

Cindy Capozzoli  
Director Rates

October 29, 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 Third Quarter ending September 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. CummingsM. Kammer  
B. Lipman  
M. CaroselliK. Forbes  
B. Jacobs



**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 12/3
				YTD	Apr-24	May-24	Jun-24	YTD	Jul-24	Aug-24	Sep-24	YTD	
4A Escalated Complaints to the BPU/1,000 Customers	0.0475	0.0506	0.0411	<b>0.1391</b>	0.0475	0.0728	0.0253	<b>0.2851</b>	0.0412	0.0317	0.0539	<b>0.4118</b>	
GOAL <i>Less than 1 complaint/contact per 1,000 customers annually</i>													
Total BPU Complaints	15	16	13	<b>44</b>	15	23	8	<b>90</b>	13	10	17	<b>130</b>	
Billing	4	4	3	<b>11</b>	4	5	3	<b>23</b>	11	3	1	<b>38</b>	
Collections	9	8	9	<b>26</b>	9	13	4	<b>52</b>	0	2	10	<b>64</b>	
Credit	0	0	0	<b>0</b>	0	1	0	<b>1</b>	0	0	0	<b>1</b>	
Customer Service	1	0	0	<b>1</b>	0	1	0	<b>2</b>	1	1	2	<b>6</b>	
Field Service	0	3	0	<b>3</b>	2	2	1	<b>8</b>	0	4	4	<b>16</b>	
Marketer/ Supplier	0	1	1	<b>2</b>	0	0	0	<b>2</b>	0	0	0	<b>2</b>	
New Business	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	
Remittance	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	
Other	1	0	0	<b>1</b>	0	1	0	<b>2</b>	1	0	0	<b>3</b>	
Complaints from customers on DPA	0	0	0	<b>0</b>	0	0	0	<b>0</b>	0	0	0	<b>0</b>	
Complaints resolved by DPA	0	7	6	<b>13</b>	6	11	6	<b>36</b>	5	3	8	<b>52</b>	
Complaints from customer on LIHEAP	1	0	0	<b>1</b>	0	0	2	<b>3</b>	0	0	2	<b>5</b>	
4B Customer Satisfaction Survey <sup>4</sup>													
Combined VOC Score (Phone) <sup>5</sup>	81.53%	81.22%	78.82%	<b>80.56%</b>	80.91%	82.91%	78.70%	<b>81.16%</b>	78.41%	74.73%	76.00%	<b>79.84%</b>	
First Contact Resolution (Phone) <sup>5</sup>	79.93%	80.87%	79.94%	<b>80.32%</b>	78.53%	80.98%	77.26%	<b>79.72%</b>	76.08%	74.64%	75.00%	<b>78.51%</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:

- 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

October 14, 2024

*Via E-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 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  
Susan Potanovich    Kyle Felton    Ting Grace

## ***Leak Response Service Standard Quarterly Report Q3***

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>	550	29.01%	149	24.63%	116	26.85%	815	27.79%
<b>15-30</b>	933	49.21%	310	51.24%	231	53.47%	1,474	50.26%
<b>30-45</b>	324	17.09%	114	18.84%	67	15.51%	505	17.22%
<b>45-60</b>	76	4.01%	28	4.63%	16	3.70%	120	4.09%
<b>Over 60</b>	13	0.69%	4	0.66%	2	0.46%	19	0.65%
<b>Total</b>	<b>1,896</b>	<b>100.00%</b>	<b>605</b>	<b>100.00%</b>	<b>432</b>	<b>100.00%</b>	<b>2,933</b>	<b>100.00%</b>
*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
<b>Northwest Total 60: 9</b>					<b>Bus. Hrs: 7</b>	<b>78%</b>	<b>Wkd. Hrs: 0</b>	<b>0%</b>	<b>After Hrs: 2</b>	<b>22%</b>	
7248458	Steven Gassaway	P374931	PREMISE:34 Surrey Ln	FLEMINGTON	34 SURREY LN	Wednesday	7/10/2024 9:27:45 AM	7/10/2024 10:23:29 AM	7/10/2024 11:34:00 AM	126.25	All scheduled personnel responding to others calls
7248635	Steven Gassaway	P536189	PREMISE:28 Surrey Ln	FLEMINGTON	28 SURREY LN	Wednesday	7/10/2024 11:04:59 AM	7/10/2024 12:13:36 PM	7/10/2024 12:48:02 PM	103.05	All scheduled personnel responding to others calls
7248523	Steven Gassaway	P592040	PREMISE:30 Surrey Ln	FLEMINGTON	30 SURREY LN	Wednesday	7/10/2024 10:18:07 AM	7/10/2024 11:33:57 AM	7/10/2024 11:39:17 AM	81.17	All scheduled personnel responding to others calls
7254897	Steven Gassaway	P639962	PREMISE:18 Meadowview Dr	ANNANDALE	18 MEADOWVIEW DR	Thursday	7/11/2024 11:54:24 AM	7/11/2024 1:03:18 PM	7/11/2024 1:15:15 PM	80.85	All scheduled personnel responding to others calls
7244815	Northwest Pipe Crew 1	P467419	PREMISE:110 Louis Ln	HACKETTSTOWN	110 LOUIS LN	Monday	7/8/2024 11:01:32 AM	7/8/2024 11:28:42 AM	7/8/2024 12:18:10 PM	76.63	traffic and distance
7312259	Juan Solano	P622815	PREMISE:4 Sugar Bowl C# 8	VERNON	4 SUGAR BOWL CT # 8	Wednesday	8/14/2024 11:23:25 PM	8/14/2024 11:31:36 PM	8/15/2024 12:26:18 AM	62.88	traffic and distance
7318250	Joseph Detweiler	P651984	PREMISE:47 N SHORE TRAIL	SPARTA	47 N SHORE TRAIL	Friday	8/16/2024 9:54:49 PM	8/16/2024 10:46:52 PM	8/16/2024 10:56:12 PM	61.38	All scheduled personnel responding to others calls
7367767	Matthew Dosch	P365526	PREMISE:5 Rustic Trl	FLEMINGTON	5 RUSTIC TRL	Friday	9/6/2024 11:34:11 AM	9/6/2024 11:55:02 AM	9/6/2024 12:35:15 PM	61.07	traffic and distance
7388873	Steven Gassaway	P628885	PREMISE:63 Mine St	FLEMINGTON	63 MINE ST	Tuesday	9/17/2024 12:43:40 PM	9/17/2024 1:03:38 PM	9/17/2024 1:44:42 PM	61.03	All scheduled personnel responding to others calls
<b>Union Total 60: 10</b>					<b>Bus. Hrs: 6</b>	<b>60%</b>	<b>Wkd. Hrs: 2</b>	<b>20%</b>	<b>After Hrs: 2</b>	<b>20%</b>	
7317987	Donald Keenan	MUNI-1209	METUCHEN BORO-MIDDLESEX-1209			Friday	8/16/2024 1:50:37 PM	8/16/2024 2:59:37 PM	8/16/2024 3:21:27 PM	90.83	Dispatch Error
7323225	Peter Van Loan	MUNI-2019	UNION TWP-UNION-2019			Monday	8/19/2024 12:15:25 AM	8/19/2024 1:23:41 AM	8/19/2024 1:36:20 AM	80.92	All scheduled personnel responding to others calls
7300274	Matthew Petti	P343962	PREMISE:38 Maple Ave# A	VAUXHALL	38 MAPLE AVE # A	Friday	8/9/2024 5:42:14 AM	8/9/2024 6:20:59 AM	8/9/2024 6:56:01 AM	73.78	All scheduled personnel responding to others calls
7235018	George Kearney	P450906	PREMISE:246 Windsor Way	HILLSIDE	246 WINDSOR WAY	Tuesday	7/2/2024 3:59:32 PM	7/2/2024 4:43:29 PM	7/2/2024 5:09:33 PM	70.02	All scheduled personnel responding to others calls
7264598	William Lester	P347410	PREMISE:302 Meeting House Ln	MOUNTAINSIDE	302 MEETING HOUSE LN	Thursday	7/18/2024 5:34:39 PM	7/18/2024 6:05:20 PM	7/18/2024 6:38:25 PM	63.77	All scheduled personnel responding to others calls
7261568	William Lester	P462104	PREMISE:740 W South Ave# 1F	WESTFIELD	740 W SOUTH AVE # 1F	Tuesday	7/16/2024 8:12:26 AM	7/16/2024 8:47:47 AM	7/16/2024 9:16:07 AM	63.68	All scheduled personnel responding to others calls
7377602	Edward Hirsch	P381145	PREMISE:1015 Hampton Ln	ISELIN	1015 HAMPTON LN	Thursday	9/12/2024 3:26:57 PM	9/12/2024 4:02:32 PM	9/12/2024 4:30:07 PM	63.17	All scheduled personnel responding to others calls

Appendix B

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
7281452	Edgardo Suazo	P597337	PREMISE:2271 Route-22 W	UNION	2271 ROUTE-22 W	Monday	7/29/2024 10:18:52 AM	7/29/2024 10:53:02 AM	7/29/2024 11:20:51 AM	61.98	All scheduled personnel responding to others calls
7327150	Jeffrey De Salvo	P554954	PREMISE:90 Willy St	WOODBIDGE	90 WILLRY ST	Wednesday	8/21/2024 9:46:34 AM	8/21/2024 10:32:06 AM	8/21/2024 10:48:16 AM	61.70	All scheduled personnel responding to others calls
7323059	Peter Van Loan	P443390	PREMISE:47 E Cherry St	RAHWAY	47 E CHERRY ST	Sunday	8/18/2024 11:31:41 PM	8/19/2024 12:11:19 AM	8/19/2024 12:32:17 AM	60.60	All scheduled personnel responding to others calls
<b>ETG</b>	<b>Total 60: 19</b>				<b>Bus. Hrs: 13</b>	<b>68%</b>	<b>Wkd. Hrs: 2</b>	<b>11%</b>	<b>After Hrs: 4</b>	<b>21%</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 2024	588	1	11,895	1,437	596	-	2
Feb 2024	699	11	11,593	1,089	-	-	34
Mar 2024	995	10	11,315	911	577	-	21
<b>Q1 2024</b>	<b>2,282</b>	<b>22</b>	<b>34,803</b>	<b>3,437</b>	<b>1,173</b>	-	<b>57</b>
Apr 2024	790	25	11,192	865	295	-	37
May 2024	749	27	10,804	1,185	85	-	42
Jun 2024	673	28	10,690	1,011	76	-	45
<b>Q2 2024</b>	<b>2,212</b>	<b>80</b>	<b>32,686</b>	<b>3,061</b>	<b>456</b>	-	<b>124</b>
Jul 2024	334	22	10,960	1,081	-	-	33
Aug 2024	-	14	11,132	1,244	-	-	47
Sep 2024	-	16	12,840	1,310	-	-	28
<b>Q3 2024</b>	<b>334</b>	<b>52</b>	<b>34,932</b>	<b>3,635</b>	-	-	<b>108</b>
Oct 2024							
Nov 2024							
Dec 2024							
<b>Q4 2024</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</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 09/30/24

	<b>Default</b>	<b>Active or Completed</b>	<b>Total Set Up*</b>	<b>Active or Completed %</b>	<b>Default %</b>
Jan	518	44	562	8%	92%
Feb	582	77	659	12%	88%
Mar	930	86	1,016	8%	92%
Apr	984	140	1,124	12%	88%
May	1,042	183	1,225	15%	85%
Jun	884	233	1,117	21%	79%
Jul	612	315	927	34%	66%
Aug	337	600	937	64%	36%
Sep	20	917	937	98%	2%
Oct					
Nov					
Dec					
<b>2024</b>	<b>5,909</b>	<b>2,595</b>	<b>8,504</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

**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 09/30/2024

<b>Months</b>	<b>Number of DPAs</b>
1	3
2	38
3	111
4	242
5	143
6	572
7	63
8	209
9	136
10	135
11	16
12	529
13	5
14	14
15	14
16	12
17	8
18	142
19	7
20	12
21	9
22	8
23	5
24	47
25-36	60
37-48	13
More than 48 Months	3
<b>Total DPAs</b>	<b>2,556</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 09/30/2024

Range			Number of DPAs in range	Total Amount in arrears associated with range
\$ -	To	\$ 500.00	1,331	\$ 410,029.03
\$ 500.01	To	\$ 1,000.00	809	\$ 556,520.61
\$ 1,000.01	To	\$ 1,500.00	217	\$ 265,977.54
\$ 1,500.01	To	\$ 2,000.00	80	\$ 137,763.75
\$ 2,000.01	To	\$ 2,500.00	26	\$ 57,633.43
\$ 2,500.01	To	\$ 3,000.00	21	\$ 57,199.95
\$ 3,000.01	To	\$ 3,500.00	18	\$ 58,527.71
	Greater Than	\$ 3,500.00	54	\$ 734,468.05
<b>Total</b>			<b>2,556</b>	<b>\$ 2,278,120.07</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-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			
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			
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			
Number of Residential Customers Assesed a Reconnection Fee	33	21	110	255	300	180	94	201	305			
Number of Residential Customers For Whom The Company Has Waived a Reconnection Fee	-	-	-	-	-	-	-	-	-			