# Performance Indicators - March 2013

## Assure Safe Utility Service Delivery
- **Utility damages per 1,000 markout requests (Yearly Reporting)**
  - Desired Trend: reduce
  - Target: 3
  - 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 (Yearly Reporting)**
  - Desired Trend: increase
  - Target: 1200
  - Prior Month: $939.30
  - Current Month: $1,019.02
  - % Change: 8.49%

- **Major outage event-average number of customers restored per hour per event**
  - Desired Trend: increase
  - Target: 1200
  - Prior Month: 1171
  - Current Month: 2475
  - % Change: 111.36%

- **Number of pipeline inspections per mile of main and transmission pipelines in service (Yearly Reporting)**
  - Desired Trend: increase
  - Target: 2
  - Prior Month: 1.62
  - Current Month: 1.72
  - % Change: 6.17%

## Promote Affordable Utility Service
- **Average Monthly N.J. residential Gas bill - ($/therm)**
  - Desired Trend: reduce
  - Target: $1.40
  - Prior Month: $1.20
  - Current Month: $1.20
  - % Change: 0.00%

- **Average Monthly N.J. residential Electric bill - (per/kwh)**
  - Desired Trend: reduce
  - Target: $0.18
  - Prior Month: $0.1715
  - Current Month: $0.1720
  - % Change: 0.32%

- **Average Monthly N.J. residential Water bill - ($/s per month)**
  - Desired Trend: reduce
  - Target: $45.00
  - Prior Month: $45.00
  - Current Month: $45.00
  - % Change: 0.00%

- **Post-DSIC lost and accounted for water**
  - Desired Trend: reduce
  - Target: $0.14
  - Prior Month: $0.15
  - Current Month: $0.15

## Provide Effective Customer Service
- **Number of complaints received - ALL UTILITIES**
  - Desired Trend: reduce
  - Target: 1600
  - Prior Month: 1039
  - Current Month: 1380
  - % Change: 32.82%

- **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)**
  - Desired Trend: increase
  - Target: n/a
  - Prior Month: 1326

- **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.)**
  - Desired Trend: reduce
  - Target: n/a
  - Prior Month: 1326

- **Number of complaints received - CABLE**
  - Desired Trend: reduce
  - Target: 334
  - Prior Month: 400
  - Current Month: 518
  - % Change: 29.50%

## Promote Clean Energy Sources
- **State facility energy audits updated or completed**
  - Desired Trend: increase
  - Target: 30
  - Prior Month: 1
  - Current Month: 2
  - % Change: 100.00%

- **Number of NJ municipalities utilizing BPU Funds (Clean Energy and/or ARRA) to implement energy efficiency programs or renewable energy projects**
  - Desired Trend: increase
  - Target: 566
  - Prior Month: 416
  - Current Month: 438
  - % Change: n/a
  - Last 12 Month Average: n/a