## Performance Indicators - JULY 2011

### ASSURE SAFE UTILITY SERVICE DELIVERY
- Utility damages per 1,000 markout requests:
  - Prior Month: 3.78
  - Current Month: 3.26
  - % Change: -13.76%

### ASSURE RELIABLE UTILITY SERVICE DELIVERY
- Dollars spent per customer on pipeline infrastructure replacements and improvements:
  - Prior Month: $939.30
  - Current Month: $1,019.02
  - % Change: 8.49%
- Major outage event-average number of customers restored per hour per event:
  - Prior Month: 1,171
  - Current Month: 1,171
  - % Change: 0.00%
- Number of pipeline inspections per mile of main and transmission pipelines in service:
  - Prior Month: 1.62
  - Current Month: 1.72
  - % Change: 6.17%

### PROMOTE AFFORDABLE UTILITY SERVICE
- Average Monthly N.J. residential Gas bill - ($/therm):
  - Prior Month: $1.31
  - Current Month: $1.31
  - % Change: 0.00%
  - Last 12 Month Average: $1.41
- Average Monthly N.J. residential Electric bill - (per/kwh):
  - Prior Month: $0.1712
  - Current Month: $0.1733
  - % Change: 1.23%
  - Last 12 Month Average: $0.1779
- Average Monthly N.J. residential Water bill - ($'s per month):
  - Prior Month: $45.00
  - Current Month: $45.00
  - % Change: 0.00%
  - Last 12 Month Average: $45.00

### PROVIDE EFFECTIVE CUSTOMER SERVICE
- Number of complaints received - ALL UTILITIES:
  - Prior Month: 1,924
  - Current Month: 1,706
  - % Change: -11.33%
  - Last 12 Month Average: 1,762
- First call resolution--:
  - Prior Month: 1,924
  - Current Month: 1,706
  - % Change: -11.33%
- Average petition response time--:
  - Prior Month: $1.31
  - Current Month: $1.31
  - % Change: 0.00%
  - Last 12 Month Average: $1.41

### PROMOTE CLEAN ENERGY SOURCES
- Percent of power consumption from renewable source(s):
  - Prior Month: 1,924
  - Current Month: 1,706
  - % Change: -11.33%
  - Last 12 Month Average: 1,762