

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators - August, 2015

| | Desired Trend | Target | Prior Month | Current Month | % Change | Last 12 Month Average |
|---|---------------|----------|-------------|---------------|----------|-----------------------|
| ASSURE SAFE UTILITY SERVICE DELIVERY | | | | | | |
| Utility damages per 1,000 markout requests (annual reporting) | reduce | 3.00 | 3.26 | 3.26 | 0% | 3.26 |
| ASSURE RELIABLE UTILITY SERVICE DELIVERY | | | | | | |
| Number of pipeline inspections per mile of main and transmission pipelines in service (annual reporting) | increase | 1.20 | 1.72 | 1.72 | 0% | 1.72 |
| PROMOTE AFFORDABLE UTILITY SERVICE | | | | | | |
| Average Monthly N.J. residential Gas bill -(\$/therm) | reduce | \$1.00 | \$1.08 | \$1.07 | -1% | \$1.06 |
| Average Monthly N.J. residential Electric bill- (per/kwh) | reduce | \$0.1700 | \$0.1740 | \$0.1735 | 0% | \$0.1720 |
| Average Monthly N.J.residential Water bill - (\$'s per month) | reduce | \$45.00 | \$45.00 | \$45.00 | 0% | \$45.00 |
| Post-DSIC lost and accounted for water | reduce | \$0.10 | \$0.15 | \$0.15 | 0% | \$0.15 |
| PROVIDE EFFECTIVE CUSTOMER SERVICE | | | | | | |
| Number of complaints received - all utilities | reduce | 2,250 | 2,009 | 2,160 | 8% | 2,050 |
| Number of complaints received - cable | reduce | 700 | 655 | 491 | -25% | 619 |
| PROMOTE CLEAN ENERGY SOURCES | | | | | | |
| State facility energy audits updated or completed (annual target) | increase | 4 | 2 | 2 | 0% | 2 |
| Number of NJ municipalities and school districts utilizing BPU funds (Clean Energy and/ARRA) to implement energy efficiency programs or renewable energy projects | increase | 530 | 480 | 480 | 0% | 478 |