

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators - Mar 2018

	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	1.73	1.59	-8%	2.58

ASSURE RELIABLE UTILITY SERVICE DELIVERY						
Number of pipeline inspections per 100 miles of main and transmission pipelines in service (annual reporting)	increase	1.20	1.10	1.10	0%	1.25

PROMOTE AFFORDABLE UTILITY SERVICE						
Average Monthly N.J. residential Gas bill -(\$/therm)	reduce	\$1.00	\$1.05	\$1.05	0%	\$1.02
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	\$0.1700	\$0.1712	\$0.1721	1%	\$0.1684
Average Monthly N.J.residential Water bill - (\$'s per month)	reduce	\$45.00	\$47.00	\$47.00	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	1,348	2,170	61%	1,659
Number of complaints received - cable	reduce	700	378	491	30%	391

PROMOTE CLEAN ENERGY SOURCES						
State facility energy audits updated or completed (annual target)	increase	4	4	4	0%	4
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	738	730	-1%	599