<table>
<thead>
<tr>
<th>Performance Indicators - Sep 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NEW JERSEY BOARD OF PUBLIC UTILITIES</strong></td>
</tr>
</tbody>
</table>

### 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>3.00</td>
<td>2.56</td>
<td>2.50</td>
<td>-2%</td>
<td>2.21</td>
</tr>
</tbody>
</table>

### ASSURE RELIABLE UTILITY SERVICE DELIVERY

Number of pipeline inspections per 100 miles 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>1.20</td>
<td>1.00</td>
<td>0.64</td>
<td>-36%</td>
<td>1.11</td>
</tr>
</tbody>
</table>

### PROMOTE AFFORDABLE UTILITY SERVICE

- **Average Monthly N.J. residential Gas bill -($/therm)**
  - reduce $1.00 $1.04 $1.04 0% $1.04
- **Average Monthly N.J. residential Electric bill- (per/kwh)**
  - reduce $0.1700 $0.1645 $0.1619 -2% $0.1677
- **Average Monthly N.J.residential Water bill - ($’s per month)**
  - reduce $45.00 $47.00 $47.00 0% $47.00
- Post--Distribution System Improvement Charge (DSIC) lost and unaccounted for water
  - reduce 10.0% 15.0% 15.0% 0.0% 15.0%

### PROVIDE EFFECTIVE CUSTOMER SERVICE

- Number of complaints received - all utilities
  - reduce 2,250 2,122 1,879 -11% 1,788
- Number of complaints received - cable
  - reduce 700 449 423 -6% 450

### PROMOTE CLEAN ENERGY SOURCES

- State facility energy audits updated or completed (annual target)
  - increase 4 4 4 0% 4
- Number of approved applications from NJ municipalities and school districts utilizing BPU funds to implement energy efficiency programs or renewable energy projects (12-month target)
  - increase 530 722 662 -8% 701