

Cindy Capozzoli
Director Rates

July 31, 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 Second Quarter ending June 2023.

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,



Cindy Capozzoli

CC/caj
Attachmentcc: S. Peterson
J. Ford-Williams
M. CummingsM. Kammer
B. Lipman
M. CaroselliC. 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 | | | 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 | YTD |
| 1A Average Speed of Answer (in seconds) ^{1,2} | 293 | 115 | 52 | 149 | 39 | 63 | 46 | 100 | | | | | | | | |
| 1B Percent of Calls Answered Within 30 Seconds ¹ | 46.40% | 59.00% | 79.50% | 61.00% | 82.37% | 77.86% | 81.10% | 71.17% | | | | | | | | |
| GOAL <i>80% of calls answered in 30 seconds through Q3 2023; 82% of calls answered within 30 seconds thereafter</i> | | | | | | | | | | | | | | | | |
| 1C Abandoned Call Rate | 19.90% | 7.20% | 3.80% | 11.20% | 2.81% | 4.68% | 3.53% | 7.33% | | | | | | | | |
| GOAL <i>5% or less of calls abandoned</i> | | | | | | | | | | | | | | | | |
| 1D Call Center Strike Reporting | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | | | | | | | | |
| Call volume (number of calls and relative percentages) | | | | | | | | | | | | | | | | |
| Overall | 22,038 | 22,304 | 25,056 | 69,398 | 19,805 | 24,045 | 23,029 | 136,277 | | | | | | | | |
| Green Lane | 22,038 | 22,304 | 25,056 | 69,398 | 19,805 | 24,045 | 20,947 | 134,195 | | | | | | | | |
| Percent | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 90.96% | 98.47% | | | | | | | | |
| Third Party | - | - | - | - | - | - | 2,082 | 2,082 | | | | | | | | |
| Percent | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 9.04% | 1.53% | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | <i>Oct-22</i> | <i>Nov-22</i> | <i>Dec-22</i> | <i>YTD 2022</i> | <i>Jan-23</i> | <i>Feb-23</i> | <i>Mar-23</i> | <i>YTD Jan-Mar 2023</i> | <i>Apr-23</i> | <i>May-23</i> | <i>Jun-23</i> | <i>YTD Apr-Jun 2023</i> | <i>Jul-23</i> | <i>Aug-23</i> | <i>Sep-23</i> | <i>YTD Jul-Sep 2023</i> |
| 2A Percent of On-Cycle Meter Reads ³ | 99.83% | 99.85% | 98.23% | 99.66% | 98.53% | 99.89% | 99.87% | 99.43% | 99.9% | | | | | | | |
| GOAL <i>95% of meters read</i> | | | | | | | | | | | | | | | | |
| Number of meters not read | 524 | 459 | 5,641 | 6,624 | 4,695 | 348 | 423 | 5,466 | 384 | | | | | | | |
| Number of meters | 313,979 | 314,424 | 318,972 | | 319,385 | 319,667 | 320,246 | 959,298 | 320,553 | | | | | | | |
| 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 | 3.5 | 2.4 | 2.8 | 4.0 | 3.3 | | | | | | | | |
| Number of Rebills | 1,190 | 1,077 | 989 | 3,256 | 743 | 878 | 1,255 | 6,132 | | | | | | | | |
| Number of Total Customers | 310,772 | 311,905 | 312,360 | 935,037 | 312,583 | 312,594 | 312,565 | 1,872,779 | | | | | | | | |
| 3A Leak/Odor Responded to Within 60 Minutes | | | | | | | | | | | | | | | | |
| GOAL <i>95% of calls responded to within 60 minutes</i> | | | | | | | | | | | | | | | | |
| Northwest | 96.23% | 98.88% | 99.32% | 97.96% | 99.37% | 100.00% | 99.31% | 98.72% | | | | | | | | |
| Total | 99.04% | 99.78% | 99.76% | 99.51% | 99.64% | 99.76% | 99.46% | 99.57% | | | | | | | | |
| Most Recent Quarterly Leak Exception Report | See Appendix B | | | | | | | | | | | | | | | |
| 3B Percent of Customer Service Appointments Met | 99.56% | 99.51% | 99.43% | 99.50% | 99.30% | 98.80% | 99.30% | 99.30% | | | | | | | | |
| GOAL <i>95%+ of service appointments met</i> | | | | | | | | | | | | | | | | |

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

| | Run 1/1/ to 3/31 | | | Run 1/1 to 6/30 | | | | Run 1/1 to 9/30 | | | Run 1/1 to 12/3 | | | | | |
|--|------------------------------|-----------|-----------|-----------------|-----------|-----------|-----------|-----------------|--------|--------|-----------------|-----|--------|--------|--------|-----|
| | Jan-23 | Feb-23 | Mar-23 | YTD | Apr-23 | May-23 | Jun-23 | YTD | Jul-23 | Aug-23 | Sep-23 | YTD | Oct-23 | Nov-23 | Dec-23 | YTD |
| 4A Escalated Complaints to the BPU/1,000 Customers | 0.0901 | 0.0673 | 0.0800 | 0.2369 | 0.0544 | 0.0608 | 0.0512 | 0.4031 | | | | | | | | |
| GOAL <i>Less than 1 complaint/contact per 1,000 customers annually</i> | | | | | | | | | | | | | | | | |
| Total BPU Complaints | 28 | 21 | 25 | 74 | 17 | 19 | 16 | 126 | | | | | | | | |
| Billing | 19 | 11 | 12 | 42 | 6 | 6 | 5 | 59 | | | | | | | | |
| Collections | 3 | 4 | 5 | 12 | 8 | 10 | 7 | 37 | | | | | | | | |
| Credit | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | | | | | | | | |
| Customer Service | 1 | 1 | 2 | 4 | 0 | 0 | 0 | 4 | | | | | | | | |
| Field Service | 1 | 3 | 3 | 7 | 2 | 3 | 3 | 15 | | | | | | | | |
| Marketer/ Supplier | 0 | 1 | 1 | 2 | 1 | 0 | 0 | 3 | | | | | | | | |
| New Business | 1 | 1 | 0 | 2 | 0 | 0 | 0 | 2 | | | | | | | | |
| Remittance | 3 | 0 | 2 | 5 | 0 | 0 | 0 | 5 | | | | | | | | |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | |
| Complaints from customers on DPA | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | | | | | | | | |
| Complaints resolved by DPA | 0 | 3 | 5 | 8 | 4 | 8 | 5 | 25 | | | | | | | | |
| Complaints from customer on LIHEAP | 1 | 1 | 1 | 3 | 1 | 0 | 0 | 4 | | | | | | | | |
| 4B Customer Satisfaction Survey ⁴ | | | | | | | | | | | | | | | | |
| Combined VOC Score (Phone) ⁵ | 68.61% | 73.00% | 75.70% | 72.40% | 78.90% | 83.03% | 80.81% | 76.71% | | | | | | | | |
| First Contact Resolution (Phone) ⁵ | 73.72% | 72.15% | 72.66% | 72.96% | 76.88% | 80.98% | 80.52% | 75.43% | | | | | | | | |
| 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. GR22040270 (IIF Order), SJG 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



Cindy Capozzoli
Director Rates

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July 24, 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 second 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 blue ink that reads "Cindy Capozzoli".

Cindy Capozzoli

CC/adh

Leak Response Service Standard Quarterly Report

2023 | Q2

| Response Time* (In Minutes) | Weekdays during Normal Business Hours | | Weekdays After Normal Business Hours | | Saturdays,Sundays and Holidays | | Total | |
|--|---------------------------------------|----------------|--------------------------------------|----------------|--------------------------------|----------------|-------------|----------------|
| | Calls | % | Calls | % | Calls | % | Calls | % |
| 0-15 | 523 | 37.09% | 145 | 24.53% | 108 | 26.80% | 776 | 32.28% |
| 15-30 | 688 | 48.79% | 312 | 52.79% | 211 | 52.36% | 1211 | 50.37% |
| 30-45 | 168 | 11.91% | 98 | 16.58% | 66 | 16.38% | 332 | 13.81% |
| 45-60 | 28 | 1.99% | 31 | 5.25% | 17 | 4.22% | 76 | 3.16% |
| Over 60 | 3 | 0.21% | 5 | 0.85% | 1 | 0.25% | 9 | 0.37% |
| Total | 1410 | 100.00% | 591 | 100.00% | 403 | 100.00% | 2404 | 100.00% |
| *Total elapsed time from the receipt of report to the time of arrival. | | | | | | | | |

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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 |
|------------------------------|---------------------|----------|------------------------------|-----------|-----------------------|--------------------|-------------------------|----------------------------|-----------------------|----------------------------------|--|
| Northwest Total 60: 2 | | | | | | Bus. Hrs: 0 | 0% | Wkd. Hrs: 0 | 0% | After Hrs: 2 | 100% |
| 6626651 | Brian Tompkins | P630880 | PREMISE:3 Squaw Valley Ct# 3 | VERNON | 3 SQUAW VALLEY CT # 3 | Monday | 6/26/2023 8:50:12 PM | 6/26/2023 9:11:47 PM | 6/26/2023 10:09:11 PM | 78.98 | All scheduled personnel responding to others calls |
| 6471241 | Matthew Quist | P622940 | PREMISE:21 Charlotte Dr | LEBANON | 21 CHARLOTTE DR | Thursday | 4/27/2023 5:57:59 PM | 4/27/2023 6:00:31 PM | 4/27/2023 7:00:32 PM | 62.55 | traffic and distance |
| Union Total 60: 7 | | | | | | Bus. Hrs: 3 | 43% | Wkd. Hrs: 1 | 14% | After Hrs: 3 | 43% |
| 6586136 | Matthew Task | P405993 | PREMISE:262 Oregon St# B | VAUXHALL | 262 OREGON ST # B | Tuesday | 6/6/2023 1:10:58 PM | 6/6/2023 1:45:37 PM | 6/6/2023 2:47:57 PM | 96.98 | System Error |
| 6507333 | Michael De Oliveira | P470447 | PREMISE:1904 Manor Dr# A | UNION | 1904 MANOR DR # A | Tuesday | 5/9/2023 1:04:58 AM | 5/9/2023 1:58:31 AM | 5/9/2023 2:15:14 AM | 70.27 | All scheduled personnel responding to others calls |
| 6586164 | Michael De Oliveira | P439781 | PREMISE:667 Madison Ave# 2F | ELIZABETH | 667 MADISON AVE # 2F | Tuesday | 6/6/2023 1:42:49 PM | 6/6/2023 1:44:20 PM | 6/6/2023 2:47:32 PM | 64.72 | System Error |
| 6454178 | George Pinho | P435403 | PREMISE:131 Smith St# 1F | ELIZABETH | 131 SMITH ST # 1F | Thursday | 4/20/2023 7:29:05 PM | 4/20/2023 8:22:58 PM | 4/20/2023 8:32:09 PM | 63.07 | All scheduled personnel responding to others calls |
| 6589758 | George Kearney | P382377 | PREMISE:428 N Union Ave | CRANFORD | 428 N UNION AVE | Friday | 6/9/2023 10:16:31 AM | 6/9/2023 11:02:35 AM | 6/9/2023 11:18:00 AM | 61.48 | All scheduled personnel responding to others calls |
| 6474836 | Edgardo Suazo | P487234 | PREMISE:1805 Quaker Way | UNION | 1805 QUAKER WAY | Saturday | 4/29/2023 1:14:07 AM | 4/29/2023 1:36:16 AM | 4/29/2023 2:14:30 AM | 60.38 | All scheduled personnel responding to others calls |



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Cindy Capozzoli
Director Rates

| | | | | | | | | | | | |
|------------|--------------------|---------|-------------------------------|-----------|------------------------|------------|-----------------------|----------------------|----------------------|------------|--------------|
| 6527090 | Donald Keenan | P337219 | PREMISE:1055 S Elmora Ave# 1A | ELIZABETH | 1055 S ELMORA AVE # 1A | Monday | 5/15/2023 12:46:51 AM | 5/15/2023 1:47:06 AM | 5/15/2023 1:47:12 AM | 60.35 | System Error |
| ETG | Total 60: 9 | | | | Bus. Hrs: 3 | 33% | Wkd. Hrs: 1 | 11% | After Hrs: 5 | 56% | |



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

| FISCAL YEAR | LIHEAP | NJ SHARES | USF | Fresh Start | Lifeline | True Grant | Page Grant |
|--------------------|---------------|------------------|---------------|--------------------|-----------------|-------------------|-------------------|
| Jan 2023 | 746 | - | 12,232 | 372 | - | - | 15 |
| Feb 2023 | 738 | - | 11,925 | 246 | 575 | - | 25 |
| Mar 2023 | 812 | - | 12,066 | 255 | - | - | 28 |
| Q1 2023 | 2,296 | - | 36,223 | 873 | 575 | - | 68 |
| Apr 2023 | 1,202 | 2 | 12,294 | 431 | 515 | | 15 |
| May 2023 | 867 | - | 12,555 | 429 | - | | 56 |
| Jun 2023 | 791 | - | 12,775 | 622 | - | | 28 |
| Q2 2023 | 2,860 | 2 | 37,624 | 1,482 | 515 | - | 99 |

**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 6/30/23

| | Default | Active or Completed | Total Set Up* | Active or Completed % | Default % |
|-------------|----------------|----------------------------|----------------------|------------------------------|------------------|
| Jan | 586 | 57 | 643 | 9% | 91% |
| Feb | 705 | 102 | 807 | 13% | 87% |
| Mar | 1046 | 251 | 1297 | 19% | 81% |
| Apr | 592 | 336 | 928 | 36% | 64% |
| May | 296 | 692 | 988 | 70% | 30% |
| Jun | 8 | 960 | 968 | 99% | 1% |
| Jul | | | | | |
| Aug | | | | | |
| Sep | | | | | |
| Oct | | | | | |
| Nov | | | | | |
| Dec | | | | | |
| 2023 | 3,233 | 2,398 | 5,631 | | |

*Total Number of DPA's set up will increase when a DPA service agreement is set up, but not marked as active until the following months

ELIZABETHTOWN GAS COMPANY
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 6/30/2023

| Months | Number of DPAs |
|---------------------|----------------|
| 1 | 3 |
| 2 | 34 |
| 3 | 77 |
| 4 | 196 |
| 5 | 176 |
| 6 | 491 |
| 7 | 118 |
| 8 | 226 |
| 9 | 55 |
| 10 | 192 |
| 11 | 19 |
| 12 | 720 |
| 13 | 7 |
| 14 | 8 |
| 15 | 13 |
| 16 | 6 |
| 17 | 5 |
| 18 | 23 |
| 19 | 6 |
| 20 | 11 |
| 21 | 5 |
| 22 | 7 |
| 23 | 4 |
| 24 | 39 |
| 25-36 | 47 |
| 37-48 | 8 |
| More than 48 Months | 5 |
| Total DPAs | 2,501 |

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

Data as of 6/30/2023

| Range | | | Number of DPAs in range | Total Amount in arrears associated with range |
|--------------|--------------|-------------|-------------------------|---|
| \$ - | To | \$ 500.00 | 1,009 | \$ 348,619.94 |
| \$ 500.01 | To | \$ 1,000.00 | 1,010 | \$ 714,879.47 |
| \$ 1,000.01 | To | \$ 1,500.00 | 247 | \$ 297,854.49 |
| \$ 1,500.01 | To | \$ 2,000.00 | 85 | \$ 148,537.87 |
| \$ 2,000.01 | To | \$ 2,500.00 | 49 | \$ 108,588.75 |
| \$ 2,500.01 | To | \$ 3,000.00 | 33 | \$ 89,892.47 |
| \$ 3,000.01 | To | \$ 3,500.00 | 15 | \$ 48,606.28 |
| | Greater Than | \$ 3,500.00 | 53 | \$ 704,487.29 |
| Total | | | 2,501 | \$ 2,461,466.56 |

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 | 67,847 | 66,931 | 59,414 | | | | | | |
| Number of Residential Customers Eligible for disconnection (90+ days/\$1000+ balance) | 175 | 270 | 659 | 3,873 | 3,664 | 3,326 | | | | | | |
| Number of Residential Customer In Arrears and receiving assistance | 2,611 | 3,768 | 4,353 | 4,804 | 4,663 | 4,388 | | | | | | |
| Number of Residential Customers Assesed a Reconnection Fee | 30 | 43 | 67 | 185 | 118 | 111 | | | | | | |
| Number of Residential Customers For Whom The Company Has Waived a Reconnection Fee | - | - | - | - | - | - | | | | | | |