

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators -October, 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 | \$1.14 | 0.0% | \$1.13 |
| Average Monthly N.J. residential Electric bill- (per/kwh) | reduce | \$0.1600 | \$0.1687 | \$0.1708 | 1.2% | \$0.1665 |
| 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 | 2,916 | 2,514 | -13.8% | 1,843 |
| Number of complaints received - cable | reduce | 700 | 752 | 753 | 0.1% | 589 |
| 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 | 458 | 475 | 3.7% | 444 |