

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

### **Performance Indicators - Nov 2018**

	<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	3.00	2.41	2.22	-8%	2.06
<b>ASSURE RELIABLE UTILITY SERVICE DELIVERY</b>						
Number of pipeline inspections per 100 miles of main and transmission pipelines in service (annual reporting)	increase	1.20	0.92	1.29	40%	1.08
<b>PROMOTE AFFORDABLE UTILITY SERVICE</b>						
Average Monthly N.J. residential Gas bill -(\$/therm)	reduce	\$1.00	\$1.09	\$1.09	0%	\$1.05
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	\$0.1700	\$0.1611	\$0.1610	0%	\$0.1669
Average Monthly N.J.residential Water bill - (\$'s per month)	reduce	\$45.00	\$47.00	\$47.00	0%	\$47.00
Post--Distribution System Improvement Charge (DSIC) lost and unaccounted for water	reduce	10.0%	15.0%	15.0%	0.0%	15.0%
<b>PROVIDE EFFECTIVE CUSTOMER SERVICE</b>						
Number of complaints received - all utilities	reduce	2,250	2,280	1,575	-31%	1,814
Number of complaints received - cable	reduce	700	417	311	-25%	429
<b>PROMOTE CLEAN ENERGY SOURCES</b>						
State facility energy audits updated or completed (annual target)	increase	4	4	4	0%	4
Number of approved applications from NJ municipalities and school districts utilizing BPU funds to implement energy efficiency programs or renewable energy projects (12-month target)	increase	530	617	572	-7%	699