

<b><u>NEW JERSEY BOARD OF PUBLIC UTILITIES</u></b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month</b>	<b>Current Month</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Performance Indicators - September 2010</b>						
<b><u>ASSURE SAFE UTILITY SERVICE DELIVERY</u></b>						
Utility damages per 1,000 markout requests (Annual Reporting Data))	reduce	n/a		3.26		
<b><u>ASSURE RELIABLE UTILITY SERVICE DELIVERY</u></b>						
Dollars spent per customer on pipeline infrastructure replacements and improvements ( Annual Reporting Data)	increase	n/a		\$1,019.02		
Major outage event-average number of customers restored per hour per event	increase	n/a	1171	1171	0.00%	1,172
Number of pipeline inspections per mile of main and transmission pipelines in service (Annual Reporting Data)	increase	n/a		1.72		
<b><u>PROMOTE AFFORDABLE UTILITY SERVICE</u></b>						
Average Monthly N.J. residential Gas bill -(\$/therm)	reduce	n/a	\$1.72	\$1.57	-8.72%	\$1.41
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	n/a	\$0.1879	\$0.1879	0.00%	\$0.1779
Average Monthly N.J.residential Water bill - (\$'s)	reduce	n/a	\$45.00	\$45.00	0.00%	\$45.00
<b><u>PROVIDE EFFECTIVE CUSTOMER SERVICE</u></b>						
Number of complaints received - ALL UTILITIES	reduce	n/a	1806	1992	10.30%	1654
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				
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				
Number of complaints received - CABLE	reduce	n/a	309	560	81.23%	475
<b><u>PROMOTE CLEAN ENERGY SOURCES</u></b>						
Percent of power consumption from renewable source(s)	increase	n/a				-