

## **NEW JERSEY BOARD OF PUBLIC UTILITIES**

### **Performance Indicators -September, 2014**

	<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>ASSURE SAFE UTILITY SERVICE DELIVERY</b>						
Utility damages per 1,000 markout requests (annual reporting)	reduce	2.90	3.26	3.26	0.0%	3.26
<b>ASSURE RELIABLE UTILITY SERVICE DELIVERY</b>						
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
<b>PROMOTE AFFORDABLE UTILITY SERVICE</b>						
Average Monthly N.J. residential Gas bill -(\$/therm)	reduce	\$1.25	\$1.14	\$1.14	0.0%	\$1.13
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	\$0.1600	\$0.1668	\$0.1687	1.1%	\$0.1659
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
<b>PROVIDE EFFECTIVE CUSTOMER SERVICE</b>						
Number of complaints received - all utilities	reduce	1,600	2,457	2,916	18.7%	1,750
Number of complaints received - cable	reduce	700	788	752	-4.6%	573
<b>PROMOTE CLEAN ENERGY SOURCES</b>						
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	448	458	2.2%	441