

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators - April, 2015

	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%	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%	1.72
PROMOTE AFFORDABLE UTILITY SERVICE						
Average Monthly N.J. residential Gas bill -(\$/therm)	reduce	\$1.25	\$1.02	\$1.01	-1%	\$1.09
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	\$0.1600	\$0.1702	\$0.1740	2%	\$0.1692
Average Monthly N.J.residential Water bill - (\$'s per month)	reduce	\$50.00	\$45.00	\$45.00	0%	\$45.00
Post-DSIC lost and accounted for water	reduce	\$0.14	\$0.15	\$0.15	0%	\$0.15
PROVIDE EFFECTIVE CUSTOMER SERVICE						
Number of complaints received - all utilities	reduce	1,600	2,496	2,229	-11%	2,074
Number of complaints received - cable	reduce	700	615	482	-22%	670
PROMOTE CLEAN ENERGY SOURCES						
State facility energy audits updated or completed (annual target)	increase	4	2	2	0%	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	480	480	0%	465