NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators -November 2013

	Desired Trend	Target	Prior Month	Current Month	% Change	Last 12 Month Average
ASSURE SAFE UTILITY SERVICE DELIVERY						
Utility damages per 1,000 markout requests (Yearly Reporting)	reduce	3	3.78	3.26	-13.76%	
ASSURE RELIABLE UTILITY SERVICE DELIVERY						
Dollars spent per customer on pipeline infrastructure replacements and improvements (Yearly Reporting)	increase	1200	$939.30	$1,019.02	8.49%	
Major outage event-average number of customers restored per hour per event	increase	1200	1171	2475	111.36%	1,172
Number of pipeline inspections per mile of main and transmission pipelines in service (Yearly Reporting)	increase	2	1.62	1.72	6.17%	
PROMOTE AFFORDABLE UTILITY SERVICE						
Average Monthly N.J. residential Gas bill -($/therm)	reduce	$1.40	$1.19	$1.10	-7.94%	$1.41
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	$0.18	$0.1681	$0.1681	0.01%	
Average Monthly N.J.residential Water bill - ($'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
PROVIDE EFFECTIVE CUSTOMER SERVICE						
Number of complaints received - ALL UTILITIES	reduce	1600	1643	1141	-30.55%	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	497	393	-20.93%	454
PROMOTE CLEAN ENERGY SOURCES						
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