

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators -February 2014

	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	3.78	3.26	-13.76%	-

ASSURE RELIABLE UTILITY SERVICE DELIVERY						
Dollars spent per customer on pipeline infrastructure replacements and improvements (annual reporting)	increase	\$1,200	\$939	\$1,019	8.5%	-
Major outage event-average number of customers restored per hour per event	increase	1,200	1,171	2,475	111.4%	1,172
Number of pipeline inspections per mile of main and transmission pipelines in service (annual reporting)	increase	2.00	1.62	1.72	6.2%	-

PROMOTE AFFORDABLE UTILITY SERVICE						
Average Monthly N.J. residential Gas bill -(\$/therm)	reduce	\$1.40	\$1.08	\$1.16	7.4%	\$1.41
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	\$0.18	\$0.1649	\$0.1632	-1.0%	
Average Monthly N.J.residential Water bill - (\$'s per month)	reduce	\$45.00	\$45.00	\$45.00	0.0%	\$45.00
Post-DSIC lost and accounted for water	reduce	\$0.14	\$0.15	\$0.15	0.0%	\$0.15

PROVIDE EFFECTIVE CUSTOMER SERVICE						
Number of complaints received - all utilities	reduce	1,600	778	942	21.1%	1,762
Number of complaints received - cable	reduce	334	353	483	36.8%	454

PROMOTE CLEAN ENERGY SOURCES						
State facility energy audits updated or completed (annual target)	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	5.3%	n/a