### New Jersey Board of Public Utilities

#### Performance Indicators - April 2011

**Assure Safe Utility Service Delivery**

- **Utility damages per 1,000 markout requests**
  - Current Month: 3.78
  - % Change: -13.76%

**Assure Reliable Utility Service Delivery**

- **Dollars spent per customer on pipeline infrastructure replacements and improvements**
  - Current Month: $1,019.02
  - % Change: 8.49%

- **Major outage event-average number of customers restored per hour per event**
  - Current Month: 1,171
  - % Change: 0.00%

- **Number of pipeline inspections per mile of main and transmission pipelines in service**
  - Current Month: 1.72
  - % Change: 6.17%

**Promote Affordable Utility Service**

- **Average Monthly N.J. residential Gas bill - ($/therm)**
  - Current Month: $1.32
  - % Change: 0.00%

- **Average Monthly N.J. residential Electric bill - (per/kwh)**
  - Current Month: $0.1815
  - % Change: -1.47%

- **Average Monthly N.J. residential Water bill - ($'s per month)**
  - Current Month: $45.00
  - % Change: 0.00%

**Provide Effective Customer Service**

- **Number of complaints received - ALL UTILITIES**
  - Current Month: 1,748
  - % Change: -13.68%

- **First call resolution-- (Upon implementation of the new database system, this process will track how often a customer's complaint is resolved in the first instance)**
  - Current Month: increase

- **Average petition response time---(Once the new database system is in place and the case tracking component is operational, will establish average processing time for cases.)**
  - Current Month: m reduce

- **Number of complaints received - CABLE**
  - Current Month: 414
  - % Change: -21.14%

**Promote Clean Energy Sources**

- **Percent of power consumption from renewable source(s)**
  - Current Month: m increase