



520 Green Lane >  
Union, NJ 07083

T: 908.662.8448  
F: 908.662.8496

DFranco@sjindustries.com

Deborah M. Franco, Esq.  
VP/Rates, Regulatory & Sustainability

April 28, 2023

Sherri Golden, Secretary of the Board  
NJ Board of Public Utilities  
44 South Clinton Avenue  
P. O. Box 350  
Trenton, NJ 08625-0350

**Re: In the Matter of The Petition of Elizabethtown Gas Company For Approval of Increased Base Tariff Rates and Charges for Gas Service, Changes to Depreciation Rates and Other Tariff Revisions  
BPU Docket No. GR21121254  
OAL Docket No. PUC 00872-22**

**In the Matter of The Merger of South Jersey Industries, Inc. and Boardwalk Merger Sub, Inc.  
BPU Docket No. GM22040270**

Dear Secretary Golden:

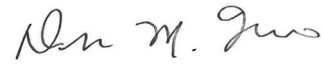
Pursuant to the New Jersey Board of Public Utilities' ("Board" or "BPU") Order dated December 21, 2022 in Docket Number GR21121254 and the Board's Order dated January 25, 2023 in Docket Number GM22040270 ("IIF Order"), enclosed please find Elizabethtown Gas Company's Customer Service Metrics Quarterly Report for the First Quarter ending March 2023.

In response to the question regarding leak metrics reported in the Q4 2022 Customer Service Metrics report raised at the April 26, 2023 meeting with Board Staff and Rate Counsel on SJI's Initial CCCSIP filed on April 4, 2023 pursuant to the IIF Order, the decrease in the Northwest leak response time within 60 minutes from 98.7% and 97.6% in October 2022 and November 2022, respectively, to 92.4% in December 2022 was an aberration in the monthly statistics. The Northwest received substantially higher leak calls during December than in prior months, primarily driven by a significant weather change on December 23rd resulting in numerous simultaneous leak calls after hours. In anticipation of the potential for weather impacts, extra Responders were scheduled on shift. The delta between available resources and events that required their attention will be considered in future planning.

In accordance with the March 19, 2020 and June 10, 2020 Orders issued in BPU Docket No. EO20030254, hard copies are not being submitted at this time, but can be provided at a later time, if needed.

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

Respectfully yours,



Deborah M. Franco

DMF/adh  
Attachment

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

M. Kammer  
B. Lipman  
M. Caroselli

C. Morrison  
M. Travaline  
B. Jacobs



**ELIZABETHTOWN GAS COMPANY  
BPU QUARTERLY REPORTS  
BPU DOCKET NO. GR21121254, APPENDIX D / BPU DOCKET NO. GM22040270, APPENDIX 3**

	Jan-23	Feb-23	Mar-23	Run 1/1/ to 3/31 YTD	Apr-23	May-23	Jun-23	Run 1/1 to 6/30 YTD	Jul-23	Aug-23	Sep-23	Run 1/1 to 9/30 YTD	Oct-23	Nov-23	Dec-23	Run 1/1 to 12/3 YTD																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
	1A Average Speed of Answer (in seconds) <sup>1,2</sup>		293	115	52												149																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																														
1B Percent of Calls Answered Within 30 Seconds <sup>1</sup>		46.40%	59.00%	79.50%												<b>61.00%</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
GOAL 80% of calls answered in 30 seconds through Q3 2023; 82% of calls answered within 30 seconds thereafter																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
1C Abandoned Call Rate		19.90%	7.20%	3.80%												<b>11.20%</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
GOAL 5% or less of calls abandoned																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
1D Call Center Strike Reporting		n/a	n/a	n/a												<b>n/a</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
Call volume (number of calls and relative percentages)																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
Overall		19,927	19,326	21,997												<b>61,250</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
Green Lane	Volume	19,927	19,326	21,997												<b>61,250</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
	Percent	100.00%	100.00%	100.00%												<b>100.00%</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
Third Party	Volume	-	-	-												-																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
	Percent	0.00%	0.00%	0.00%												<b>0.00%</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Oct-22</th> <th>Nov-22</th> <th>Dec-22</th> <th>YTD 2022</th> <th>Jan-23</th> <th>Feb-23</th> <th>Mar-23</th> <th>YTD Jan-Mar 2023</th> <th>Apr-23</th> <th>May-23</th> <th>Jun-23</th> <th>YTD Apr-Jun 2023</th> <th>Jul-23</th> <th>Aug-23</th> <th>Sep-23</th> <th>YTD Jul-Sep 2023</th> </tr> </thead> <tbody> <tr> <td>2A Percent of On-Cycle Meter Reads <sup>3</sup></td> <td>99.83%</td> <td>99.85%</td> <td>98.23%</td> <td><b>99.66%</b></td> <td>98.53%</td> <td>99.89%</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>GOAL 95% of meters read</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Number of meters not read</td> <td>524</td> <td>459</td> <td>5,641</td> <td><b>6,624</b></td> <td>4,695</td> <td>348</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Number of meters</td> <td>313,979</td> <td>314,424</td> <td>318,972</td> <td></td> <td>319,385</td> <td>319,667</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2B Percent of On-Cycle Meter Reads By Town</td> <td colspan="16" style="text-align: center;">See Appendix A - Annual Only</td> </tr> <tr> <td>2C Number of Rebills/1,000 Customers</td> <td>3.8</td> <td>3.5</td> <td>3.2</td> <td><b>3.5</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Number of Rebills</td> <td>1,190</td> <td>1077</td> <td>989</td> <td><b>3,256</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Number of Total Customers</td> <td>310,772</td> <td>311,905</td> <td>312,360</td> <td><b>935,037</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>3A Leak/Odor Responded to Within 60 Minutes</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>GOAL 95% of calls responded to within 60 minutes</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Northwest</td> <td>96.23%</td> <td>98.88%</td> <td>99.32%</td> <td><b>97.96%</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total</td> <td>99.04%</td> <td>99.78%</td> <td>99.76%</td> <td><b>99.51%</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Most Recent Quarterly Leak Exception Report</td> <td colspan="16" style="text-align: center;">See Appendix B</td> </tr> <tr> <td>3B Percent of Customer Service Appointments Met</td> <td>99.56%</td> <td>99.51%</td> <td>99.43%</td> <td><b>99.50%</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>GOAL 93%+ of service appointments met</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>4A Escalated Complaints to the BPU/1,000 Customers</td> <td>0.0901</td> <td>0.0673</td> <td>0.0800</td> <td><b>0.2369</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>GOAL Less than 1 complaint/contact per 1,000 customers annually</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total BPU Complaints</td> <td>28</td> <td>21</td> <td>25</td> <td><b>74</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Billing</td> <td>19</td> <td>11</td> <td>12</td> <td><b>42</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Collections</td> <td>3</td> <td>4</td> <td>5</td> <td><b>12</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Credit</td> <td>0</td> <td>0</td> <td>0</td> <td><b>0</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Customer Service</td> <td>1</td> <td>1</td> <td>2</td> <td><b>4</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Field Service</td> <td>1</td> <td>3</td> <td>3</td> <td><b>7</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Marketer/ Supplier</td> <td>0</td> <td>1</td> <td>1</td> <td><b>2</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>New Business</td> <td>1</td> <td>1</td> <td>0</td> <td><b>2</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Remittance</td> <td>3</td> <td>0</td> <td>2</td> <td><b>5</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Other</td> <td>0</td> <td>0</td> <td>0</td> <td><b>0</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Complaints from customers on DPA</td> <td>0</td> <td>1</td> <td>0</td> <td><b>1</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Complaints resolved by DPA</td> <td>0</td> <td>3</td> <td>5</td> <td><b>8</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Complaints from customer on LIHEAP</td> <td>1</td> <td>1</td> <td>1</td> <td><b>3</b></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>																		Oct-22	Nov-22	Dec-22	YTD 2022	Jan-23	Feb-23	Mar-23	YTD Jan-Mar 2023	Apr-23	May-23	Jun-23	YTD Apr-Jun 2023	Jul-23	Aug-23	Sep-23	YTD Jul-Sep 2023	2A Percent of On-Cycle Meter Reads <sup>3</sup>	99.83%	99.85%	98.23%	<b>99.66%</b>	98.53%	99.89%											GOAL 95% of meters read																	Number of meters not read	524	459	5,641	<b>6,624</b>	4,695	348											Number of meters	313,979	314,424	318,972		319,385	319,667											2B Percent of On-Cycle Meter Reads By Town	See Appendix A - Annual Only																2C Number of Rebills/1,000 Customers	3.8	3.5	3.2	<b>3.5</b>													Number of Rebills	1,190	1077	989	<b>3,256</b>													Number of Total Customers	310,772	311,905	312,360	<b>935,037</b>													3A Leak/Odor Responded to Within 60 Minutes																	GOAL 95% of calls responded to within 60 minutes																	Northwest	96.23%	98.88%	99.32%	<b>97.96%</b>													Total	99.04%	99.78%	99.76%	<b>99.51%</b>													Most Recent Quarterly Leak Exception Report	See Appendix B																3B Percent of Customer Service Appointments Met	99.56%	99.51%	99.43%	<b>99.50%</b>													GOAL 93%+ of service appointments met																	4A Escalated Complaints to the BPU/1,000 Customers	0.0901	0.0673	0.0800	<b>0.2369</b>													GOAL Less than 1 complaint/contact per 1,000 customers annually																	Total BPU Complaints	28	21	25	<b>74</b>													Billing	19	11	12	<b>42</b>													Collections	3	4	5	<b>12</b>													Credit	0	0	0	<b>0</b>													Customer Service	1	1	2	<b>4</b>													Field Service	1	3	3	<b>7</b>													Marketer/ Supplier	0	1	1	<b>2</b>													New Business	1	1	0	<b>2</b>													Remittance	3	0	2	<b>5</b>													Other	0	0	0	<b>0</b>													Complaints from customers on DPA	0	1	0	<b>1</b>													Complaints resolved by DPA	0	3	5	<b>8</b>													Complaints from customer on LIHEAP	1	1	1	<b>3</b>												
	Oct-22	Nov-22	Dec-22	YTD 2022	Jan-23	Feb-23	Mar-23	YTD Jan-Mar 2023	Apr-23	May-23	Jun-23	YTD Apr-Jun 2023	Jul-23	Aug-23	Sep-23	YTD Jul-Sep 2023																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
2A Percent of On-Cycle Meter Reads <sup>3</sup>	99.83%	99.85%	98.23%	<b>99.66%</b>	98.53%	99.89%																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
GOAL 95% of meters read																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
Number of meters not read	524	459	5,641	<b>6,624</b>	4,695	348																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
Number of meters	313,979	314,424	318,972		319,385	319,667																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
2B Percent of On-Cycle Meter Reads By Town	See Appendix A - Annual Only																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																														
2C Number of Rebills/1,000 Customers	3.8	3.5	3.2	<b>3.5</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Number of Rebills	1,190	1077	989	<b>3,256</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Number of Total Customers	310,772	311,905	312,360	<b>935,037</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
3A Leak/Odor Responded to Within 60 Minutes																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
GOAL 95% of calls responded to within 60 minutes																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
Northwest	96.23%	98.88%	99.32%	<b>97.96%</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Total	99.04%	99.78%	99.76%	<b>99.51%</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Most Recent Quarterly Leak Exception Report	See Appendix B																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																														
3B Percent of Customer Service Appointments Met	99.56%	99.51%	99.43%	<b>99.50%</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
GOAL 93%+ of service appointments met																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
4A Escalated Complaints to the BPU/1,000 Customers	0.0901	0.0673	0.0800	<b>0.2369</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
GOAL Less than 1 complaint/contact per 1,000 customers annually																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
Total BPU Complaints	28	21	25	<b>74</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Billing	19	11	12	<b>42</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Collections	3	4	5	<b>12</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Credit	0	0	0	<b>0</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Customer Service	1	1	2	<b>4</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Field Service	1	3	3	<b>7</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Marketer/ Supplier	0	1	1	<b>2</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
New Business	1	1	0	<b>2</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Remittance	3	0	2	<b>5</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Other	0	0	0	<b>0</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Complaints from customers on DPA	0	1	0	<b>1</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Complaints resolved by DPA	0	3	5	<b>8</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
Complaints from customer on LIHEAP	1	1	1	<b>3</b>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											

**ELIZABETHTOWN GAS COMPANY  
BPU QUARTERLY REPORTS  
BPU DOCKET NO. GR21121254, APPENDIX D / BPU DOCKET NO. GM22040270, APPENDIX 3**

	Jan-23	Feb-23	Mar-23	Run 1/1/ to 3/31			Run 1/1 to 6/30			Run 1/1 to 9/30			Run 1/1 to 12/3		
				YTD	Apr-23	May-23	Jun-23	YTD	Jul-23	Aug-23	Sep-23	YTD	Oct-23	Nov-23	Dec-23
4B Customer Satisfaction Survey <sup>4</sup>															
Combined VOC Score (Phone) <sup>5</sup>	68.61%	73.00%	75.70%	72.40%											
First Contact Resolution (Phone) <sup>5</sup>	73.72%	72.15%	72.66%	72.96%											
5A Disconnections for Non Payment	See Appendix C - Annual Only														
5B Financial Assistance Enrollment      RCR-CUS-21.1	See Appendix D														
5C Financial Assistance Enrollment by Municipality (RCR-CUS-21.2)	See Appendix E - Annual Only														
5D DPA Counts      RCR-CUS-12.2	See Appendix F														
5E DPA by Length      RCR-CUS-15.1	See Appendix G														
5F DPA by Amount      RCR-CUS-16	See Appendix H														
5G DPA Details      RCR-CUS-12.1	See Appendix I - Annual Only														
5H Residential Arrearage Data (31+ days overdue)	See Appendix J														

ALL DATA REQUESTS NOTED ABOVE ARE FROM BPU DOCKET NO. GR21121254 (ETG RATE CASE)

Notes:

- 1 Per paragraph 66 of the Board's Order in BPU Docket No. GM22040270 (IIF Order), ETG shall submit quarterly CCCSIP reports for one (1) year after two (2) quarters of consistent attainment of the benchmarks regarding progress in meeting and improving call answering performance benchmarks (percentage of calls answered within 30 seconds and call abandonment rate).
- 2 Data from calls through 1-800 Line and Emergency Response (ERT), excludes Customer Relations.
- 3 Percent of On-cycle Meter Reads data is lagged 50 days.
- 4 Customer Satisfaction Survey based on percentage of respondents answering 6 or 7 on a seven point scale.
- 5 Ratings/Questions were changed to align with SJG.



Deborah M. Franco, Esq.  
VP/Rates, Regulatory & Sustainability

April 14, 2023

*Via Electronic Mail*

Sherri L. Golden, Secretary of the Board  
New Jersey Board of Public Utilities  
44 S. Clinton Avenue  
P.O. Box 350  
Trenton, NJ 08625-0350

**Re: Quarterly Odor, Leak, and Emergency Calls Report  
N.J.A.C 14:6-3.11**

Dear Secretary Golden:

Enclosed is Elizabethtown Gas Company's report of the analysis and summary of odor, leak, and emergency calls received and associated response times for the first quarter of the year 2023. Included in this report is a listing of all instances when response times were greater than 60 minutes, along with the date, address, and actual time the call was received and responded to.

In accordance with the New Jersey Board of Public Utilities ("BPU") March 19, 2020 and June 10, 2020 Orders issued in BPU Docket No. EO20030254, hard copies are not being submitted at this time, but can be provided at a later time, if needed.

Please contact the undersigned should you have any questions.

Respectfully yours,

A handwritten signature in black ink, appearing to read "Deborah M. Franco".

Deborah M. Franco

DMF/adh

Deborah M. Franco, Esq.  
 VP/Rates, Regulatory & Sustainability

# Leak Response Service Standard Quarterly Report

2023 | Q1

Response Time* (In Minutes)	Weekdays during Normal Business Hours		Weekdays After Normal Business Hours		Saturdays,Sundays and Holidays		Total	
	Calls	%	Calls	%	Calls	%	Calls	%
<b>0-15</b>	512	32.47%	150	24.04%	129	26.93%	791	29.51%
<b>15-30</b>	811	51.43%	315	50.48%	256	53.44%	1382	51.57%
<b>30-45</b>	216	13.70%	121	19.39%	64	13.36%	401	14.96%
<b>45-60</b>	36	2.28%	29	4.65%	28	5.85%	93	3.47%
<b>Over 60</b>	2	0.13%	9	1.44%	2	0.42%	13	0.49%
<b>Total</b>	<b>1577</b>	<b>100.00%</b>	<b>624</b>	<b>100.00%</b>	<b>479</b>	<b>100.00%</b>	<b>2680</b>	<b>100.00%</b>
*Total elapsed time from the receipt of report to the time of arrival.								

Deborah M. Franco, Esq.  
 VP/Rates, Regulatory & Sustainability

## Leak Response Over 60 minutes

Leak Number	Completed By (FSR)	Location	Location Description	City	Address	Order Taken Day	Order Taken Date & Time	First Dispatch Date & Time	Arrival Date & Time	Order Taken To Arrival (in mins)	Leak Response
<b>Northwest</b>	<b>Total 60: 11</b>				<b>Bus. Hrs: 2</b>	<b>18%</b>	<b>Wkd. Hrs: 2</b>	<b>18%</b>	<b>After Hrs: 7</b>	<b>64%</b>	
6325769	Steven Gassaway	P607788	PREMISE:2 Winter Park M4	VERNON	2 WINTER PARK M4	Thursday	2/16/2023 4:06:40 PM	2/16/2023 4:11:24 PM	2/16/2023 5:52:04 PM	105.40	All scheduled personnel responding to others calls
6258975	Scott Pierson	P609258	PREMISE:41 Broad St	BRANCHVILLE	41 BROAD ST	Thursday	1/5/2023 4:39:50 PM	1/5/2023 5:02:43 PM	1/5/2023 6:19:00 PM	99.17	All scheduled personnel responding to others calls
6299096	Juan Solano	P641606	PREMISE:6 Timberview Dr	SUSSEX	6 TIMBERVIEW DR	Monday	1/30/2023 5:46:13 PM	1/30/2023 5:55:23 PM	1/30/2023 7:06:45 PM	80.53	traffic and distance
6259224	Kyle Hovanec	P599471	PREMISE:4 Winding-Brook Way	TITUSVILLE	4 WINDING-BROOK WAY	Friday	1/6/2023 6:42:12 AM	1/6/2023 6:52:04 AM	1/6/2023 7:51:11 AM	68.98	traffic and distance
6278929	Brian Tompkins	P2096133	PREMISE, 21 HARVEST LN, #FL, WASHINGTON TWP-MORRIS-1438	WASHINGTON	21 HARVEST LN, #FL	Tuesday	1/17/2023 7:05:36 AM	1/17/2023 7:34:27 AM	1/17/2023 8:13:33 AM	67.95	traffic and distance
6277756	Brian Keat	P622078	PREMISE:29 Grosbeak Dr	HACKETTSTOWN	29 GROSBEAK DR	Sunday	1/15/2023 12:43:16 PM	1/15/2023 1:19:08 PM	1/15/2023 3:15:34 PM	67.30	traffic and distance



Deborah M. Franco, Esq.  
 VP/Rates, Regulatory & Sustainability

6253477	Kyle Hovanec	P625304	PREMISE:14 Baker Way	PENNINGTON	14 BAKER WAY	Sunday	1/1/2023 8:19:25 PM	1/1/2023 8:42:02 PM	1/1/2023 9:24:54 PM	65.48	traffic and distance	
6264182	Steven Gassaway	P622558	PREMISE:45 Rushmore Ln	HACKETTSTOWN	45 RUSHMORE LN	Monday	1/9/2023 6:44:51 PM	1/9/2023 6:50:56 PM	1/9/2023 7:48:09 PM	63.30	traffic and distance	
6311948	Scott Pierson	MUNI-1006	CLINTON TWP-HUNTERDON-1006			Friday	2/10/2023 3 6:19:23 AM	2/10/2023 7:00:39 AM	2/10/2023 3 7:22:15 AM	62.87	Dispatch Error	
6280510	Juan Solano	P459512	PREMISE:63 Cedar Ridge Dr	VERNON	63 CEDAR RIDGE DR	Tuesday	1/17/2023 3 6:20:10 PM	1/17/2023 6:25:22 PM	1/17/2023 3 7:20:47 PM	60.62	traffic and distance	
6378502	Matthew Dosch	P593048	PREMISE:511 Presidential Dr	LEBANON	511 PRESIDENTIAL DR	Thursday	3/16/2023 3 9:29:45 AM	3/16/2023 9:43:20 AM	3/16/2023 3 10:29:49 AM	60.07	All scheduled personnel responding to others calls	
<b>Union</b>	<b>Total 60:</b>	<b>2</b>					<b>Bus. Hrs: 0</b>	<b>0%</b>	<b>Wkd. Hrs: 0</b>	<b>0%</b>	<b>After Hrs: 2</b>	<b>100%</b>
6359352	David Zalink	P336570	PREMISE:103 4 E Grand St# 2F	ELIZABETH	1034 E GRAND ST # 2F	Thursday	3/9/2023 9:19:34 PM	3/9/2023 10:08:20 PM	3/9/2023 10:22:50 PM	63.27	All scheduled personnel responding to others calls	
6280507	Jessa Jones	P388279	PREMISE:867 Pine St# 1F	PERTH AMBOY	867 PINE ST # 1F	Tuesday	1/17/2023 3 5:53:07 PM		1/17/2023 3 6:56:00 PM	62.88	All scheduled personnel responding to others calls	
<b>ETG</b>	<b>Total 60:</b>	<b>13</b>					<b>Bus. Hrs: 2</b>	<b>15%</b>	<b>Wkd. Hrs: 2</b>	<b>15%</b>	<b>After Hrs: 9</b>	<b>69%</b>



**ELIZABETHTOWN GAS COMPANY**  
**BPU QUARTERLY REPORTS**  
**BPU DOCKET NO. GR21121254, APPENDIX D / BPU DOCKET NO. GM22040270, APPENDIX 3**  
**APPENDIX D - RCR-CUS-21.1**  
**Financial Assistance Enrollment**

<b>FISCAL YEAR</b>	<b>LIHEAP</b>	<b>NJ SHARES</b>	<b>USF</b>	<b>Fresh Start</b>	<b>Lifeline</b>	<b>True Grant</b>	<b>Page Grant</b>
Jan 2023	746	-	12,232	372	-	-	15
Feb 2023	738	-	11,925	246	575	-	25
Mar 2023	812	-	12,066	255	-	-	28
<b>Q1 2023</b>	<b>2,296</b>	<b>-</b>	<b>36,223</b>	<b>873</b>	<b>575</b>	<b>-</b>	<b>68</b>

**ELIZABETHTOWN GAS COMPANY**  
**BPU QUARTERLY REPORTS**  
**BPU DOCKET NO. GR21121254, APPENDIX D / BPU DOCKET NO. GM22040270, APPENDIX 3**  
**APPENDIX F - RCR-CUS-12.2**  
**DPA Counts**

Data as of 3/31/23

	<b>Default</b>	<b>Active or Completed</b>	<b>Total Set Up</b>	<b>Active or Completed %</b>	<b>Default %</b>
Jan	401	195	596	33%	67%
Feb	175	559	734	76%	24%
Mar	11	1281	1292	99%	1%
Apr					
May					
Jun					
Jul					
Aug					
Sep					
Oct					
Nov					
Dec					
<b>2023</b>	<b>587</b>	<b>2,035</b>	<b>2,622</b>		

**BPU QUARTERLY REPORTS**  
**BPU DOCKET NO. GR21121254, APPENDIX D / BPU DOCKET NO. GM22040270, APPENDIX 3**  
**APPENDIX G - RCR-CUS-15.1**  
**DPA by Length**

Data as of 3/31/2023

<b>Months</b>	<b>Number of DPAs</b>
1	1
2	28
3	51
4	120
5	107
6	419
7	79
8	249
9	53
10	192
11	16
12	948
13	8
14	7
15	14
16	17
17	6
18	18
19	7
20	12
21	3
22	5
23	3
24	47
25-36	40
37-48	5
More than 48 Months	3
<b>Total DPAs</b>	<b>2,458</b>

**ELIZABETHTOWN GAS COMPANY**  
**BPU QUARTERLY REPORTS**  
**3PU DOCKET NO. GR21121254, APPENDIX D / BPU DOCKET NO. GM22040270, APPENDIX 3**  
**APPENDIX H - RCR-CUS-16**  
**DPA by Amount**

Data as of 3/31/2023

Range			Number of DPAs in range	Total Amount in arrears associated with range
\$ -	To	\$ 500.00	882	\$ 309,590.79
\$ 500.01	To	\$ 1,000.00	1,075	\$ 766,862.96
\$ 1,000.01	To	\$ 1,500.00	264	\$ 317,670.75
\$ 1,500.01	To	\$ 2,000.00	91	\$ 157,984.85
\$ 2,000.01	To	\$ 2,500.00	44	\$ 96,956.32
\$ 2,500.01	To	\$ 3,000.00	28	\$ 75,610.55
\$ 3,000.01	To	\$ 3,500.00	14	\$ 44,872.89
	Greater Than	\$ 3,500.00	60	\$ 777,336.52
<b>Total</b>			<b>2,458</b>	<b>\$ 2,546,885.63</b>

**ELIZABETHTOWN GAS COMPANY**  
**BPU QUARTERLY REPORTS**  
**BPU DOCKET NO. GR21121254, APPENDIX D / BPU DOCKET NO. GM22040270, APPENDIX 3**  
**APPENDIX J**  
**Residential Arrearage Data (31+ days overdue)**

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Number of Residential Customers In Arrears (31+ days)	59,831	66,544	65,136									
Number of Residential Customers Eligible for disconnection (90+ days/\$1000+ balance)	175	270	659									
Number of Residential Customer In Arrears and receiving assistance	2,611	3,768	4,353									
Number of Residential Customers Assessed a Reconnection Fee	30	43	67									
Number of Residential Customers For Whom The Company Has Waived a Reconnection Fee	-	-	-									