

# NEW JERSEY BOARD OF PUBLIC UTILITIES

## Performance Indicators - MARCH 2011

	Frequency	Desired Trend	Prior Month	Current Month	% Change	Last 12 Month Average
<b>ASSURE SAFE UTILITY SERVICE DELIVERY</b>						
Utility damages per 1,000 markout requests	a	reduce	3.78	3.26	-13.76%	
<b>ASSURE RELIABLE UTILITY SERVICE DELIVERY</b>						
Dollars spent per customer on pipeline infrastructure replacements and improvements	a	increase	\$939.30	\$1,019.02	8.49%	
Major outage event-average number of customers restored per hour per event		increase	1,171	1,171	0.00%	1,172
Number of pipeline inspections per mile of main and transmission pipelines in service	a	increase	1.62	1.72	6.17%	
<b>PROMOTE AFFORDABLE UTILITY SERVICE</b>						
Average Monthly N.J. residential Gas bill -(\$/therm)	m	reduce	\$1.29	\$1.32	2.33%	\$1.41
Average Monthly N.J. residential Electric bill- (per/kwh)	m	reduce	\$0.1880	\$0.1842	-2.02%	\$0.1779
Average Monthly N.J. residential Water bill - (\$'s per month)	m	reduce	\$45.00	\$45.00	0.00%	\$45.00
<b>PROVIDE EFFECTIVE CUSTOMER SERVICE</b>						
Number of complaints received - ALL UTILITIES	m	reduce	1,281	2,026	58.16%	1,762
First call resolution-- (Upon implementation of the new database system, this process will track how often a customer's complaint is resolved in the first instance)	m	increase				
Average petition response time---(Once the new database system is in place and the case tracking component is operational, will establish average processing time for cases.)	m	reduce				
Number of complaints received - CABLE	m	reduce	504	528	4.76%	454
<b>PROMOTE CLEAN ENERGY SOURCES</b>						
Percent of power consumption from renewable source(s)	m	increase				