

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators -March 2013

	Desired Trend	Target	Prior Month	Current Month	% Change	Last 12 Month Average
<u>ASSURE SAFE UTILITY SERVICE DELIVERY</u>						
Utility damages per 1,000 markout requests (Yearly Reporting))	reduce	3	3.78	3.26	-13.76%	

<u>ASSURE RELIABLE UTILITY SERVICE DELIVERY</u>						
Dollars spent per customer on pipeline infrastructure replacements and improvements (Yearly Reporting)	increase	1200	\$939.30	\$1,019.02	8.49%	
Major outage event-average number of customers restored per hour per event	increase	1200	1171	2475	111.36%	1,172
Number of pipeline inspections per mile of main and transmission pipelines in service (Yearly Reporting)	increase	2	1.62	1.72	6.17%	

<u>PROMOTE AFFORDABLE UTILITY SERVICE</u>						
Average Monthly N.J. residential Gas bill -(\$/therm)	reduce	\$ 1.40	\$1.20	\$1.20	0.00%	\$1.41
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	\$ 0.18	\$0.1715	\$0.1720	0.32%	
Average Monthly N.J.residential Water bill - (\$'s per month)	reduce	\$ 45.00	\$45.00	\$45.00	0.00%	\$45.00
Post-DSIC lost and accounted for water	reduce	\$ 0.14	\$0.15	\$0.15		\$0.15

<u>PROVIDE EFFECTIVE CUSTOMER SERVICE</u>						
Number of complaints received - ALL UTILITIES	reduce	1600	1039	1380	32.82%	1762
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)	increase	n/a		1326		
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.)	reduce	n/a		1326		
Number of complaints received - CABLE	reduce	334	400	518	29.50%	454

<u>PROMOTE CLEAN ENERGY SOURCES</u>						
State facility energy audits updated or completed	increase	30	1	2	100.00%	\$4
Number of NJ municipalities utilizing BPU Funds (Clean Energy and/or ARRA) to implement energy efficiency programs or renewable energy projects	increase	566	416	438	n/a	n/a