

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators - Mar_2019

| | 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 | 3.00 | 1.48 | 1.68 | 14% | 2.09 |

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|---|----------|------|------|------|-----|------|
| ASSURE RELIABLE UTILITY SERVICE DELIVERY | | | | | | |
| Number of pipeline inspections per 100 miles of main and transmission pipelines in service (annual reporting) | increase | 1.20 | 1.43 | 1.30 | -9% | 1.05 |

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|--|--------|----------|----------|----------|------|----------|
| PROMOTE AFFORDABLE UTILITY SERVICE | | | | | | |
| Average Monthly N.J. residential Gas bill -(\$/therm) | reduce | \$1.00 | \$1.13 | \$1.13 | 0% | \$1.06 |
| Average Monthly N.J. residential Electric bill- (per/kwh) | reduce | \$0.1700 | \$0.1691 | \$0.1729 | 2% | \$0.1663 |
| 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% |

| | | | | | | |
|---|--------|-------|-------|-------|-----|-------|
| PROVIDE EFFECTIVE CUSTOMER SERVICE | | | | | | |
| Number of complaints received - all utilities | reduce | 2,250 | 1,045 | 1,523 | 46% | 1,783 |
| Number of complaints received - cable | reduce | 700 | 477 | 532 | 12% | 433 |

| | | | | | | |
|--|----------|------------|---------|--------|---------|-----|
| PROMOTE CLEAN ENERGY SOURCES | | | | | | |
| Lifetime energy savings (MWh) | increase | 5,588,465 | 1062184 | 370630 | -65.11% | n/a |
| Lifetime fuel savings (MMBtu) | increase | 20,633,014 | 995536 | 959256 | -3.64% | n/a |
| Peak demand savings (kW) | increase | 73,300 | 8777 | 4750 | -45.88% | n/a |
| Energy efficiency projects, Comfort Partners (homes completed) | increase | 3,272 | 334 | 383 | 14.67% | n/a |