

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators - December 2016

	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	3.18	2.41	-24%	3.11
ASSURE RELIABLE UTILITY SERVICE DELIVERY						
Number of pipeline inspections per 100 miles of main and transmission pipelines in service (annual reporting)	increase	1.20	1.20	1.20	0%	1.33
PROMOTE AFFORDABLE UTILITY SERVICE						
Average Monthly N.J. residential Gas bill -(\$/therm)	reduce	\$1.00	\$0.99	\$0.94	-4%	\$0.97
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	\$0.1700	\$0.1699	\$0.1699	0%	\$0.1555
Average Monthly N.J.residential Water bill - (\$'s per month)	reduce	\$45.00	\$47.00	\$47.00	0%	\$46.50
Post--Distribution System Improvement Charge (DSIC) lost and unaccounted for water	reduce	10.0%	15.0%	15.0%	0.0%	15.0%
PROVIDE EFFECTIVE CUSTOMER SERVICE						
Number of complaints received - all utilities	reduce	2,250	1,528	1,116	-27%	1,657
Number of complaints received - cable	reduce	700	413	598	45%	486
PROMOTE CLEAN ENERGY SOURCES						
State facility energy audits updated or completed (annual target)	increase	4	6	6	0%	3
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%	518