

## NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators - Nov\_2019

	Desired Trend	Target	Prior Month	Current Month	% Change	Last 12 Month Average
<b>ASSURE SAFE UTILITY SERVICE DELIVERY</b>						
Utility damages per 1,000 markout requests (annual reporting)	reduce	3.00	3.01	2.38	-21%	2.09
<b>ASSURE RELIABLE UTILITY SERVICE DELIVERY</b>						
Number of pipeline inspections per 100 miles of main and transmission pipelines in service (annual reporting)	increase	1.20	1.3	1.35	4%	1.05
<b>PROMOTE AFFORDABLE UTILITY SERVICE</b>						
Average Monthly N.J. residential Gas bill -(\$/therm)	reduce	\$1.00	\$1.09	\$1.13	4%	\$1.06
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	\$0.1700	\$0.17	\$0.17	0%	\$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%
<b>PROVIDE EFFECTIVE CUSTOMER SERVICE</b>						
Number of complaints received - all utilities	reduce	2,250	2,177	1,614	-26%	1,783
Number of complaints received - cable	reduce	700	781	525	-33%	433
<b>PROMOTE CLEAN ENERGY SOURCES</b>						
Lifetime energy savings (MWh)	increase	5,588,465	1341212	1341212	0.00%	n/a
Lifetime fuel savings (MMBtu)	increase	20,633,014	794454	794454	0.00%	n/a
Peak demand savings (kW)	increase	73,300	11014	11014	0.00%	n/a
Energy efficiency projects, Comfort Partners (homes completed)	increase	3,272	375	375	0.00%	n/a