

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators - June 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 | \$1.16 | \$1.16 | 0.0% | \$1.41 |
| Average Monthly N.J. residential Electric bill- (per/kwh) | reduce | \$0.18 | \$0.1655 | \$0.1653 | -0.1% | - |
| 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 | 2,331 | 1,930 | -17.2% | 1,762 |
| Number of complaints received - cable | reduce | 334 | 611 | 731 | 19.6% | 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 |