

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators - May 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 | 2.20 | 2.50 | 14% | 2.97 |
| ASSURE RELIABLE UTILITY SERVICE DELIVERY | | | | | | |
| Number of pipeline inspections per 100 miles of main and transmission pipelines in service (annual reporting) | increase | 1.20 | 1.30 | 1.30 | 0% | 1.26 |
| PROMOTE AFFORDABLE UTILITY SERVICE | | | | | | |
| Average Monthly N.J. residential Gas bill -(\$/therm) | reduce | \$1.00 | \$0.97 | \$0.99 | 2% | \$0.97 |
| Average Monthly N.J. residential Electric bill- (per/kwh) | reduce | \$0.1700 | \$0.1700 | \$0.1703 | 0% | \$0.1560 |
| Average Monthly N.J.residential Water bill - (\$'s per month) | reduce | \$45.00 | \$47.00 | \$47.00 | 0% | \$46.83 |
| 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 | 1,701 | 1,702 | 0% | 1,620 |
| Number of complaints received - cable | reduce | 700 | 316 | 305 | -3% | 480 |
| PROMOTE CLEAN ENERGY SOURCES | | | | | | |
| State facility energy audits updated or completed (annual target) | increase | 4 | 4 | 4 | 0% | 3 |
| Number of approved applications from NJ municipalities and school districts utilizing BPU funds to implement energy efficiency programs or renewable energy projects (12-month target) | increase | 530 | 471 | 494 | 5% | 505 |