

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

### **Performance Indicators - April 2017**

|  | <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          | 1.90               | 2.20                 | 16%             | 2.97                         |
| <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          | 1.30               | 1.30                 | 0%              | 1.26                         |
| <b>PROMOTE AFFORDABLE UTILITY SERVICE</b>  |                      |               |                    |                      |                 |                              |
| Average Monthly N.J. residential Gas bill -(\$/therm)  | reduce               | \$1.00        | \$0.93             | \$0.97               | 4%              | \$0.97                       |
| Average Monthly N.J. residential Electric bill- (per/kwh)  | reduce               | \$0.1700      | \$0.1723           | \$0.1700             | -1%             | \$0.1560                     |
| Average Monthly N.J.residential Water bill - (\$'s per month)  | reduce               | \$45.00       | \$47.00            | \$47.00              | 0%              | \$46.83                      |
| 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         | 1,461              | 1,701                | 16%             | 1,620                        |
| Number of complaints received - cable  | reduce               | 700           | 396                | 316                  | -20%            | 480                          |
| <b>PROMOTE CLEAN ENERGY SOURCES</b>  |                      |               |                    |                      |                 |                              |
| State facility energy audits updated or completed (annual target)  | increase             | 4             | 4                  | 4                    | 0%              | 3                            |
| 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           | 484                | 471                  | -3%             | 505                          |