

Cindy Capozzoli
Director Rates

January 31, 2025

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

**Re: In the Matter of The 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, enclosed please find Elizabethtown Gas Company's Customer Service Metrics Quarterly Report for the Fourth Quarter ending December 2024.

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. CaroselliM. Kammer
B. LipmanK. Forbes
M. Cummings

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

	Jan-24	Feb-24	Mar-24	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-24	May-24	Jun-24	YTD	Jul-24	Aug-24	Sep-24	YTD	Oct-24	Nov-24	Dec-24	YTD
1A Average Speed of Answer (in seconds) ²	17	27	39	28	118	23	53	47	69	31	42	47	35	40	117	51
1B Percent of Calls Answered Within 30 Seconds ¹	92.56%	88.33%	85.91%	88.50%	79.60%	88.80%	88.13%	86.79%	85.29%	88.67%	85.12%	86.66%	85.81%	88.34%	86.03%	86.66%
GOAL 80% of calls answered in 30 seconds through Q3 2024; 82% of calls answered within 30 seconds thereafter				QTD 88.50%				QTD 85.29%				QTD 86.41%				QTD 86.65%
1C Abandoned Call Rate ¹	1.44%	1.81%	2.63%	1.96%	4.44%	1.92%	2.70%	2.52%	2.94%	2.18%	2.73%	2.55%	2.32%	2.38%	3.58%	2.60%
GOAL 5% or less of calls abandoned				QTD 1.96%				QTD 3.07%				QTD 2.61%				QTD 2.75%
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	20,726	22,157	20,924	63,807	23,204	22,216	19,537	128,764	21,742	22,900	21,907	195,313	24,926	20,165	21,566	261,970
Green Lane	17,698	19,040	19,425	56,163	21,645	20,785	18,262	116,855	20,343	20,739	19,699	177,636	22,788	17,658	18,700	236,782
Third Party	3,028	3,117	1,499	7,644	1,559	1,431	1,275	11,909	1,399	2,161	2,208	17,677	2,138	2,507	2,866	25,188
	14.61%	14.07%	7.16%	11.98%	6.72%	6.44%	6.53%	9.25%	6.43%	9.44%	10.08%	9.05%	8.58%	12.43%	13.29%	9.61%
								YTD Jan-Mar 2024				YTD Jan-Jun 2024				YTD Jan-Sep 2024
2A Percent of On-Cycle Meter Reads	99.89%	99.60%	99.66%	99.72%	99.68%	99.91%	99.93%	99.84%	99.95%	99.85%	99.80%	99.85%	99.93%	99.93%	99.94%	99.88%
GOAL 95% of meters read																
Number of meters not read	346	1,287	1,289	10,811	1,027	300	227	1,554	165	486	654	2,859	233	225	194	3,511
Number of meters	321,875	322,328	375,859	3,891,928	319,702	319,905	320,112	959,719	320,262	320,443	320,714	1,921,138	320,953	321,216	321,259	2,884,566
2B Percent of On-Cycle Meter Reads By Town	See Appendix A - Annual Only															
2C Number of Rebills/1,000 Customers	3.4	2.1	2.4	2.7	2.4	2.2	4.9	2.9	2.1	2.4	2.6	2.7	2.3	2.1	2.3	2.6
GOAL 20 or fewer rebills per 1,000 customers																
Number of Rebills	1,090	679	757	2,526	762	695	1,550	5,533	675	763	831	7,802	734	652	723	9,911
Number of Total Customers	315,969	316,240	316,313	948,522	316,100	315,997	315,728	1,896,347	315,703	315,552	315,683	2,843,285	316,453	317,247	317,959	3,794,944
3A Leak/Odor Responded to Within 60 Minutes																
GOAL 95% of calls responded to within 60 minutes																
Northwest	94.20%	99.00%	97.80%	96.80%	99.49%	98.86%	98.67%	97.83%	98.10%	98.7%	99.00%	98.03%	94.0%	94.57%	95.42%	96.90%
Total	97.50%	98.70%	99.20%	98.40%	99.61%	99.22%	99.67%	98.88%	99.11%	99.25%	99.70%	99.03%	97.75%	97.90%	98.40%	98.75%
Most Recent Quarterly Leak Exception Report	See Appendix B															
3B Percent of Customer Service Appointments Met	99.18%	99.37%	99.39%	99.31%	99.45%	98.65%	98.95%	99.14%	98.45%	98.50%	98.95%	98.95%	96.7%	98.0%	98.2%	98.6%
GOAL 95%+ of service appointments met																

Notes:
1 Per paragraph 66 of the Board's Order in BPU Docket No. GR22040270 (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). ETG had consistent attainment of metrics 1B and 1C in Q4 2023 and Q4 2024. Therefore, the last quarterly CCCSIP report will be for Q1 2025
2 Data from calls though 1-800 Line and Emergency Response

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-24	Feb-24	Mar-24	YTD	Apr-24	May-24	Jun-24	YTD	Jul-24	Aug-24	Sep-24	YTD	Oct-24	Nov-24	Dec-24	YTD
4A Escalated Complaints to the BPU/1,000 Customers	0.0475	0.0506	0.0411	0.1391	0.0475	0.0728	0.0253	0.2851	0.0412	0.0317	0.0539	0.4118	0.0980	0.0788	0.0755	0.6605
GOAL <i>Less than 1 complaint/contact per 1,000 customers annually</i>																
Total BPU Complaints	15	16	13	44	15	23	8	90	13	10	17	130	31	25	24	210
Billing	4	4	3	11	4	5	3	23	11	3	1	38	7	6	3	54
Collections	9	8	9	26	9	13	4	52	0	2	10	64	20	18	16	118
Credit	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	1
Customer Service	1	0	0	1	0	1	0	2	1	1	2	6	0	0	0	6
Field Service	0	3	0	3	2	2	1	8	0	4	4	16	3	1	5	25
Marketer/ Supplier	0	1	1	2	0	0	0	2	0	0	0	2	0	0	0	2
New Business	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Remittance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	0	1	0	1	0	2	1	0	0	3	0	0	0	3
Complaints from customers on DPA	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Complaints resolved by DPA	0	7	6	13	6	11	6	36	5	3	8	52	25	16	10	103
Complaints from customer on LIHEAP	1	0	0	1	0	0	2	3	0	0	2	5	14	8	4	31
4B Customer Satisfaction Survey ³																
Combined VOC Score (Phone) ⁴	81.53%	81.22%	78.82%	80.56%	80.91%	82.91%	78.70%	81.16%	78.41%	74.73%	76.00%	79.84%	75.18%	76.00%	77.54%	79.42%
First Contact Resolution (Phone) ⁴	79.93%	80.87%	79.94%	80.32%	78.53%	80.98%	77.26%	79.72%	76.08%	74.64%	75.00%	78.51%	70.37%	77.42%	77.34%	78.08%
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:

- ³ Customer Satisfaction Survey based on percentage of respondents answering 6 or 7 on a seven point scale
- ⁴ 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 (CDP), New Jersey	100.00%
Allamuchy Township, New Jersey	100.00%
Alpha, New Jersey	99.99%
Andover Township, New Jersey	99.54%
Andover, New Jersey	96.21%
Annandale, New Jersey	100.00%
Asbury, New Jersey	100.00%
Augusta, New Jersey	100.00%
Avenel, New Jersey	99.99%
Baptistown, New Jersey	100.00%
Belvidere, 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	100.00%
Califon, New Jersey	100.00%
Carteret, New Jersey	99.99%
Clark, New Jersey	100.00%
Clinton, New Jersey	99.99%
Colonia, New Jersey	99.89%
Cranford, New Jersey	99.99%
Delaware Township, Hunterdon County, New Jersey	100.00%
East Amwell Township, New Jersey	100.00%
Edison, New Jersey	99.98%
Elizabeth, New Jersey	99.93%
Ewing Township, New Jersey	100.00%
Fanwood, New Jersey	99.96%
Flemington, New Jersey	100.00%
Fords, New Jersey	100.00%
Frankford Township, New Jersey	100.00%
Franklin, New Jersey	99.69%
Fredon Township, New Jersey	100.00%
Frenchtown, New Jersey	100.00%
Garwood, New Jersey	100.00%
Glen Gardner, New Jersey	99.99%
Great Meadows, New Jersey	100.00%
Green Township, New Jersey	99.59%
Greenwich Township, Cumberland County, New Jersey	100.00%
Greenwich Township, Warren County, New Jersey	100.00%
Hackettstown, New Jersey	100.00%
Hamburg, New Jersey	100.00%
Hampton, New Jersey	99.76%
Hardyston Township, New Jersey	100.00%
High Bridge, New Jersey	100.00%
Hillside, New Jersey	100.00%
Holland Township, New Jersey	100.00%
Hopelawn, New Jersey	100.00%
Hopewell, New Jersey	99.99%
Independence Township, New Jersey	100.00%
Iselin, New Jersey	99.99%
Kearney, New Jersey	100.00%
Kenilworth, New Jersey	99.99%
Kingwood Township, New Jersey	100.00%
Lafayette Township, New Jersey	99.90%

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

City/Town	Average of Percentage Read
Lambertville, New Jersey	100.00%
Lawrence Township, Mercer County, New Jersey	100.00%
Lawrenceville, New Jersey	100.00%
Lebanon Township, New Jersey	100.00%
Liberty Township, New Jersey	97.62%
Linden, New Jersey	99.07%
Long Valley, New Jersey	99.97%
Lopatcong Township, New Jersey	99.98%
Mansfield Township, Warren County, New Jersey	100.00%
Maplewood, New Jersey	100.00%
McAfee, New Jersey	100.00%
Metuchen, New Jersey	99.98%
Milford, New Jersey	100.00%
Mount Olive Township, New Jersey	100.00%
Mountainside, New Jersey	99.99%
Newton, New Jersey	99.98%
Ogdensburg, New Jersey	99.56%
Oxford (CDP), New Jersey	100.00%
Oxford Township, New Jersey	99.97%
Pennington, New Jersey	99.99%
Perth Amboy, New Jersey	99.96%
Phillipsburg, New Jersey	99.99%
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	100.00%
Princeton, New Jersey	100.00%
Rahway, New Jersey	99.98%
Raritan, New Jersey	100.00%
Readington Township, New Jersey	98.56%
Ringoes, New Jersey	99.98%
Roselle Park, New Jersey	99.99%
Roselle, New Jersey	99.99%
Scotch Plains, New Jersey	99.95%
Sewaren, New Jersey	99.99%
Sparta, New Jersey	99.91%
Springfield Township, Union County, New Jersey	100.00%
Stanhope, New Jersey	100.00%
Stewartsville, New Jersey	99.97%
Stockholm, New Jersey	100.00%
Stockton, New Jersey	100.00%
Sussex, New Jersey	99.96%
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%
Union Township, Union County, New Jersey	99.99%
Vauxhall, New Jersey	99.99%
Vernon Township, New Jersey	99.97%
Wantage Township, New Jersey	100.00%
Washington Township, Warren County, New Jersey	99.66%
West Amwell Township, New Jersey	100.00%
Westfield, New Jersey	99.97%
White Township, New Jersey	100.00%
Winfield Township, New Jersey	100.00%
Woodbridge Township, New Jersey	99.92%



Cindy Capozzoli
Director Rates

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

January 29, 2025

Via E-Mail

Sherri L. Golden, Board Secretary
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 2024. 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 Karen Forbes
 Kyle Felton

Leak Response Service Standard Quarterly Report

2024 | Q4

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	504	24.72%	148	19.87%	142	23.39%	794	23.41%
15-30	929	45.56%	338	45.37%	310	51.07%	1,577	46.51%
30-45	428	20.99%	181	24.30%	106	17.46%	715	21.09%
45-60	138	6.77%	62	8.32%	37	6.10%	237	6.99%
Over 60	40	1.96%	16	2.15%	12	1.98%	68	2.01%
Total	2,039	100.00%	745	100.00%	607	100.00%	3,391	100.00%
*Total elapsed time from the receipt of report to the time of arrival.								

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: 48				Bus. Hrs: 29		60%	Wkd. Hrs: 11	23%	After Hrs: 8		17%
7506136	Eric Tompkins	P634102	PREMISE:211 Overlook Dr	SUSSEX	211 OVERLOOK DR	Monday	12/23/2024 12:54:49 PM	12/23/2024 5:54:15 PM	12/23/2024 6:30:12 PM	335.38	All scheduled personnel responding to others calls
7505935	Matthew Quist	P630817	PREMISE:12 Woodside Ln	FLEMINGTON	12 WOODSIDE LN	Monday	12/23/2024 12:01:35 PM	12/23/2024 3:05:13 PM	12/23/2024 3:12:06 PM	190.52	All scheduled personnel responding to others calls
7447108	Paul June	P490043	PREMISE:22 Wedgewood Dr	ANNANDALE	22 WEDGEWOOD DR	Tuesday	10/22/2024 11:05:58 AM	10/22/2024 1:31:52 PM	10/22/2024 1:36:29 PM	150.52	All scheduled personnel responding to others calls
7429795	Zachary Januse	P597139	PREMISE:25 Higgins Ct *Lot 38	FLEMINGTON	25 HIGGINS CT *LOT 38	Friday	10/4/2024 11:00:12 AM	10/4/2024 12:17:37 PM	10/4/2024 12:46:56 PM	106.73	All scheduled personnel responding to others calls
7460913	Zachary Januse	P628337	PREMISE:3 High Point Ct	ANNANDALE	3 HIGH POINT CT	Thursday	11/7/2024 12:35:31 PM	11/7/2024 2:18:17 PM	11/7/2024 2:21:13 PM	105.70	All scheduled personnel responding to others calls
7447135	John Gray	P583595	PREMISE:7 Union Sq# 2ND	PHILLIPSBURG	7 UNION SQ # 2ND	Tuesday	10/22/2024 11:25:28 AM	10/22/2024 12:43:09 PM	10/22/2024 1:08:51 PM	103.38	All scheduled personnel responding to others calls
7430464	Brian Keat	P665850	PREMISE:2 Short Grass Pl	HAMBURG	2 SHORT GRASS PL	Sunday	10/6/2024 7:52:50 AM	10/6/2024 8:19:03 AM	10/6/2024 9:36:11 AM	103.35	traffic and distance
7444218	Matthew Dosch	P404422	PREMISE:14 Dogwood Cir	FLEMINGTON	14 DOGWOOD CIR	Friday	10/18/2024 9:35:58 AM	10/18/2024 9:56:18 AM	10/18/2024 11:16:42 AM	100.73	All scheduled personnel responding to others calls
7457907	Brian Keat	P473322	PREMISE:158 N Falcon Ridge Way	HAMBURG	158 N FALCON RIDGE WAY	Sunday	11/3/2024 7:29:44 AM	11/3/2024 7:52:58 AM	11/3/2024 9:06:21 AM	96.62	traffic and distance
7430465	Ryan Holmes	P401902	PREMISE:22 Druid Ln	HAMBURG	22 DRUID LN	Sunday	10/6/2024 8:24:25 AM	10/6/2024 10:34:31 AM	10/6/2024 10:01:00 AM	96.58	All scheduled personnel responding to others calls
7445917	Matthew Task	P634372	PREMISE:607 Almond Ct	FLEMINGTON	607 ALMOND CT	Monday	10/21/2024 10:37:06 AM	10/21/2024 2:23:10 PM	10/21/2024 12:12:00 PM	94.90	All scheduled personnel responding to others calls
7492356	Lonnie Snyder	P619634	PREMISE:1 Partridge Ct	HACKETTSTOWN	1 PARTRIDGE CT	Friday	12/13/2024 4:45:39 PM		12/13/2024 6:20:00 PM	94.35	traffic and distance
7478702	Zachary Januse	P401793	PREMISE:68 Wyckoff Dr	PITTSTOWN	68 WYCKOFF DR	Saturday	12/7/2024 6:34:32 PM	12/7/2024 7:41:20 PM	12/7/2024 8:02:53 PM	88.35	All scheduled personnel responding to others calls
7467376	Michael De Oliveira	P485441	PREMISE:8 Mathews Dr	FLEMINGTON	8 MATHEWS DR	Thursday	11/14/2024 9:24:44 AM	11/14/2024 10:41:27 AM	11/14/2024 10:48:27 AM	83.72	All scheduled personnel responding to others calls
7492340	Steven Gassaway	P591009	PREMISE:13 State-Route-57 *# A	HACKETTSTOWN	13 STATE-ROUTE-57 *# A	Friday	12/13/2024 4:12:59 PM	12/13/2024 4:38:36 PM	12/13/2024 5:36:42 PM	83.72	All scheduled personnel responding to others calls
7444668	Eric Tompkins	P638985	PREMISE:6 Falkenstein *# 6	VERNON	6 FALKENSTEIN *# 6	Friday	10/18/2024 7:06:29 PM	10/18/2024 8:18:28 PM	10/18/2024 8:29:15 PM	82.77	All scheduled personnel responding to others calls
7460426	Matthew Task	P329612	PREMISE:10 Bristol Ct	ANNANDALE	10 BRISTOL CT	Wednesday	11/6/2024 11:40:23 AM	11/6/2024 12:53:31 PM	11/6/2024 1:02:28 PM	82.08	All scheduled personnel responding to others calls
7445904	Matthew Task	P493965	PREMISE:606 Almond Ct	FLEMINGTON	606 ALMOND CT	Monday	10/21/2024 10:34:51 AM	10/21/2024 11:42:14 AM	10/21/2024 11:56:11 AM	81.33	All scheduled personnel responding to others calls
7437764	Juan Solano	P596965	PREMISE:146 Hope Pennington Rd	HOPEWELL	146 HOPE PENNINGTON RD	Saturday	10/12/2024 8:43:56 AM	10/12/2024 9:48:18 AM	10/12/2024 10:04:09 AM	80.22	traffic and distance
7505620	Juan Solano	P2200444	PREMISE, 39 KING COLE RD, #UNITA, HAMBURG BORO-SUSSEX-1909	HAMBURG	39 KING COLE RD, #UNITA	Monday	12/23/2024 10:47:03 AM	12/23/2024 11:26:05 AM	12/23/2024 12:04:59 PM	77.93	All scheduled personnel responding to others calls
7444832	Eric Tompkins	P638747	PREMISE:117 Merriam Ave	NEWTON	117 MERRIAM AVE	Sunday	10/20/2024 1:16:10 PM	10/20/2024 1:46:34 PM	10/20/2024 2:33:43 PM	77.55	All scheduled personnel responding to others calls

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
7468450	Brian Keat	P2068750	PREMISE, 221 BURD ST, PENNINGTON BORO-MERCER-1108	PENNINGTON	221 BURD ST	Sunday	11/17/2024 8:11:38 AM	11/17/2024 8:28:31 AM	11/17/2024 9:27:41 AM	76.05	traffic and distance
7437835	Juan Solano	P553859	PREMISE:46 Taylor Ter	HOPEWELL	46 TAYLOR TER	Sunday	10/13/2024 7:49:22 AM	10/13/2024 8:09:29 AM	10/13/2024 9:03:55 AM	74.55	traffic and distance
7450707	Matthew Task	P632621	PREMISE:168 Milkweed Ct	THREE BRIDGES	168 MILKWEED CT	Thursday	10/24/2024 11:17:44 AM	10/24/2024 12:14:03 PM	10/24/2024 12:31:57 PM	74.22	All scheduled personnel responding to others calls
7475186	Scott Pierson	P362526	PREMISE:10 Bailey Dr	PRINCETON	10 BAILEY DR	Thursday	11/28/2024 1:33:51 AM	11/28/2024 1:54:54 AM	11/28/2024 2:47:16 AM	73.42	traffic and distance
7467387	Northwest Pipe Crew 1	P2110113	PREMISE, 19 E SHORE TRL, SPARTA TWP-SUSSEX-1918	SPARTA	19 E SHORE TRL	Thursday	11/14/2024 9:36:31 AM	11/14/2024 10:11:16 AM	11/14/2024 10:49:40 AM	73.15	All scheduled personnel responding to others calls
7480109	Joseph Detweiler	P2200246	PREMISE, 11 OLD FARMERS RD, WASHINGTON TWP-MORRIS-1438	WASHINGTON	11 OLD FARMERS RD	Monday	12/9/2024 4:42:57 PM	12/9/2024 5:00:30 PM	12/9/2024 5:54:58 PM	72.02	traffic and distance
7475409	Zachary Januse	P2178636	PREMISE, 146 ADA HIGHTOWER AVE, HOPEWELL TWP-MERCER-1106	HOPEWELL	146 ADA HIGHTOWER AVE	Sunday	12/1/2024 6:28:13 PM	12/1/2024 6:44:15 PM	12/1/2024 7:37:39 PM	69.43	traffic and distance
7472742	Scott Pierson	P626046	PREMISE:804 Poplar Ct	FLEMINGTON	804 POPLAR CT	Monday	11/25/2024 7:08:58 AM	11/25/2024 7:43:40 AM	11/25/2024 8:18:16 AM	69.30	traffic and distance
7460370	Matthew Task	P631533	PREMISE:17 Huntington Dr	ANNANDALE	17 HUNTINGTON DR	Wednesday	11/6/2024 10:27:13 AM	11/6/2024 11:23:20 AM	11/6/2024 11:36:12 AM	68.98	All scheduled personnel responding to others calls
7467058	Steven Gassaway	P643905	PREMISE:9 Mason Farm Rd	FLEMINGTON	9 MASON FARM RD	Wednesday	11/13/2024 1:00:52 PM	11/13/2024 1:44:26 PM	11/13/2024 2:08:04 PM	67.20	All scheduled personnel responding to others calls
7489641	Matthew Quist	P565415	PREMISE:10 Railroad Pl	PENNINGTON	10 RAILROAD PL	Wednesday	12/11/2024 12:59:25 PM	12/11/2024 1:52:41 PM	12/11/2024 2:06:12 PM	66.78	All scheduled personnel responding to others calls
7447041	Matthew Task	P469693	PREMISE:111 Provincetown Ct	FLEMINGTON	111 PROVINCETOWN CT	Tuesday	10/22/2024 10:10:07 AM	10/22/2024 10:48:52 AM	10/22/2024 11:16:41 AM	66.57	All scheduled personnel responding to others calls
7444285	Andrew Schilling	P2121126	PREMISE, 535 E SHORE TRL, BYRAM TWP-SUSSEX-1904	BYRAM	535 E SHORE TRL	Friday	10/18/2024 10:27:57 AM	10/18/2024 11:08:46 AM	10/18/2024 11:34:30 AM	66.55	All scheduled personnel responding to others calls
7429852	Brian Keat	P331159	PREMISE:71 Flem Junction Rd	FLEMINGTON	71 FLEM JUNCTION RD	Friday	10/4/2024 11:58:01 AM	10/4/2024 12:20:48 PM	10/4/2024 1:04:28 PM	66.45	All scheduled personnel responding to others calls
7438768	Matthew Dosch	P594965	PREMISE:6 Merrill Rd	FLEMINGTON	6 MERRILL RD	Monday	10/14/2024 9:51:00 AM	10/14/2024 10:18:38 AM	10/14/2024 10:56:44 AM	65.73	All scheduled personnel responding to others calls
7450022	Northwest Pipe Crew 2	P618238	PREMISE:33 Andreann Dr	ANNANDALE	33 ANDREANN DR	Wednesday	10/23/2024 10:20:18 AM	10/23/2024 11:12:58 AM	10/23/2024 11:25:38 AM	65.33	All scheduled personnel responding to others calls
7459519	Joseph Detweiler	P623191	PREMISE:229 Canal Way	HACKETTSTOWN	229 CANAL WAY	Monday	11/4/2024 4:06:36 PM	11/4/2024 4:12:22 PM	11/4/2024 5:11:35 PM	64.98	traffic and distance
7447032	Steven Gassaway	P596580	PREMISE:195 Hope Pennington Rd	HOPEWELL	195 HOPE PENNINGTON RD	Tuesday	10/22/2024 9:57:33 AM	10/23/2024 12:22:55 PM	10/22/2024 11:02:00 AM	64.45	All scheduled personnel responding to others calls
7457928	Steven Gassaway	P628039	PREMISE:20 Forest Ridge Dr	HACKETTSTOWN	20 FOREST RIDGE DR	Sunday	11/3/2024 7:10:03 PM	11/3/2024 7:33:06 PM	11/3/2024 8:13:04 PM	63.02	All scheduled personnel responding to others calls
7472282	Andrew Schilling	P328404	PREMISE:1157 Barley Sheaf Rd	FLEMINGTON	1157 BARLEY SHEAF RD	Friday	11/22/2024 1:14:48 PM	11/22/2024 1:42:39 PM	11/22/2024 2:17:34 PM	62.77	All scheduled personnel responding to others calls
7450879	Juan Solano	P639890	PREMISE:2 Penny Ln	LONG VALLEY	2 PENNY LN	Thursday	10/24/2024 3:38:55 PM	10/24/2024 3:45:46 PM	10/24/2024 4:41:31 PM	62.60	traffic and distance
7470936	William Lester	P381348	PREMISE:1 Farview Dr	HACKETTSTOWN	1 FARVIEW DR	Tuesday	11/19/2024 10:52:55 AM	11/19/2024 10:55:02 AM	11/19/2024 11:54:54 AM	61.98	traffic and distance
7440652	Matthew Quist	P574847	PREMISE:2 Vanderbilt Ct	FLEMINGTON	2 VANDERBILT CT	Tuesday	10/15/2024 1:54:00 PM	10/15/2024 2:25:09 PM	10/15/2024 2:55:50 PM	61.83	All scheduled personnel responding to others calls

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
7477378	Juan Solano	P626629	PREMISE:82 Briar Ct	HAMBURG	82 BRIAR CT	Tuesday	12/3/2024 11:52:51 PM	12/4/2024 12:02:51 AM	12/4/2024 12:54:14 AM	61.38	traffic and distance
7447556	Matthew Dosch	P492123	PREMISE:9 John Trout Rd	RINGOES	9 JOHN TROUT RD	Tuesday	10/22/2024 5:52:28 PM	10/22/2024 6:22:52 PM	10/22/2024 6:53:06 PM	60.63	All scheduled personnel responding to others calls
7480139	Matthew Quist	P577885	PREMISE:288 Penn Lawrence Rd	PENNINGTON	288 PENN LAWRENCE RD	Monday	12/9/2024 6:01:35 PM	12/9/2024 7:00:44 PM	12/9/2024 7:01:57 PM	60.37	All scheduled personnel responding to others calls
7467908	Steven Gassaway	P587279	PREMISE:111 Harrison St	FRENCHTOWN	111 HARRISON ST	Thursday	11/14/2024 7:20:00 PM	11/14/2024 7:24:42 PM	11/14/2024 8:20:08 PM	60.13	All scheduled personnel responding to others calls
Union	Total 60: 20				Bus. Hrs: 11	55%	Wkd. Hrs: 1	5%	After Hrs: 8	40%	
7446914	Christopher Juliano	P2146043	PREMISE, 344 ASHLEY ST, #OWNERS, PERTH AMBOY CITY- MIDDLESEX- 1216	PERTH AMBOY	344 ASHLEY ST, #OWNERS	Monday	10/21/2024 8:23:03 PM	10/21/2024 10:02:06 PM	10/21/2024 10:29:12 PM	126.15	All scheduled personnel responding to others calls
7447630	Matthew Petti	P378075	PREMISE:24 Grant St	CRANFORD	24 GRANT ST	Tuesday	10/22/2024 6:27:53 PM	10/22/2024 7:43:59 PM	10/22/2024 7:54:38 PM	86.75	All scheduled personnel responding to others calls
7472405	Michael Dukielki	P432923	PREMISE:2215 Princeton Ave	SCOTCH PLAINS	2215 PRINCETON AVE	Friday	11/22/2024 4:24:07 PM		11/22/2024 5:49:00 PM	84.88	All scheduled personnel responding to others calls
7467131	Thomas Strappe	P515768	PREMISE:98 E North Ave	ELIZABETH	98 E NORTH AVE	Wednesday	11/13/2024 2:50:50 PM	11/13/2024 3:10:43 PM	11/13/2024 4:13:17 PM	82.45	All scheduled personnel responding to others calls
7494703	Anthony Grabowski	P394352	PREMISE:22 Mac Arthur Dr	EDISON	22 MAC ARTHUR DR	Wednesday	12/18/2024 9:52:24 AM	12/18/2024 10:26:28 AM	12/18/2024 11:12:53 AM	80.48	All scheduled personnel responding to others calls
7447111	Frank Principato	P430390	PREMISE:2335 Lyde Pl	SCOTCH PLAINS	2335 LYDE PL	Tuesday	10/22/2024 11:06:21 AM	10/22/2024 12:09:50 PM	10/22/2024 12:24:31 PM	78.17	All scheduled personnel responding to others calls
7459614	Michael Mansfield	P615709	PREMISE: 76 ESSEX ST, #2, CARTERET BORO- MIDDLESEX- 1201	CARTERET	76 ESSEX ST, #2	Monday	11/4/2024 7:36:10 PM	11/4/2024 7:52:52 PM	11/4/2024 8:49:15 PM	73.08	All scheduled personnel responding to others calls
7477279	Oscar Zuniga	P396652	PREMISE:125 Roosevelt Ave# RGT	CARTERET	125 ROOSEVELT AVE # RGT	Tuesday	12/3/2024 5:02:51 PM	12/3/2024 5:31:43 PM	12/3/2024 6:15:18 PM	72.45	All scheduled personnel responding to others calls
7441153	Daniel LaMorte	P472544	PREMISE:776 Austin St	WESTFIELD	776 AUSTIN ST	Wednesday	10/16/2024 10:13:04 AM	10/16/2024 10:48:45 AM	10/16/2024 11:25:15 AM	72.18	All scheduled personnel responding to others calls
7504321	George Pinho	P555262	PREMISE:564 Alden St	WOODBIDGE	564 ALDEN ST	Friday	12/20/2024 5:27:30 PM	12/20/2024 5:54:39 PM	12/20/2024 6:38:57 PM	71.45	All scheduled personnel responding to others calls
7466986	Anthony Fritz	P566655	PREMISE:9 Sleepy Hollow Rd	EDISON	9 SLEEPY HOLLOW RD	Wednesday	11/13/2024 11:16:16 AM	11/13/2024 12:09:59 PM	11/13/2024 12:27:24 PM	71.13	All scheduled personnel responding to others calls
7451432	George Kearney	P568472	PREMISE:9 Stacey St	EDISON	9 STACEY ST	Friday	10/25/2024 3:09:01 PM	10/25/2024 3:46:46 PM	10/25/2024 4:20:05 PM	71.07	All scheduled personnel responding to others calls
7425124	Nicholas Miciek	P461410	PREMISE: 941 WYANDOTTE TR, WESTFIELD TOWN-UNION- 2020	WESTFIELD	941 WYANDOTTE TR	Tuesday	10/1/2024 4:05:30 PM	10/1/2024 4:31:34 PM	10/1/2024 5:10:12 PM	64.70	All scheduled personnel responding to others calls
7504328	Donald Keenan	P369841	PREMISE:86 Plymouth Dr	ISELIN	86 PLYMOUTH DR	Friday	12/20/2024 6:02:08 PM	12/20/2024 6:49:06 PM	12/20/2024 7:06:41 PM	64.55	All scheduled personnel responding to others calls
7506277	Arthur Kaylor	P530915	PREMISE:58 Berkeley Blvd	ISELIN	58 BERKELEY BLVD	Monday	12/23/2024 4:37:01 PM	12/23/2024 5:02:43 PM	12/23/2024 5:41:26 PM	64.42	All scheduled personnel responding to others calls

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
7467865	Edward Hirsch	P554383	PREMISE:14 Holmes St	CARTERET	14 HOLMES ST	Thursday	11/14/2024 5:11:19 PM	11/14/2024 5:24:01 PM	11/14/2024 6:15:19 PM	64.00	All scheduled personnel responding to others calls
7492516	Daniel LaMorte	P396878	PREMISE:15 Pine St	EDISON	15 PINE ST	Saturday	12/14/2024 12:24:37 PM	12/14/2024 12:52:03 PM	12/14/2024 1:28:09 PM	63.53	All scheduled personnel responding to others calls
7446574	William Lester	P571885	PREMISE:1703 Ramapo Way	SCOTCH PLAINS	1703 RAMAPO WAY	Monday	10/21/2024 1:13:58 PM	10/21/2024 2:14:05 PM	10/21/2024 2:17:00 PM	63.03	All scheduled personnel responding to others calls
7457543	Anthony Grabowski	P433144	PREMISE:211 Willow Ave	SCOTCH PLAINS	211 WILLOW AVE	Friday	11/1/2024 11:18:24 AM	11/1/2024 11:48:02 AM	11/1/2024 12:21:08 PM	62.73	All scheduled personnel responding to others calls
7441653	Derek Polak	P495391	PREMISE:887 S Park Ter	UNION	887 S PARK TER	Wednesday	10/16/2024 4:26:43 PM	10/16/2024 5:12:33 PM	10/16/2024 5:28:39 PM	61.93	All scheduled personnel responding to others calls
ETG	Total 60: 68					Bus. Hrs: 40	59%	Wkd. Hrs: 12	18%	After Hrs: 24%	

ELIZABETHTOWN GAS COMPANY
BPU QUARTERLY REPORTS
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APPENDIX C - Annual Only
Disconnections for Non Payment

Customer Disconnections					
	Residential	Commercial	Industrial	Total	Projected
2024	4,344	548	-	4,892	5,240

ELIZABETHTOWN GAS COMPANY
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APPENDIX D - RCR-CUS-21.1
Financial Assistance Enrollment

FISCAL YEAR	LIHEAP	LIFELINE	USF	FRESH START	NJ SHARES	PAGE
Jan 2024	588	596	11,895	1,437	1	2
Feb 2024	699	-	11,593	1,089	11	34
Mar 2024	995	577	11,315	911	10	21
Q1 2024	2,282	1,173	34,803	3,437	22	57
Apr 2024	790	295	11,192	865	25	37
May 2024	749	85	10,804	1,185	27	42
Jun 2024	673	76	10,690	1,011	28	45
Q2 2024	2,212	456	32,686	3,061	80	124
Jul 2024	334	-	10,960	1,081	22	33
Aug 2024	-	-	11,132	1,244	14	47
Sep 2024	-	-	12,840	1,310	16	28
Q3 2024	334	-	34,932	3,635	52	108
Oct 2024	-	-	13,151	1,759	2	28
Nov 2024	1,716	2,149	11,640	2,206	27	13
Dec 2024	724	-	12,824	2,260	35	7
Q4 2024	2,440	2,149	37,615	6,225	64	48

ELIZABETHTOWN GAS COMPANY
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APPENDIX E - RCR-CUS-21.2 - Annual Only
Financial Assistance Enrollment by Municipality

CITY	LIHEAP	LIFELINE	USF	NJ SHARES	PAGE
Allamuchy	2	5	41		
Alpha	9	7	300		
Annandale	13	10	400		
Asbury			4		
Augusta	1		16		
Avenel	120	68	2,336	5	8
Belvidere	44	42	900		
Bloomsbury	3		53		
Branchville	2	1	23		
Broadway	1	1	43		
Budd Lake	3	3	60		
Califon		1	25		
Carteret	231	134	5,642	7	11
Clark	53	55	1,046	2	2
Clinton	11	6	135		1
Colonia	42	78	1,073	2	2
Cranford	51	44	934	5	3
Edison	163	202	4,192	6	11
Elizabeth	2,239	697	35,814	47	77
Fanwood	8	6	142	2	2
Flemington	61	121	2,581	1	1
FORDS	58	58	1,439	1	4
Franklin	7	5	185	1	
Frenchtown	11	3	120		
Garwood	34	21	513	2	2
Glen Gardner	8	10	340		
Hackettstown	83	80	2,125		1
Hamburg	34	32	560	1	1
HAMPTON	3	2	78		
Hardyston	2	1	38		
High Bridge	7	2	172		
Hillside	213	104	3,754	11	12
Hopelawn	9	9	283		
Hopewell	5	5	140	1	1
Independence	2		26		
Iselin	100	115	2,126	5	4
Keasbey	41	25	1,102		2
Kenilworth	38	33	765	1	1
Lambertville	9	19	432		
Lawrenceville			2		
Lebanon	9	10	199		
Linden	533	228	8,613	19	27
Long Valley	4	1	50	1	1
LOPATCONG TWP	14	4	127		
Metuchen	31	51	1,035	3	2
Milford	5	10	115		
MILFORD BORO	1		10		
Mount Olive			23		
Mountainside	11	9	116		
MT OLIVE	1		10		
Newton	52	44	963	1	2
NEWTON TOWN			9		
Ogdensburg		1	12		
OGDENSBERG BORO	1	2	16		
Oxford	5	2	63		
Pennington	16	17	427	1	1
PENNINGTON BORO	2		22		
Perth Amboy	987	398	22,657	19	42
Phillipsburg	324	136	6,699	9	15
Andover					1
BLOOMSBURY BORO			2		
BYRAM	2		12		
FRANKLIN TWP	1	1	6		
LAMBERTVILLE CITY	1		9		
Grand Total	5,721	2,919	111,155	153	237

ELIZABETHTOWN GAS COMPANY
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APPENDIX F - RCR-CUS-12.2
DPA Counts

Data as of 12/31/24

	Default	Active or Completed	Total Set Up*	Active or Completed %	Default %
Jan	527	35	562	6%	94%
Feb	602	57	659	9%	91%
Mar	955	61	1,016	6%	94%
Apr	1,029	95	1,124	8%	92%
May	1,109	115	1,224	9%	91%
Jun	1,000	117	1,117	10%	90%
Jul	800	127	927	14%	86%
Aug	793	144	937	15%	85%
Sep	743	195	938	21%	79%
Oct	722	236	958	25%	75%
Nov	250	449	699	64%	36%
Dec	11	530	541	98%	2%
2024	8,541	2,161	10,702		

*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
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APPENDIX G - RCR-CUS-15.1
DPA by Length

Data as of 12/31/2024

Months	Number of DPAs
1	1
2	11
3	33
4	107
5	75
6	425
7	39
8	162
9	95
10	132
11	22
12	433
13	6
14	15
15	18
16	9
17	5
18	121
19	9
20	9
21	9
22	6
23	4
24	43
25-36	60
37-48	15
More than 48 Months	4
Total DPAs	1,868

ELIZABETHTOWN GAS COMPANY
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APPENDIX H - RCR-CUS-16
DPA by Amount

Data as of 12/31/2024

Range			Number of DPAs in range	Total Amount in arrears associated with range
\$ -	To	\$ 500.00	940	\$ 292,512.84
\$ 500.01	To	\$ 1,000.00	570	\$ 392,198.33
\$ 1,000.01	To	\$ 1,500.00	171	\$ 209,649.08
\$ 1,500.01	To	\$ 2,000.00	65	\$ 112,687.39
\$ 2,000.01	To	\$ 2,500.00	29	\$ 64,934.07
\$ 2,500.01	To	\$ 3,000.00	21	\$ 57,322.03
\$ 3,000.01	To	\$ 3,500.00	14	\$ 46,674.15
	Greater Than	\$ 3,500.00	58	\$ 1,036,109.32
Total			1,868	\$ 2,212,087.21

ELIZABETHTOWN GAS COMPANY
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APPENDIX I - RCR-CUS-12.1 - Annual Only
DPA Details

	2024
Newly established Deferred Payment Arrangements	10,702
Average Down Payment (in Dollars)	\$ 244.64
Average Term (in Months)	9.0
Average dollars amount of arrears made subject to a DPA	\$ 644.43
Average Monthly Installment of DPAs	\$ 71.99
Number of Defaulted DPAs	8,541
Number of Complete (or "successful") DPAs	2,013
*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
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APPENDIX J
Residential Arrearage Data (31+ days overdue)

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Number of Residential Customers In Arrears (31+ days)	56,459	58,246	60,121	61,670	62,354	62,550	64,814	64,760	64,157	58,259	59,320	59,294
Number of Residential Customers Eligible for disconnection (90+ days/\$1000+ balance)	1,407	1,924	2,550	5,044	4,626	3,993	4,235	3,767	3,282	2,494	2,485	3,216
Number of Residential Customer In Arrears and receiving assistance	3,227	3,709	4,130	4,077	4,751	3,472	3,467	5,671	3,794	4,692	4,472	4,857
Number of Residential Customers Assesed a Reconnection Fee	33	21	110	255	300	180	94	201	305	414	299	124
Number of Residential Customers For Whom The Company Has Waived a Reconnection Fee	-	-	-	-	-	-	-	-	-	-	-	-