# Performance Indicators - AUGUST 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%
  - Last 12 Month Average: 1,172
- **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: $0.1733
  - Current Month: $0.1783
  - % Change: 2.89%
  - 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: 1,706
  - Current Month: 1,989
  - % Change: 16.59%
  - Last 12 Month Average: 1,762
- **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)**
  - Prior Month: 1,706
  - Current Month: 1,989
  - % Change: 16.59%
  - Last 12 Month Average: 1,762
- **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.)**
  - Prior Month: 1,706
  - Current Month: 1,989
  - % Change: 16.59%
  - Last 12 Month Average: 1,762
- **Number of complaints received - CABLE**
  - Prior Month: 301
  - Current Month: 291
  - % Change: -3.32%
  - Last 12 Month Average: 454

## PROMOTE CLEAN ENERGY SOURCES

- **Percent of power consumption from renewable source(s)**
  - Prior Month: 301
  - Current Month: 291
  - % Change: -3.32%