

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators - February 2017

	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	2.13	1.77	-17%	2.89

ASSURE RELIABLE UTILITY SERVICE DELIVERY						
Number of pipeline inspections per 100 miles of main and transmission pipelines in service (annual reporting)	increase	1.20	0.80	0.80	0%	1.18

PROMOTE AFFORDABLE UTILITY SERVICE						
Average Monthly N.J. residential Gas bill -(\$/therm)	reduce	\$1.00	\$0.95	\$0.93	-2%	\$0.97
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	\$0.1700	\$0.1713	\$0.1735	1%	\$0.1560
Average Monthly N.J.residential Water bill - (\$'s per month)	reduce	\$45.00	\$48.00	\$48.00	0%	\$47.00
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	1,265	1,069	-15%	1,620
Number of complaints received - cable	reduce	700	575	416	-28%	480

PROMOTE CLEAN ENERGY SOURCES						
State facility energy audits updated or completed (annual target)	increase	4	6	6	0%	4
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%	526