

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators - Aug_2019

	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	2.65	2.45	-8%	2.09
ASSURE RELIABLE UTILITY SERVICE DELIVERY						
Number of pipeline inspections per 100 miles of main and transmission pipelines in service (annual reporting)	increase	1.20	1.42	1.18	-17%	1.05
PROMOTE AFFORDABLE UTILITY SERVICE						
Average Monthly N.J. residential Gas bill -(\$/therm)	reduce	\$1.00	\$1.08	\$1.09	1%	\$1.06
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	\$0.1700	\$0.1636	\$0.1618	-1%	\$0.1663
Average Monthly N.J.residential Water bill - (\$'s per month)	reduce	\$45.00	\$55.00	\$55.00	0%	\$47.00
Post--Distribution System Improvement Charge (DSIC) lost and unaccounted for water	reduce	10.0%	15%	15%	0.0%	15.0%
PROVIDE EFFECTIVE CUSTOMER SERVICE						
Number of complaints received - all utilities	reduce	2,250	1,642	1,950	19%	1,783
Number of complaints received - cable	reduce	700	577	507	-12%	433
PROMOTE CLEAN ENERGY SOURCES						
Lifetime energy savings (MWh)	increase	5,588,465	594798	863582	45.19%	n/a
Lifetime fuel savings (MMBtu)	increase	20,633,014	660572	927514	40.41%	n/a
Peak demand savings (kW)	increase	73,300	5947	7219	21.39%	n/a
Energy efficiency projects, Comfort Partners (homes completed)	increase	3,272	277	397	43.32%	n/a