

## **NEW JERSEY BOARD OF PUBLIC UTILITIES**

### **Performance Indicators - Jan\_2019**

	Desired Trend	Target	Prior Month	Current Month	% Change	Last 12 Month Average
<b>ASSURE SAFE UTILITY SERVICE DELIVERY</b>						
Utility damages per 1,000 markout requests (annual reporting)	reduce	3.00	2.10	1.90	-10%	2.09
<b>ASSURE RELIABLE UTILITY SERVICE DELIVERY</b>						
Number of pipeline inspections per 100 miles of main and transmission pipelines in service (annual reporting)	increase	1.20	0.97	1.00	3%	1.05
<b>PROMOTE AFFORDABLE UTILITY SERVICE</b>						
Average Monthly N.J. residential Gas bill -(\$/therm)	reduce	\$1.00	\$1.09	\$1.09	0%	\$1.06
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	\$0.1700	\$0.1659	\$0.1653	0%	\$0.1663
Average Monthly N.J.residential Water bill - (\$'s per month)	reduce	\$45.00	\$47.00	\$47.00	0%	\$47.00
Post--Distribution System Improvement Charge (DSIC) lost and unaccounted for water	reduce	10.0%	15.0%	\$15.0%	0.0%	15.0%
<b>PROVIDE EFFECTIVE CUSTOMER SERVICE</b>						
Number of complaints received - all utilities	reduce	2,250	1,030	1,229	19%	1,783
Number of complaints received - cable	reduce	700	349	468	34%	433
<b>PROMOTE CLEAN ENERGY SOURCES</b>						
Lifetime energy savings (MWh)	increase	5,588,465	n/a	333069	n/a	n/a
Lifetime fuel savings (MMBtu)	increase	20,633,014	n/a	1414233	n/a	n/a
Peak demand savings (kW)	increase	73,300	n/a	4316	n/a	n/a
Energy efficiency projects, Comfort Partners (homes completed)	increase	3,272	n/a	370	n/a	n/a