

Cindy Capozzoli  
Director Rates

January 30, 2024

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 Fourth Quarter ending December 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/adh  
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 12/3			
				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) <sup>1,2</sup>	293	115	52	149	39	63	46	100	98	25	56	89	42	50	8	75
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%	61.00%	82.37%	77.86%	81.10%	71.17%	73.89%	87.55%	78.90%	73.99%	80.56%	78.93%	94.18%	76.32%
1C Abandoned Call Rate GOAL 5% or less of calls abandoned	19.90%	7.20%	3.80%	11.20%	2.81%	4.68%	3.53%	7.33%	7.64%	2.01%	4.30%	6.63%	2.41%	2.48%	0.99%	5.50%
1D Call Center Strike Reporting	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	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	18,755	21,254	19,596	195,882	20,921	21,158	17,527	255,488
Green Lane	22,038	22,304	25,056	69,398	19,805	24,045	20,947	134,195	16,710	18,569	17,219	186,693	18,442	19,024	14,774	238,933
Third Party	-	-	-	-	-	-	2,082	2,082	2,045	2,685	2,377	9,189	2,479	2,134	2,753	16,555
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	90.96%	98.47%	89.10%	87.37%	87.87%	95.31%	88.15%	89.91%	84.29%	93.52%
	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	9.04%	1.53%	10.90%	12.63%	12.13%	4.69%	11.85%	10.09%	15.71%	6.48%
	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> GOAL 95% of meters read	99.83%	99.85%	98.23%	99.66%	98.53%	99.89%	99.87%	99.43%	99.9%	99.9%	99.9%	99.66%	99.9%	99.9%	99.9%	99.73%
Number of meters not read	524	459	5,641	6,624	4,695	348	423	5,466	384	355	367	6,572	425	420	472	7,889
Number of meters	313,979	314,424	318,972		319,385	319,667	320,246		320,553	310,717	317,255		321,105	321,357	321,581	
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	3.0	3.0	2.8	3.2	2.9	3.2	2.4	3.1
Number of Rebills	1,190	1,077	989	3,256	743	878	1,255	6,132	927	934	877	8,870	900	1,016	770	11,556
Number of Total Customers	310,772	311,905	312,360		312,583	312,594	312,565		312,438	312,870	313,200		313,910	314,761	315,569	
3A Leak/Odor Responded to Within 60 Minutes GOAL 95% of calls responded to within 60 minutes																
Northwest	96.23%	98.88%	99.32%	97.96%	99.37%	100.00%	99.31%	98.72%	99.38%	98.64%	98.19%	98.72%	97.5%	97.8%	96.4%	98.3%
Total	99.04%	99.78%	99.76%	99.51%	99.64%	99.76%	99.46%	99.57%	99.74%	99.75%	99.20%	99.56%	99.1%	98.9%	98.8%	99.4%
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%	99.50%	99.30%	98.80%	99.30%	99.30%	99.52%	99.55%	99.40%	99.38%	99.1%	98.5%	98.9%	99.2%

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

	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
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>	0.0414	0.0667	0.0349	<b>0.6369</b>
GOAL <i>Less than 1 complaint/contact per 1,000 customers annually</i>																
Total BPU Complaints	28	21	25	<b>74</b>	17	19	16	<b>126</b>	14	11	5	<b>156</b>	13	21	11	<b>201</b>
Billing	19	11	12	<b>42</b>	6	6	5	<b>59</b>	4	4	2	<b>69</b>	7	4	6	<b>86</b>
Collections	3	4	5	<b>12</b>	8	10	7	<b>37</b>	7	5	2	<b>51</b>	4	14	5	<b>74</b>
Credit	0	0	0	<b>0</b>	0	0	1	<b>1</b>	1	0	0	<b>2</b>	0	1	0	<b>3</b>
Customer Service	1	1	2	<b>4</b>	0	0	0	<b>4</b>	0	0	0	<b>4</b>	0	0	0	<b>4</b>
Field Service	1	3	3	<b>7</b>	2	3	3	<b>15</b>	2	0	1	<b>18</b>	1	2	0	<b>21</b>
Marketer/ Supplier	0	1	1	<b>2</b>	1	0	0	<b>3</b>	0	0	0	<b>3</b>	0	0	0	<b>3</b>
New Business	1	1	0	<b>2</b>	0	0	0	<b>2</b>	0	0	0	<b>2</b>	1	0	0	<b>3</b>
Remittance	3	0	2	<b>5</b>	0	0	0	<b>5</b>	0	0	0	<b>5</b>	0	0	0	<b>5</b>
Other	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	2	0	<b>2</b>	0	0	0	<b>2</b>
Complaints from customers on DPA	0	1	0	<b>1</b>	0	0	0	<b>1</b>	0	0	0	<b>1</b>	0	0	0	<b>1</b>
Complaints resolved by DPA	0	3	5	<b>8</b>	4	8	5	<b>25</b>	3	6	0	<b>34</b>	4	13	5	<b>56</b>
Complaints from customer on LIHEAP	1	1	1	<b>3</b>	1	0	0	<b>4</b>	1	0	0	<b>5</b>	0	0	1	<b>6</b>
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>	79.87%	75.79%	78.84%	<b>77.95%</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>	78.30%	76.84%	77.18%	<b>77.28%</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															

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

**ELIZABETHTOWN GAS COMPANY**  
**BPU QUARTERLY REPORTS**  
**BPU DOCKET NO. GR21121254, APPENDIX D / BPU DOCKET NO. GM22040270, APPENDIX 3**  
**APPENDIX A - Annual Only**  
**Percent of On-Cycle Meter Reads By Town**

City/Town	Average of Percentage Read
Alexandria Township, New Jersey	100.00%
Allamuchy Township, New Jersey	99.99%
Alpha, New Jersey	100.00%
Andover, New Jersey	99.23%
Annandale, New Jersey	99.96%
Asbury Park, New Jersey	100.00%
Asbury, New Jersey	100.00%
Augusta, New Jersey	100.00%
Avenel, New Jersey	100.00%
Baptistown, New Jersey	100.00%
Belvidere, New Jersey	99.99%
Bethlehem Township, New Jersey	100.00%
Bloomsbury, New Jersey	100.00%
Branchville, New Jersey	100.00%
Broadway, New Jersey	100.00%
Budd Lake, New Jersey	100.00%
Byram Township, New Jersey	99.96%
Califon, New Jersey	100.00%
Carteret, New Jersey	100.00%
Clark, New Jersey	100.00%
Clinton, New Jersey	100.00%
Colonia, New Jersey	100.00%
Cranford, New Jersey	100.00%
Delaware Township, Hunterdon County, New Jersey	100.00%
East Amwell Township, New Jersey	97.92%
Edison, New Jersey	99.99%
Elizabeth, New Jersey	100.00%
Ewing Township, New Jersey	100.00%
Fanwood, New Jersey	99.95%
Flemington, New Jersey	100.00%
Fords, New Jersey	100.00%
Frankford Township, New Jersey	100.00%
Franklin Township, Hunterdon County, New Jersey	99.44%
Fredon Township, New Jersey	100.00%
Frenchtown, New Jersey	99.93%
Garwood, New Jersey	100.00%
Glen Gardner, New Jersey	100.00%
Great Meadows, New Jersey	99.94%
Green Township, New Jersey	100.00%
Greenwich Township, Cumberland County, New Jersey	100.00%
Greenwich Township, Warren County, New Jersey	100.00%
Hackettstown, New Jersey	100.00%
Hamburg, New Jersey	99.99%
Hampton, New Jersey	99.77%
Hardyston Township, New Jersey	99.86%
High Bridge, New Jersey	99.99%
Hillside, New Jersey	100.00%
Holland Township, New Jersey	100.00%
Hopelawn, New Jersey	100.00%
Hopewell, New Jersey	99.92%
Independence Township, New Jersey	99.94%
Iselin, New Jersey	100.00%
Keasbey, New Jersey	100.00%
Kenilworth, New Jersey	100.00%
Kingwood Township, New Jersey	100.00%
Lafayette Township, New Jersey	99.97%
Lambertville, New Jersey	100.00%
Lawrence Township, Mercer County, New Jersey	100.00%
Lawrenceville, New Jersey	99.82%
Lebanon, New Jersey	100.00%
Liberty Township, New Jersey	100.00%
Linden, New Jersey	100.00%
Long Valley, New Jersey	100.00%
Lopatcong Township, New Jersey	99.99%
Mansfield Township, Warren County, New Jersey	100.00%
Maplewood, New Jersey	100.00%
McAfee, New Jersey	100.00%
Metuchen, New Jersey	100.00%
Milford, New Jersey	100.00%
Mount Olive Township, New Jersey	100.00%
Mountainside, New Jersey	100.00%
Newton, New Jersey	100.00%
Ogdensburg, New Jersey	99.98%
Oxford Township, New Jersey	100.00%
Pennington, New Jersey	100.00%
Perth Amboy, New Jersey	99.99%
Phillipsburg, New Jersey	100.00%
Pittstown, New Jersey	100.00%
Plainfield, New Jersey	100.00%
Pohatcong Township, New Jersey	100.00%
Port Murray, New Jersey	100.00%
Port Reading, New Jersey	99.99%
Princeton, New Jersey	100.00%
Rahway, New Jersey	100.00%
Raritan, New Jersey	99.97%
Readington Township, New Jersey	99.17%

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**APPENDIX A - Annual Only**  
**Percent of On-Cycle Meter Reads By Town**

City/Town	Average of Percentage Read
Ringoes, New Jersey	99.99%
Roselle Park, New Jersey	100.00%
Roselle, New Jersey	100.00%
Scotch Plains, New Jersey	100.00%
Sewaren, New Jersey	100.00%
Sparta, New Jersey	99.98%
Springfield Township, Union County, New Jersey	100.00%
Stanhope, New Jersey	100.00%
Stewartsville, New Jersey	99.99%
Stockholm, New Jersey	100.00%
Stockton, New Jersey	100.00%
Sussex, New Jersey	100.00%
Three Bridges, New Jersey	100.00%
Titusville, New Jersey	100.00%
Trenton, New Jersey	100.00%
Union County, New Jersey	100.00%
Union Township, Hunterdon County, New Jersey	100.00%
Vauxhall, New Jersey	100.00%
Vernon Township, New Jersey	100.00%
Wantage Township, New Jersey	100.00%
Washington Township, Warren County, New Jersey	99.95%
West Amwell Township, New Jersey	100.00%
Westfield, New Jersey	100.00%
White Township, New Jersey	100.00%
Winfield Township, New Jersey	100.00%
Woodbridge Township, New Jersey	99.99%



One South Jersey Place  
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T: (856) 625-6618  
ccapozzoli@sjindustries.com

Cindy Capozzoli  
Director Rates

January 19, 2024

*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 fourth 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 | Q4

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>	515	30.51%	150	21.40%	139	23.56%	804	26.99%
<b>15-30</b>	799	47.33%	333	47.50%	300	50.85%	1432	48.07%
<b>30-45</b>	308	18.25%	161	22.97%	114	19.32%	583	19.57%
<b>45-60</b>	55	3.26%	42	5.99%	31	5.25%	128	4.30%
<b>Over 60</b>	11	0.65%	15	2.14%	6	1.02%	32	1.07%
<b>Total</b>	<b>1688</b>	<b>100.00%</b>	<b>701</b>	<b>100.00%</b>	<b>590</b>	<b>100.00%</b>	<b>2979</b>	<b>100.00%</b>

\*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
<b>Northwest</b>	<b>Total 60:</b>				<b>Bus. Hrs: 2</b>	<b>12%</b>	<b>Wkd. Hrs: 6</b>	<b>35%</b>	<b>After Hrs: 9</b>	<b>53%</b>	
6821133	Michael Wambold	P419786	PREMISE:1 E Davos Dr# 8	VERNON	1 E DAVOS DR # 8	Saturday	10/28/2023 1:14:41 PM		10/28/2023 3:02:00 PM	107.32	All scheduled personnel responding to others calls
6874126	Joseph Detweiler	P616139	PREMISE:1 Attitash Dr *# 11	VERNON	1 ATTITASH DR *# 11	Saturday	12/30/2023 11:09:34 AM	12/30/2023 12:18:10 PM	12/30/2023 12:50:13 PM	100.65	traffic and distance
6835762	William Shackleton	P649496	PREMISE:1 THAMES LN LOT 14	FLEMINGTON	1 THAMES LN LOT 14	Monday	11/13/2023 5:05:19 PM		11/13/2023 6:42:00 PM	96.68	traffic and distance
6805364	Scott Pierson	P645492	PREMISE:66 Sam Bonnell Dr	CLINTON	66 SAM BONNELL DR	Monday	10/9/2023 10:31:16 PM	10/9/2023 11:21:03 PM	10/9/2023 11:58:34 PM	87.30	traffic and distance
6835673	Scott Pierson	P625764	PREMISE:25 Mission Hills Rd	ANNANDALE	25 MISSION HILLS RD	Monday	11/13/2023 4:48:01 PM	11/13/2023 5:40:39 PM	11/13/2023 6:09:12 PM	81.18	All scheduled personnel responding to others calls
6803337	Matthew Quist	P632798	PREMISE:111 Weldon Way	PENNINGTON	111 WELDON WAY	Monday	10/9/2023 9:57:22 AM	10/9/2023 10:12:05 AM	10/9/2023 11:14:33 AM	77.18	All scheduled personnel responding to others calls



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6850288	Paul June	P626714	PREMISE:105 Carol Dr	HACKETTSTOWN	105 CAROL DR	Sunday	12/10/2023 2:46:30 PM		12/10/2023 3 3:59:00 PM	72.50	traffic and distance
6874131	Joseph Detweiler	P622545	PREMISE:71 Woodland Dr	VERNON	71 WOODLAND DR	Saturday	12/30/2023 12:12:35 PM	12/30/2023 1:20:48 PM	12/30/2023 3 1:23:57 PM	71.37	All scheduled personnel responding to others calls
6861575	Eric Tompkins	P353865	PREMISE:27 Main St# A	LEBANON	27 MAIN ST # A	Thursday	12/14/2023 5:26:36 PM	12/14/2023 5:28:48 PM	12/14/2023 3 6:34:28 PM	67.87	traffic and distance
6865182	Brian Keat	MUNI-1014	HIGH BRIDGE BORO-HUNTERDON-1014			Tuesday	12/19/2023 7:06:37 AM	12/19/2023 7:27:12 AM	12/19/2023 3 8:12:08 AM	65.52	traffic and distance
6823288	Eric Tompkins	P396913	PREMISE:68 Pine St	NEWTON	68 PINE ST	Tuesday	10/31/2023 8:31:55 PM	10/31/2023 9:13:06 PM	10/31/2023 3 9:36:01 PM	64.10	All scheduled personnel responding to others calls
6837047	Kyle Hovanec	P366865	PREMISE:10 Nathaniel Green Rd	TITUSVILLE	10 NATHANIEL GREEN RD	Thursday	11/16/2023 1:09:13 AM	11/16/2023 1:19:53 AM	11/16/2023 3 2:13:19 AM	64.10	traffic and distance
6865420	Brian Tompkins	P380740	PREMISE:316 Church St	HACKETTSTOWN	316 CHURCH ST	Tuesday	12/19/2023 4:09:51 PM	12/19/2023 4:34:25 PM	12/19/2023 3 5:13:02 PM	63.18	All scheduled personnel responding to others calls
6820575	Scott Pierson	P616163	PREMISE:22 Prescott Cir	LEBANON	22 PRESCOTT CIR	Thursday	10/26/2023 7:15:18 PM	10/26/2023 8:06:44 PM	10/26/2023 3 8:17:15 PM	61.95	All scheduled personnel responding to others calls
6824842	Paul June	P599389	PREMISE:540 Route-519	BELVIDERE	540 ROUTE-519	Saturday	11/4/2023 7:37:15 AM	11/4/2023 8:08:55 AM	11/4/2023 8:38:51 AM	61.60	traffic and distance
6846927	Juan Solano	P619038	PREMISE:40 Burlington Ct	HAMBURG	40 BURLINGTON CT	Saturday	12/2/2023 5:14:16 PM	12/2/2023 5:22:58 PM	12/2/2023 6:15:24 PM	61.13	traffic and distance



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6832830	Juan Solano	P566541	PREMISE:37 Paterson Ave	NEWTON	37 PATERSON AVE	Saturday	11/11/2023 1:47:09 PM	11/11/2023 2:38:17 PM	11/11/2023 3 2:47:45 PM	60.60	All scheduled personnel responding to others calls
<b>Union Total 60: 15</b>						<b>Bus. Hrs: 9</b>	<b>60%</b>	<b>Wkd. Hrs: 0</b>	<b>0%</b>	<b>After Hrs: 6</b>	<b>40%</b>
6831964	George Kearney	P611316	PREMISE: 5 PEARL ST, METUCHEN BORO-MIDDLESEX-1209	METUCHEN	5 PEARL ST	Thursday	11/9/2023 12:46:43 AM		11/9/2023 5:45:00 AM	298.28	System Error
6820587	Oscar Zuniga	P577341	PREMISE:115 0 W St Georges Ave# B11	LINDEN	1150 W ST GEORGES AVE # B11	Thursday	10/26/2023 10:56:06 PM		10/27/2023 3 2:15:00 AM	198.90	System Error
6840545	Leonard Niro	P525022	PREMISE:500 Commerce Rd	LINDEN	500 COMMERCE RD	Wednesday	11/22/2023 4:05:28 PM		11/22/2023 3 6:18:00 PM	132.53	Dispatch Error
6866822	Edward Hirsch	P581679	PREMISE:3 Riverview Ter *# D	LINDEN	3 RIVERVIEW TER *# D	Friday	12/22/2023 10:03:30 AM	12/22/2023 11:12:25 AM	12/22/2023 3 11:37:00 AM	93.50	All scheduled personnel responding to others calls
6843909	George Kearney	P355862	PREMISE:734 N Broad StMSTR	ELIZABETH	734 N BROAD ST MSTR	Thursday	11/30/2023 8:01:34 PM	11/30/2023 8:06:51 PM	11/30/2023 3 9:30:08 PM	88.57	All scheduled personnel responding to others calls
6797450	Edward Hirsch	MUNI-1205	EDISON TWP-MIDDLESEX-1205			Monday	10/2/2023 1:48:44 PM	10/2/2023 1:58:49 PM	10/2/2023 3:12:58 PM	84.23	trouble locating property
6818247	George Kearney	P565233	PREMISE:79 Livingston Ave	EDISON	79 LIVINGSTON AVE	Monday	10/23/2023 3:38:56 PM	10/23/2023 4:25:29 PM	10/23/2023 3 5:01:00 PM	82.07	All scheduled personnel responding to others calls

Cindy Capozzoli  
Director Rates

6842569	Anthony Grabowski	P401534	PREMISE:74 Newman St	METUCHEN	74 NEWMAN ST	Tuesday	11/28/2023 8:27:26 AM	11/28/2023 9:01:31 AM	11/28/2023 9:40:21 AM	72.92	All scheduled personnel responding to others calls
6849838	Jobie Rickard	P551568	PREMISE:80 George St	CARTERET	80 GEORGE ST	Friday	12/8/2023 11:00:59 AM	12/8/2023 11:22:29 AM	12/8/2023 12:06:25 PM	65.43	traffic and distance
6837551	Jobie Rickard	P533775	PREMISE:41 Gateway Ave	ISELIN	41 GATEWAY AVE	Friday	11/17/2023 8:35:39 AM	11/17/2023 9:01:03 AM	11/17/2023 9:39:52 AM	64.22	Dispatch Error
6819123	Michael Mansfield	P577505	PREMISE:2100 Edward-Stec Blvd*BLDG 21, #MSTR MTR	EDISON	2100 EDWARD-STEC BLVD *BLDG 21, #MSTR MTR	Tuesday	10/24/2023 3:54:14 PM	10/24/2023 4:05:18 PM	10/24/2023 4:58:07 PM	63.88	All scheduled personnel responding to others calls
6861591	Daniel LaMorte	P475089	PREMISE:908 New England Dr	WESTFIELD	908 NEW ENGLAND DR	Thursday	12/14/2023 6:29:31 PM	12/14/2023 7:00:39 PM	12/14/2023 7:31:05 PM	61.57	All scheduled personnel responding to others calls
6874093	Richard Hinterstein	MUNI-1205	EDISON TWP-MIDDLESEX-1205			Friday	12/29/2023 11:25:06 PM	12/30/2023 12:07:39 AM	12/30/2023 12:26:06 AM	61.00	All scheduled personnel responding to others calls
6824713	Oscar Zuniga	P385635	PREMISE:48 Pinho Ave	CARTERET	48 PINHO AVE	Friday	11/3/2023 3:31:42 PM	11/3/2023 4:07:13 PM	11/3/2023 4:32:42 PM	61.00	All scheduled personnel responding to others calls
6827200	Brian Guisti	P494855	PREMISE:511 Van Buren Ave1F	LINDEN	511 VAN BUREN AVE 1F	Monday	11/6/2023 7:38:21 PM	11/6/2023 8:38:56 PM	11/6/2023 8:39:04 PM	60.72	System Error
<b>ETG</b>	<b>Total 60:</b>						<b>Bus. Hrs: 34%</b>	<b>Wkd. Hrs: 19%</b>	<b>After Hrs: 47%</b>		
	<b>32</b>						<b>11</b>	<b>6</b>	<b>15</b>		

**ELIZABETHTOWN GAS COMPANY**  
**BPU QUARTERLY REPORTS**  
**BPU DOCKET NO. GR21121254, APPENDIX D / BPU DOCKET NO. GM22040270, APPENDIX 3**  
**APPENDIX C - Annual Only**  
**Disconnections for Non Payment**

<b>Customer Disconnections</b>					
	<b>Residential</b>	<b>Commercial</b>	<b>Industrial</b>	<b>Total</b>	<b>Projected *</b>
2023	1683	431	0	2,114	5,160

**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>
Oct 2023	-	-	13,132	1,369	-	-	17
Nov 2023	6,199	-	12,659	2,336	2,186	-	26
Dec 2023	944	2	12,221	3,301	-	-	33
<b>Q4 2023</b>	<b>7,143</b>	<b>2</b>	<b>38,012</b>	<b>7,006</b>	<b>2,186</b>	<b>-</b>	<b>76</b>

**ELIZABETHTOWN GAS COMPANY**  
**BPU QUARTERLY REPORTS**  
**BPU DOCKET NO. GR21121254, APPENDIX D / BPU DOCKET NO. GM22040270, APPENDIX 3**  
**APPENDIX E - RCR-CUS-21.2 - Annual Only**  
**Financial Assistance Enrollment by Municipality**

CITY	LIHEAP	LIFELINE	USF	NJ SHARES	PAGE
Allamuchy	3	4	63	-	-
Alpha	23	9	333	-	3
Annandale	42	12	337	-	-
Asbury	1	-	18	-	-
Augusta	2	-	17	-	-
Avenel	186	60	2,475	4	19
Belvidere	86	25	667	-	-
Bloomsbury	5	-	39	-	-
Branchville	3	2	31	-	-
Broadway	2	-	37	-	1
Budd Lake	4	1	65	-	-
Califon	2	-	33	-	-
Carteret	508	122	6,001	-	26
Clark	67	50	967	-	-
Clinton	13	3	134	-	-
Colonia	85	63	1,173	-	2
Cranford	62	35	989	-	14
Edison	313	173	4,310	-	22
Elizabeth	3,127	631	40,388	-	103
Fanwood	12	10	152	-	-
Flemington	239	97	2,625	-	11
Fords	133	48	1,435	-	11
Franklin	12	6	190	-	-
Frenchtown	8	1	69	-	2
Garwood	38	14	514	-	7
Glen Gardner	27	12	284	-	-
Great Meadows	-	-	12	-	-
Hackettstown	187	73	2,130	-	20
Hamburg	57	25	596	2	2
HAMPTON	6	3	76	-	-
Hardyston	5	1	27	-	-
HIGH BRIDGE	9	2	123	-	-
Hillside	324	106	4,352	-	31
Hopelawn	26	11	299	-	-
Hopewell	12	4	172	-	3
Independence	2	-	5	-	-
Iselin	177	94	1,982	-	6
Keasbey	106	25	1,137	-	4
Kenilworth	66	32	821	-	4
Lafayette	-	2	12	-	-
Lambertville	37	18	480	-	-
Lawrenceville	-	-	14	-	-
Lebanon	16	7	174	-	-
Linden	781	218	9,167	4	60
Long Valley	3	1	39	-	-
Lopatcong	1	-	12	-	-
LOPATCONG TWP	8	1	92	-	-
Metuchen	84	39	1,052	2	3
Milford	10	6	109	-	-
MILFORD BORO	1	-	8	-	-
Mount Olive	3	-	20	-	-
Mountainside	10	4	142	-	-
MT OLIVE	1	-	8	-	-
Newton	88	35	1,175	-	-
NEWTON TOWN	1	-	13	-	-
Ogdensburg	1	-	12	-	-
OGDENSBERG BORO	1	-	24	-	-
Oxford	8	1	53	-	-
Pennington	42	14	497	-	-
PENNINGTON BORO	1	-	12	-	-
Perth Amboy	2,045	330	25,614	-	41
Phillipsburg	630	119	7,343	2	23
Pittstown	1	-	3	-	-
Pohatcong	-	-	12	-	-
PORT MURRAY	-	2	12	-	-
Port Reading	62	11	642	-	4
Rahway	446	150	5,236	-	29
Raritan	43	2	248	-	8
Ringoes	2	1	41	-	-
Roselle	347	116	5,647	2	36
Roselle Park	88	38	1,252	-	4
Scotch Plains	81	40	1,178	-	16
Sewaren	29	15	396	-	5
Sparta	19	6	274	-	-
Stewartsville	57	21	665	-	2
Stockton	2	3	17	-	-
Sussex	34	8	375	-	1
Three Bridges	10	8	132	-	-
Titusville	-	1	-	-	-
Union	427	167	5,341	2	49
Vauxhall	85	21	1,037	-	11
Vernon	49	23	592	-	-
WANTAGE	-	-	5	-	-
Washington	138	46	1,592	-	8
WASHINGTON BORO	1	-	20	-	-
WASHINGTON TWP	1	1	12	-	-
Westfield	46	28	706	-	7
Woodbridge	285	104	4,052	-	15
WOODBRIIDGE-MIDSEX	9	-	75	-	-
Blank	2	-	-	-	-
<b>Total</b>	<b>12,016</b>	<b>3,361</b>	<b>150,712</b>	<b>18</b>	<b>613</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 12/31/23

	<b>Default</b>	<b>Active or Completed</b>	<b>Total Set Up*</b>	<b>Active or Completed %</b>	<b>Default %</b>
Jan	607	37	644	6%	94%
Feb	763	44	807	5%	95%
Mar	1210	86	1296	7%	93%
Apr	834	93	927	10%	90%
May	879	109	988	11%	89%
Jun	819	149	968	15%	85%
Jul	523	131	654	20%	80%
Aug	583	127	710	18%	82%
Sep	398	140	538	26%	74%
Oct	360	235	595	39%	61%
Nov	167	387	554	70%	30%
Dec	4	393	397	99%	1%
<b>2023</b>	<b>7,147</b>	<b>1,931</b>	<b>9,078</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 12/31/2023

Months	Number of DPAs
1	1
2	8
3	39
4	94
5	74
6	224
7	49
8	151
9	41
10	140
11	14
12	507
13	8
14	8
15	17
16	9
17	7
18	53
19	11
20	10
21	9
22	8
23	4
24	44
25-36	60
37-48	14
More than 48 Months	5
<b>Total DPAs</b>	<b>1,609</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 12/31/2023

Range			Number of DPAs in range	Total Amount in arrears associated with range
\$ -	To	\$ 500.00	657	\$ 214,005.73
\$ 500.01	To	\$ 1,000.00	579	\$ 411,795.56
\$ 1,000.01	To	\$ 1,500.00	164	\$ 197,701.51
\$ 1,500.01	To	\$ 2,000.00	61	\$ 105,390.71
\$ 2,000.01	To	\$ 2,500.00	49	\$ 108,036.51
\$ 2,500.01	To	\$ 3,000.00	29	\$ 77,882.41
\$ 3,000.01	To	\$ 3,500.00	16	\$ 52,461.12
	Greater Than	\$ 3,500.00	54	\$ 770,942.88
<b>Total</b>			<b>1,609</b>	<b>\$ 1,938,216.43</b>

**ELIZABETHTOWN GAS COMPANY**  
**BPU QUARTERLY REPORTS**  
**BPU DOCKET NO. GR21121254, APPENDIX D / BPU DOCKET NO. GM22040270, APPENDIX 3**  
**APPENDIX I - RCR-CUS-12.1 - Annual Only**  
**DPA Details**

	<b>2023</b>
Newly established Deferred Payment Arrangements	9,078
Average Down Payment (in Dollars)	\$ 185.05
Average Term (in Months)	9.0
Average dollars amount of arrears made subject to a DPA	\$ 757.64
Average Monthly Installment of DPAs	\$ 82.25
Number of Defaulted DPAs	7,147
Number of Complete (or "successful") DPAs	1,373
*Average amount written off for each defaulted DPA	N/A
*Total amount written off by ETG for Defaulted DPAs	N/A

\* When a customer defaults on a DPA, the dollars enrolled in the DPA are transferred back to the main customer service agreement, and are not written off.

**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	60,146	59,754	60,947
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	2,145	2,107	2,629
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	4,420	4,312	3,214
Number of Residential Customers Assessed a Reconnection Fee	30	43	67	185	118	111	56	93	59	68	60	18
Number of Residential Customers For Whom The Company Has Waived a Reconnection Fee	-	-	-	-	-	-	-	-	-	-	-	-