

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators -November, 2014

	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	2.90	3.26	3.26	0.0%	3.26
ASSURE RELIABLE UTILITY SERVICE DELIVERY						
Number of pipeline inspections per mile of main and transmission pipelines in service (annual reporting)	increase	2.10	1.72	1.72	0.0%	1.72
PROMOTE AFFORDABLE UTILITY SERVICE						
Average Monthly N.J. residential Gas bill -(\$/therm)	reduce	\$1.25	\$1.14	\$1.09	-4.4%	\$1.13
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	\$0.1600	\$0.1708	\$0.1727	1.1%	\$0.1669
Average Monthly N.J.residential Water bill - (\$'s per month)	reduce	\$50.00	\$45.00	\$45.00	0.0%	\$45.00
Post-DSIC lost and accounted for water	reduce	\$0.14	\$0.15	\$0.15	0.0%	\$0.15
PROVIDE EFFECTIVE CUSTOMER SERVICE						
Number of complaints received - all utilities	reduce	1,600	2,514	1,743	-30.7%	1,893
Number of complaints received - cable	reduce	700	753	523	-30.5%	600
PROMOTE CLEAN ENERGY SOURCES						
State facility energy audits updated or completed (annual target)	increase	4	2	2	0.00%	2
Number of NJ municipalities and school districts utilizing BPU funds (Clean Energy and/ARRA) to implement energy efficiency programs or renewable energy projects	increase	715	475	480	1.1%	447