# NEW JERSEY BOARD OF PUBLIC UTILITIES

## Performance Indicators - May, 2015

### ASSURE SAFE UTILITY SERVICE DELIVERY

Utility damages per 1,000 markout requests (annual reporting)

<table>
<thead>
<tr>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Month</th>
<th>Current Month</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>reduce</td>
<td>2.90</td>
<td>3.26</td>
<td>3.26</td>
<td>0%</td>
<td>3.26</td>
</tr>
</tbody>
</table>

### ASSURE RELIABLE UTILITY SERVICE DELIVERY

Number of pipeline inspections per mile of main and transmission pipelines in service (annual reporting)

<table>
<thead>
<tr>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Month</th>
<th>Current Month</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>increase</td>
<td>2.10</td>
<td>1.72</td>
<td>1.72</td>
<td>0%</td>
<td>1.72</td>
</tr>
</tbody>
</table>

### PROMOTE AFFORDABLE UTILITY SERVICE

- **Average Monthly N.J. residential Gas bill -($/therm)**: reduce $1.25 to $1.01 to $1.01 with 0% change.
- **Average Monthly N.J. residential Electric bill- (per/kwh)**: reduce $0.1600 to $0.1740 to $0.1754 with 1% change.
- **Average Monthly N.J. residential Water bill - ($'s per month)**: reduce $50.00 to $45.00 to $45.00 with 0% change.
- **Post-DSIC lost and accounted for water**: reduce $0.14 to $0.15 to $0.15 with 0% change.

### PROVIDE EFFECTIVE CUSTOMER SERVICE

- **Number of complaints received - all utilities**: reduce 1,600 to 2,229 to 1,957 with -12% change.
- **Number of complaints received - cable**: reduce 700 to 482 to 494 with 2% change.

### PROMOTE CLEAN ENERGY SOURCES

- **State facility energy audits updated or completed (annual target)**: increase 4 to 2 to 2 with 0% change.
- **Number of NJ municipalities and school districts utilizing BPU funds (Clean Energy and/ARRA) to implement energy efficiency programs or renewable energy projects**: increase 715 to 480 to 480 with 0% change.