

Cindy Capozzoli  
Director Rates

October 30, 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 Third Quarter ending September 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 CapozzoliCC/caj  
Attachmentcc: S. Peterson  
J. Ford-Williams  
M. CummingsM. Kammer  
B. Lipman  
M. CaroselliC. Morrison  
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 12/31			
				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) <sup>1,2</sup>	293	115	52	<b>149</b>	39	63	46	<b>100</b>	98	25	57	<b>89</b>				
1B Percent of Calls Answered Within 30 Seconds <sup>1</sup> GOAL 80% of calls answered in 30 seconds through Q3 2023; 82% of calls answered within 30 seconds thereafter	46.40%	59.00%	79.50%	<b>61.00%</b>	82.37%	77.86%	81.10%	<b>71.17%</b>	73.89%	87.55%	78.96%	<b>73.99%</b>				
1C Abandoned Call Rate GOAL 5% or less of calls abandoned	19.90%	7.20%	3.80%	<b>11.20%</b>	2.81%	4.68%	3.53%	<b>7.33%</b>	7.64%	2.01%	3.94%	<b>6.63%</b>				
1D Call Center Strike Reporting	n/a	n/a	n/a	<b>n/a</b>	n/a	n/a	n/a	<b>n/a</b>	n/a	n/a	n/a	<b>n/a</b>				
Call volume (number of calls and relative percentages)																
Overall	22,038	22,304	25,056	<b>69,398</b>	19,805	24,045	23,029	<b>136,277</b>	16,100	18,613	16,923	<b>187,913</b>				
Green Lane	22,038	22,304	25,056	<b>69,398</b>	19,805	24,045	20,947	<b>134,195</b>	14,055	15,928	14,350	<b>178,728</b>				
Third Party	-	-	-	<b>-</b>	-	-	2,082	<b>2,082</b>	2,045	2,685	2,373	<b>9,185</b>				
	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%	90.96%	<b>98.47%</b>	87.30%	85.57%	85.98%	<b>95.11%</b>				
	0.00%	0.00%	0.00%	<b>0.00%</b>	0.00%	0.00%	9.04%	<b>1.53%</b>	12.70%	14.43%	14.02%	<b>4.89%</b>				
	<i>Oct-22</i>	<i>Nov-22</i>	<i>Dec-22</i>	<b><i>YTD 2022</i></b>	<i>Jan-23</i>	<i>Feb-23</i>	<i>Mar-23</i>	<b><i>YTD Jan-Mar 2023</i></b>	<i>Apr-23</i>	<i>May-23</i>	<i>Jun-23</i>	<b><i>YTD Apr-Jun 2023</i></b>	<i>Jul-23</i>	<i>Aug-23</i>	<i>Sep-23</i>	<b><i>YTD Jul-Sep 2023</i></b>
2A Percent of On-Cycle Meter Reads <sup>3</sup> GOAL 95% of meters read	99.83%	99.85%	98.23%	<b>99.66%</b>	98.53%	99.89%	99.87%	<b>99.43%</b>	99.9%	99.9%	99.9%	<b>99.66%</b>				
Number of meters not read	524	459	5,641	<b>6,624</b>	4,695	348	423	<b>5,466</b>	384	355	367	<b>6,572</b>				
Number of meters	313,979	314,424	318,972	<b>319,385</b>	319,667	320,246	<b>320,246</b>	<b>959,298</b>	320,553	310,717	317,255	<b>1,907,823</b>				
2B Percent of On-Cycle Meter Reads By Town	See Appendix A - Annual Only															
2C Number of Rebills/1,000 Customers Number of Rebills Number of Total Customers	3.8	3.5	3.2	<b>3.5</b>	2.4	2.8	4.0	<b>3.3</b>	3.0	3.0	2.8	<b>3.2</b>				
	1,190	1,077	989	<b>3,256</b>	743	878	1,255	<b>6,132</b>	927	934	877	<b>8,870</b>				
	310,772	311,905	312,360	<b>935,037</b>	312,583	312,594	312,565	<b>1,872,779</b>	312,438	312,870	313,200	<b>2,811,287</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>	99.37%	100.00%	99.31%	<b>98.72%</b>	99.38%	98.64%	98.19%	<b>98.72%</b>				
Total	99.04%	99.78%	99.76%	<b>99.51%</b>	99.64%	99.76%	99.46%	<b>99.57%</b>	99.74%	99.75%	99.20%	<b>99.56%</b>				
Most Recent Quarterly Leak Exception Report	See Appendix B															
3B Percent of Customer Service Appointments Met GOAL 95%+ of service appointments met	99.56%	99.51%	99.43%	<b>99.50%</b>	99.30%	98.80%	99.30%	<b>99.30%</b>	99.52%	99.55%	99.40%	<b>99.38%</b>				

**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 12/31				
	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	<b>0.2369</b>	0.0544	0.0608	0.0512	<b>0.4031</b>	0.0448	0.0351	0.0127	<b>0.4981</b>				
GOAL <i>Less than 1 complaint/contact per 1,000 customers annually</i>																
Total BPU Complaints	<b>28</b>	<b>21</b>	<b>25</b>	<b>74</b>	<b>17</b>	<b>19</b>	<b>16</b>	<b>126</b>	<b>14</b>	<b>11</b>	<b>5</b>	<b>156</b>				
Billing	19	11	12	42	6	6	5	59	4	4	2	69				
Collections	3	4	5	12	8	10	7	37	7	5	2	51				
Credit	0	0	0	0	0	0	1	1	1	0	0	2				
Customer Service	1	1	2	4	0	0	0	4	0	0	0	4				
Field Service	1	3	3	7	2	3	3	15	2	0	1	18				
Marketer/ Supplier	0	1	1	2	1	0	0	3	0	0	0	3				
New Business	1	1	0	2	0	0	0	2	0	0	0	2				
Remittance	3	0	2	5	0	0	0	5	0	0	0	5				
Other	0	0	0	0	0	0	0	0	0	2	0	2				
Complaints from customers on DPA	0	1	0	1	0	0	0	1	0	0	0	1				
Complaints resolved by DPA	0	3	5	8	4	8	5	25	3	6	0	34				
Complaints from customer on LIHEAP	1	1	1	3	1	0	0	4	1	0	0	5				
4B Customer Satisfaction Survey <sup>4</sup>																
Combined VOC Score (Phone) <sup>5</sup>	68.61%	73.00%	75.70%	<b>72.40%</b>	78.90%	83.03%	80.81%	<b>76.71%</b>	80.63%	79.61%	82.07%	<b>77.88%</b>				
First Contact Resolution (Phone) <sup>5</sup>	73.72%	72.15%	72.66%	<b>72.96%</b>	76.88%	80.98%	80.52%	<b>75.43%</b>	79.23%	78.95%	80.69%	<b>77.22%</b>				
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															



One South Jersey Place  
Atlantic City, NJ 08401  
T: (856) 625-6618  
ccapozzoli@sjindustries.com

Cindy Capozzoli  
Director Rates

October 27, 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 third 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

cc: Malike Cummings      Mike Kammer      Stacy Peterson      Susan Potanovich  
    Kyle Felton              Bart Kilar              Ting Grace

# Leak Response Service Standard Quarterly Report

2023 | Q3

Response Time* (In Minutes)	Weekdays during Normal Business Hours		Weekdays After Normal Business Hours		Saturdays,Sundays and Holidays		Total	
	Calls	%	Calls	%	Calls	%	Calls	%
	0	0.00%	1	0.16%	0	0.00%	1	0.04%
<b>0-15</b>	477	34.24%	142	22.40%	120	27.97%	739	30.09%
<b>15-30</b>	700	50.25%	334	52.68%	227	52.91%	1261	51.34%
<b>30-45</b>	181	12.99%	116	18.30%	60	13.99%	357	14.54%
<b>45-60</b>	33	2.37%	37	5.84%	17	3.96%	87	3.54%
<b>Over 60</b>	2	0.14%	4	0.63%	5	1.17%	11	0.45%
<b>Total</b>	<b>1393</b>	<b>100.00%</b>	<b>634</b>	<b>100.00%</b>	<b>429</b>	<b>100.00%</b>	<b>2456</b>	<b>100.00%</b>
*Total elapsed time from the receipt of report to the time of arrival.								

Cindy Capozzoli  
Director Rates

## 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 Total 60: 6</b>				<b>Bus. Hrs: 2</b>	<b>33%</b>	<b>Wkd. Hrs: 4</b>	<b>67%</b>	<b>After Hrs: 0</b>	<b>0%</b>		
6787871	Juan Solano	P633636	2 Stowe Ct # H Vernon, NJ 07462	VERNON	2 STOWE CT # H	Saturday	9/23/2023 5:43:15 PM	9/23/2023 6:17:20 PM	9/23/2023 7:05:58 PM	82.72	traffic and distance
6718100	Brian Tompkins	P366261	PREMISE:307 Route-94	VERNON	307 ROUTE-94	Wednesday	8/2/2023 3:24:56 PM	8/2/2023 3:51:16 PM	8/2/2023 4:45:37 PM	80.68	All scheduled personnel responding to others calls
6704057	Brian Keat	P2102569	PREMISE, 12 FIELDVIEW DR, SPARTA TWP-SUSSEX-1918	SPARTA	12 FIELDVIEW DR	Sunday	7/30/2023 11:41:39 AM	7/30/2023 11:48:16 AM	7/30/2023 1:02:00 PM	80.35	traffic and distance
6784115	Steven Gassaway	P2110722	PREMISE, 43 PAULA DR, WASHINGTON TWP-MORRIS-1438	WASHINGTON	43 PAULA DR	Friday	9/15/2023 4:18:54 PM	9/15/2023 4:30:27 PM	9/15/2023 5:30:48 PM	71.90	All scheduled personnel responding to others calls
6787829	Scott Pierson	P571744	PREMISE:42 Dayton Rd	FLEMINGTON	42 DAYTON RD	Saturday	9/23/2023 10:04:53 AM	9/23/2023 10:31:11 AM	9/23/2023 11:11:32 AM	66.65	All scheduled personnel responding to others calls
6755415	Zachary Januse	P377880	PREMISE:203 Dunleigh Ct	PENNINGTON	203 DUNLEIGH CT	Sunday	8/20/2023 9:03:46 PM	8/20/2023 9:14:18 PM	8/20/2023 10:05:19 PM	61.55	All scheduled personnel responding to others calls

Cindy Capozzoli  
Director Rates

Union		Total 60: 5			Bus. Hrs:	0%	Wkd.	20%	After	80%	
					0		Hrs: 1		Hrs: 4		
6658135	George Kearney	P605420	PREMISE:69 Riverside Dr	CLARK	69 RIVERSIDE DR	Saturday	7/15/2023 4:54:39 AM	7/15/2023 5:56:34 AM	7/15/2023 6:09:53 AM	75.23	All scheduled personnel responding to others calls
6793334	Edward Hirsch	P560148	PREMISE:78 Overbrook Dr	COLONIA	78 OVERBROOK DR	Wednesday	9/27/2023 8:29:23 PM	9/27/2023 9:10:46 PM	9/27/2023 9:44:07 PM	74.73	All scheduled personnel responding to others calls
6779135	Derek Polak	P345849	PREMISE:1458 Highland Ave	HILLSIDE	1458 HIGHLAND AVE	Tuesday	9/12/2023 12:30:36 AM	9/12/2023 12:34:05 AM	9/12/2023 1:45:19 AM	74.72	All scheduled personnel responding to others calls
6784136	William Lester	P458785	PREMISE:448 Birch Pl	WESTFIELD	448 BIRCH PL	Friday	9/15/2023 4:36:43 PM	9/15/2023 4:51:03 PM	9/15/2023 5:40:16 PM	63.55	All scheduled personnel responding to others calls
6767117	George Kearney	P454715	PREMISE:151 W Inman Ave	RAHWAY	151 W INMAN AVE	Saturday	9/2/2023 3:20:47 PM	9/2/2023 3:49:23 PM	9/2/2023 4:20:49 PM	60.03	traffic and distance
<b>ETG</b>	<b>Total 60:</b>			<b>Bus. Hrs:</b>	<b>18%</b>	<b>Wkd.</b>	<b>45%</b>	<b>After</b>	<b>36%</b>		
	<b>11</b>			<b>2</b>		<b>Hrs: 5</b>		<b>Hrs: 4</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>
Apr 2023	1,202	2	12,294	431	515	-	15
May 2023	867	-	12,555	429	-	-	56
Jun 2023	791	-	12,775	622	-	-	28
<b>Q2 2023</b>	<b>2,860</b>	<b>2</b>	<b>37,624</b>	<b>1,482</b>	<b>515</b>	<b>-</b>	<b>99</b>
Jul 2023	487	1	12,715	907	-	-	13
Aug 2023	386	-	12,911	1,005	-	-	16
Sep 2023	49	1	13,179	1,199	-	-	26
<b>Q3 2023</b>	<b>922</b>	<b>2</b>	<b>38,805</b>	<b>3,111</b>	<b>-</b>	<b>-</b>	<b>55</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 9/30/23

	<b>Default</b>	<b>Active or Completed</b>	<b>Total Set Up*</b>	<b>Active or Completed %</b>	<b>Default %</b>
Jan	600	43	643	7%	93%
Feb	745	62	807	8%	92%
Mar	1156	141	1297	11%	89%
Apr	756	171	927	18%	82%
May	774	214	988	22%	78%
Jun	589	379	968	39%	61%
Jul	181	471	652	72%	28%
Aug	38	673	711	95%	5%
Sep	9	530	539	98%	2%
Oct					
Nov					
Dec					
<b>2023</b>	<b>4,848</b>	<b>2,684</b>	<b>7,532</b>		

\*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 9/30/2023

Months	Number of DPAs
1	1
2	29
3	85
4	224
5	163
6	458
7	108
8	233
9	72
10	192
11	27
12	728
13	7
14	5
15	20
16	11
17	4
18	31
19	8
20	8
21	7
22	10
23	6
24	46
25-36	65
37-48	17
More than 48 Months	4
<b>Total DPAs</b>	<b>2,569</b>

**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 9/30/2023

Range			Number of DPAs in range	Total Amount in arrears associated with range
\$ -	To	\$ 500.00	1,121	\$ 362,964.86
\$ 500.01	To	\$ 1,000.00	915	\$ 649,672.16
\$ 1,000.01	To	\$ 1,500.00	274	\$ 328,619.59
\$ 1,500.01	To	\$ 2,000.00	89	\$ 152,180.78
\$ 2,000.01	To	\$ 2,500.00	56	\$ 125,575.70
\$ 2,500.01	To	\$ 3,000.00	35	\$ 94,866.54
\$ 3,000.01	To	\$ 3,500.00	19	\$ 62,347.64
	Greater Than	\$ 3,500.00	60	\$ 757,446.81
<b>Total</b>			<b>2,569</b>	<b>\$ 2,533,674.08</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	67,847	66,931	59,414	61,042	61,260	62,234			
Number of Residential Customers Eligible for disconnection (90+ days/\$1000+ balance)	175	270	659	3,873	3,664	3,326	2,952	2,571	2,295			
Number of Residential Customer In Arrears and receiving assistance	2,611	3,768	4,353	4,804	4,663	4,388	4,415	4,359	4,294			
Number of Residential Customers Assesed a Reconnection Fee	30	43	67	185	118	111	56	93	59			
Number of Residential Customers For Whom The Company Has Waived a Reconnection Fee	-	-	-	-	-	-	-	-	-			