

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

### **Performance Indicators - June, 2016**

|   | <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          | 2.66               | 3.05                 | 15%             | 3.14                         |
| <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          | 1.20               | 1.20                 | 0%              | 1.59                         |
| <b>PROMOTE AFFORDABLE UTILITY SERVICE</b>   |                      |               |                    |                      |                 |                              |
| Average Monthly N.J. residential Gas bill -(\$/therm)   | reduce               | \$1.00        | \$0.98             | \$0.99               | 1%              | \$1.00                       |
| Average Monthly N.J. residential Electric bill- (per/kwh)   | reduce               | \$0.1700      | \$0.1686           | \$0.1701             | 1%              | \$0.1564                     |
| Average Monthly N.J.residential Water bill - (\$'s per month)   | reduce               | \$45.00       | \$47.00            | \$47.00              | 0%              | \$45.50                      |
| 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         | 1,768              | 1,705                | -4%             | 1,872                        |
| Number of complaints received - cable   | reduce               | 700           | 434                | 497                  | 15%             | 501                          |
| <b>PROMOTE CLEAN ENERGY SOURCES</b>   |                      |               |                    |                      |                 |                              |
| State facility energy audits updated or completed (annual target)   | increase             | 4             | 2                  | 2                    | 0%              | 2                            |
| Number of NJ municipalities and school districts utilizing BPU funds (Clean Energy and/ARRA) to implement energy efficiency programs or renewable energy projects | increase             | 530           | 530                | 530                  | 0%              | 493                          |