

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators - Sep 2018

	Desired Trend	Target	Prior Month	Current Month	% Change	Last 12 Month Average
ASSURE SAFE UTILITY SERVICE DELIVERY						
Utility damages per 1,000 markout requests (annual reporting)	reduce	3.00	2.56	2.50	-2%	2.21

ASSURE RELIABLE UTILITY SERVICE DELIVERY						
Number of pipeline inspections per 100 miles of main and transmission pipelines in service (annual reporting)	increase	1.20	1.00	0.64	-36%	1.11

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