

## **NEW JERSEY BOARD OF PUBLIC UTILITIES**

### **Performance Indicators - November 2016**

	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month</b>	<b>Current Month</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>ASSURE SAFE UTILITY SERVICE DELIVERY</b>						
Utility damages per 1,000 markout requests (annual reporting)	reduce	3.00	3.53	3.18	-10%	3.18
<b>ASSURE RELIABLE UTILITY SERVICE DELIVERY</b>						
Number of pipeline inspections per 100 miles of main and transmission pipelines in service (annual reporting)	increase	1.20	1.20	1.20	0%	1.37
<b>PROMOTE AFFORDABLE UTILITY SERVICE</b>						
Average Monthly N.J. residential Gas bill -(\$/therm)	reduce	\$1.00	\$0.99	\$0.99	0%	\$0.97
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	\$0.1700	\$0.1699	\$0.1699	0%	\$0.1556
Average Monthly N.J.residential Water bill - (\$'s per month)	reduce	\$45.00	\$47.00	\$47.00	0%	\$46.33
Post--Distribution System Improvement Charge (DSIC) lost and unaccounted for water	reduce	10.0%	15.0%	15.0%	0.0%	15.0%
<b>PROVIDE EFFECTIVE CUSTOMER SERVICE</b>						
Number of complaints received - all utilities	reduce	2,250	1,900	1,528	-20%	1,679
Number of complaints received - cable	reduce	700	535	413	-23%	484
<b>PROMOTE CLEAN ENERGY SOURCES</b>						
State facility energy audits updated or completed (annual target)	increase	4	6	6	0%	3
Number of NJ municipalities and school districts utilizing BPU funds (Clean Energy and/ARRA) to implement energy efficiency programs or renewable energy projects	increase	530	530	530	0%	513