual and legal issues arising in this matter.

### **STIPULATED MATTERS**

Based upon the foregoing, the Signatory Parties hereto agree and stipulate as follows:

**A. Standard of Review.** The statutory and regulatory criteria for approval of petitions involving acquisitions of control of a New Jersey public utility, as set forth in N.J.S.A. 48:2-51.1 and N.J.A.C. 14:1-5.14(c) and any related statutes and regulations, have been satisfied. More particularly, the agreement and conditions set forth herein support findings and conclusions by the Board that: (a) the Transaction will not have an adverse impact on competition, on the rates of affected ratepayers, on the employees of ETG or SJG, or on the provision of safe and adequate utility service at just and reasonable rates; and (b) that consummation of the Transaction, consistent with the conditions set forth in this Stipulation, is in the

public interest, and will result in positive benefits to customers and the State of New Jersey.

In support of the foregoing findings, the Signatory Parties have made the following agreements:

**B. Impact on Rates**

1. The Joint Petitioners will provide a financial benefit of \$75 million to ETG and SJG customers distributed as follows:
  - i. Within 30 days of the completion of the Merger, SJG and ETG will collectively write-off 100 percent of the total COVID deferrals outstanding as of such date inclusive of all cost categories, including customer arrearages. These deferrals are currently estimated to total \$6.1 million for SJG and \$8.8 million for ETG as of November 30, 2022. The costs written-off will not be recovered from customers. Write-offs related to these arrearages will be designated per specific individual customer accounts. A list of the customers who received an account credit as a result of the write-off will be provided to the parties within 30 days of completion of the Merger.
  - ii. After the closing of the Merger, SJI will cause ETG and SJG to issue rate credits to all customers in an amount equal to the difference between \$75 million and the amount of COVID deferrals written off in accordance with Section 1.i. above (the “Credit Amount”). The Credit Amount will be split into two annual installments and will be structured as credits against the customer’s monthly bills. The first half of the Credit Amount will be provided within 90 days of the closing of the Merger. The final half of the Credit Amount will be provided during the month of the first anniversary of the payment of the first half of the Credit Amount. The rate credits will be funded by shareholders, not customers, and will be issued on a per customer basis to customers of all rate classes.
2. The parties agree that ETG and SJG will not file another base rate case for new rates effective prior to two (2) years from the effective date of the Board’s Orders in the 2022 rate cases for each Company.
3. No recovery in rates will be sought for (i) any acquisition premium associated with the Merger or any previous acquisition/merger, (ii) any costs associated with goodwill arising from the Merger or any previous acquisition, or (iii) any transaction costs incurred in connection with the Merger. For purposes of this commitment, transaction costs are defined as (a) consultant, investment banker, legal and regulatory support fees (internal as well as external), and printing and similar expenses in each case paid to advance or consummate the Merger, and (b) severance, retention or change-in-control payments made to employees of the Joint

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Petitioners related to the Merger. Any such costs will be considered “transaction costs”.

4. Neither ETG nor SJG will include any common equity associated with goodwill (including Merger-related goodwill on Boardwalk’s or SJI’s balance sheet or goodwill arising from prior transactions) in their ratemaking capital structures. Goodwill associated with the Transaction will not be included in rates, rate base, any common equity balance reflected in the determination of allowance for funds used during construction (AFUDC), cost of capital, operating expenses, or any other ratemaking component in future ETG or SJG proceedings.
5. Goodwill will not be included, directly or indirectly, in any allocation factor calculation that is used to allocate costs, including joint and common costs, to ETG or SJG.
6. No time and expenses, third party costs, fees, expenses, or costs of the transition (collectively “transition costs”) incurred by any party to the transaction (including IIF and its subsidiaries and affiliates) will be borne by the customers of ETG or SJG. Transition costs are those costs necessary to integrate SJI, ETG, and/or SJG into the holdings of IIF or its subsidiaries.
7. SJIU, ETG and SJG will not be allocated any costs from Boardwalk or any other subsidiary or affiliate of IIF. In addition, SJIU, ETG and SJG agree not to engage Infrastructure Investment Group (“IIG”) in any transaction in which the fees of IIG under such arrangement would be charged, directly or indirectly, to customers. SJI may allocate costs from Boardwalk or any other subsidiary or affiliate of IIF to ETG, SJG or SJIU, subject to Board approval of an acceptable affiliate services agreement.
8. For ratemaking purposes, the Board will retain jurisdiction over all costs allocated to ETG or SJG by affiliates. Neither ETG nor SJG will challenge the Board’s authority to determine the appropriate affiliate cost allocations reflected in New Jersey utility rates.
9. Any savings realized by ETG and SJG by virtue of the Merger will be tracked beginning with the merger closing until the first rate case for each company. Savings will be flowed through to utility customers in a future base rate case, net of any costs to achieve such savings.

### **C. Impact on Employees and Corporate Governance.**

10. For a period of five (5) years following the closing of the Merger, as a result of the Merger, SJI will not implement any involuntary workforce reductions or decreases to wages, benefits and other terms and conditions of employment in effect prior to the closing of the Merger. This commitment shall not prohibit work force reductions for positions that are obsolete or no longer required. The Company will

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make a good faith effort to offer training and new assignments to employees and reassign them to other areas of the Company to avoid such reductions.

11. SJI will honor all of ETG's and SJG's existing collective bargaining agreements in effect at the time of the closing of the Merger.
12. SJI will ensure that ETG's and SJG's pension obligations to employees will be satisfied.
13. SJI will maintain SJIU's, ETG's and SJG's respective local core management teams for a period of at least five (5) years following the closing of the Merger subject to a Board order finding in any other relevant proceeding.
14. Each of SJI's, ETG's and SJG's CEO and senior management will continue to have day- to-day control over operations.
15. SJI's, ETG's and SJG's local management will remain the primary point of contact for all regulatory, operational, and community engagement matters.
16. SJI shall honor all existing ETG and SJG's pension benefits so long as IIF retains ownership of SJI, provided that this commitment shall not preclude IIF or SJI from: (a) making future changes to SJG and ETG's current defined benefit plan if commercially advantageous (including, but not limited to, cost effectiveness, administrative efficiency, etc.) so long as pension benefits are materially equivalent, or (b) making future changes negotiated between SJG and ETG as part of their collective bargaining agreement negotiations.
17. For the period of five (5) years after consummation of the Merger, SJG and ETG will continue to provide the Board with an updated employee count (by position and function, including exempt and non-exempt employees) in annual filings to the Board to facilitate the Board's ability to ensure that SJG and ETG maintains an adequate workforce to continue to provide safe and reliable service.

### **D. Impact on Service.**

18. SJI, ETG and SJG will maintain their headquarters in New Jersey for so long as Boardwalk owns SJI.
19. ETG and SJG will maintain their existing call centers, field service centers, and walk-in payment centers for at least three (3) years following the closing of the Merger, with the exception of SJG's Pleasantville walk-in payment center, the closure of which was approved by Board Order, effective March 2, 2022, in BPU Docket No. GO21101159.
20. Boardwalk and SJI will provide ETG and SJG with the resources necessary to invest in capital and infrastructure projects to help to ensure that ETG and SJG will

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continue to provide safe, adequate and proper utility service.

21. SJI will end the license agreement with HomeServe when it expires in 2026. SJG will not allow the license agreement to automatically renew. SJI will provide notification to HomeServe that it will not renew the license within 30 days of the closing of the merger to ensure that HomeServe has sufficient time to stop using the logo.
22. SJI will confirm that no unaffiliated companies, other than HomeServe, use the SJI logo or any version of the SJI logo and SJI will not allow any new licenses of its logo or any versions of its logo for unaffiliated companies.

### **E. Charitable and Community Support.**

23. Boardwalk and SJI will commit that ETG and SJG will provide community support contributions of at least \$500,000 annually each for a period of at least five (5) years following the closing of the Merger. Community support projects may include charitable, educational, community support and economic development efforts. These amounts will be not recovered from customers.
24. Boardwalk will commit to make, or to cause to be made, an annual contribution in the amount of \$500,000 to NJ SHARES (not earmarked for ETG or SJG customers) for a period of at least five (5) years following the closing of the Merger to assist New Jersey's low-income customers with payment of their utility bills. These amounts will not be recovered from customers. ETG and SJG will otherwise continue their participation in government administered programs such as USF and Comfort Partners and continue to recover associated costs through rates.

### **F. Impact on Competition.**

25. Boardwalk and SJI will comply with applicable New Jersey and federal affiliate relations standards, including those relating to retail access and customer choice. SJG and ETG will refrain from granting any undue preference to any affiliate of IIF and comply with the affiliate standards in N.J.A.C. 14:4-3.5 when dealing with all affiliates of IIF as this term is defined below under Ring-Fencing Commitments including entities that are not designated as a "related competitive business segment."
26. SJG and ETG will not contract for service from a new natural gas transportation or storage project owned by an affiliate, or any entity in which an affiliate has an ownership interest, without prior approval from the Board.
27. SJG and ETG will publicly post on a quarterly basis detailed information required by BGSS Minimum Filing Requirement ("MFR") number 13 for all affiliate gas supply transactions. The information will be maintained on the website for a period of one year from the posting.

28. The Joint Petitioners agree to comply with FERC regulations and orders in effect from time to time to the extent applicable to IIF's indirect ownership of SJG and/or ETG.

**G. Continued Regulatory Compliance.**

29. Following the closing of the Merger, Boardwalk will ensure that SJI and ETG continue to comply with all applicable continuing obligations arising from prior transactions, including the conditions imposed by the Board in connection with SJI's acquisition of ETG in *I/M/O the Acquisition of Elizabethtown Gas, a Division of Pivotal Utility Holdings, Inc. by ETG Acquisition Corp., a Subsidiary of South Jersey Industries, Inc. and Related Transactions*, BPU Docket No. GM17121309.

**H. Ring-Fencing Commitments.**

In connection with the Merger Agreement by and among SJI, Boardwalk, and Merger Sub, IIF US Holding 2 has formed Boardwalk as a wholly-owned, indirect subsidiary and special-purpose entity to directly hold 100% of the common equity in SJI and indirectly hold the common equity in SJI's subsidiaries, including SJIU, ETG and SJG. As used herein the term 'affiliate of IIF' means any entity of which IIF directly or indirectly (i) owns 10% or more of the outstanding equity interests or (ii) has the power to direct the management and policies of, in each case, at the applicable time. For so long as Boardwalk, SJIU, SJI, IIF US Holding 2 and/or any of their successors or assigns directly or indirectly owns ETG and SJG:

30. Holding Company Existence. Boardwalk will be retained in the ownership chain between SJI and IIF. Boardwalk Topco LLC, Boardwalk Parent LLC and Boardwalk will have no operational functions other than those related to holding the equity interests in SJI.
31. Corporate Separateness. ETG and SJG will each maintain their separateness in terms of their respective existence, franchises, obligations and privileges, including their names and logos.
32. No Debt/Credit Guarantees. ETG will not provide a guarantee for the payment of the debt or credit instruments of Boardwalk, or any other affiliate of IIF, excluding ETG and SJIU. SJG will not provide a guarantee for the payment of the debt or credit instruments of Boardwalk, or any other affiliate of IIF, excluding SJG and SJIU. SJIU will not provide a guarantee for the payment of the debt or credit instruments of Boardwalk, or any other affiliate of IIF, excluding ETG, SJG, and SJIU. SJI, Boardwalk, and IIF will not represent to the public or to their creditors that SJIU, SJG, or ETG has any liability for the obligations of SJI, Boardwalk, and IIF, or any other affiliate of IIF, excluding SJIU, SJG, and ETG.
33. No Pledging of Utility Assets/Stock. Neither Boardwalk nor any other affiliate of

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IIF, excluding ETG and SJIU, will pledge ETG's assets, revenues, or shares. Neither Boardwalk nor any other affiliate of IIF, excluding SJG and SJIU, will pledge SJG's assets, revenues, or shares. Neither Boardwalk nor any other affiliate of IIF, excluding SJG, ETG, and SJIU, will pledge SJIU's assets, revenues, or shares.

34. No Transaction Related Debt at ETG, SJG or SJIU. None of SJIU, SJG or ETG will incur, guaranty, or pledge assets for any new incremental debt related to the Merger.
35. Refinancings or Debt Replacements. ETG's and SJG's current rates reflect the cost of first mortgage bonds and senior notes that contain "change-in-control" provisions that allow the bond and note investors to sell (put) their bonds and notes back to the respective issuer at the face amount of the debt in connection with the Transaction. The Parties acknowledge that (a) to the extent ETG and/or SJG incurs increased interest expense as a result of issuing new debt (referred to as the "Refinanced Debt") solely to replace any first mortgage bonds and senior notes that are redeemed by ETG and/or SJG as a result of an investor exercising a put in connection with the Transaction (referred to as the "CIC Debt") and (b) such increased interest costs are included in the base rates set in future base rate cases, then ETG and/or SJG, as applicable will provide customers with a rate credit (referred to as the "CIC Rate Credit") in future base rate cases for the remaining tenor of the CIC Debt on the following terms and conditions:
- (i) Within 30 days of the expiration of the put window in connection with the Transaction, the Petitioners will identify all tranches (or portions of tranches if less than 100% of a tranche is redeemed) of ETG and SJG debt that were redeemed, including the interest rate, maturity date, and future principal balance and interest expense (referred to as the "CIC Debt Interest Expense") by year for the remaining tenor of each such tranche. This information will be reflected in a tracking spreadsheet to identify the quantum of debt that will be subject to this provision and create the baseline for comparison to the Refinanced Debt terms. Appendix 1 is an illustrative tracking spreadsheet that SJI will maintain and provide in each base rate case for so long as this provision is in force. On January 15th of each calendar year after the closing of the Transaction, ETG and SJG will provide annual reports to BPU Staff and Rate Counsel containing the terms of all Refinanced Debt outstanding as of December 31st of the preceding calendar year including interest rate, maturity date, and future principal balance and interest expense.
- (ii) Commencing with the first ETG and SJG base rate cases following the closing of the Transaction, ETG or SJG, as applicable, will identify the total annual interest expense for the Refinanced Debt for the test year period (referred to as the "Refinanced Debt Interest Expense"). The Refinanced Debt Interest Expense will be input into the tracking spreadsheet for comparison to the CIC Debt Interest Expense for the test year period. In the event the Refinanced Debt Interest Expense is greater than the CIC Debt Interest Expense, then a CIC Rate Credit will be calculated using the following formula:

**CIC Rate Credit = Refinanced Debt Interest Expense<sub>(Test YearX)</sub> – CIC Debt Interest Expense<sub>(Test YearX)</sub>**

Any positive amount from the above formula for SJG and/or ETG respectively will be refunded to customers of the respective utility through an adjustment to customer rates (referred to as the “CIC Rate Credit Adjustment”).

It is the intention of the Parties that the base rates for ETG and SJG will reflect the actual cost and balance of the Refinanced Debt for the test year. To the extent that the actual cost and balance of any Refinanced Debt is not included in base rates, then the CIC Rate Credit will be adjusted to exclude any such disallowed debt and the associated costs.

(iii) All Parties acknowledge the Petitioners are not obligated to issue Refinanced Debt with like tenors to the CIC Debt and may manage the refinancing of the CIC Debt to the best of their ability to mitigate interest rate exposure and expense.

(iv) The Parties further acknowledge they will (a) use reasonable efforts to adjust the CIC Rate Credit, to the extent required, to avoid negative impact on the credit quality of SJG and ETG, and (b) ensure the terms of this Stipulation are implemented consistently and in their entirety for the remaining tenor of the CIC Debt.

(v) The Parties acknowledge that Petitioners should have the opportunity to mitigate the impact to ETG, SJG and shareholders if such mitigation actions do not create an adverse impact to customers. The Parties further acknowledge that ETG and SJG will retain all applicable tax benefits associated with incremental Refinanced Debt Interest Expense relative to the CIC Debt Interest Expense.

36. Intercompany Lending. Neither ETG nor SJG shall lend money to SJIU, SJI, Boardwalk, IIF or any other affiliate of IIF. SJIU may lend money to ETG and SJG.
37. Money Pool. If SJIU establishes a money pool, the only participants in such money pool shall be SJG, ETG, and SJIU.
38. Credit Ratings. ETG, SJG, SJIU, and SJI must take the actions necessary to ensure the existence of ETG’s and SJG’s individual credit and debt ratings, as applicable. ETG and SJG will be registered with at least one of the Nationally Recognized Statistical Rating Organizations (“NRSROs”) registered with the Securities and Exchange Commission. ETG, SJG, SJIU, and SJI, as applicable, will use commercially reasonable efforts to have ETG’s and SJG’s credit ratings reflect the ring-fencing provisions adopted in this proceeding.



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39. ETG Credit Ratings and Dividends. ETG shall pay dividends only if its senior unsecured debt is rated investment grade (i.e., at or above BBB- by Standard and Poor's or Fitch or Baa3 by Moody's) at the time of such dividend payment by any NRSRO engaged on behalf, and at the sole discretion, of ETG. For the avoidance of doubt, dividend payments will not be precluded by a below investment grade rating rendered by an NRSRO that has not been engaged on behalf of ETG.
40. SJG Credit Ratings and Dividends. SJG shall pay dividends only if its senior unsecured debt is rated investment grade (i.e., at or above BBB- by Standard and Poor's or Fitch or Baa3 by Moody's) at the time of such dividend payment by any NRSRO engaged on behalf, and at the sole discretion, of SJG. For the avoidance of doubt, dividend payments will not be precluded by a below investment grade rating rendered by an NRSRO that has not been engaged on behalf of SJG.
41. Dividends from ETG, SJG, and SJIU will be limited to no more than 100 percent of net income.
42. ETG, SJG, and SJIU will maintain an equity ratio of at least 48 percent. If the Board should authorize a hypothetical capital structure that contains a common equity ratio of less than 48 percent, then SJG and ETG may maintain such lower ratemaking equity ratio until a different equity ratio is authorized.
43. SJIU Permitted Indebtedness. SJIU shall only incur debt to fund intercompany loans with ETG and SJG, for the benefit of ETG and SJG.
44. Financial Covenants or Rating Agency Triggers. No debt or credit agreements of SJG, ETG, and SJIU shall include any financial covenants or rating-agency triggers related to SJI, Boardwalk, IIF or any affiliate of IIF, excluding ETG, SJG and SJIU.
45. Board Composition. Within 30 days of the closing of the Merger and thereafter except as otherwise provided herein, SJI's board of directors will be comprised of 10 directors, of which:
- i. One will be SJI's CEO, who will not serve as a board member or in an executive capacity for any IIF affiliate, excluding SJI and its subsidiaries, during their tenure as SJI's CEO;
  - ii. Two will be shareholder representatives; and
  - iii. The remaining seven will be "independent directors", as such term is defined by the New York Stock Exchange ("NYSE"). Of those seven NYSE independent directors:
    - (i) at least two will reside in New Jersey;

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- (ii) all will be independent from JP Morgan, including JP Morgan's Infrastructure Investment Group ("IIG"). Independent directors will have no material financial relationship within the past 10 years with JP Morgan, including IIG. A personal banking relationship of the type that is generally available to other similarly situated clients is not a material financial relationship;
  - (iii) In respect of the SJI Board of Directors constituted within 30 days of the closing of the Merger, at least four of the independent directors will also be independent from IIF US Holding 2 and its affiliates at the time of such director's initial appointment, including having had no material financial relationship with IIF US Holding 2 and its affiliates within the past ten years. At least three independent directors, plus the SJI CEO, will not serve on the board of directors for an affiliate of IIF, excluding SJI and its subsidiaries, while a member of the SJI Board of Directors;
  - (iv) Within 60 days of closing, and on January 15th of each subsequent calendar year, SJI will provide Staff and Rate Counsel with a list and brief bios of members of the members of the Board of Directors for ETG, SJG, SJIU, SJI and IIF US Holding 2. In addition, Rate Counsel and Staff will be notified within 15 days of any changes to the Board of Directors of SJI, SJIU, ETG, SJG or IIF US Holding 2.
46. Voluntary Bankruptcy. The SJI board of directors may not place ETG, SJG, or SJIU in voluntary bankruptcy unless it has received the consent of at least four of the seven independent directors.
47. Non-Consolidation Legal Opinion. Within 180 days following the closing of the Merger, Boardwalk will obtain a non-consolidation legal opinion that provides that, in the event of a bankruptcy of Boardwalk, IIF or any affiliate of IIF, excluding SJG, ETG, or SJIU, a bankruptcy court would not consolidate the assets and liabilities of ETG, SJG, or SJIU with any such entity.
48. Modification of Ring-Fence. The Joint Petitioners agree to implement the ring-fencing and corporate governance measures set out in these commitments within 180 days of the closing of the Merger for the purpose of providing protections to customers. Joint Petitioners also agree not to proceed with any modification or termination of these ring-fencing and corporate governance provisions without first obtaining BPU approval in a written order.
49. Senior Management. Following the closing of the Merger, ETG's President and other senior management who directly report to ETG's President will hold no

positions with Boardwalk, IIF or any affiliate of IIF, excluding SJI and its subsidiaries. Following the closing of the Merger, SJG's President and other senior management who directly report to SJG's President will hold no positions with Boardwalk, IIF or any affiliate of IIF, excluding SJI and its subsidiaries. Following the closing of the Merger, SJIU's President and other senior management who directly report to SJIU's President will hold no positions with Boardwalk, IIF or any affiliate of IIF, excluding SJI and its subsidiaries.

50. Separate Books and Records. Boardwalk shall maintain its own separate books, records, bank accounts and financial statements reflecting its separate assets and liabilities. SJI and each of SJI's subsidiaries will maintain separate books, accounts and financial statements reflecting its separate assets and liabilities, including but not limited to statements of income, balance sheets, cash flows, and retained earnings. All such records will be maintained in accordance with the Uniform System of Accounts or as otherwise prescribed by N.J.S.A. 48:2-16 and such books, accounts and financial statements shall be maintained in the State of New Jersey. SJG and ETG will not commingle funds with one another nor with SJIU, SJI, Boardwalk, IIF or any affiliate of IIF, except pursuant to a BPU-approved money pool along with SJIU. Boardwalk is not required to, and does not, prepare financial statements. Staff and Rate Counsel will be provided with copies of Boardwalk's financial statements only to the extent that such financial statements have been prepared by Boardwalk.
51. Reporting.
- i. SJI and Subsidiary Reporting. SJI, ETG and SJG shall provide Staff and Rate Counsel with copies of their unaudited quarterly financial statements, copies of their audited annual financial statements, and continue to file and provide the Staff the BPU's Annual Report using the FERC Form 2 format in accordance with N.J.A.C. 14:3-6.3(a) and Statements of Gross Intrastate Revenues pursuant to 48:2-62. SJI shall provide Staff and Rate Counsel audited annual consolidated financial statements and notes to financial statements using the SEC 10K format. In addition, SJI shall provide Staff and Rate Counsel consolidated quarterly financial statements and notes to financial statements using the SEC 10Q format and consolidated significant event report in a format similar to the SEC 8K format. The revised SEC 8K format shall be provided to Board Staff for its review and approval. SJI, SJIU, ETG and SJG shall continue to seek Board approval of service agreements, cost allocation manuals and associated changes. All transactions and affiliation relationships must be clearly set forth in the documents to ensure compliance with the Board Affiliate and Fair Competition Standards and to ensure there is no cross subsidization and appropriate allocations.
  - ii. IIF Reporting. Within 60 business days of finalizing a quarterly NAV, IIF will provide quarterly Net Asset Value ("NAV") and liquidity information to Staff and Rate Counsel by electronic mail. Within 30 business days of

release thereof to its investors, IIF will provide Rate Counsel and Staff with access to IIF's Annual, Quarterly and Sustainability Reports via a secure website. The Parties acknowledge that these materials may be highly confidential, and commercially sensitive and agree that: (A) receipt and review of these materials will at all times remain subject to the Open Public Records Act, *N.J.S.A. 47:1A-1 et seq.*, if applicable, and rules and regulations of the Board pertaining to confidentiality. The Parties acknowledge that these materials will be provided in this docket pursuant to the Agreement of Non-Disclosure previously executed in this proceeding; (B) that these materials will be searchable but cannot be copied or reproduced without the express prior agreement of IIF, and (C) access to the secure website will be limited to Staff and Rate Counsel representatives preauthorized to have access by IIF. The Annual Report currently includes the Report of Independent Auditors and Financial Statements and Notes for the Fund Investor Vehicles and the Report of Independent Auditors and combined Financial Statements for the Holding Companies. The Annual Report currently includes statements of cash flow, assets and liabilities, and operations, and changes in net assets, and in particular for the combined financial statements for the holding companies a schedule of investments held. The Annual Report currently includes key portfolio company metrics such as discount rate, cost, fair value, return, yield and leverage.

- iii. In the event confidential information is disclosed by Staff or Rate Counsel in violation of any foregoing, the Parties agree that this material will henceforth only be provided to the party that disclosed the confidential information on an *in camera* review basis.

- 52. Internal Controls. SJI, SJIU, ETG and SJG shall continue to establish and maintain internal accounting controls as defined by FERC and other federal agencies and the BPU.
- 53. Cross-Default Provisions. None of ETG, SJG, and SJIU will include in any of their respective debt or credit agreements cross-default provisions relating to Boardwalk, IIF or any affiliate of IIF, excluding SJIU, ETG and SJG. None of ETG, SJG, SJIU, and Boardwalk will include in any of their respective debt or credit agreements cross-default provisions relating to the securities of IIF or any affiliate of IIF, excluding SJIU, ETG and SJG. Under no circumstances will any debt of ETG, SJG, or SJIU become due and payable or otherwise be rendered in default because of any cross-default or similar provisions of any debt or other agreement of Boardwalk, IIF or any affiliate of IIF, excluding SJIU, ETG and SJG.

#### **I. Additional Provisions**

- 54. Third Party Equity Issuances. The general partner of IIF US 2 will have the power to decline to make provision for any equity issuances the SJI board of directors approves. In the event that IIF US 2 declines to provide equity for a project at ETG or SJG that (a) SJI management has recommended for approval to

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the SJI board on behalf of ETG or SJG, (b) the SJI board of directors has determined is in keeping with good utility practice, and (c) is approved by a majority of the SJI board of directors, SJI is authorized to issue non-voting, nonconvertible, preferred equity at then-prevailing market terms solely to secure the equity portion of such project at ETG or SJG. SJI must not sell a primary issuance of such preferred equity to IIF US 2, JP Morgan, or any of their respective affiliates.

55. IIF US Holdings 2 will maintain an indirect controlling ownership interest in SJI for at least 10 years post-closing, unless the BPU specifically determines otherwise.
56. The Joint Petitioners agree to abide by the commitments herein as long as SJI, SJIU, ETG and SJG are owned by IIF US Holding 2.
57. Other than Boardwalk Topco LLC, Boardwalk Parent LLC, and Boardwalk, none of which will have any operational functions other than those relating to holding interests in SJI, the members of the consolidated income tax group that includes ETG and SJG will be limited to entities that are direct or indirect subsidiaries of SJI.
58. The agreement shall not affect nor in any way limit the exercise of the authority of this Board or of this State, in any future Petition or in any proceedings with respect to consolidated tax adjustments, auditing, rates, franchises, service, financing, accounting, capitalization, depreciation, or in any other matter affecting the Petitioners.

### **J. Energy Master Plan**

59. SJI shall continue to participate in the Board's efforts to develop statewide energy efficiency and demand response programs to meet the state's Energy Master Plan and Clean Energy Act goals. SJG and ETG agree to coordinate with the BPU and the other New Jersey utilities to deliver cost effective energy efficiency programs in accordance with the New Jersey Clean Energy Act. In the Company's next energy efficiency filing, anticipated to be filed in 2023 to take effect in July, 2024, the Company will consider how it can expand current offers and rebates to commercial and industrial customers. SJG and ETG to work collaboratively with NJLEUC to explore energy efficiency and demand response offerings beneficial to commercial and industrial customers.
60. SJG and ETG will provide the parties with the sustainability metrics reported in SJI's annual ESG report within two weeks of publication, along with a website link to such report. This data is consistent with the Edison Electric Institute/American Gas Association (EEI/AGA) ESG/Sustainability Template, a reporting template developed for use by gas and electric companies in providing the financial sector with comparable and consistent ESG data and information. A sample of this template is attached as Appendix 2.

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61. This provision is intentionally omitted by agreement of the parties.
62. Within 18 months of the closing of the Merger, SJG and ETG will submit to the Board proposals necessary to enable the Companies to incorporate Non-Pipes Alternatives (“NPAs”) in their supply/demand planning.
63. The Joint Petitioners are open to further discussions concerning SJI to work collaboratively with NJLEUC to explore renewable natural gas-related projects.

### **K. Additional Customer Service Commitments**

64. SJI, Boardwalk and IIF commit to taking all reasonable steps to ensure that ETG and SJG will, by December 31, 2023, improve and then maintain the quality of customer service and system reliability to comply with all laws, regulations, standards and Orders adopted by the Board for as long as IIF, or an affiliated entity, owns SJI.
65. SJG will adopt ETG’s threshold of answering 82% of calls within 30 seconds, as stated in Appendix 3.
66. SJG and ETG commit to submit to Board Staff and Rate Counsel a Call Center Customer Service Improvement Plan (“CCCSIP”) developed in coordination with Board Staff and Rate Counsel on or before March 15, 2023, as directed by the Board for SJG in the Board’s “Decision and Order Adopting Initial Decision and Stipulation” in SJG’s most recently completed base rate proceeding in BPU Docket No. GR22040253. The CCCSIP shall at a minimum include the requested information outlined in Appendix 3 and Appendix 4. Each Company shall submit to Board Staff and Rate Counsel quarterly reports thereafter for one (1) year after two (2) quarters of consistent attainment of the benchmarks contained in Appendix 3 regarding progress in meeting and improving call answering performance benchmarks (percentage of calls answered within 30 seconds and call abandonment rate). The reports will also include a narrative description of the efforts SJG and ETG are taking to improve these metrics and other narrative reports described in Appendix 4. In connection with the CCCSIP, SJG and ETG will describe (1) efforts taken and challenges encountered in preventing disconnections for non-payment; and (2) practices adopted as a result of sharing best practices with other IIF portfolio companies.
67. SJG will continue to submit quarterly reports to Rate Counsel and the Director of the Board’s Division of Customer Assistance concerning SJG’s performance in relation to certain customer service metrics which were included in SJG’s last rate case stipulation approved in BPU Docket No. GR22040253. The quarterly customer service reports will also contain a section that contains the number of residential customers: (i) in arrears; (ii) eligible for disconnection; (iii) in arrears and receiving assistance, (iv) assessed reconnection fee; and (v) waived reconnection fee. A complete list of such metrics and information is set forth in

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Appendix 3 to this Stipulation.

68. ETG will continue to submit quarterly reports to Rate Counsel and the Director of the Board's Division of Customer Assistance concerning ETG's performance in relation to certain customer service metrics which were included in ETG's last rate case stipulation approved in BPU Docket No. GR21121254. The quarterly customer service reports will also contain a section that shows the numbers of residential customers: (i) in arrears; (ii) eligible for disconnection; (iii) in arrears and receiving assistance, (iv) assessed reconnection fee; and (v) waived reconnection fee. A complete list of such metrics and informational reporting is set forth in Appendix 3 to this Stipulation.
69. SJG and ETG commit to offer deferred payment arrangements with 24-month terms through December 31, 2023.
70. SJG and ETG commit to submit to Board Staff and Rate Counsel within 90 days of the transaction's consummation any additional recommendations the Companies may have for aligning the content and format of their quarterly customer service reports.
71. SJG will maintain its present financial threshold for residential disconnection, in place as of December 27, 2022, through December 31, 2023, that is applicable to customers with outstanding balances more than 60 days old. ETG will adopt the same threshold effective the date of the Proposed Transaction's consummation (or earlier). The financial threshold for residential disconnection is confidential and set forth in Appendix 5.

### **L. Environmental and Climate Issues**

72. Within 9 months of the closing of the Merger, ETG and SJG will provide data concerning their costs of mains, services and other facilities incurred to extend service to new customers, as described below, for each of the last five calendar years (2018-2022). ETG and SJG will file this information publicly in the NJ BPU docket for this proceeding, GM22040270, with copies to the parties. All parties shall have the right to take any position concerning tariff provisions regarding service extensions.

The following information shall be provided by ETG and SJG for each of the last five calendar years:

- a. The number of new customer additions, broken out by residential and non-residential, as well as new construction and conversions of existing structures. To the extent data is available for conversions, ETG and SJG will identify the fuel displaced.

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- b. The number of natural gas service lines and length of such lines installed for new customers and total cost thereof, broken down by residential and non-residential customers, as well as categorized between service extensions to new construction and service lines to existing facilities;
  - c. The number of natural gas service mains and length of such lines installed for new customers and the total cost thereof, broken down by residential and non-residential customers, as well as categorized between main extensions to new construction and existing facilities; and
  - d. The number and cost of other facilities incurred to extend service to new customers, with explanation of the facilities.
  - e. If any of the above information is unable to be provided publicly due to confidentiality restrictions, the companies shall so indicate and shall provide such information pursuant to the BPU's procedures for handling confidential information. Moreover, to the extent state or federal law does not permit the disclosure of such information, the companies shall not be required to provide the information.
73. In any filing to establish a new Infrastructure Investment Program, ETG or SJG, as applicable, will include testimony explaining why the filing is consistent with the Energy Master Plan (EMP) and the New Jersey Global Warming Response Act.
74. Within 18 months of the closing of the Merger, SJG and ETG will submit to the Board a proposal to implement a Non-Pipes Alternatives (NPA) program.
- a. Under the proposal, for any identified gap between forecasted supply and demand - *i.e.*-an infrastructure or supply constraint – the utilities will assess alternate options in addition to traditional supply-side solutions. The utilities will develop a process for soliciting proposals to provide natural gas supply or demand relief. The NPAs to be considered include, but are not necessarily limited to, energy efficiency and demand response measures, compressed natural gas and liquified natural gas, electrification, and geothermal facilities. The NPA proposal will identify and address operational, billing and customer service issues raised by the use of NPAs. The NPA proposal will also undertake an investigation of ways to prioritize potential NPAs in low income and environmental justice communities. Any proposed NPA involving utility ownership of non-gas infrastructure must receive specific Board approval prior to recovery of costs in gas distribution rates.
  - b. The utilities and Environmental Defense Fund agree to collaborate in good faith regarding the development of the NPA program proposal prior to submitting the proposal to the BPU. The utilities will meet with EDF at least two times and



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will share the proposal with EDF for comments before filing the proposal with the Board.

- c. If the NPA program proposal is approved by the BPU, as the utilities implement the program, they will each issue annual reports detailing: (1) solicited proposals that were examined over the last two years where a proposal has been selected, detailing the selected proposal; (2) pending solicited proposals to be considered where a proposal has not yet been selected; and (3) anticipated upcoming solicited proposals. ETG and SJG will file their annual reports publicly in the NJ BPU docket for this proceeding, GM22040270, with copies to the parties. If any of the above information is unable to be provided publicly due to confidentiality restrictions, the companies shall so indicate and shall provide such information pursuant to the BPU's procedures for handling confidential information. Moreover, to the extent state or federal law does not permit the disclosure of such information, the companies shall not be required to provide the information.
75. ETG and SJG will provide EDF copies of gas leak reports filed with government agencies subject to appropriate confidentiality restrictions.
76. Gas Leak Equity Analysis
- a. By December 31, 2026, ETG will complete a gas leak equity analysis and develop a plan to address any identified disproportionate circumstances. By December 31, 2027, ETG will complete an updated version of this analysis and issue an updated version of the plan to address any identified disproportionate circumstances. The 2026 and 2027 analyses and plans will be filed publicly in the NJ BPU docket for this proceeding, GM22040270, with copies to the parties, and will include the following components:
    - i. ETG will report gas leak density (collected through advanced leak detection + surveys and other surveys) by census tracts and census blocks.
    - ii. ETG will analyze whether overburdened communities in its service territory as defined by the New Jersey Department of Environmental Protection are subject to greater leak density than surrounding communities and develop a plan and program to address any disproportionate circumstances.
    - iii. ETG will submit any such plans to the Parties for comment. Any disputes as to ETG's plans will be submitted to the Board for resolution.
  - b. By June 30, 2024, ETG will report gas leak density by census tracts and census blocks in the areas where cast iron facilities have been replaced and provide its plan for continuing with such replacement over the coming years.

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- c. Any costs associated with compliance with this provision will be capped at a maximum of \$300,000 per year, and ETG shall not be required to conduct any surveys or produce any reports that cause it to incur costs in excess of this cap.
77. With respect to the commitment in Paragraph 60 of this Stipulation, SJG and ETG will provide utility specific greenhouse gas emissions data (i.e., separate out each utility's data); define the term "partial" as it is used in the template with regard to Scope 3 emissions; and explain which emissions sources identified in the EEI-AGA ESG/Sustainability Metrics are included in any stated greenhouse gas emissions reduction goals identified in the ESG Annual Report.
78. To the extent directed by statute, or to the extent the Board determines by regulation or generally applicable order, that deployment of hydrogen or any particular type of deployment of hydrogen is not consistent with safe, reliable and adequate utility service at reasonable rates, including applicable environmental policies pursuant to *N.J.S.A. 48:2-23*, SJG and ETG will not pursue any such utility or customer-supported deployment of hydrogen. However, nothing herein will prevent any party from challenging the reasonableness or lawfulness of any such statute, regulation, or order.
79. To the extent directed by statute, or to the extent the Board determines by regulation or generally applicable order, that deployment of biomethane or any particular type of deployment of biomethane is not consistent with safe, reliable and adequate utility service at reasonable rates, including applicable environmental policies pursuant to *N.J.S.A. 48:2-23*, SJG and ETG will not pursue any such utility or customer-supported deployment of biomethane. However, nothing herein will prevent any party from challenging the reasonableness or lawfulness of any such statute, regulation, or order. The term biomethane refers to methane (aka, natural gas) derived from sources other than fossils, such as livestock operations, landfills, and gasification of agricultural crop residue, yard and wood waste.
80. In any matter before the NJ BPU involving initial consideration or review of any SJG/ETG investment in or deployment of hydrogen or biomethane, SJG/ETG will comply with all regulations or rules adopted by the Board that require the Companies to provide information concerning such investments or deployments. Any party may contend, and any party may oppose such contention, that the following topics would be relevant for discovery and analysis in such a proceeding: analysis and quantification of the life-cycle greenhouse gas emissions associated with a hydrogen or biomethane investment or deployment; safety; community impacts, including overburdened communities; and data related thereto.

### **M. Miscellaneous**

81. The Signatory Parties Joint Petitions, BPU Staff, Rate Counsel, and NJLEUC shall use their best efforts to ensure that this Stipulation be presented to the Board for

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approval at its January 25, 2023 public agenda meeting in order to facilitate the Closing of the Transaction on a timely basis. The Signatory Party EDF supports a timely resolution of this matter;

82. This Stipulation represents the entirety of the agreement among the Signatory Parties. This Stipulation includes proposals and conditions above and beyond the terms contained in the Joint Petition. Notwithstanding statements made in the Joint Petition, testimony, discovery materials or any information provided by the Joint Petitioners, only those commitments stated in this Stipulation shall apply;
83. The Signatory Parties shall support approval of the Transaction upon the terms set forth in this Stipulation in any proceedings before the Board regarding approval of the Transaction. The Signatory Parties shall defend this Stipulation in the event of opposition to approval of the Transaction from non-signatory parties before the Board;
84. It is the intent of the Signatory Parties that the provisions hereof be approved by the Board as being in the public interest. The Signatory Parties further agree that they consider the Stipulation to be binding on them for all purposes herein;
85. In the event any particular aspect of this Stipulation is not accepted and approved in its entirety by the Board, any Signatory Party aggrieved thereby shall not be bound to proceed with this Stipulation and shall have the right to litigate all issues addressed herein to a conclusion. More particularly, in the event this Stipulation is not adopted in its entirety by the Board, in any applicable Order(s), then any Signatory Party hereto is free to pursue its then available legal remedies with respect to all issues addressed in this Stipulation as though this Stipulation had not been signed;
86. This Stipulation shall become effective and be binding on the Signatory Parties after the issuance of a Board Order approving this Stipulation or upon such date as the Board may specify. This Stipulation contains terms and conditions above and beyond the terms contained in the Joint Petition, each of which is interdependent with the others and essential in its own right to the signing of this Stipulation. Each term is vital to the agreement as a whole, because the Signatory Parties expressly and jointly state that they would not have signed the Stipulation had any term been modified in any way. None of the Signatory Parties shall be prohibited from or prejudiced in arguing a different policy or position before the Board in any other proceeding, as such agreements pertain only to this matter and to no other matter;
87. This Stipulation sets forth a compromise of divergent positions and shall not be regarded as precedent in any future case. Except as expressly provided herein, no Signatory Party shall be deemed to have approved, agreed to, or consented to any principle or methodology underlying or supposed to underlie any agreement provided herein; and

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This Stipulation may be executed in as many counterparts as there are Signatory Parties of this Stipulation, each of which shall be deemed an original, but all of which shall constitute one and the same instrument.

**IIF US HOLDING 2 LP,  
NJ BOARDWALK HOLDINGS LLC  
AND BOARDWALK MERGER SUB, INC.**

**SOUTH JERSEY INDUSTRIES, INC.**  
**SJIU, ETG AND SJG**

By: Colleen A. Foley  
Colleen A. Foley, Esq.  
Saul Ewing LLP

By: Kenneth T. Maloney  
Kenneth T. Maloney, Esq.  
Cullen & Dykman LLP

**MATTHEW PLATKIN**  
**ATTORNEY GENERAL OF**  
**NEW JERSEY**  
**Attorney for the Staff of the**  
**Board of Public Utilities**

**BRIAN O. LIPMAN**  
**DIRECTOR,**  
**DIVISION OF RATE COUNSEL**

By:   
Terel Klein  
Deputy Attorney General

By: Brian O Lipman  
Brian O. Lipman, Esq.

**NEW JERSEY LARGE ENERGY USERS  
COALITION**

**ENVIRONMENTAL DEFENSE FUND**

By: Steven S. Goldenberg, Esq.  
Giordano, Halleran & Ciesla, PC


By: Martin C. Rothfelder  
Rothfelder Stern, LLC

**DATE: January 12, 2023**

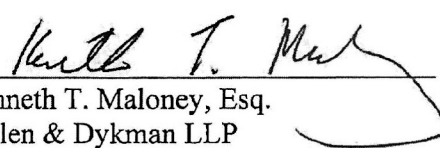
**PRELIMINARY PUBLIC COPY**

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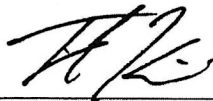
**IIF US HOLDING 2 LP,  
NJ BOARDWALK HOLDINGS LLC  
AND BOARDWALK MERGER SUB, INC.**

By:   
Colleen A. Foley, Esq.  
Saul Ewing LLP

**SOUTH JERSEY INDUSTRIES, INC.  
SJIU, ETG AND SJG**

By:   
Kenneth T. Maloney, Esq.  
Cullen & Dykman LLP

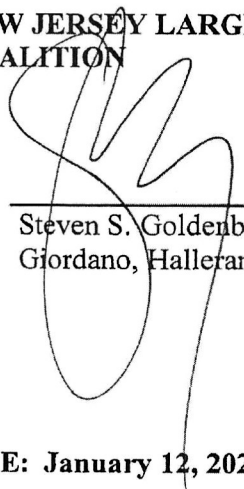
**MATTHEW PLATKIN  
ATTORNEY GENERAL OF  
NEW JERSEY  
Attorney for the Staff of the  
Board of Public Utilities**

By:   
Terel Klein  
Deputy Attorney General

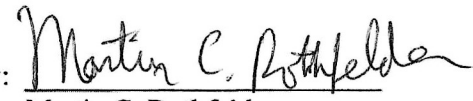
**BRIAN O. LIPMAN  
DIRECTOR,  
DIVISION OF RATE COUNSEL**

By: \_\_\_\_\_  
Brian O. Lipman, Esq.

**NEW JERSEY LARGE ENERGY USERS  
COALITION**

By:   
Steven S. Goldenberg, Esq.  
Giordano, Halleran & Ciesla, PC

**ENVIRONMENTAL DEFENSE FUND**

By:   
Martin C. Rothfelder  
Rothfelder Stern, LLC

**DATE: January 12, 2023**

# APPENDIX 1

SJ/IIF Merger Stipulation - Appendix 1  
**PRELIMINARY PUBLIC COPY**  
Page 1 of 6

**Illustrative Hold Harmless Example**  
*SMM*

*Note: For illustrative purposes only. Data will be updated for actuals when available.*

Assumed Increase in Refi Coupon                      2.00%

**SJG Example**

**CIC Debt**

Tranche	Coupon	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036
3.00% Series Due 2024	3.00%	10.0	—	—	—	—	—	—	—	—	—	—	—	—	—
3.03% Series Due 2024	3.03%	7.0	—	—	—	—	—	—	—	—	—	—	—	—	—
3.63% Series Due 2025	3.63%	1.8	0.9	—	—	—	—	—	—	—	—	—	—	—	—
4.84% Series Due 2026	4.84%	7.5	5.0	2.5	—	—	—	—	—	—	—	—	—	—	—
4.93% Series Due 2026	4.93%	22.5	15.0	7.5	—	—	—	—	—	—	—	—	—	—	—
4.03% Series Due 2027	4.03%	36.0	27.0	18.0	9.0	—	—	—	—	—	—	—	—	—	—
4.01% Series Due 2030	4.01%	34.0	34.0	32.0	29.0	21.0	14.0	7.0	—	—	—	—	—	—	—
3.74% Series Due 2032	3.74%	28.6	25.5	22.3	19.1	15.9	12.7	9.5	6.4	3.2	0.0	—	—	—	—
First Mortgage Bonds 3.00% Series Due 2047	3.00%	200.0	200.0	184.0	168.0	152.0	136.0	120.0	104.0	88.0	72.0	64.0	57.0	50.0	43.0
4.23% Series Due 2030	4.23%	30.0	30.0	30.0	30.0	30.0	30.0	30.0	30.0	—	—	—	—	—	—
\$150M 3.28% 10Yr Notes Due 2030	3.28%	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0	—	—	—	—	—	—
\$250M 3.93% 30Yr Notes Due 2050	3.93%	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0
\$125M 3.98% 30Yr Notes Due 2050	3.98%	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0
<b>CIC Debt</b>		<b>902.5</b>	<b>862.4</b>	<b>821.3</b>	<b>780.1</b>	<b>743.9</b>	<b>717.7</b>	<b>691.5</b>	<b>665.4</b>	<b>466.2</b>	<b>447.0</b>	<b>439.0</b>	<b>432.0</b>	<b>425.0</b>	<b>418.0</b>

**CIC Debt Interest Expense**

Tranche	Coupon	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036
3.00% Series Due 2024	3.00%	0.3	—	—	—	—	—	—	—	—	—	—	—	—	—
3.03% Series Due 2024	3.03%	0.2	—	—	—	—	—	—	—	—	—	—	—	—	—
3.63% Series Due 2025	3.63%	0.1	0.0	—	—	—	—	—	—	—	—	—	—	—	—
4.84% Series Due 2026	4.84%	0.4	0.2	0.1	—	—	—	—	—	—	—	—	—	—	—
4.93% Series Due 2026	4.93%	1.1	0.7	0.4	—	—	—	—	—	—	—	—	—	—	—
4.03% Series Due 2027	4.03%	1.5	1.1	0.7	0.4	—	—	—	—	—	—	—	—	—	—
4.01% Series Due 2030	4.01%	1.4	1.4	1.3	1.2	0.8	0.6	0.3	—	—	—	—	—	—	—
3.74% Series Due 2032	3.74%	1.1	1.0	0.8	0.7	0.6	0.5	0.4	0.2	0.1	0.0	—	—	—	—
First Mortgage Bonds 3.00% Series Due 2047	3.00%	6.0	6.0	5.5	5.0	4.6	4.1	3.6	3.1	2.6	2.2	1.9	1.7	1.5	1.3
4.23% Series Due 2030	4.23%	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	—	—	—	—	—	—
\$150M 3.28% 10Yr Notes Due 2030	3.28%	4.9	4.9	4.9	4.9	4.9	4.9	4.9	4.9	—	—	—	—	—	—
\$250M 3.93% 30Yr Notes Due 2050	3.93%	9.8	9.8	9.8	9.8	9.8	9.8	9.8	9.8	9.8	9.8	9.8	9.8	9.8	9.8
\$125M 3.98% 30Yr Notes Due 2050	3.98%	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
<b>CIC Debt Interest Expense</b>		<b>32.9</b>	<b>31.4</b>	<b>29.8</b>	<b>28.3</b>	<b>27.0</b>	<b>26.1</b>	<b>25.2</b>	<b>24.3</b>	<b>17.6</b>	<b>17.0</b>	<b>16.7</b>	<b>16.5</b>	<b>16.3</b>	<b>16.1</b>

**Refinanced Debt Interest Expense**

*Forecasted data presented for illustrative purposes only. Historical data will be updated to reflect actuals when available.*

Tranche	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036
Refi Tranche 1 (Balance)	10.0	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 1 (Coupon)	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%
Refi Tranche 1 (Interest Expense)	0.5	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 2 (Balance)	7.0	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 2 (Coupon)	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%
Refi Tranche 2 (Interest Expense)	0.4	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 3 (Balance)	1.8	0.9	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 3 (Coupon)	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%
Refi Tranche 3 (Interest Expense)	0.1	0.1	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 4 (Balance)	7.5	5.0	2.5	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 4 (Coupon)	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%
Refi Tranche 4 (Interest Expense)	0.5	0.3	0.2	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 5 (Balance)	22.5	15.0	7.5	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 5 (Coupon)	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%
Refi Tranche 5 (Interest Expense)	1.6	1.0	0.5	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 6 (Balance)	36.0	27.0	18.0	9.0	—	—	—	—	—	—	—	—	—	—
Refi Tranche 6 (Coupon)	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%
Refi Tranche 6 (Interest Expense)	2.2	1.6	1.1	0.5	—	—	—	—	—	—	—	—	—	—
Refi Tranche 7 (Balance)	34.0	34.0	32.0	29.0	21.0	14.0	7.0	—	—	—	—	—	—	—
Refi Tranche 7 (Coupon)	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%
Refi Tranche 7 (Interest Expense)	2.0	2.0	1.9	1.7	1.3	0.8	0.4	—	—	—	—	—	—	—
Refi Tranche 8 (Balance)	28.6	25.5	22.3	19.1	15.9	12.7	9.5	6.4	3.2	0.0	—	—	—	—
Refi Tranche 8 (Coupon)	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%
Refi Tranche 8 (Interest Expense)	1.6	1.5	1.3	1.1	0.9	0.7	0.5	0.4	0.2	0.0	—	—	—	—
Refi Tranche 9 (Balance)	200.0	200.0	184.0	168.0	152.0	136.0	120.0	104.0	88.0	72.0	64.0	57.0	50.0	43.0
Refi Tranche 9 (Coupon)	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%
Refi Tranche 9 (Interest Expense)	10.0	10.0	9.2	8.4	7.6	6.8	6.0	5.2	4.4	3.6	3.2	2.9	2.5	2.2
Refi Tranche 10 (Balance)	30.0	30.0	30.0	30.0	30.0	30.0	30.0	30.0	—	—	—	—	—	—
Refi Tranche 10 (Coupon)	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%
Refi Tranche 10 (Interest Expense)	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	—	—	—	—	—	—
Refi Tranche 11 (Balance)	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0	—	—	—	—	—	—
Refi Tranche 11 (Coupon)	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%
Refi Tranche 11 (Interest Expense)	7.9	7.9	7.9	7.9	7.9	7.9	7.9	7.9	—	—	—	—	—	—
Refi Tranche 12 (Balance)	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0
Refi Tranche 12 (Coupon)	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%
Refi Tranche 12 (Interest Expense)	14.8	14.8	14.8	14.8	14.8	14.8	14.8	14.8	14.8	14.8	14.8	14.8	14.8	14.8
Refi Tranche 13 (Balance)	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0
Refi Tranche 13 (Coupon)	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%
Refi Tranche 13 (Interest Expense)	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5
<b>Refinanced Debt Interest Expense</b>	<b>51.0</b>	<b>48.7</b>	<b>46.3</b>	<b>43.9</b>	<b>41.9</b>	<b>40.5</b>	<b>39.1</b>	<b>37.7</b>	<b>26.9</b>	<b>25.9</b>	<b>25.5</b>	<b>25.2</b>	<b>24.8</b>	<b>24.5</b>

**CIC Rate Credit**

Illustrative Rate Case Filing	—	—	1	—	—	1	—	—	1	—	—	1	—	—
	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036
Refinanced Debt Interest Expense			46.3	43.9	41.9	40.5	39.1	37.7	26.9	25.9	25.5	25.2	24.8	24.5
CIC Debt Interest Expense			29.8	28.3	27.0	26.1	25.2	24.3	17.6	17.0	16.7	16.5	16.3	16.1
<b>CIC Rate Credit</b>			<b>16.4</b>	<b>16.4</b>	<b>16.4</b>	<b>14.4</b>	<b>14.4</b>	<b>14.4</b>	<b>9.3</b>	<b>9.3</b>	<b>9.3</b>	<b>8.6</b>	<b>8.6</b>	<b>8.6</b>

**Illustrative Hold Harmless Example**

*SMM*

*Note: For illustrative purposes only. Data will b*

Assumed Increase in Refi Coupon

**SJG Example**

**CIC Debt**

Tranche	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051
3.00% Series Due 2024	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
3.03% Series Due 2024	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
3.63% Series Due 2025	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
4.84% Series Due 2026	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
4.93% Series Due 2026	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
4.03% Series Due 2027	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
4.01% Series Due 2030	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
3.74% Series Due 2032	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
First Mortgage Bonds 3.00% Series Due 2047	36.0	29.0	25.0	21.0	18.0	15.0	12.0	9.0	6.0	3.0	—	—	—	—	—
4.23% Series Due 2030	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
\$150M 3.28% 10yr Notes Due 2030	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
\$250M 3.93% 30yr Notes Due 2050	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	—
\$125M 3.98% 30yr Notes Due 2050	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	—
<b>CIC Debt</b>	<b>411.0</b>	<b>404.0</b>	<b>400.0</b>	<b>396.0</b>	<b>393.0</b>	<b>390.0</b>	<b>387.0</b>	<b>384.0</b>	<b>381.0</b>	<b>378.0</b>	<b>375.0</b>	<b>375.0</b>	<b>375.0</b>	<b>375.0</b>	<b>—</b>

**CIC Debt Interest Expense**

Tranche	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051
3.00% Series Due 2024	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
3.03% Series Due 2024	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
3.63% Series Due 2025	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
4.84% Series Due 2026	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
4.93% Series Due 2026	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
4.03% Series Due 2027	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
4.01% Series Due 2030	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
3.74% Series Due 2032	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
First Mortgage Bonds 3.00% Series Due 2047	1.1	0.9	0.8	0.6	0.5	0.5	0.4	0.3	0.2	0.1	—	—	—	—	—
4.23% Series Due 2030	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
\$150M 3.28% 10yr Notes Due 2030	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
\$250M 3.93% 30yr Notes Due 2050	9.8	9.8	9.8	9.8	9.8	9.8	9.8	9.8	9.8	9.8	9.8	9.8	9.8	9.8	—
\$125M 3.98% 30yr Notes Due 2050	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	—
<b>CIC Debt Interest Expense</b>	<b>15.9</b>	<b>15.7</b>	<b>15.6</b>	<b>15.4</b>	<b>15.3</b>	<b>15.3</b>	<b>15.2</b>	<b>15.1</b>	<b>15.0</b>	<b>14.9</b>	<b>14.8</b>	<b>14.8</b>	<b>14.8</b>	<b>14.8</b>	<b>—</b>

**Refinanced Debt Interest Expense**

**Forecasted data presented for illustrative purp**

Tranche	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051
Refi Tranche 1 (Balance)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 1 (Coupon)	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%
Refi Tranche 1 (Interest Expense)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 2 (Balance)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 2 (Coupon)	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%
Refi Tranche 2 (Interest Expense)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 3 (Balance)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 3 (Coupon)	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%
Refi Tranche 3 (Interest Expense)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 4 (Balance)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 4 (Coupon)	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%
Refi Tranche 4 (Interest Expense)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 5 (Balance)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 5 (Coupon)	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%
Refi Tranche 5 (Interest Expense)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 6 (Balance)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 6 (Coupon)	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%
Refi Tranche 6 (Interest Expense)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 7 (Balance)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 7 (Coupon)	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%
Refi Tranche 7 (Interest Expense)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 8 (Balance)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 8 (Coupon)	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%
Refi Tranche 8 (Interest Expense)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 9 (Balance)	36.0	29.0	25.0	21.0	18.0	15.0	12.0	9.0	6.0	3.0	—	—	—	—	—
Refi Tranche 9 (Coupon)	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%
Refi Tranche 9 (Interest Expense)	1.8	1.5	1.3	1.1	0.9	0.8	0.6	0.5	0.3	0.2	—	—	—	—	—
Refi Tranche 10 (Balance)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 10 (Coupon)	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%
Refi Tranche 10 (Interest Expense)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 11 (Balance)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 11 (Coupon)	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%
Refi Tranche 11 (Interest Expense)	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Refi Tranche 12 (Balance)	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	250.0	—
Refi Tranche 12 (Coupon)	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%
Refi Tranche 12 (Interest Expense)	14.8	14.8	14.8	14.8	14.8	14.8	14.8	14.8	14.8	14.8	14.8	14.8	14.8	14.8	—
Refi Tranche 13 (Balance)	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	125.0	—
Refi Tranche 13 (Coupon)	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%
Refi Tranche 13 (Interest Expense)	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	—
<b>Refinanced Debt Interest Expense</b>	<b>24.1</b>	<b>23.8</b>	<b>23.6</b>	<b>23.4</b>	<b>23.2</b>	<b>23.1</b>	<b>22.9</b>	<b>22.8</b>	<b>22.6</b>	<b>22.5</b>	<b>22.3</b>	<b>22.3</b>	<b>22.3</b>	<b>22.3</b>	<b>—</b>

**CIC Rate Credit**

Illustrative Rate Case Filing	1	—	—	1	—	—	1	—	—	1	—	—	1	—	—
	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051
Refinanced Debt Interest Expense	24.1	23.8	23.6	23.4	23.2	23.1	22.9	22.8	22.6	22.5	22.3	22.3	22.3	22.3	—
CIC Debt Interest Expense	15.9	15.7	15.6	15.4	15.3	15.3	15.2	15.1	15.0	14.9	14.8	14.8	14.8	14.8	—
<b>CIC Rate Credit</b>	<b>8.2</b>	<b>8.2</b>	<b>8.2</b>	<b>7.9</b>	<b>7.9</b>	<b>7.9</b>	<b>7.7</b>	<b>7.7</b>	<b>7.7</b>	<b>7.6</b>	<b>7.6</b>	<b>7.6</b>	<b>7.5</b>	<b>7.5</b>	<b>—</b>



*SMM*

**Note: For illustrative purposes only. Data will b**

Assumed Increase in Refi Coupon

SJC Example		SJC Example								
CIC Debt										
Tranche	2052	2053	2054	2055	2056	2057	2058	2059	2060	
3.00% Series Due 2024	-	-	-	-	-	-	-	-	-	
3.03% Series Due 2024	-	-	-	-	-	-	-	-	-	
3.63% Series Due 2025	-	-	-	-	-	-	-	-	-	
4.84% Series Due 2026	-	-	-	-	-	-	-	-	-	
4.93% Series Due 2026	-	-	-	-	-	-	-	-	-	
4.03% Series Due 2027	-	-	-	-	-	-	-	-	-	
4.01% Series Due 2030	-	-	-	-	-	-	-	-	-	
3.74% Series Due 2032	-	-	-	-	-	-	-	-	-	
First Mortgage Bonds 3.00% Series Due 2047	-	-	-	-	-	-	-	-	-	
4.23% Series Due 2030	-	-	-	-	-	-	-	-	-	
\$150M 3.28% 10yr Notes Due 2030	-	-	-	-	-	-	-	-	-	
\$250M 3.93% 30yr Notes Due 2050	-	-	-	-	-	-	-	-	-	
\$125M 3.98% 30yr Notes Due 2050	-	-	-	-	-	-	-	-	-	
CIC Debt	-	-	-	-	-	-	-	-	-	
CIC Debt Interest Expense										
Tranche	2052	2053	2054	2055	2056	2057	2058	2059	2060	
3.00% Series Due 2024	-	-	-	-	-	-	-	-	-	
3.03% Series Due 2024	-	-	-	-	-	-	-	-	-	
3.63% Series Due 2025	-	-	-	-	-	-	-	-	-	
4.84% Series Due 2026	-	-	-	-	-	-	-	-	-	
4.93% Series Due 2026	-	-	-	-	-	-	-	-	-	
4.03% Series Due 2027	-	-	-	-	-	-	-	-	-	
4.01% Series Due 2030	-	-	-	-	-	-	-	-	-	
3.74% Series Due 2032	-	-	-	-	-	-	-	-	-	
First Mortgage Bonds 3.00% Series Due 2047	-	-	-	-	-	-	-	-	-	
4.23% Series Due 2030	-	-	-	-	-	-	-	-	-	
\$150M 3.28% 10yr Notes Due 2030	-	-	-	-	-	-	-	-	-	
\$250M 3.93% 30yr Notes Due 2050	-	-	-	-	-	-	-	-	-	
\$125M 3.98% 30yr Notes Due 2050	-	-	-	-	-	-	-	-	-	
CIC Debt Interest Expense	-	-	-	-	-	-	-	-	-	
Refinanced Debt Interest Expense										
Forecasted data presented for illustrative purp										
Tranche	2052	2053	2054	2055	2056	2057	2058	2059	2060	
Refi Tranche 1 (Balance)	-	-	-	-	-	-	-	-	-	
Refi Tranche 1 (Coupon)	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	
Refi Tranche 1 (Interest Expense)	-	-	-	-	-	-	-	-	-	
Refi Tranche 2 (Balance)	-	-	-	-	-	-	-	-	-	
Refi Tranche 2 (Coupon)	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	5.03%	
Refi Tranche 2 (Interest Expense)	-	-	-	-	-	-	-	-	-	
Refi Tranche 3 (Balance)	-	-	-	-	-	-	-	-	-	
Refi Tranche 3 (Coupon)	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	5.63%	
Refi Tranche 3 (Interest Expense)	-	-	-	-	-	-	-	-	-	
Refi Tranche 4 (Balance)	-	-	-	-	-	-	-	-	-	
Refi Tranche 4 (Coupon)	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	6.84%	
Refi Tranche 4 (Interest Expense)	-	-	-	-	-	-	-	-	-	
Refi Tranche 5 (Balance)	-	-	-	-	-	-	-	-	-	
Refi Tranche 5 (Coupon)	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	6.93%	
Refi Tranche 5 (Interest Expense)	-	-	-	-	-	-	-	-	-	
Refi Tranche 6 (Balance)	-	-	-	-	-	-	-	-	-	
Refi Tranche 6 (Coupon)	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	6.03%	
Refi Tranche 6 (Interest Expense)	-	-	-	-	-	-	-	-	-	
Refi Tranche 7 (Balance)	-	-	-	-	-	-	-	-	-	
Refi Tranche 7 (Coupon)	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	6.01%	
Refi Tranche 7 (Interest Expense)	-	-	-	-	-	-	-	-	-	
Refi Tranche 8 (Balance)	-	-	-	-	-	-	-	-	-	
Refi Tranche 8 (Coupon)	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	5.74%	
Refi Tranche 8 (Interest Expense)	-	-	-	-	-	-	-	-	-	
Refi Tranche 9 (Balance)	-	-	-	-	-	-	-	-	-	
Refi Tranche 9 (Coupon)	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	
Refi Tranche 9 (Interest Expense)	-	-	-	-	-	-	-	-	-	
Refi Tranche 10 (Balance)	-	-	-	-	-	-	-	-	-	
Refi Tranche 10 (Coupon)	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	6.23%	
Refi Tranche 10 (Interest Expense)	-	-	-	-	-	-	-	-	-	
Refi Tranche 11 (Balance)	-	-	-	-	-	-	-	-	-	
Refi Tranche 11 (Coupon)	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	
Refi Tranche 11 (Interest Expense)	-	-	-	-	-	-	-	-	-	
Refi Tranche 12 (Balance)	-	-	-	-	-	-	-	-	-	
Refi Tranche 12 (Coupon)	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	5.93%	
Refi Tranche 12 (Interest Expense)	-	-	-	-	-	-	-	-	-	
Refi Tranche 13 (Balance)	-	-	-	-	-	-	-	-	-	
Refi Tranche 13 (Coupon)	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	5.98%	
Refi Tranche 13 (Interest Expense)	-	-	-	-	-	-	-	-	-	
Refinanced Debt Interest Expense	-	-	-	-	-	-	-	-	-	
CIC Rate Credit										
Illustrative Rate Case Filing	1	-	-	1	-	-	1	-	-	
	2052	2053	2054	2055	2056	2057	2058	2059	2060	
Refinanced Debt Interest Expense	-	-	-	-	-	-	-	-	-	
CIC Debt Interest Expense	-	-	-	-	-	-	-	-	-	
CIC Rate Credit	-	-	-	-	-	-	-	-	-	

ETG Example

CIC Debt

Tranche	Coupon	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036
4.02% Series 2018A due 2028	4.02%	50.0	50.0	50.0	50.0	50.0	50.0	—	—	—	—	—	—	—	—
2.84% Series 2019A due 2029	2.84%	40.0	40.0	40.0	40.0	40.0	40.0	40.0	—	—	—	—	—	—	—
2.84% Series 2019A due 2029	2.84%	35.0	35.0	35.0	35.0	35.0	35.0	35.0	—	—	—	—	—	—	—
2.26% Series 2021C due 2031	2.26%	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	—	—	—	—	—
2.94% Series 2019A due 2031	2.94%	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	—	—	—	—	—
2.94% Series 2019A due 2031	2.94%	45.0	45.0	45.0	45.0	45.0	45.0	45.0	45.0	45.0	—	—	—	—	—
4.22% Series 2018A due 2033	4.22%	55.0	55.0	55.0	55.0	55.0	55.0	55.0	55.0	55.0	55.0	—	—	—	—
4.29% Series 2018A due 2038	4.29%	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0
3.08% Series 2021D due 2041	3.08%	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0
4.37% Series 2018A due 2048	4.37%	200.0	200.0	200.0	200.0	200.0	200.0	200.0	200.0	200.0	200.0	200.0	200.0	200.0	200.0
3.28% Series 2020A due 2050	3.28%	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0
3.36% Series 2021E due 2051	3.36%	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0
4.52% Series 2018A due 2058	4.52%	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0
3.38% Series 2020B due 2060	3.38%	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0
<b>CIC Debt (Pre-Adj)</b>		<b>925.0</b>	<b>925.0</b>	<b>925.0</b>	<b>925.0</b>	<b>925.0</b>	<b>925.0</b>	<b>875.0</b>	<b>800.0</b>	<b>800.0</b>	<b>680.0</b>	<b>680.0</b>	<b>625.0</b>	<b>625.0</b>	<b>625.0</b>
Adjustment for ETG Debt Excluded from Rates		214.6	214.6	214.6	214.6	214.6	214.6	214.6	214.6	214.6	214.6	214.6	214.6	214.6	214.6
<b>CIC Debt</b>		<b>710.4</b>	<b>710.4</b>	<b>710.4</b>	<b>710.4</b>	<b>710.4</b>	<b>710.4</b>	<b>660.4</b>	<b>585.4</b>	<b>585.4</b>	<b>465.4</b>	<b>465.4</b>	<b>410.4</b>	<b>410.4</b>	<b>410.4</b>
Disallowed Debt Adjustment		77%	77%	77%	77%	77%	77%	75%	73%	73%	68%	68%	66%	66%	66%

CIC Debt Interest Expense

Tranche	Coupon	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036
4.02% Series 2018A due 2028	4.02%	2.0	2.0	2.0	2.0	2.0	2.0	—	—	—	—	—	—	—	—
2.84% Series 2019A due 2029	2.84%	1.1	1.1	1.1	1.1	1.1	1.1	1.1	—	—	—	—	—	—	—
2.84% Series 2019A due 2029	2.84%	1.0	1.0	1.0	1.0	1.0	1.0	1.0	—	—	—	—	—	—	—
2.26% Series 2021C due 2031	2.26%	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	—	—	—	—	—
2.94% Series 2019A due 2031	2.94%	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.7	—	—	—	—	—
2.94% Series 2019A due 2031	2.94%	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	—	—	—	—	—
4.22% Series 2018A due 2033	4.22%	2.3	2.3	2.3	2.3	2.3	2.3	2.3	2.3	2.3	2.3	2.3	—	—	—
4.29% Series 2018A due 2038	4.29%	6.4	6.4	6.4	6.4	6.4	6.4	6.4	6.4	6.4	6.4	6.4	6.4	6.4	6.4
3.08% Series 2021D due 2041	3.08%	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8
4.37% Series 2018A due 2048	4.37%	8.7	8.7	8.7	8.7	8.7	8.7	8.7	8.7	8.7	8.7	8.7	8.7	8.7	8.7
3.28% Series 2020A due 2050	3.28%	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5
3.36% Series 2021E due 2051	3.36%	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7
4.52% Series 2018A due 2058	4.52%	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4
3.38% Series 2020B due 2060	3.38%	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7
<b>CIC Debt Interest Expense (Pre-Adj)</b>		<b>34.8</b>	<b>34.8</b>	<b>34.8</b>	<b>34.8</b>	<b>34.8</b>	<b>34.8</b>	<b>32.8</b>	<b>30.7</b>	<b>30.7</b>	<b>27.5</b>	<b>27.5</b>	<b>25.2</b>	<b>25.2</b>	<b>25.2</b>
Disallowed Debt Adjustment		77%	77%	77%	77%	77%	77%	75%	73%	73%	68%	68%	66%	66%	66%
<b>CIC Debt Interest Expense</b>		<b>26.7</b>	<b>26.7</b>	<b>26.7</b>	<b>26.7</b>	<b>26.7</b>	<b>26.7</b>	<b>24.8</b>	<b>22.4</b>	<b>22.4</b>	<b>18.8</b>	<b>18.8</b>	<b>16.5</b>	<b>16.5</b>	<b>16.5</b>

Refinanced Debt Interest Expense

Forecasted data presented for illustrative purposes only. Historical data will be updated to reflect actuals when available.

Tranche	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036
Refi Tranche 1 (Balance)	50.0	50.0	50.0	50.0	50.0	50.0	—	—	—	—	—	—	—	—
Refi Tranche 1 (Coupon)	6.02%	6.02%	6.02%	6.02%	6.02%	6.02%	6.02%	6.02%	6.02%	6.02%	6.02%	6.02%	6.02%	6.02%
Refi Tranche 1 (Interest Expense)	3.0	3.0	3.0	3.0	3.0	3.0	—	—	—	—	—	—	—	—
Refi Tranche 2 (Balance)	40.0	40.0	40.0	40.0	40.0	40.0	40.0	—	—	—	—	—	—	—
Refi Tranche 2 (Coupon)	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%
Refi Tranche 2 (Interest Expense)	1.9	1.9	1.9	1.9	1.9	1.9	1.9	—	—	—	—	—	—	—
Refi Tranche 3 (Balance)	35.0	35.0	35.0	35.0	35.0	35.0	35.0	—	—	—	—	—	—	—
Refi Tranche 3 (Coupon)	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%	4.84%
Refi Tranche 3 (Interest Expense)	1.7	1.7	1.7	1.7	1.7	1.7	1.7	—	—	—	—	—	—	—
Refi Tranche 4 (Balance)	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	—	—	—	—	—
Refi Tranche 4 (Coupon)	4.26%	4.26%	4.26%	4.26%	4.26%	4.26%	4.26%	4.26%	4.26%	4.26%	4.26%	4.26%	4.26%	4.26%
Refi Tranche 4 (Interest Expense)	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	—	—	—	—
Refi Tranche 5 (Balance)	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	—	—	—	—	—
Refi Tranche 5 (Coupon)	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%
Refi Tranche 5 (Interest Expense)	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	—	—	—	—
Refi Tranche 6 (Balance)	45.0	45.0	45.0	45.0	45.0	45.0	45.0	45.0	45.0	—	—	—	—	—
Refi Tranche 6 (Coupon)	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%	4.94%
Refi Tranche 6 (Interest Expense)	2.2	2.2	2.2	2.2	2.2	2.2	2.2	2.2	2.2	2.2	—	—	—	—
Refi Tranche 7 (Balance)	55.0	55.0	55.0	55.0	55.0	55.0	55.0	55.0	55.0	55.0	55.0	—	—	—
Refi Tranche 7 (Coupon)	6.22%	6.22%	6.22%	6.22%	6.22%	6.22%	6.22%	6.22%	6.22%	6.22%	6.22%	6.22%	6.22%	6.22%
Refi Tranche 7 (Interest Expense)	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	—	—	—
Refi Tranche 8 (Balance)	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0	150.0
Refi Tranche 8 (Coupon)	6.29%	6.29%	6.29%	6.29%	6.29%	6.29%	6.29%	6.29%	6.29%	6.29%	6.29%	6.29%	6.29%	6.29%
Refi Tranche 8 (Interest Expense)	9.4	9.4	9.4	9.4	9.4	9.4	9.4	9.4	9.4	9.4	9.4	9.4	9.4	9.4
Refi Tranche 9 (Balance)	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0	25.0
Refi Tranche 9 (Coupon)	5.08%	5.08%	5.08%	5.08%	5.08%	5.08%	5.08%	5.08%	5.08%	5.08%	5.08%	5.08%	5.08%	5.08%
Refi Tranche 9 (Interest Expense)	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3
Refi Tranche 10 (Balance)	200.0	200.0	200.0	200.0	200.0	200.0	200.0	200.0	200.0	200.0	200.0	200.0	200.0	200.0
Refi Tranche 10 (Coupon)	6.37%	6.37%	6.37%	6.37%	6.37%	6.37%	6.37%	6.37%	6.37%	6.37%	6.37%	6.37%	6.37%	6.37%
Refi Tranche 10 (Interest Expense)	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7	12.7
Refi Tranche 11 (Balance)	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0
Refi Tranche 11 (Coupon)	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%	5.28%
Refi Tranche 11 (Interest Expense)	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
Refi Tranche 12 (Balance)	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0
Refi Tranche 12 (Coupon)	5.36%	5.36%	5.36%	5.36%	5.36%	5.36%	5.36%	5.36%	5.36%	5.36%	5.36%	5.36%	5.36%	5.36%
Refi Tranche 12 (Interest Expense)	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7
Refi Tranche 13 (Balance)	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0	75.0
Refi Tranche 13 (Coupon)	6.52%	6.52%	6.52%	6.52%	6.52%	6.52%	6.52%	6.52%	6.52%	6.52%	6.52%	6.52%	6.52%	6.52%
Refi Tranche 13 (Interest Expense)	4.9	4.9	4.9	4.9	4.9	4.9	4.9	4.9	4.9	4.9	4.9	4.9	4.9	4.9
Refi Tranche 14 (Balance)	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0	50.0
Refi Tranche 14 (Coupon)	5.38%	5.38%	5.38%	5.38%	5.38%	5.38%	5.38%	5.38%	5.38%	5.38%	5.38%	5.38%	5.38%	5.38%
Refi Tranche 14 (Interest Expense)	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7
<b>Refinanced Debt Interest Expense (Pre-Adj)</b>	<b>53.3</b>	<b>53.3</b>	<b>53.3</b>	<b>53.3</b>	<b>53.3</b>	<b>53.3</b>	<b>50.3</b>	<b>46.7</b>	<b>46.7</b>	<b>41.1</b>	<b>41.1</b>	<b>37.7</b>	<b>37.7</b>	<b>37.7</b>
Disallowed Debt Adjustment	77%	77%	77%	77%	77%	77%	75%	73%	73%	68%	68%	66%	66%	66%

[illegible]

[illegible]

# APPENDIX 2

DISCLAIMER: The measurement and performance results, as well as any goals disclosed in this report, are based on various assumptions made in good faith at the time of publication and are not guarantees or promises of actual future performance and should not be construed as a characterization regarding the materiality or financial impact of that information. For a discussion of information that is material to SJI, please see our Annual Report or our Form 10-K.

## EEL-AGA ESG/Sustainability Metrics

The Edison Electric Institute/American Gas Association (EEL/AGA) ESG/Sustainability Template is a voluntary reporting template developed to assist gas and electric companies in providing the financial sector with comparable and consistent ESG data and information.

### South Jersey Industries

MEASUREMENT	2021	2020	2019	2011
<b>UTILITY SYSTEM EMISSIONS (IN METRIC TONS)</b>				
Direct CO <sub>2</sub> -Equivalent Emissions - Scope 1	95,619	101,792	127,761	232,741
Product-Supplied CO <sub>2</sub> -Equivalent Emissions - Scope 3 (partial)	4,856,846	4,553,554	4,956,154	5,199,791
CO <sub>2</sub>	1,947	1,788	1,887	3,112
Methane	3,747	4,000	5,035	9,185
Nitrous Oxide	0.0038	0.0030	0.0030	0.0050
<b>METHANE EMISSIONS AND MIGRATION FROM DISTRIBUTION MAINS</b>				
Number of Gas Distribution Customers	716,765	706,499	694,281	-
Distribution Mains in Service	10,271	10,209	10,081	9,277

**(SOUTH JERSEY INDUSTRIES CONTINUED)**

MEASUREMENT	2021	2020	2019	2011
Plastic (miles)	7,381	7,135	6,860	4,464
Cathodically Protected Steel - Bare & Coated (miles)	2,619	2,714	2,774	2,956
Unprotected Steel - Bare & Coated (miles)	23	51	89	957
Cast Iron/Wrought Iron - without upgrades (miles)	236	292	338	870
Ductile Iron (miles)	13	17	20	31
Copper	0.4	0.5	0.4	0.5
<b>PLAN/COMMITMENT TO REPLACE/UPGRADE REMAINING MILES OF DISTRIBUTION MAINS(#YEARS TO COMPLETE (# YEARS TO COMPLETE)</b>				
Unprotected Steel-Bare & Coated	1 SJG;4 ETG	2 SJG; 5 ETG	3 SJG; 6 ETG	
Cast Iron/ Wrought iron	1 SJG;4 ETG	2 SJG; 5 ETG	3 SJG; 6 ETG	
<b>DISTRIBUTION CO2E FUGITIVE EMISSIONS</b>				
CO2e Fugitive Methane Emissions from Gas Distribution Operations (metric tons)	93,670	100,003	125,872	229,626
CO2e Fugitive Methane Emissions from Infrastructure (Pipeline Main & Services), includes ductile iron for ETG	94,181	100,615	127,058	230,215
Percent Reduction from 2006 to each year	65%	63%	53%	14%
CH4 Fugitive Methane Emissions from Gas Distribution Operations (metric tons)	3,747	4,000	5,035	9,185

**(SOUTH JERSEY INDUSTRIES CONTINUED)**

MEASUREMENT	2021	2020	2019	2011
CH4 Fugitive Methane Emissions from Gas Distribution Operations (metric tons)	195	208	262	478
Annual Natural Gas Throughput from Gas Distribution Operations in thousands of standard cubic feet (Mscf/year)	98,632,573	94,209,006	102,812,976	96,299,261
Annual Methane Gas Throughput from Gas Distribution Operations in millions of standard cubic feet(MMscf/year)	93,701	89,499	97,672	91,484
Fugitive Methane Emissions Rate (Percent MMscf of Methane Emissions per MMscf of Methane Throughput)%	0.21%	0.23%	0.27%	0.52%
<b>BLOWDOWN EMISSIONS REDUCTION INITIATIVE</b>				
Natural Gas Volume Released during Blowdown	3,262,044	3,363,374	779,310	-
Natural Gas Volume Saved	4,617,795	5,353,654	1,402,476	-
CO2e Emissions Reduced	2,108	2,444	640	-
Percent CO2e Emissions Reduced	59%	61%	64%	-



**(SOUTH JERSEY INDUSTRIES CONTINUED)**

MEASUREMENT	2021	2020	2019	2011
<b>EXCESS FLOW VALVE INSTALLATION PROGRAM**</b>				
Excess Flow Valves (EFVs)	319,785	290,668	236,597	-
Total Number of Services	590,426	581,503	551,886	-
% EFVs to total Services	54%	50%	43%	-
EFVs Methane Emissions Reduction, Mcf	146,187	132,877	108,158	-
** EFVs Methane Emissions Reduction calculation based on the EPA's natural Gas Star Program Partner Reported Opportunities for Reducing Methane Emissions, the estimated annual methane emission reductions is equal to 160 Mcf per installation of 350 Excess Flow Valves.				
<b>RECYCLED WASTE</b>				
Tons of Municipal Waste, Landfilled***	391	522	375	-
Tons of Municipal Waste, Recycled***	149	207	110	-
Tons of Municipal Waste, % Recycled***	28%	28%	23%	-
Tons of Utility Operations Solid Waste, Landfilled	7,660	6,716	5,619	-
Tons of Utility Operations Solid Waste, Recycled	859	965	1,371	-
Tons of Utility Operations Solid Waste, % Recycled	10%	13%	20%	-
Tons of Manifested Waste	1.57	0.78	2.03	-
Gallons of Utility Operations Liquid Waste	154,597	117,749	69,619	-
***Waste data is from all division locations based on information available at the time of the report. In 2021, SJI reorganized municipal waste into office municipal waste and utility operations waste (both solid and liquid) with new information and added manifested waste.				

**(SOUTH JERSEY INDUSTRIES CONTINUED)**

MEASUREMENT	2021	2020	2019	2011
<b>WATER DISCLOSURE (OFFICE, DIVISION SITES, LNG FACILITIES) ****</b>				
Total Water Used/Consumed, gallons	3,838,498	3,266,088	6,469,681	-
City Water Usage, gallons	3,043,608	2,767,910	3,360,061	-
Water Withdrawn from Well, gallons	794,890	498,178	3,109,620	-
**** 2020 water usage decreased due to reduced occupancy during Covid. This year's report replaced estimated water information with actual data that was not available at the time of last year's report.				

## South Jersey Gas

MEASUREMENT	2021	2020	2019	2011
<b>UTILITY SYSTEM EMISSIONS (IN METRIC TONS)</b>				
Direct CO <sub>2</sub> -Equivalent Emissions - Scope 1	50,303	49,215	69,899	135,230
Product-Supplied CO <sub>2</sub> -Equivalent Emissions - Scope 3 (partial)	2,470,878	2,291,928	2,491,760	2,591,032
CO <sub>2</sub>	1,453	1,259	1,388	2,067
Methane	1,954	1,918	2,740	5,326
Nitrous Oxide	0.0030	0.0020	0.0020	0.0040
<b>METHANE EMISSIONS AND MIGRATION FROM DISTRIBUTION MAINS</b>				
Gas Distribution Customers	411,301	404,886	397,090	-
Distribution Mains in Service	6,977	6,918	6,830	6,144
Plastic (miles)	5,341	5,169	4,987	3,030
Cathodically Protected Steel - Bare & Coated (miles)	1,618	1,709	1,760	1,923
Unprotected Steel - Bare & Coated (miles)	19	40	83	955
Cast Iron/Wrought Iron - without upgrades (miles)	0	0	0	236
Ductile Iron (miles)	0	0	0	0
Copper	0	0	0	0

**(SOUTH JERSEY GAS CONTINUED)**

MEASUREMENT	2021	2020	2019	2011
<b>PLAN/COMMITMENT TO REPLACE/UPGRADE REMAINING MILES OF DISTRIBUTION MAINS (# YEARS TO COMPLETE)</b>				
Unprotected Steel-Bare & Coated	1	2	3	0
Cast Iron/Wrought Iron	1	2	3	0
<b>DISTRIBUTION CO2E FUGITIVE EMISSIONS</b>				
CO2e Fugitive Methane Emissions from Gas Distribution Operations (metric tons)	48,848	47,955	68,509	133,161
CO2e Fugitive Methane Emissions from Infrastructure (Pipeline Main & Services), includes ductile iron for ETG	48,281	47,041	67,582	131,137
Percent Reduction from 2006 to each year	68%	69%	55%	13%
CH4 Fugitive Methane Emissions from Gas Distribution Operations	1,954	1,918	2,740	5,326
CH4 Fugitive Methane Emissions from Gas Distribution Operations (metric tons)	102	100	143	277
Annual Natural Gas Throughput from Gas Distribution Operations in thousands of standard cubic feet (Mscf/year)	51,629,711	49,364,522	54,496,700	45,164,947

**(SOUTH JERSEY GAS CONTINUED)**

MEASUREMENT	2021	2020	2019	2011
Annual Methane Gas Throughput from Gas Distribution Operations in millions of standard cubic fee (MMscf/year)	49,048	46,896	51,772	42,907
Fugitive Methane Emissions Rate (Percent MMscf of Methane Emissions per MMscf of Methane Throughput)%	0.21%	0.21%	0.28%	0.65%
<b>BLOWDOWN EMISSIONS REDUCTION INITIATIVE</b>				
Natural Gas Volume Released during Blowdown,cf	3,198,772	3,204,292	672,767	-
Natural Gas Volume Saved, cf	4,606,868	5,136,440	1,348,181	-
CO2e Emissions Reduced metric tons/yr	2,103	2,345	615	-
Percent CO2e Emissions Reduced metric tons/yr	59%	62%	67%	-
<b>EXCESS FLOW VALVE INSTALLATION PROGRAM**</b>				
Excess Flow Valves (EFVs)	205,756	187,375	144,299	-
Total Number of Services	359,471	350,734	322,000	-
% EFVs to total Services	57%	53%	45%	-
EFVs Methane Emissions Reduction, Mcf	94,060	85,657	65,965	-
<p>** EFVs Methane Emissions Reduction calculation based on the EPA's natural Gas Star Program Partner Reported Opportunities for Reducing Methane Emissions, the estimated annual methane emission reductions is equal to 160 Mcf per installation of 350 Excess Flow Valves.</p>				

**(SOUTH JERSEY GAS CONTINUED)**

MEASUREMENT	2021	2020	2019	2011
<b>RECYCLED WASTE</b>				
Tons of Municipal Waste, Landfilled	285	373	255	-
Tons of Municipal Waste, Recycled	72	140	43	-
Tons of Municipal Waste, % Recycled	20%	27%	14%	-
Tons of Utility Operations Solid Waste, Landfilled	108	121	22	-
Tons of Utility Operations Solid Waste, Recycled	713	798	683	-
Tons of Utility Operations Solid Waste, % Recycled	87%	87%	97%	-
Tons of Manifested Waste	0.00	0.45	1.61	-
Gallons of Utility Operations Liquid Waste	122,763	60,690	31,626	-
***Waste data is from all division locations based on information available at the time of the report. In 2021, SJL recategorized municipal waste into office municipal waste and utility operations waste (both solid and liquid) with new information and added manifested waste.				
<b>WATER DISCLOSURE</b>				
Total Water Used/Consumed, gallons	2,939,420	2,674,026	5,503,277	-
City Water Usage, gallons	2,372,030	2,344,530	2,607,507	-
Water Withdrawn from Well, gallons	567,390	329,496	2,895,770	-
**** 2020 water usage decreased due to reduced occupancy during Covid. This year's report replaced estimated water information with actual data that was not available at the time of last year's report.				

## Elizabethtown Gas

MEASUREMENT	2021	2020	2019	2011
<b>UTILITY SYSTEM EMISSIONS (IN METRIC TONS)</b>				
Direct CO <sub>2</sub> -Equivalent Emissions - Scope 1	45,316	52,577	57,862	97,511
Product-Supplied CO <sub>2</sub> -Equivalent Emissions - Scope 3 (partial)	2,385,968	2,261,626	2,464,394	2,608,759
CO <sub>2</sub>	493	529	499	1,046
Methane	1,793	2,082	2,295	3,859
Nitrous Oxide	0.0008	0.0010	0.0010	0.0010
<b>METHANE EMISSIONS AND MIGRATION FROM DISTRIBUTION MAINS</b>				
Gas Distribution Customers	305,464	301,613	297,191	-
Distribution Mains in Service	3,294	3,291	3,251	3,133
Plastic (miles)	2,040	1,966	1,873	1,434
Cathodically Protected Steel - Bare & Coated (miles)	1,001	1,005	1,014	1,033
Unprotected Steel - Bare & Coated (miles)	4	10	6	2
Cast Iron/Wrought Iron - without upgrades (miles)	236	292	338	634
Ductile Iron (miles)	13	17	20	31
Copper	0.4	0.5	0.4	0.5

(ELIZABETHTOWN GAS CONTINUED)

MEASUREMENT	2021	2020	2019	2011
<b>PLAN/COMMITMENT TO REPLACE/UPGRADE REMAINING MILES OF DISTRIBUTION MAINS (# YEARS TO COMPLETE)</b>				
Unprotected Steel-Bare & Coated	4	5	6	
Cast Iron/Wrought iron	4	5	6	
<b>DISTRIBUTION CO2E FUGITIVE EMISSIONS</b>				
CO2e Fugitive Methane Emissions from Gas Distribution Operations (metric tons)	44,822	52,048	57,363	96,464
CO2e Fugitive Methane Emissions from Infrastructure (Pipeline Main & Services), includes ductile iron for ETG	45,900	53,574	59,476	99,078
Percent Reduction from 2006 to each year	61%	55%	50%	17%
CH4 Fugitive Methane Emissions from Gas Distribution Operations	1,793	2,082	2,295	3,859
CH4 Fugitive Methane Emissions from Gas Distribution Operations (metric tons)	93	108	120	201
Annual Natural Gas Throughput from Gas Distribution Operations in thousands of standard cubic feet (MMscf/year)	47,002,862	44,844,484	48,316,276	51,134,314



**(ELIZABETHTOWN GAS CONTINUED)**

MEASUREMENT	2021	2020	2019	2011
Annual Methane Gas Throughput from Gas Distribution Operations in millions of standard cubic fee (Mscf/year)	44,653	42,602	45,900	48,578
Fugitive Methane Emissions Rate (Percent MMscf of Methane Emissions per MMscf of Methane Throughput)%	0.21%	0.25%	0.26%	0.41%
<b>BLOWDOWN EMISSIONS REDUCTION INITIATIVE</b>				
Natural Gas Volume Released during Blowdown,cf	63,272	159,082	106,542	-
Natural Gas Volume Saved, cf	10,927	217,214	54,295	-
CO2e Emissions Reduced metric tons/yr	5	99	25	-
Percent CO2e Emissions Reduced metric tons/yr	15%	58%	34%	-
<b>EXCESS FLOW VALVE INSTALLATION PROGRAM**</b>				
Excess Flow Valves (EFVs)	114,029	103,293	92,298	-
Total Number of Services	230,955	230,769	229,886	-
% EFVs to total Services	49%	45%	40%	-
EFVs Methane Emissions Reduction, Mcf	52,128	47,220	42,193	-

\*\* EFVs Methane Emissions Reduction calculation based on the EPA's natural Gas Star Program Partner Reported Opportunities for Reducing Methane Emissions, the estimated annual methane emission reductions is equal to 160 Mcf per installation of 350 Excess Flow Valves. This year's report includes a correction for an erroneous number of total EFVs from 2020.

**(ELIZABETHTOWN GAS CONTINUED)**

MEASUREMENT	2021	2020	2019	2011
<b>RECYCLED WASTE</b>				
Tons of Municipal Waste, Landfilled	106	149	119	0
Tons of Municipal Waste, Recycled	77	67	67	0
Tons of Municipal Waste, % Recycled	42%	31%	36%	-
Tons of Utility Operations Solid Waste, Landfilled	7,552	6,595	5,597	-
Tons of Utility Operations Solid Waste, Recycled	146	168	687	-
Tons of Utility Operations Solid Waste, % Recycled	2%	2%	11%	-
Tons of Manifested Waste	1.57	0.34	0.42	-
Gallons of Utility Operations Liquid Waste	31,834	57,059	37,993	-
***Waste data is from all division locations based on information available at the time of the report. In 2021, SJI reorganized municipal waste into office municipal waste and utility operations waste (both solid and liquid) with new information and added manifested waste.				
<b>WATER DISCLOSURE</b>				
Total Water Used/Consumed, gallons	899,078	592,062	966,404	-
City Water Usage, gallons	671,578	423,380	752,554	-
Water Withdrawn from Well, gallons	227,500	168,682	213,850	-
**** 2020 water usage decreased due to reduced occupancy during Covid. This year's report replaced estimated water information with actual data that was not available at the time of last year's report.				

# APPENDIX 3

**CUSTOMER SERVICE STANDARDS**

Elizabethtown Gas Company and South Jersey Gas Company (each a “Company”) will provide to Rate Counsel and BPU Staff a quarterly report providing the results of the respective Company’s performance in relation to the following metrics:

**1. Call Center**

**(A) Average Speed of Answer (ASA)**

**Measure:** ASA

**Benchmark:** Track and monitor only.

**Frequency:** Measured monthly, reported quarterly.

**Definition:** Measured in seconds from time when a customer indicates the desire to speak to a representative to when the representative picks up the phone.

**(B) Percentage of Calls Answered within 30 seconds**

**Measure:** Service Level

**Benchmark:** ETG: 82% of calls answered within 30 seconds

SJG: 80% of calls answered within 30 seconds through Q3 2023;

82% of calls answered within 30 seconds thereafter

**Frequency:** Measured monthly, reported quarterly.

**Definition:** Measured in seconds from time when a customer indicates the desire to speak to a representative to when the representative picks up the phone. Includes abandoned calls and any calls handled through an Interactive Voice Response (“IVR”) system.

**(C) Abandoned Call Percentage (ACP)**

**Measure:** ACP

**Benchmark:** 5% or less of calls abandoned

**Frequency:** Measured monthly, reported quarterly.

**Definition:** The number of calls to the IVR system that are terminated by the caller before reaching the selected destination, whether a department or a representative.

**(D) Call Center Strike Reporting**

**Measure:** N/A

**Benchmark:** N/A

**Frequency:** See below

**Definition:** The Company will report if and when a call center strike occurs to Board Staff and Rate Counsel in a timely manner. During any such strike, the Company will provide Board Staff and Rate Counsel with periodic updates on the impact of the strike on customer service, including on the Company's ability to enroll customers in deferred payment arrangements (“DPAs”) and financial assistance programs.

**2. Meter Reading and Billing**

**(A) Meter Reading**

**Measure:** Percentage of meters read

**Benchmark:** 95% of meters read

**Frequency:** Measured monthly, reported quarterly

**Definition:** The percentage of meters actually read on cycle

**(B) Meter Reading by Town**

**Measure:** Percentage of all meters read listed by each town within the  
Company's territory

**Benchmark:** Track and monitor only

**Frequency:** Measured and reported annually.

**Definition:** The percentage of meters read on cycle within each town of the  
Company's territory.

**(C) Billing**

**Measure:** Billing Accuracy

**Benchmark:** 20 or fewer rebills per 1,000 customers

**Frequency:** Measured monthly, reported quarterly

**Definition:** The number of rebills per 1,000 customers measured as all bills  
mailed to customers that are later adjusted, cancelled or re-issued  
for any amount or reason.

**3. Safety and Reliability**

**(A) Safety**

**Measure:** Leak Response Time

**Benchmark:** 95% of calls responded to within 60 minutes

**Frequency:** Measured monthly, reported quarterly

**Definition:** Leak, odor and emergency call response measured from the initial  
customer call to the time qualified personnel arrive at the location to  
either assess or implement a "make safe" condition.

**Exception reporting:**

- \* Provide a quarterly report to the BPU for all calls that are not responded to within 60 minutes, giving the reasons for the delay.
- \* Elizabethtown will disaggregate the metric information to present leak response times in the Northwest Division separately.

**(B) Reliability**

**Measure:** Percentage of service appointments met

**Benchmark:** 95% + of service appointments met

**Frequency:** Measured monthly, reported quarterly

**Definition:** The percentage of appointments completed within the scheduled four-hour window, as required by Board rules. Includes appointments for meter installations, disconnects and reconnects, billing investigations, initial and final meter reads. Excludes regularly scheduled meter reads, gas leaks/emergencies/outages, and appointments missed by the customer.

**4. Overall Customer Service and Satisfaction**

**(A) BPU Complaints**

**Measure:** Customer complaints/contacts to the BPU

**Benchmark:** Less than 1 complaint/contact per 1,000 customers annually

**Frequency:** Measured monthly, reported quarterly

**Definition:** The number of verbal or written complaints/contacts made to the BPU, not including complaints to the Company, which are measured as an annual average number of complaints per 1,000 customers.

The Company also shall report BPU complaints by root cause category, such as billing, collection, etc.

The Company will also report how many:

- Complaints are resolved by DPAs;
- Complaints that originate with customers who are already on deferred payment arrangements; and
- Complaints from customers who participate in assistance programs such as LIHEAP (the Low Income Home energy Assistance Program) or otherwise.

**(B) Customer Satisfaction with Telephone and Field Personnel**

**Measure:** Customer satisfaction with telephone and field personnel

**Benchmark:** N/A

**Frequency:** Quarterly

**Definition:** Quarterly survey of customers that have contacted the Company and spoken with a representative.

**5. Disconnections, Financial Assistance, and DPAs**

**(A) Disconnections for Nonpayment**

**Measure:** Number of disconnections related to non-payment

**Benchmark:** N/A

**Frequency:** Measured and reported annually

**Definition:** The number of disconnections related to non-payment broken out by residential, commercial and industrial classes, as well as the



number of customers that would have been disconnected for nonpayment if it were not for any moratorium that may be in effect.

**(B) Financial Assistance Enrollment**

**Measure:** Financial Assistance Enrollment

**Benchmark:** N/A

**Frequency:** Measured monthly, reported quarterly and annually on a fiscal year basis.

**Definition:** The number of customers enrolled in LIHEAP, NJ SHARES, USF, Fresh Start, Lifeline, True Grant and Page Grant. (Attachment RCR-CUS-21.1 in BPU Docket No. GR21121254)

**Definition:** The Company will provide monthly data, as well as an annual summary, of the enrollments of the Company's customers in financial assistance programs in the format provided in Attachment RCR-CUS-21.1 in BPU Docket No. GR21121254. The Company will also provide annual data regarding the number of enrollments in financial assistance programs by municipality in the format provided in Attachment RCR-CUS-21.1 in BPU Docket No. GR21121254.

**(C) Financial Assistance Enrollment by Municipality**

**Measure:** Financial Assistance Enrollment by Municipality

**Benchmark:** N/A

**Frequency:** Measured and reported annually.

**Definition:** The number of customers enrolled in USF, LIHEAP, Lifeline, Page and NJ SHARES by municipality. (Attachment RCR-CUS-21.2 in BPU Docket No. GR21121254).

**(D) DPA Counts**

**Measure:** DPA counts

**Benchmark:** N/A

**Frequency:** Measured monthly, reported quarterly

**Definition:** The number of DPAs set up further broken out by defaulted and active or completed as well as the percentage of active or completed and defaulted of the total. (Attachment RCR-CUS-12.2 in BPU Docket No. GR21121254)

**(E) DPAs by Length**

**Measure:** DPAs by length

**Benchmark:** N/A

**Frequency:** Reported quarterly for the most current month available.

**Definition:** The number of DPAs by month. (Attachment RCR-CUS-15.1 in BPU Docket No. GR21121254)

**(F) DPAs by Amount**

**Measure:** DPAs by amount

**Benchmark:** N/A

**Frequency:** Reported quarterly for the most current month available.

**Definition:** The number of DPAs by amount in arrears, detailing how many arrangements fall in each range and the total amount of arrears

associated with the specific dollar range. (RCR-CUS-16 in BPU

Docket No. GR21121254)

**(G) DPA Details**

**Measure:** DPA Details

**Benchmark:** N/A

**Frequency:** Measured and reported annually

**Definition:** The following metrics will be provided:

- Newly established DPAs
- Average Down Payment (in Dollars)
- Average Term (in Months)
- Average dollars amount of arrears made subject to a DPA
- Average Monthly Installment of DPAs
- Number of Defaulted DPAs
- Number of Complete (or "successful") DPAs
- Average amount written off for each defaulted DPA
- Total amount written off by ETG for Defaulted DPAs

(Attachment RCR-CUS-12.1 in BPU Docket No. GR21121254)

**(H) Residential Arrearage Data**

**Measure:** Residential Arrearage Details

**Benchmark:** N/A

**Frequency:** Quarterly

**Definition:** “In Arrears” refers to past due balances that are 31+ days overdue.

The following metrics for residential customers will be provided

quarterly:

- Number of residential customers in arrears;
- Number of residential customers eligible for disconnection;
- Number of residential customers in arrears and receiving assistance;
- Number of residential customers assessed a reconnection fee; and
- Number of residential customers for whom the Company has waived a reconnection fee.

After receipt of the quarterly report and/or annual report where specified herein, Board Staff or Rate Counsel may request a meeting and the Company agrees to accommodate this request to discuss the contents of the report(s). The schedule for submitting the quarterly and annual reports will remain the same. The quarterly report will be filed within thirty days after the end of each quarter. The annual report will be filed within thirty days after the end of each fiscal year.

# APPENDIX 4

#### **Appendix 4**

### **SOUTH JERSEY GAS COMPANY AND ELIZABETHTOWN GAS COMPANY: CUSTOMER SERVICE IMPROVEMENT PLAN (CALL CENTER METRICS): INITIAL PLAN AND QUARTERLY UPDATES**

The initial Call Center Customer Service Improvement Plan (CCCSIP), and the subsequent quarterly updates to the CCCSIP should include, at a minimum:

#### **NARRATIVE SUMMARY WITH DATA PROVIDED IN EXCEL-COMPATIBLE FORMAT**

- A. Detailed description of plans for improving call center metrics: (1) for SJG, 80 percent answered within 30 seconds; 82 percent answered within 30 seconds (beginning 4Q 2023) and for ETG, 82 percent answered within 30 seconds; and (2) abandoned calls.
  - a. Copies of any and all contracts with outside vendors should be provided as part of the CCCSIP. If and when modified, revised contracts should be provided.
  - b. A brief summary of the contract with any and all outside vendors:
    - i. Date covered by contract;
    - ii. Penalties or financial incentives, if any, for vendor's performance; and
    - iii. Percentages of calls answered by Company employees and by vendors.
- B. Significant changes in customer service:
  - a. Implemented in last quarter: [insert narrative summary]
  - b. Planned for next quarter: [insert narrative summary]
- C. Likelihood of strike and impact on customers
  - a. Status of possible strike
  - b. If and when a call center strike occurs, update on the impact of the strike on customer service, including on the Company's ability to enroll customers in DPAs and financial assistance programs.
- D. Customer Service metrics – report the Company's performance relative to the following three metrics; show each month's performance, with year-to-date average; include three prior year's annual averages:
  - a. For SJG, 80 percent answered within 30 seconds (82 percent answered within 30 seconds beginning 4Q 2023), and for ETG, 82 percent answered within 30 seconds;
  - b. Percent of calls abandoned; and
  - c. Average Speed of Answer.
- E. Tally of reasons that customers contact the call center and numbers of calls from customers lacking English proficiency
  - a. Retain log and report log in CCCSIP showing the distribution of calls handled by category (see, e.g., SJG response to RCR-CUS-134 in BPU Docket No. 22040253), and in the narrative explain:
    - i. Whether the categories overlap (i.e., could an individual call be placed into more than one category?). If so please explain, and in the explanation, indicate which categories overlap.

- ii. To the extent not shown as part of part (i), include the monthly and quarterly totals of the numbers of calls relating to
  - 1. Requests for DPAs
  - 2. Concerns about disconnection for non-payment
  - 3. Energy assistance programs
- iii. A complete description of each of the categories used in the tallies.
- iv. Monthly and quarterly totals of calls *not handled* by the call center.
- v. Indicate whether abandoned calls are the same as calls not handled by the call center.
- b. Tally of calls from (1) customers with English proficiency; and (2) customers lacking English proficiency.
- F. Percent of calls handled entirely by an integrated voice recognition system.
- G. Numbers of call center employees (management separately from non-management)
- H. Numbers of unfilled call center positions (management separately from non-management)

Note: All data should be provided in Excel-compatible format and should include the preceding 12 months of data as well as the current quarter's performance.

# APPENDIX 5



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