

## NEW JERSEY BOARD OF PUBLIC UTILITIES

### Performance Indicators - November 2017

	Desired Trend	Target	Prior Month	Current Month	% Change	Last 12 Month Average
<b>ASSURE SAFE UTILITY SERVICE DELIVERY</b>						
Utility damages per 1,000 markout requests (annual reporting)	reduce	3.00	3.30	3.20	-3%	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	\$1.01	\$1.05	3%	\$0.97
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	\$0.1700	\$0.1669	\$0.1645	-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	1,789	1,747	-2%	1,620
Number of complaints received - cable	reduce	700	527	451	-14%	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	599	610	2%	505