

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

### **Performance Indicators - Jul\_2019**

|   | <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          | 1.96               | 2.65                 | 35%             | 2.09                         |

|   |          |      |      |      |     |      |
|---|----------|------|------|------|-----|------|
| <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 | 1.00 | 1.42 | 42% | 1.05 |

|  |        |          |          |          |      |          |
|--|--------|----------|----------|----------|------|----------|
| <b>PROMOTE AFFORDABLE UTILITY SERVICE</b>  |        |          |          |          |      |          |
| Average Monthly N.J. residential Gas bill -(\$/therm)                              | reduce | \$1.00   | \$1.08   | \$1.08   | 0%   | \$1.06   |
| Average Monthly N.J. residential Electric bill- (per/kwh)                          | reduce | \$0.1700 | \$0.1670 | \$0.1636 | -2%  | \$0.1663 |
| Average Monthly N.J.residential Water bill - (\$'s per month)                      | reduce | \$45.00  | \$47.00  | \$55.00  | 17%  | \$47.00  |
| Post--Distribution System Improvement Charge (DSIC) lost and unaccounted for water | reduce | 10.0%    | 15.0%    | 15%      | 0.0% | 15.0%    |

|   |        |       |       |       |     |       |
|---|--------|-------|-------|-------|-----|-------|
| <b>PROVIDE EFFECTIVE CUSTOMER SERVICE</b>     |        |       |       |       |     |       |
| Number of complaints received - all utilities | reduce | 2,250 | 1,666 | 1,642 | -1% | 1,783 |
| Number of complaints received - cable         | reduce | 700   | 558   | 577   | 3%  | 433   |

|  |          |            |         |        |         |     |
|--|----------|------------|---------|--------|---------|-----|
| <b>PROMOTE CLEAN ENERGY SOURCES</b>                            |          |            |         |        |         |     |
| Lifetime energy savings (MWh)                                  | increase | 5,588,465  | 1885588 | 594798 | -68.46% | n/a |
| Lifetime fuel savings (MMBtu)                                  | increase | 20,633,014 | 1486680 | 660572 | -55.57% | n/a |
| Peak demand savings (kW)                                       | increase | 73,300     | 12642   | 5947   | -52.96% | n/a |
| Energy efficiency projects, Comfort Partners (homes completed) | increase | 3,272      | 368     | 277    | -24.73% | n/a |