

NEW JERSEY BOARD OF PUBLIC UTILITIES

Performance Indicators - May_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	1.80	2.10	17%	2.09

ASSURE RELIABLE UTILITY SERVICE DELIVERY						
Number of pipeline inspections per 100 miles of main and transmission pipelines in service (annual reporting)	increase	1.20	1.24	1.13	-9%	1.05

PROMOTE AFFORDABLE UTILITY SERVICE						
Average Monthly N.J. residential Gas bill -(\$/therm)	reduce	\$1.00	\$1.11	\$1.11	0%	\$1.06
Average Monthly N.J. residential Electric bill- (per/kwh)	reduce	\$0.1700	\$0.1754	\$0.1804	3%	\$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	1,831	1,806	-1%	1,783
Number of complaints received - cable	reduce	700	589	625	6%	433

PROMOTE CLEAN ENERGY SOURCES						
Lifetime energy savings (MWh)	increase	5,588,465	1326778	346676	-73.87%	n/a
Lifetime fuel savings (MMBtu)	increase	20,633,014	840451	895705	6.57%	n/a
Peak demand savings (kW)	increase	73,300	9166	4564	-50.21%	n/a
Energy efficiency projects, Comfort Partners (homes completed)	increase	3,272	365	375	2.74%	n/a