

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators -May, 2013

| | Desired Trend | Target | Prior Month | Current Month | % Change | Last 12 Month Average |
|--|---------------|--------|-------------|---------------|----------|-----------------------|
| <u>ASSURE SAFE UTILITY SERVICE DELIVERY</u> | | | | | | |
| Utility damages per 1,000 markout requests (Yearly Reporting)) | reduce | 3 | 3.78 | 3.26 | -13.76% | |

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| <u>ASSURE RELIABLE UTILITY SERVICE DELIVERY</u> | | | | | | |
| Dollars spent per customer on pipeline infrastructure replacements and improvements (Yearly Reporting) | increase | 1200 | \$939.30 | \$1,019.02 | 8.49% | |
| Major outage event-average number of customers restored per hour per event | increase | 1200 | 1171 | 2475 | 111.36% | 1,172 |
| Number of pipeline inspections per mile of main and transmission pipelines in service (Yearly Reporting) | increase | 2 | 1.62 | 1.72 | 6.17% | |

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| <u>PROMOTE AFFORDABLE UTILITY SERVICE</u> | | | | | | |
| Average Monthly N.J. residential Gas bill -(\$/therm) | reduce | \$ 1.40 | \$1.20 | \$1.20 | 0.00% | \$1.41 |
| Average Monthly N.J. residential Electric bill- (per/kwh) | reduce | \$ 0.18 | \$0.1720 | \$0.1714 | -0.36% | |
| Average Monthly N.J.residential Water bill - (\$'s per month) | reduce | \$ 45.00 | \$45.00 | \$45.00 | 0.00% | \$45.00 |
| Post-DSIC lost and accounted for water | reduce | \$ 0.14 | \$0.15 | \$0.15 | | \$0.15 |

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| <u>PROVIDE EFFECTIVE CUSTOMER SERVICE</u> | | | | | | |
| Number of complaints received - ALL UTILITIES | reduce | 1600 | 1629 | 1524 | -6.45% | 1762 |
| First call resolution-- (Upon implementation of the new database system, this process will track how often a customer's complaint is resolved in the first instance) | increase | n/a | | 1326 | | |
| Average petition response time---(Once the new database system is in place and the case tracking component is operational, will establish average processing time for cases.) | reduce | n/a | | 1326 | | |
| Number of complaints received - CABLE | reduce | 334 | 419 | 405 | -3.34% | 454 |

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| <u>PROMOTE CLEAN ENERGY SOURCES</u> | | | | | | |
| State facility energy audits updated or completed | increase | 30 | 1 | 2 | 100.00% | \$4 |
| Number of NJ municipalities utilizing BPU Funds (Clean Energy and/or ARRA) to implement energy efficiency programs or renewable energy projects | increase | 566 | 416 | 438 | n/a | n/a |