

**STATE OF NEW JERSEY
BOARD OF PUBLIC UTILITIES**

**In the Matter of the Petition of
Public Service Electric and Gas Company
for Approval of an Increase in Electric and Gas
Rates and for Changes in the Tariffs for
Electric and Gas Service, B.P.U.N.J.
No. 16 Electric and B.P.U.N.J No. 16
Gas, and for Changes in Depreciation Rates,
Pursuant to N.J.S.A. 48:2-18,
N.J.S.A. 48:2-21 and N.J.S.A. 48:2-21.1, and
for Other Appropriate Relief**

BPU Docket Nos. ER18010029 and GR18010030

**SUPPLEMENTAL DIRECT TESTIMONY
OF
MICHAEL J. ADAMS
12+0 UPDATE**

**Submitted on Behalf
of
PUBLIC SERVICE ELECTRIC AND GAS COMPANY
d/b/a PSE&G**

August 8, 2018

P-6 R-1

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**PUBLIC SERVICE ELECTRIC AND GAS COMPANY
DIRECT TESTIMONY OF
OF
MICHAEL J. ADAMS
12+0 UPDATE
SENIOR VICE PRESIDENT, CONCENTRIC ENERGY ADVISORS, INC.**

1 **I. INTRODUCTION**

2 **Q. Please state your name and business address.**

3 A. My name is Michael J. Adams. My business address is 293 Boston Post Road West,
4 Suite 500, Marlborough, Massachusetts 01752.

5 **Q. On whose behalf are you appearing in this proceeding?**

6 A. I am submitting this direct testimony on behalf of Public Service Electric and Gas
7 Company (“PSE&G” or “the Company”).

8 **Q. What is the purpose of your updated direct testimony?**

9 A. The purpose of my updated direct testimony is to update the results of the
10 benchmarking analyses that I discussed in my direct testimony to reflect data that has become
11 available since that direct testimony was filed.

12 **II. UPDATED BENCHMARKING ANALYSES**

13 **Q. What updated information is available impacting your benchmarking analyses?**

14 A. The following information is now available to update my benchmarking analyses:

- 15 • 2017 electric company data (MJA 3-9 R-1).
16 • 2016 and 2017 reliability data filed with New Jersey Board of Public Utilities
17 (MJA 16-17 R-1).

- 1 • 2016 SAIDI, CAIDI and SAIFI data reported to IEEE (MJA 18-20 R-1).
- 2 • 2017 JD Power customer satisfaction data for residential electric, business
- 3 electric, residential gas, and business gas customers (MJA 21-24 R-1).

4 **Q. Please summarize your findings from the updated analyses.**

5 A. The updated information in the benchmarking analyses did not materially modify the

6 results discussed in my direct testimony. For the most part, PSE&G's performance against

7 its peer companies improved or held constant. PSE&G was consistently in the first quartile

8 for each of the metrics.

9 **Q. Do you continue to recommend that PSE&G witness Bulkley's suggested return**

10 **on equity should be set at the upper end of her range in recognition of the**

11 **Company's consistently strong cost control, operational performance, service**

12 **quality and customer satisfaction performance?**

13 A. Yes, I do.

14 **Q. Does this conclude your updated direct testimony?**

15 A. Yes, it does.

Companies Included in Electric Comparisons

Company	Electric Distribution	Electric Group	Regional Group	New Jersey Group	ROE Proxy Group
* Ameren Illinois Company	IL	✓			✓
Atlantic City Electric Company	NJ	✓	✓	✓	
Baltimore Gas and Electric Company	MD	✓	✓		
** Black Hills Colorado Electric Utility Company, LP	CO				✓
Black Hills Power, Inc.	MT, SD, WY				✓
CenterPoint Energy Houston Electric, LLC	TX	✓			✓
Cheyenne Light, Fuel and Power Company	WY				✓
Cleveland Electric Illuminating Company	OH	✓			
Commonwealth Edison Company	IL	✓			
Connecticut Light and Power Company	CT	✓	✓		✓
Consolidated Edison Company of New York, Inc.	NY				✓
Consumers Energy Company	MI				✓
Delmarva Power & Light Company	DE, MD	✓	✓		
DTE Electric Company	MI				✓
Duquesne Light Company	PA	✓	✓		
Jersey Central Power & Light Company	NJ	✓	✓	✓	
Metropolitan Edison Company	PA	✓	✓		
New York State Electric & Gas Corporation	NY				✓
Niagara Mohawk Power Corporation	NY	✓	✓		
Northern States Power Company - MN	MN, ND, SD				✓
Northern States Power Company - WI	MI, WI				✓
NorthWestern Corporation	MT, SD, WY				✓
NSTAR Electric Company	MA	✓			✓
Ohio Edison Company	OH, PA	✓	✓		
Oncor Electric Delivery Company LLC	TX	✓			
Orange and Rockland Utilities, Inc.	NJ, NY, PA				✓
PECO Energy Company	PA	✓	✓		
Pennsylvania Electric Company	NY, PA	✓	✓		
Potomac Electric Power Company	DC, MD	✓	✓		
PPL Electric Utilities Corporation	PA	✓	✓		
Public Service Company of Colorado	CO				✓
Public Service Company of New Hampshire	NH				✓
Public Service Electric and Gas Company	NJ	✓	✓	✓	✓
Rochester Gas and Electric Corporation	NY				✓
Rockland Electric Company	NJ			✓	
Southwestern Public Service Company	NM, TX				✓
Union Electric Company	MO				✓
United Illuminating Company	CT				✓
West Penn Power Company	PA	✓	✓		
Western Massachusetts Electric Company	MA				✓
Wisconsin Electric Power Company	MI, WI				✓
Wisconsin Public Service Corporation	MI, WI				✓

* Ameren Illinois was officially created in 2010 and hence does not have data prior to 2010

** Black Hills Colorado Electric Utility Company, LP was created in 2008 and does not have data for 2007

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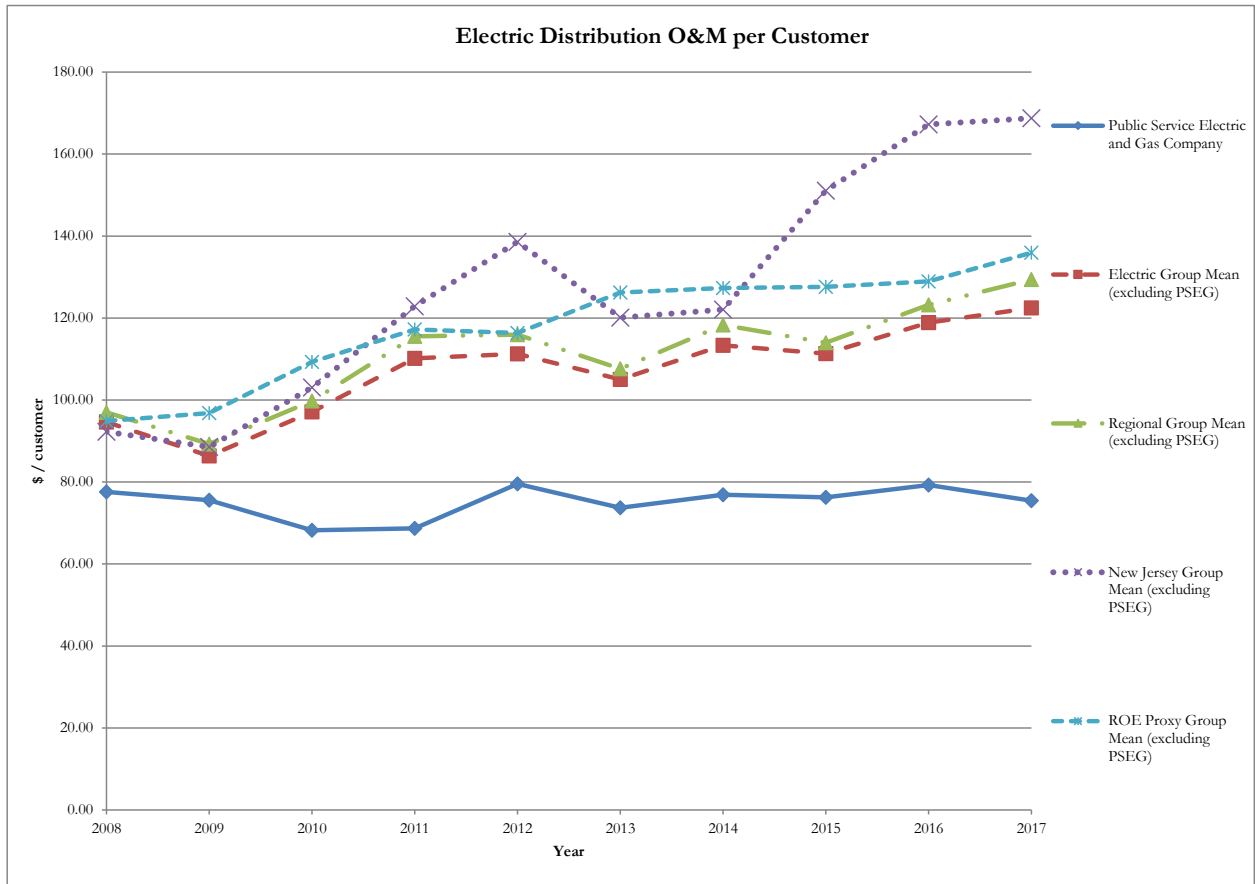
Companies Included in Gas Comparisons

Company	LDC Group	Regional Group	New Jersey Group	ROE Proxy Group
Ameren Illinois Company - IL	✓			✓
Atlanta Gas Light Company - GA	✓			
Baltimore Gas and Electric Company - MD	✓	✓		
Berkshire Gas Company - MA				✓
Black Hills Colorado Gas Utility Company, LP - CO				✓
Black Hills Energy Arkansas, Inc. - AR				✓
Black Hills Gas Distribution LLC - WY				✓
Black Hills Iowa Gas Utility Company, LLC - IA				✓
Black Hills Kansas Gas Utility Company, LLC - KS				✓
Black Hills Nebraska Gas Utility Company LLC - NE				✓
Boston Gas Company - MA	✓			
Brooklyn Union Gas Company - NY	✓	✓		
CenterPoint Energy Resources Corp. - TX	✓			✓
CenterPoint Energy Resources Corp. - MN	✓			✓
CenterPoint Energy Resources Corp. - AR				✓
CenterPoint Energy Resources Corp. - LA				✓
CenterPoint Energy Resources Corp. - OK				✓
CenterPoint Energy Resources Corp. - TX				✓
CenterPoint Energy Resources Corp. - LA				✓
CenterPoint Energy Resources Corp. - MS				✓
Cheyenne Light, Fuel and Power Company - WY				✓
Citizens Gas Fuel Company - MI				✓
Columbia Gas of Ohio, Incorporated - OH	✓			
Connecticut Natural Gas Corporation - CT				✓
Consolidated Edison Company of New York, Inc. - NY	✓	✓		✓
Consumers Energy Company - MI	✓			✓
DTE Gas Company - MI	✓			✓
East Ohio Gas Company - OH	✓			
Equitable Gas Company, LLC - PA	✓	✓		
Indiana Gas Company, Inc. - IN	✓			
Kansas Gas Service Company - KS	✓			
KeySpan Gas East Corporation - NY	✓	✓		
Spire Missouri Inc. - MO	✓			
Maine Natural Gas - ME				✓
Michigan Gas Utilities Corporation - MI				✓
MidAmerican Energy Company - IA	✓			
Minnesota Energy Resources Corporation - MN				✓
National Fuel Gas Distribution Corporation - NY	✓	✓		
New Jersey Natural Gas Company - NJ	✓	✓	✓	
New Mexico Gas Company, Inc. - NM	✓			
New York State Electric & Gas Corporation - NY				✓
Niagara Mohawk Power Corporation - NY	✓	✓		
North Shore Gas Company - IL				✓
Northern Illinois Gas Company - IL	✓			
Northern Indiana Public Service Company - IN	✓			
Northern States Power Company - MN - ND				✓
Northern States Power Company - MN - MN				✓

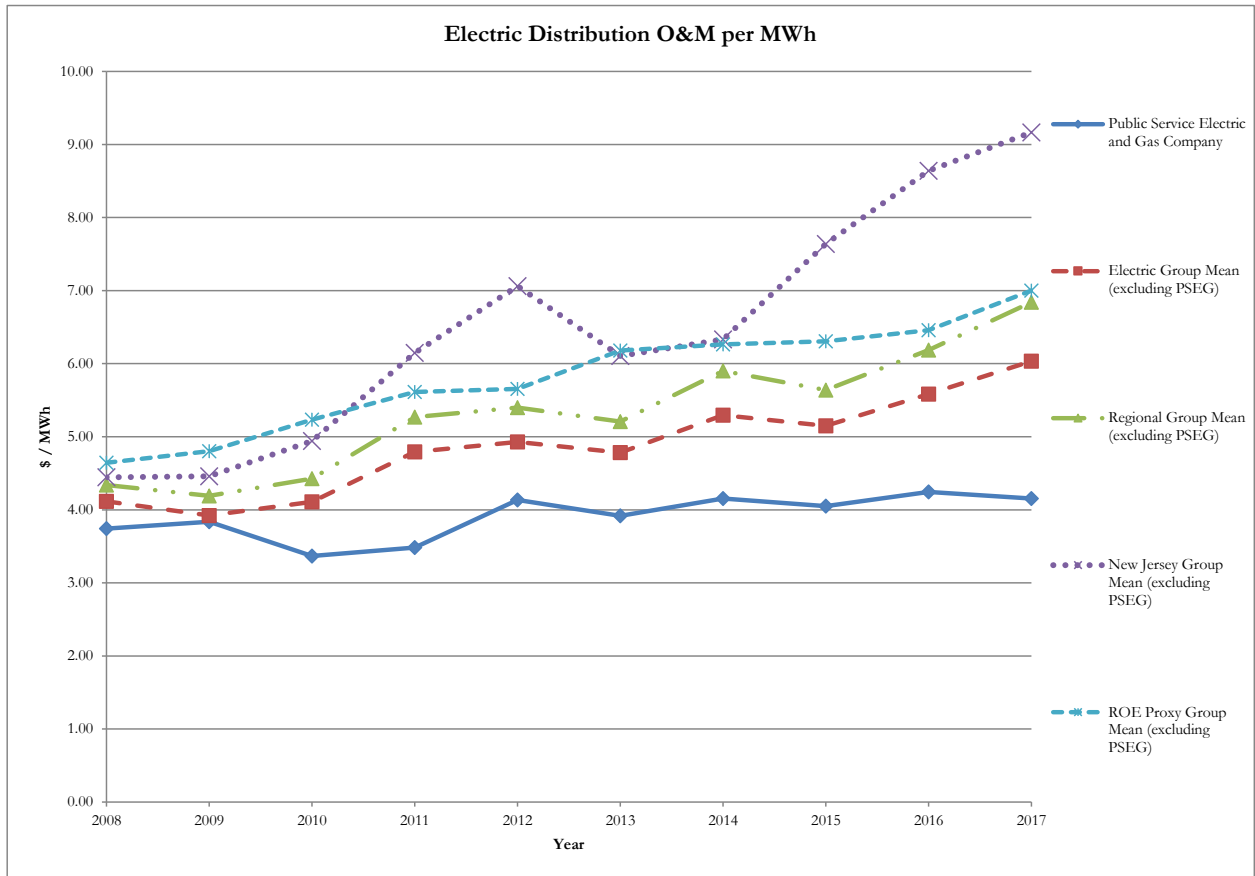
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Companies Included in Gas Comparisons

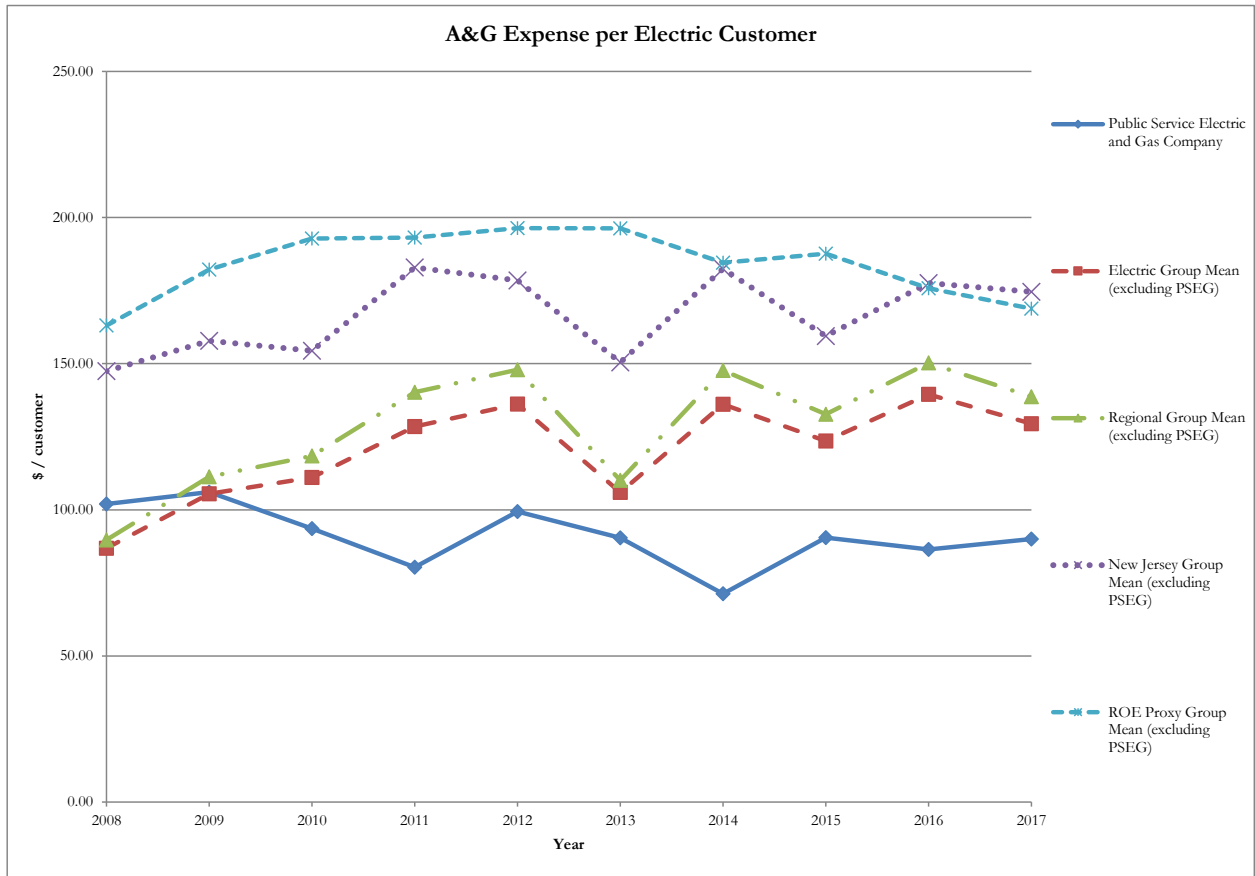
Company	LDC Group	Regional Group	New Jersey Group	ROE Proxy Group
Northern States Power Company - WI - MI				✓
NorthWestern Corporation - MT				✓
NSTAR Gas Company - MA				✓
Oklahoma Natural Gas Company - OK	✓			
Orange and Rockland Utilities, Inc. - NY				✓
Pacific Gas and Electric Company - CA	✓			
PECO Energy Company - PA	✓	✓		
Peoples Gas Light and Coke Company - IL	✓			✓
Philadelphia Gas Works Co. - PA	✓	✓		
Piedmont Natural Gas Company, Inc. - NC	✓			
Pivotal Utility Holdings, Inc. - NJ			✓	
Public Service Company of Colorado - CO	✓			✓
Public Service Company of North Carolina, Incorporated - NC	✓			
Public Service Electric and Gas Company - NJ	✓	✓	✓	✓
Puget Sound Energy, Inc. - WA	✓			
Questar Gas Company - UT	✓			
Rochester Gas and Electric Corporation - NY				✓
San Diego Gas & Electric Co. - CA	✓			
South Jersey Gas Company - NJ			✓	
Southern California Gas Company - CA	✓			
Southern Connecticut Gas Company - CT				✓
Southwest Gas Corporation - NV	✓			
Texas Gas Service Company - TX	✓			
Wisconsin Electric Power Company - WI				✓
Wisconsin Gas LLC - WI	✓			✓
Yankee Gas Services Company - CT				✓



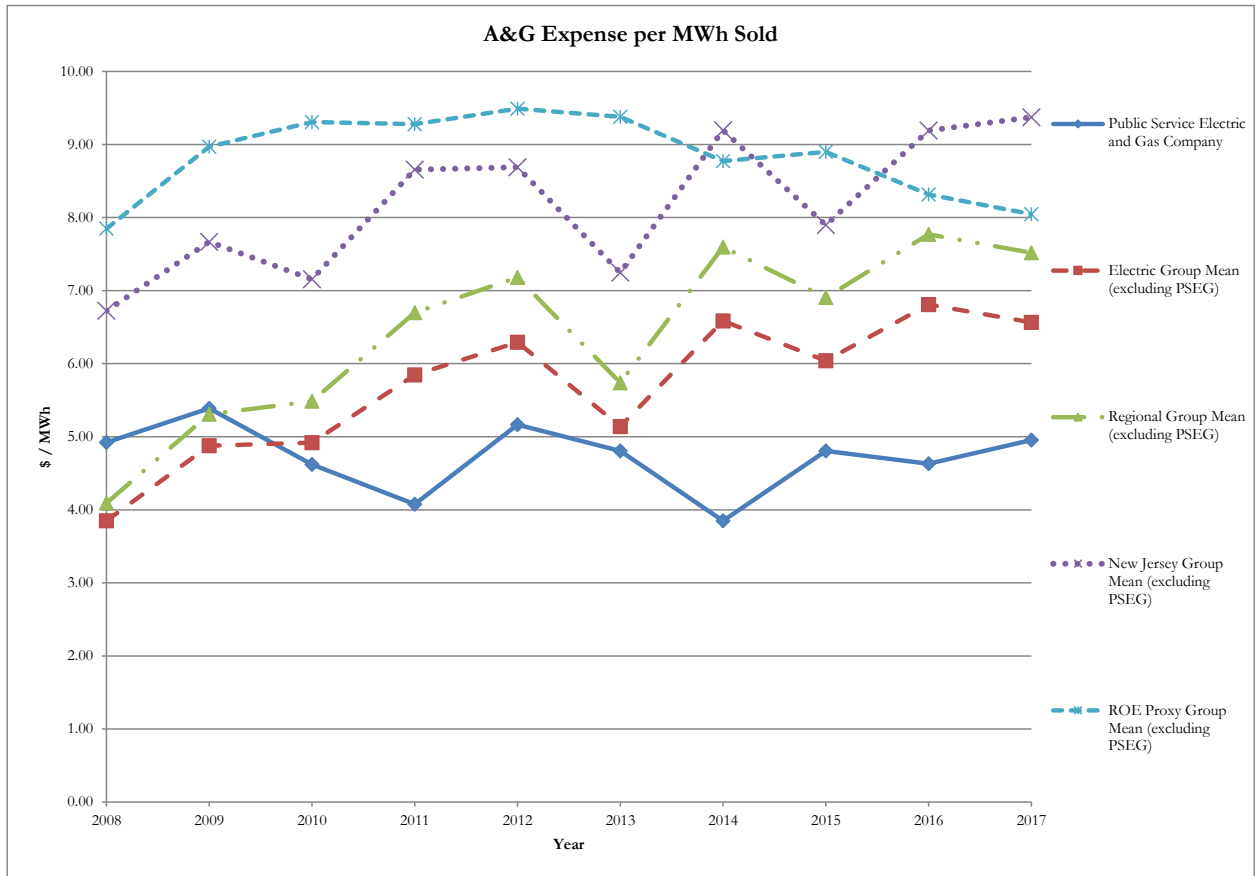
Electric Distribution O&M per Customer										
	Annual Values									
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Public Service Electric and Gas Company	77.58	75.54	68.23	68.66	79.53	73.70	76.89	76.25	79.27	75.47
Electric Group Mean (excluding PSEG)	94.61	86.36	97.09	110.17	111.27	105.01	113.35	111.34	118.88	122.45
Regional Group Mean (excluding PSEG)	96.98	89.28	99.78	115.52	115.95	107.62	118.33	113.99	123.21	129.40
New Jersey Group Mean (excluding PSEG)	92.25	88.54	103.04	122.85	138.58	120.08	122.08	151.05	167.24	168.73
ROE Proxy Group Mean (excluding PSEG)	94.88	96.82	109.27	117.23	116.37	126.23	127.33	127.62	128.95	135.93



Electric Distribution O&M per MWh										
	<i>Annual Values</i>									
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Public Service Electric and Gas Company	3.74	3.84	3.37	3.48	4.13	3.92	4.15	4.05	4.24	4.16
Electric Group Mean (excluding PSEG)	4.12	3.92	4.11	4.79	4.93	4.78	5.29	5.15	5.58	6.03
Regional Group Mean (excluding PSEG)	4.34	4.19	4.43	5.27	5.40	5.21	5.90	5.64	6.19	6.84
New Jersey Group Mean (excluding PSEG)	4.44	4.46	4.94	6.15	7.06	6.10	6.33	7.64	8.64	9.17
ROE Proxy Group Mean (excluding PSEG)	4.64	4.80	5.23	5.61	5.65	6.18	6.27	6.31	6.46	7.00



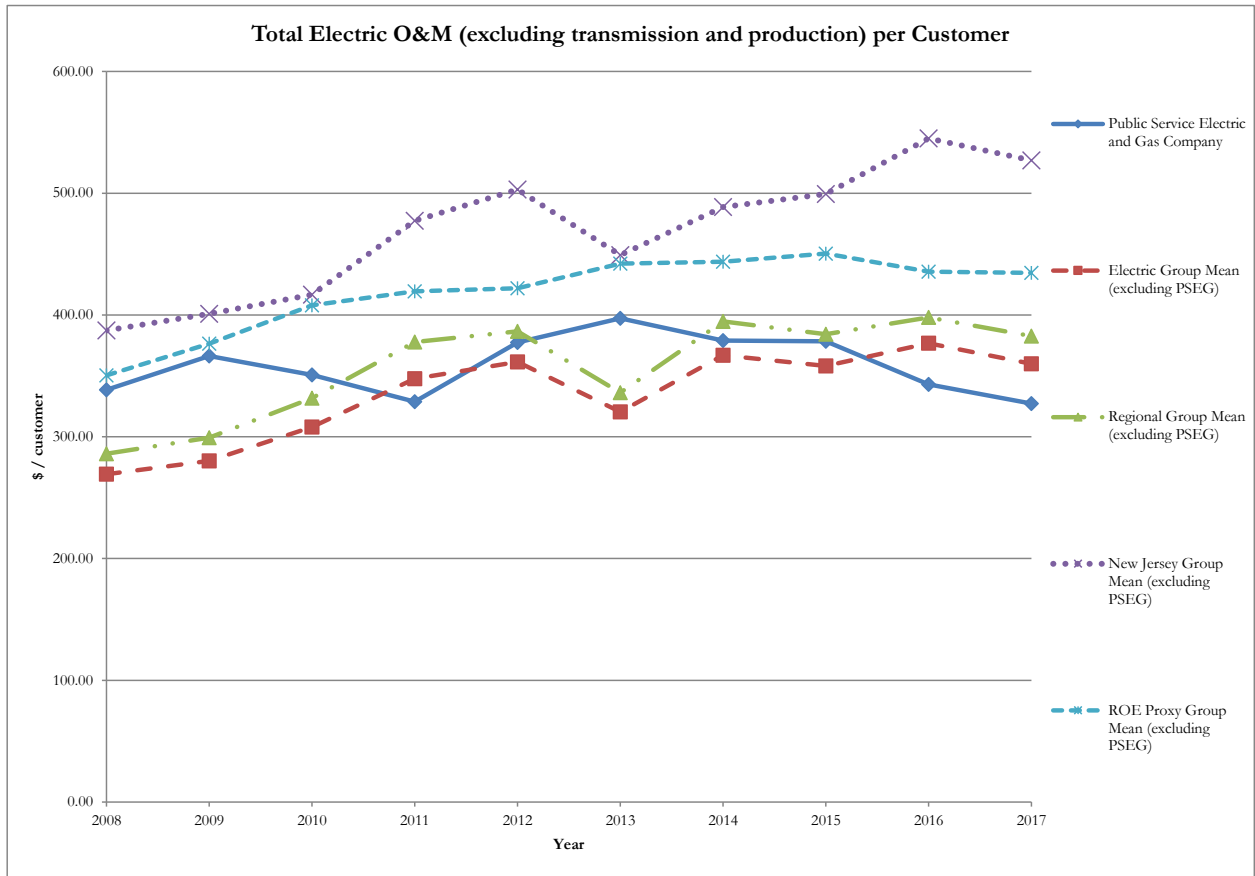
A&G Expense per Electric Customer										
	Annual Values									
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Public Service Electric and Gas Company	102.02	106.07	93.60	80.35	99.40	90.42	71.26	90.50	86.47	90.00
Electric Group Mean (excluding PSEG)	86.87	105.44	111.09	128.49	136.16	105.97	136.08	123.53	139.49	129.47
Regional Group Mean (excluding PSEG)	89.70	111.30	118.46	140.20	147.95	110.13	147.69	132.73	150.25	138.72
New Jersey Group Mean (excluding PSEG)	147.43	157.79	154.45	182.91	178.47	150.48	182.41	159.46	177.55	174.60
ROE Proxy Group Mean (excluding PSEG)	163.05	182.23	192.79	193.19	196.38	196.31	184.59	187.66	175.77	168.80



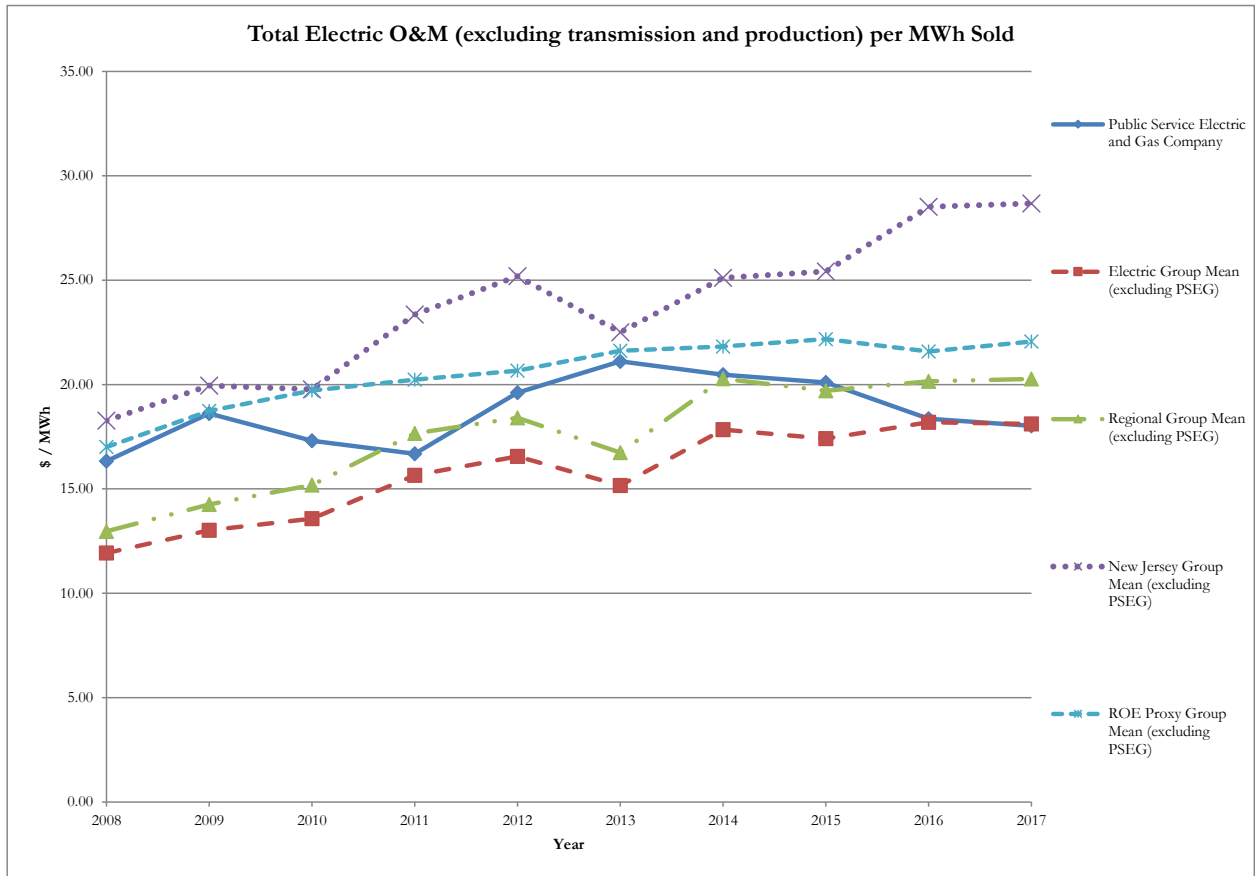
A&G Expense per MWh Sold										
	Annual Values									
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Public Service Electric and Gas Company	4.92	5.39	4.62	4.08	5.17	4.81	3.85	4.81	4.63	4.96
Electric Group Mean (excluding PSEG)	3.85	4.88	4.92	5.85	6.29	5.14	6.58	6.04	6.81	6.57
Regional Group Mean (excluding PSEG)	4.09	5.31	5.49	6.70	7.18	5.74	7.60	6.91	7.77	7.52
New Jersey Group Mean (excluding PSEG)	6.72	7.67	7.15	8.66	8.69	7.25	9.20	7.90	9.19	9.37
ROE Proxy Group Mean (excluding PSEG)	7.85	8.97	9.31	9.28	9.49	9.38	8.77	8.90	8.32	8.05



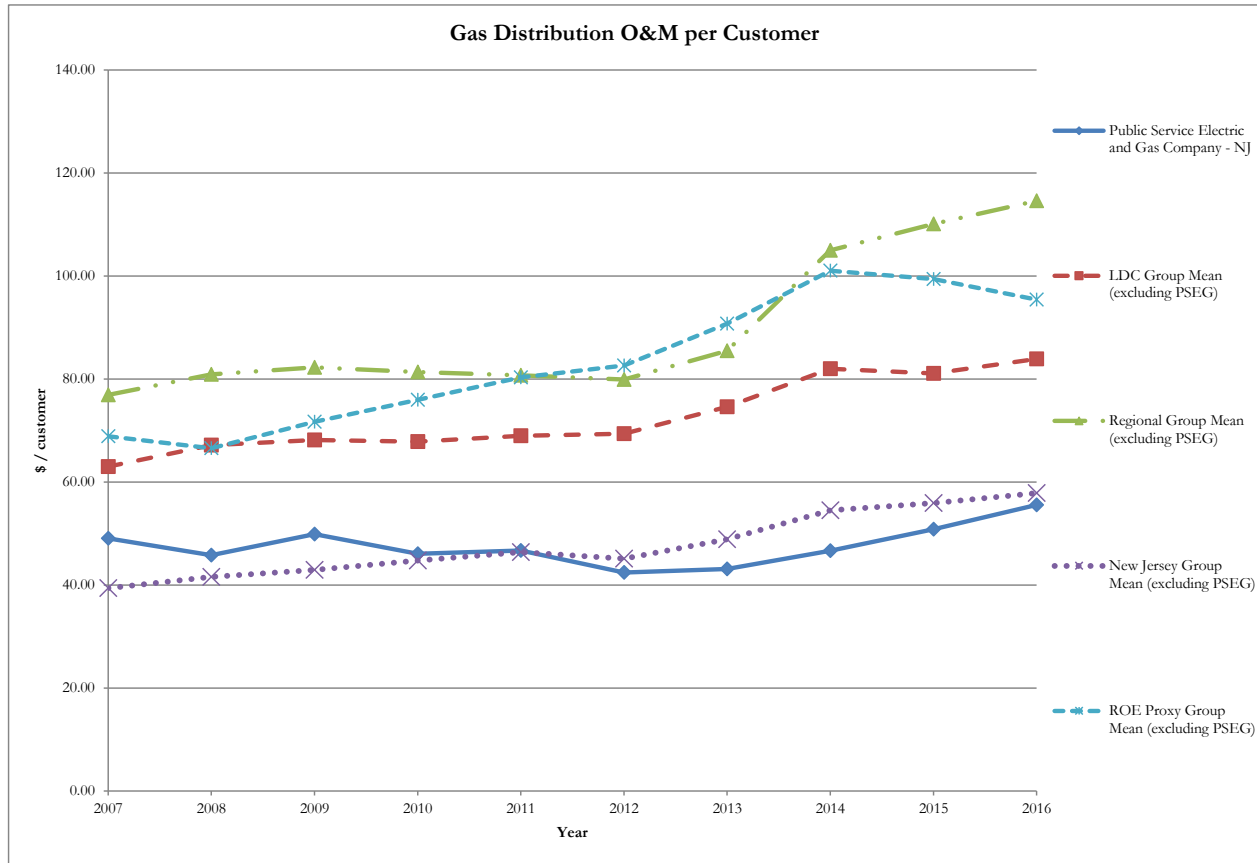
Salaries, Wages, Pensions, and Benefits Expense (\$000) per Employee										
	Annual Values									
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Public Service Electric and Gas Company	111.47	113.03	120.44	114.16	123.07	120.12	118.26	126.71	126.74	128.67
Electric Group Mean (excluding PSEG)	95.60	109.59	112.71	126.30	133.49	105.76	137.77	138.24	127.52	129.53
Regional Group Mean (excluding PSEG)	88.79	107.88	109.92	126.74	130.02	97.43	137.62	133.64	125.88	124.62
New Jersey Group Mean (excluding PSEG)	95.47	116.85	121.93	141.75	149.16	110.76	156.76	146.54	139.46	135.85
ROE Proxy Group Mean (excluding PSEG)	116.96	123.63	131.65	138.79	146.64	148.52	140.33	163.45	153.95	159.66



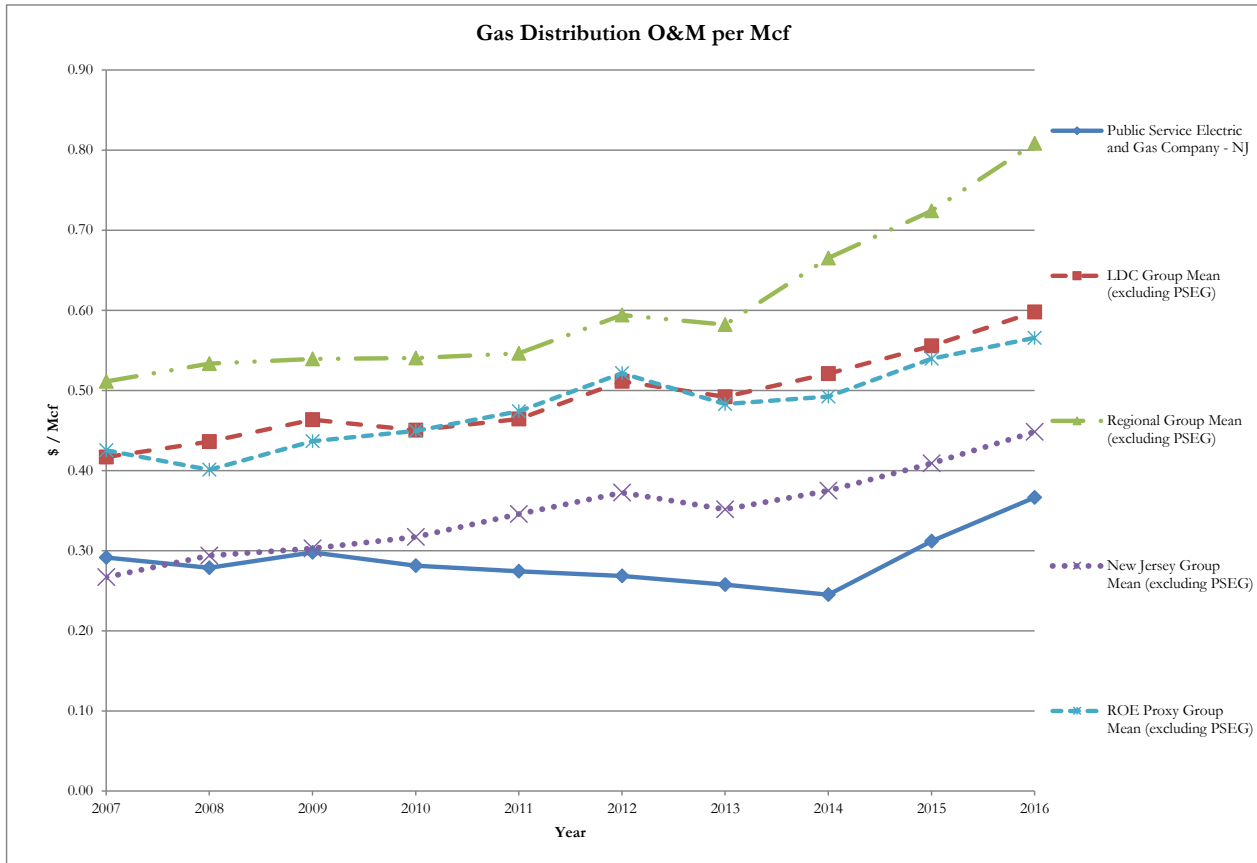
Total Electric O&M (excluding transmission and production) per Customer										
	Annual Values									
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Public Service Electric and Gas Company	338.54	366.38	350.71	328.83	377.36	397.25	378.98	378.28	343.01	327.24
Electric Group Mean (excluding PSEG)	269.21	280.18	307.96	347.56	361.47	320.48	366.90	358.16	376.76	359.83
Regional Group Mean (excluding PSEG)	286.06	299.25	331.69	377.78	386.57	336.12	394.66	384.15	397.97	382.62
New Jersey Group Mean (excluding PSEG)	387.26	400.95	416.59	477.45	502.97	449.11	488.64	499.38	544.98	526.98
ROE Proxy Group Mean (excluding PSEG)	350.41	376.45	407.96	419.49	421.97	442.22	443.78	450.42	435.46	434.49



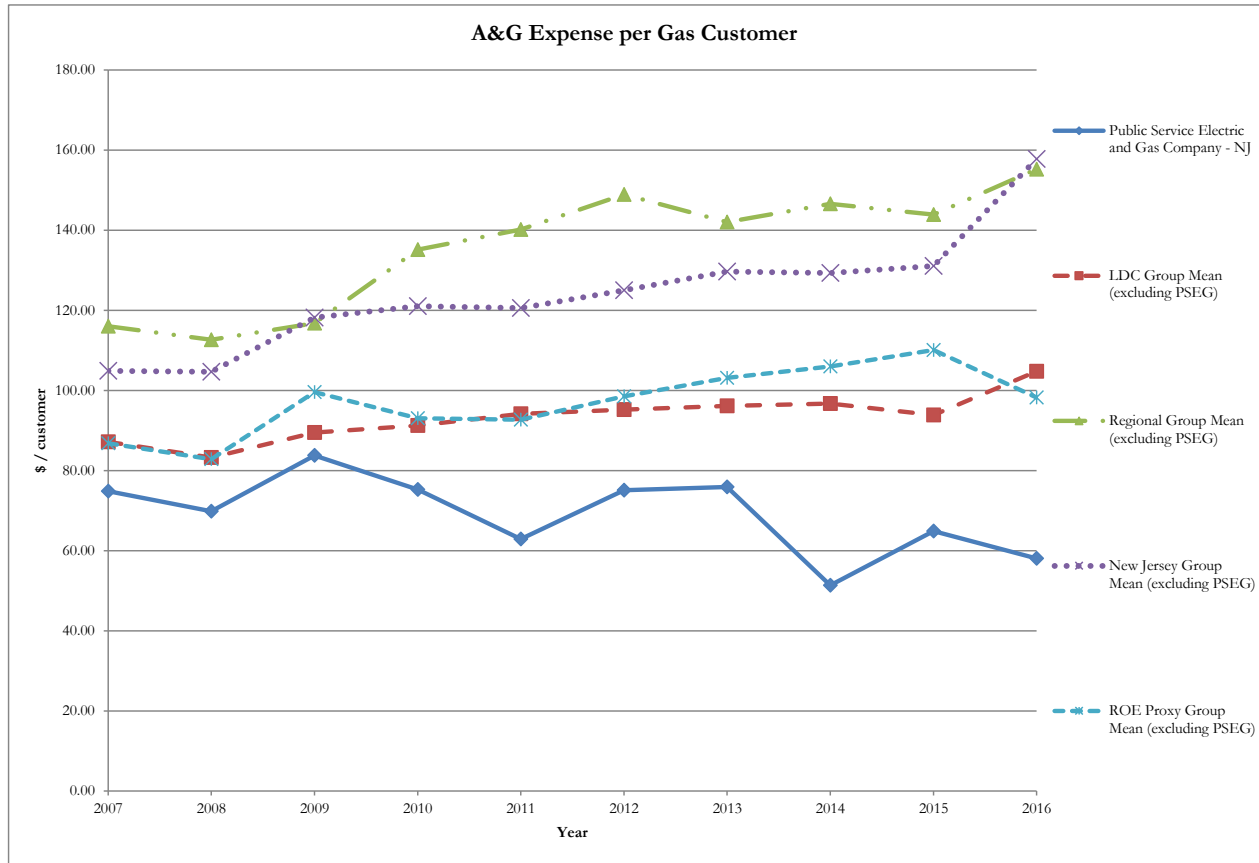
Total Electric O&M (excluding transmission and production) per MWh Sold										
	Annual Values									
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Public Service Electric and Gas Company	16.33	18.61	17.31	16.68	19.62	21.11	20.47	20.09	18.37	18.02
Electric Group Mean (excluding PSEG)	11.93	13.02	13.58	15.65	16.56	15.16	17.84	17.41	18.20	18.11
Regional Group Mean (excluding PSEG)	12.97	14.26	15.19	17.66	18.41	16.74	20.28	19.70	20.15	20.27
New Jersey Group Mean (excluding PSEG)	18.27	19.95	19.77	23.35	25.20	22.50	25.12	25.42	28.51	28.67
ROE Proxy Group Mean (excluding PSEG)	17.01	18.74	19.72	20.24	20.66	21.62	21.82	22.18	21.59	22.06



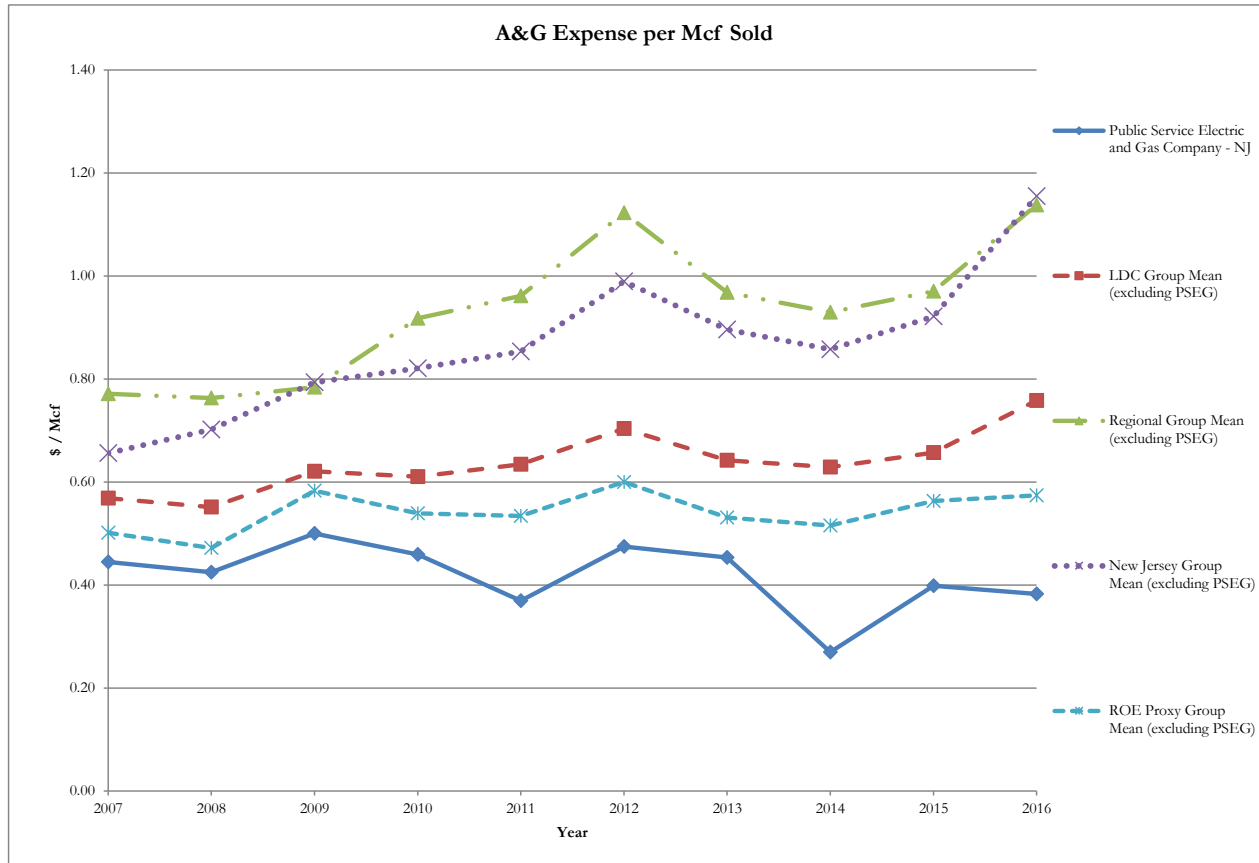
Gas Distribution O&M per Customer										
Annual Values										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Public Service Electric and Gas Company - NJ	49.07	45.78	49.89	46.05	46.69	42.42	43.12	46.65	50.80	55.55
LDC Group Mean (excluding PSEG)	62.99	67.16	68.17	67.82	68.95	69.38	74.59	81.98	81.07	83.89
Regional Group Mean (excluding PSEG)	76.91	80.90	82.25	81.36	80.72	79.88	85.50	104.97	110.10	114.59
New Jersey Group Mean (excluding PSEG)	39.38	41.59	42.92	44.73	46.38	45.10	48.86	54.51	55.91	57.84
ROE Proxy Group Mean (excluding PSEG)	68.86	66.55	71.70	75.93	80.31	82.62	90.75	101.02	99.41	95.40



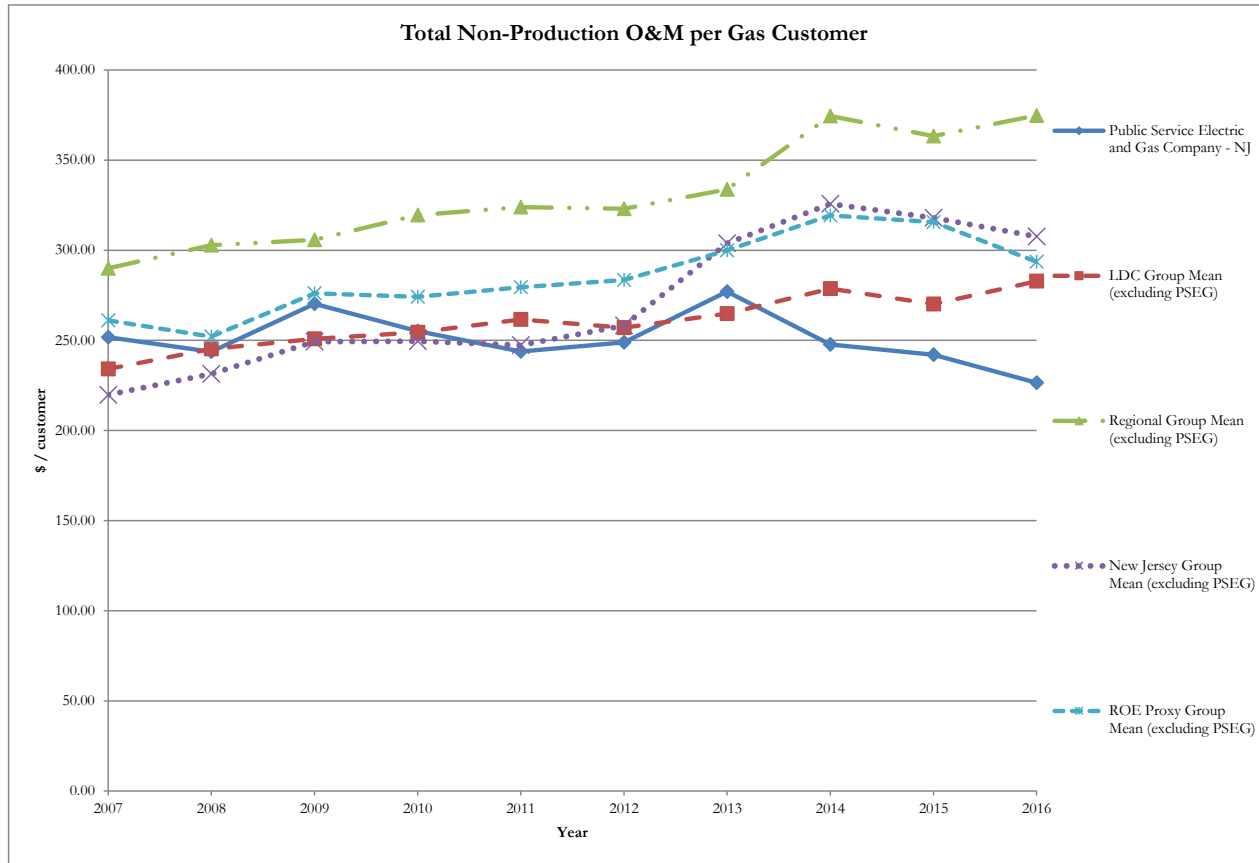
Gas Distribution O&M per Mcf										
	Annual Values									
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Public Service Electric and Gas Company - NJ	0.29	0.28	0.30	0.28	0.27	0.27	0.26	0.25	0.31	0.37
LDC Group Mean (excluding PSEG)	0.42	0.44	0.46	0.45	0.46	0.51	0.49	0.52	0.56	0.60
Regional Group Mean (excluding PSEG)	0.51	0.53	0.54	0.54	0.55	0.59	0.58	0.67	0.72	0.81
New Jersey Group Mean (excluding PSEG)	0.27	0.29	0.30	0.32	0.35	0.37	0.35	0.37	0.41	0.45
ROE Proxy Group Mean (excluding PSEG)	0.43	0.40	0.44	0.45	0.47	0.52	0.48	0.49	0.54	0.57



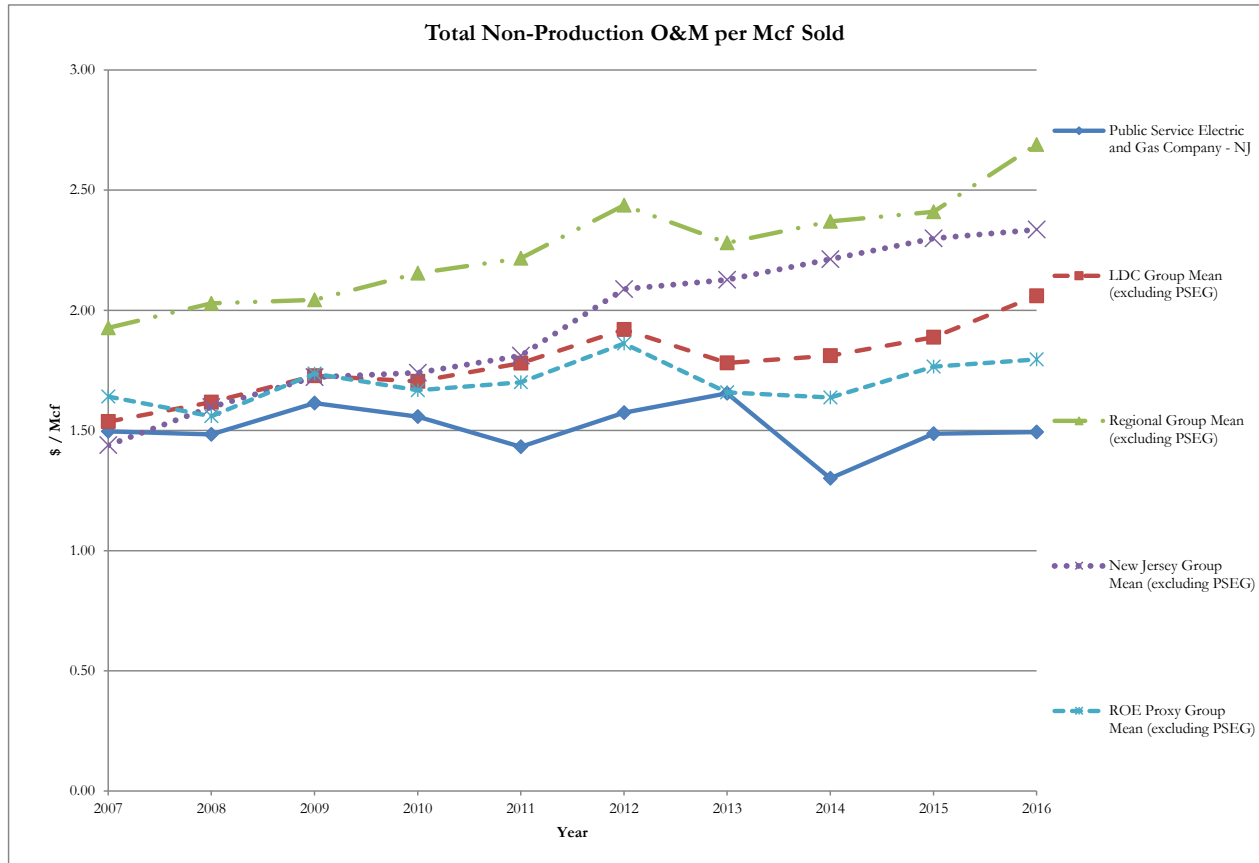
A&G Expense per Gas Customer										
Annual Values										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Public Service Electric and Gas Company - NJ	74.87	69.81	83.75	75.25	62.89	75.06	75.90	51.35	64.88	58.05
LDC Group Mean (excluding PSEG)	87.14	83.25	89.48	91.26	94.17	95.18	96.14	96.71	93.89	104.77
Regional Group Mean (excluding PSEG)	116.05	112.66	116.78	135.16	140.15	148.94	142.05	146.58	143.92	155.24
New Jersey Group Mean (excluding PSEG)	104.87	104.65	118.21	121.05	120.59	125.02	129.65	129.30	131.05	157.80
ROE Proxy Group Mean (excluding PSEG)	86.82	82.83	99.59	93.03	92.68	98.50	103.11	106.02	110.09	98.26



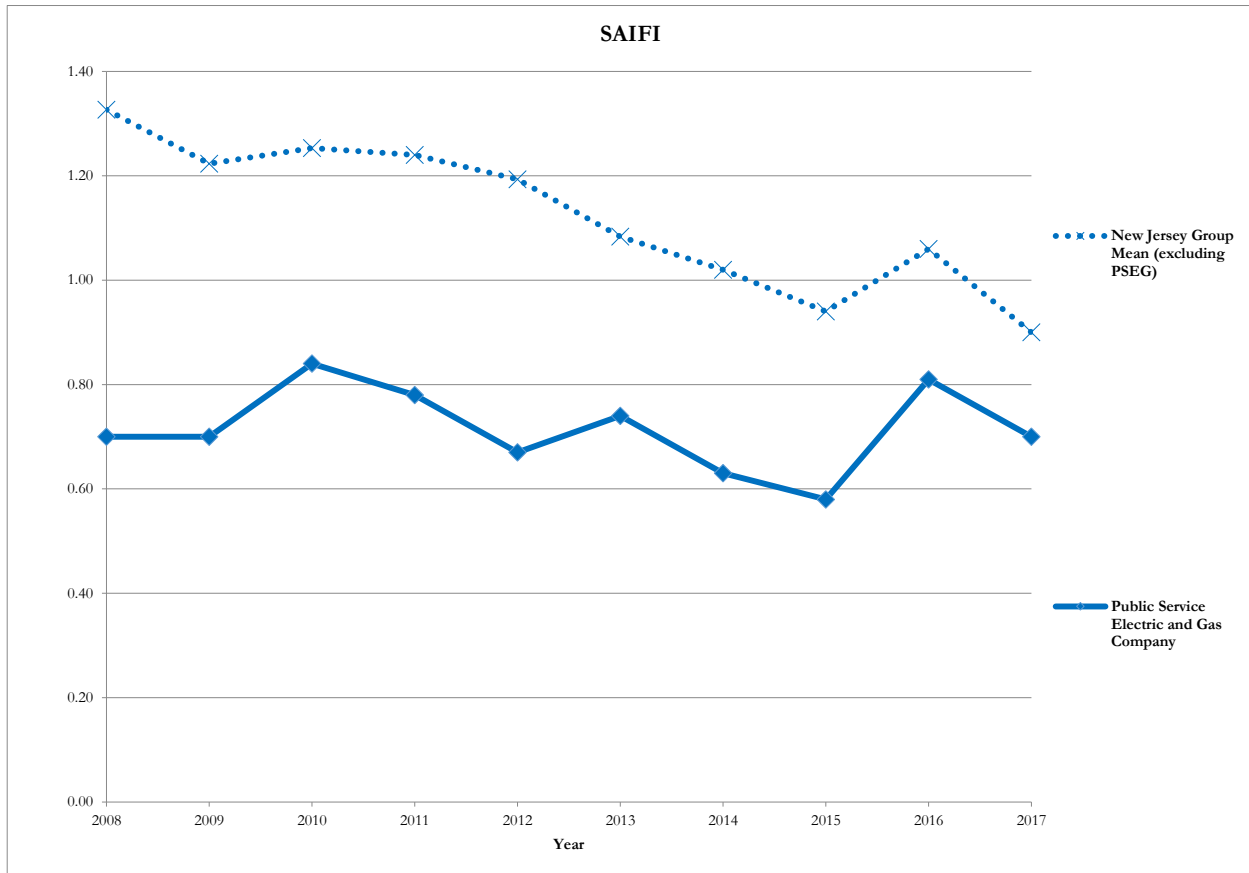
A&G Expense per Mcf Sold										
Annual Values										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Public Service Electric and Gas Company - NJ	0.44	0.42	0.50	0.46	0.37	0.47	0.45	0.27	0.40	0.38
LDC Group Mean (excluding PSEG)	0.57	0.55	0.62	0.61	0.63	0.70	0.64	0.63	0.66	0.76
Regional Group Mean (excluding PSEG)	0.77	0.76	0.78	0.92	0.96	1.12	0.97	0.93	0.97	1.14
New Jersey Group Mean (excluding PSEG)	0.66	0.70	0.79	0.82	0.85	0.99	0.90	0.86	0.92	1.15
ROE Proxy Group Mean (excluding PSEG)	0.50	0.47	0.58	0.54	0.53	0.60	0.53	0.52	0.56	0.57



Total Non-Production O&M per Gas Customer										
	Annual Values									
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Public Service Electric and Gas Company - NJ	251.78	243.77	270.27	255.17	243.84	248.92	277.07	247.70	242.08	226.50
LDC Group Mean (excluding PSEG)	234.13	245.29	250.80	254.40	261.60	257.04	264.84	278.72	270.14	282.81
Regional Group Mean (excluding PSEG)	289.99	302.84	305.80	319.54	323.93	323.01	333.80	374.46	363.34	374.79
New Jersey Group Mean (excluding PSEG)	219.79	231.38	249.25	249.50	247.29	258.28	303.89	325.70	318.02	307.58
ROE Proxy Group Mean (excluding PSEG)	261.08	252.09	276.16	274.17	279.51	283.46	299.97	319.32	315.69	293.61

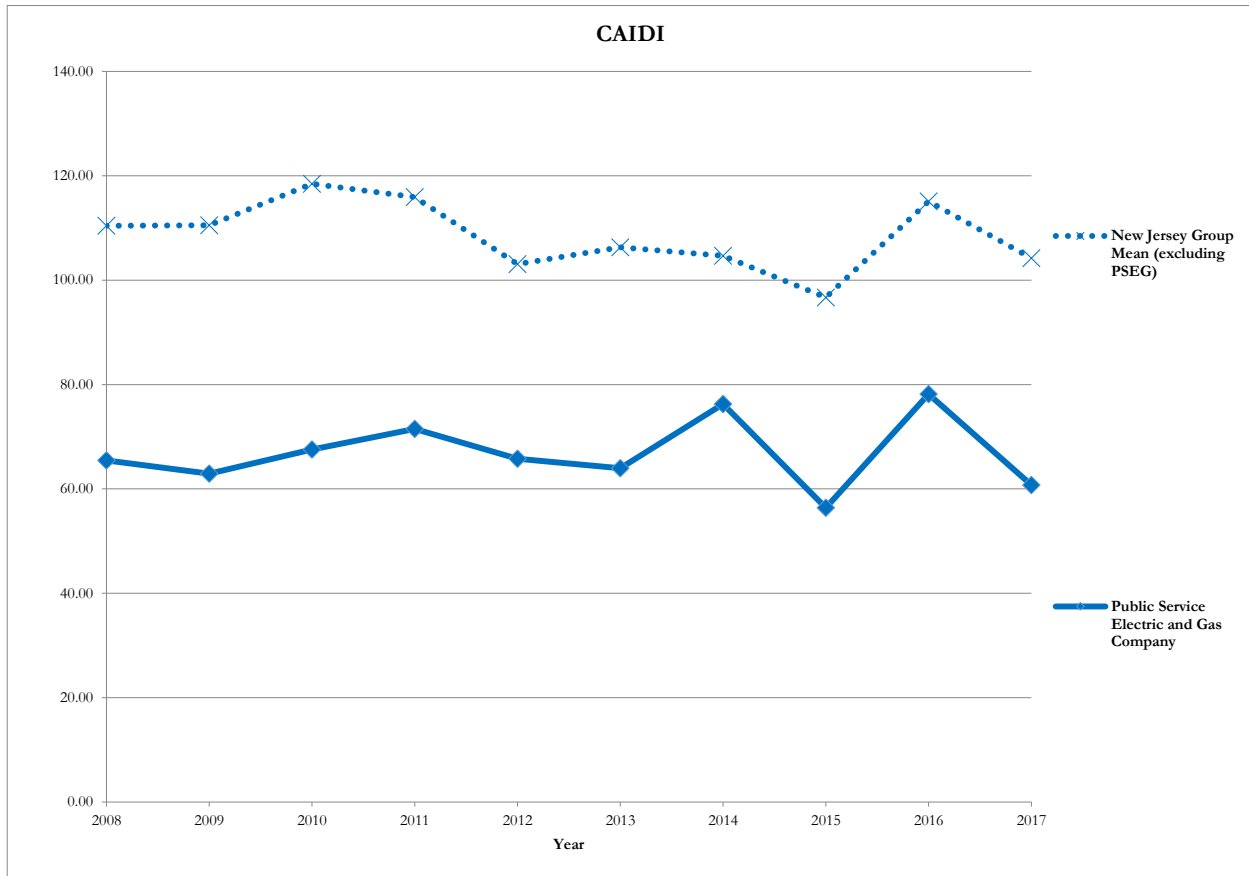


Total Non-Production O&M per Mcf Sold										
<i>Annual Values</i>										
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Public Service Electric and Gas Company - NJ	1.50	1.48	1.61	1.56	1.43	1.57	1.65	1.30	1.49	1.49
LDC Group Mean (excluding PSEG)	1.54	1.62	1.73	1.70	1.78	1.92	1.78	1.81	1.89	2.06
Regional Group Mean (excluding PSEG)	1.93	2.03	2.04	2.15	2.22	2.44	2.28	2.37	2.41	2.69
New Jersey Group Mean (excluding PSEG)	1.44	1.60	1.72	1.74	1.81	2.09	2.13	2.21	2.30	2.34
ROE Proxy Group Mean (excluding PSEG)	1.64	1.56	1.74	1.67	1.70	1.86	1.66	1.64	1.77	1.80



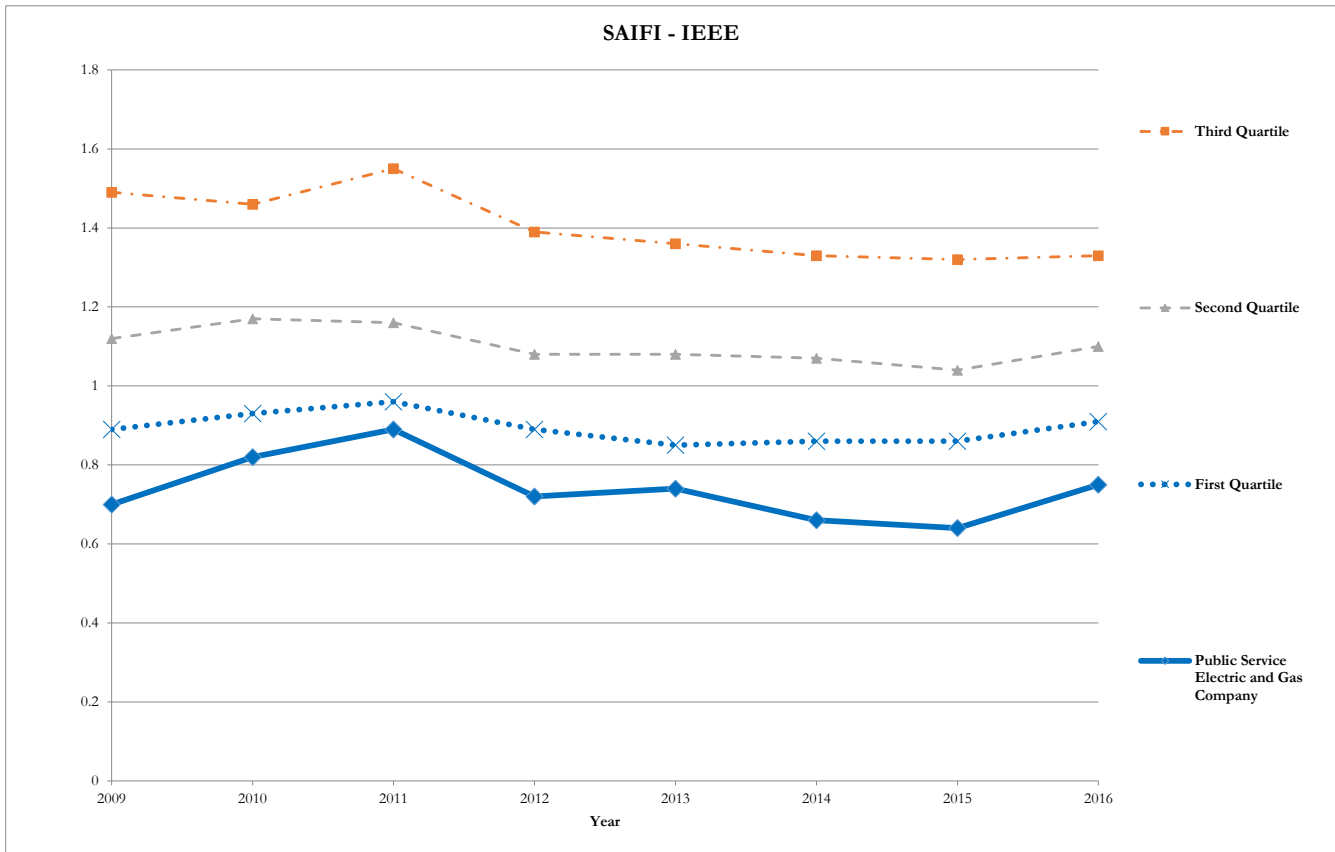
SAIFI										
<i>Annual Values</i>										
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Public Service Electric and Gas Company	0.70	0.70	0.84	0.78	0.67	0.74	0.63	0.58	0.81	0.70
New Jersey Group Mean (excluding PSEG)	1.33	1.22	1.25	1.24	1.19	1.08	1.02	0.94	1.06	0.90

Source: Annual System Performance Reports filed with NJ BPU



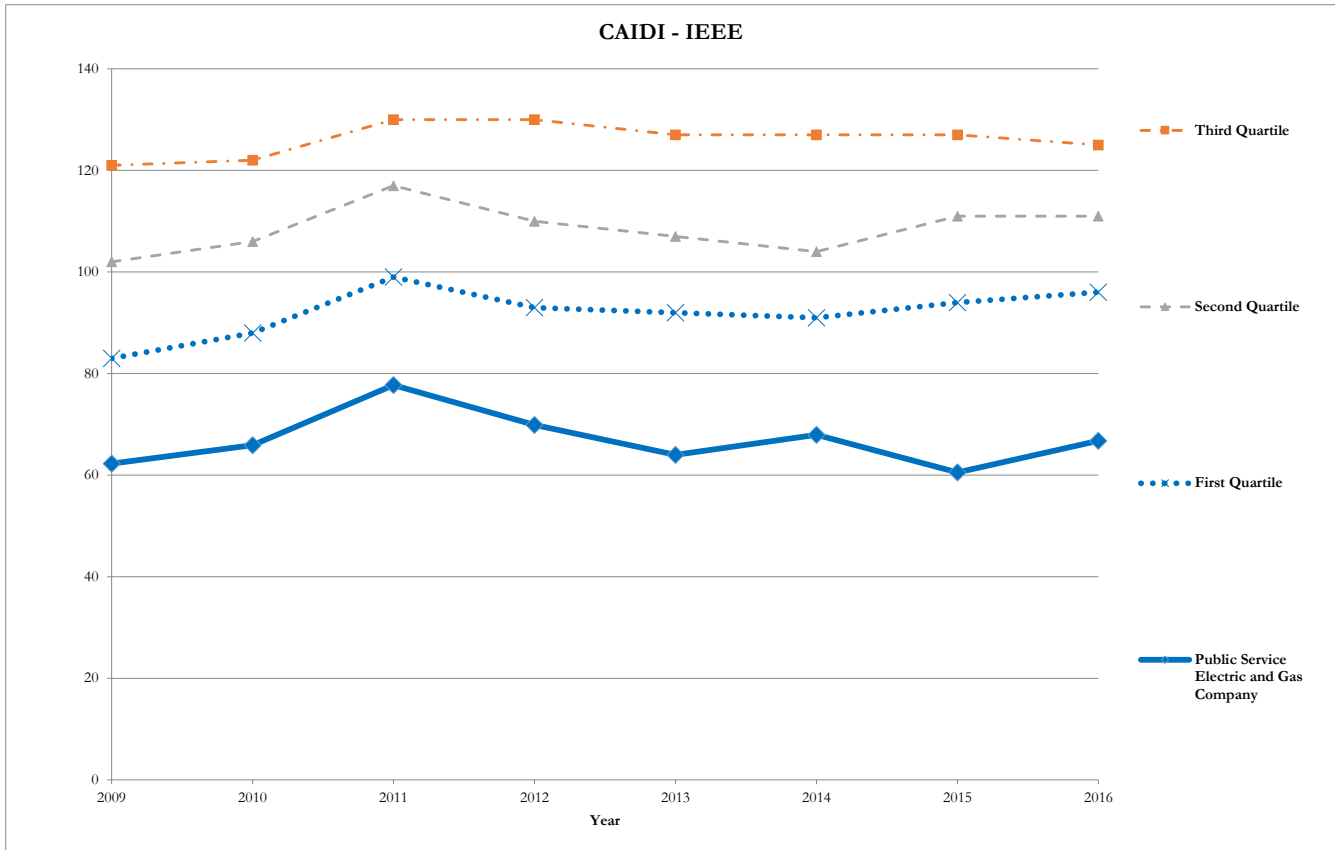
CAIDI										
<i>Annual Values</i>										
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Public Service Electric and Gas Company	65.45	62.92	67.54	71.49	65.77	63.97	76.28	56.39	78.16	60.74
New Jersey Group Mean (excluding PSEG)	110.43	110.53	118.47	115.93	103.10	106.30	104.67	96.70	115.10	104.23

Source: Annual System Performance Reports filed with NJ BPU



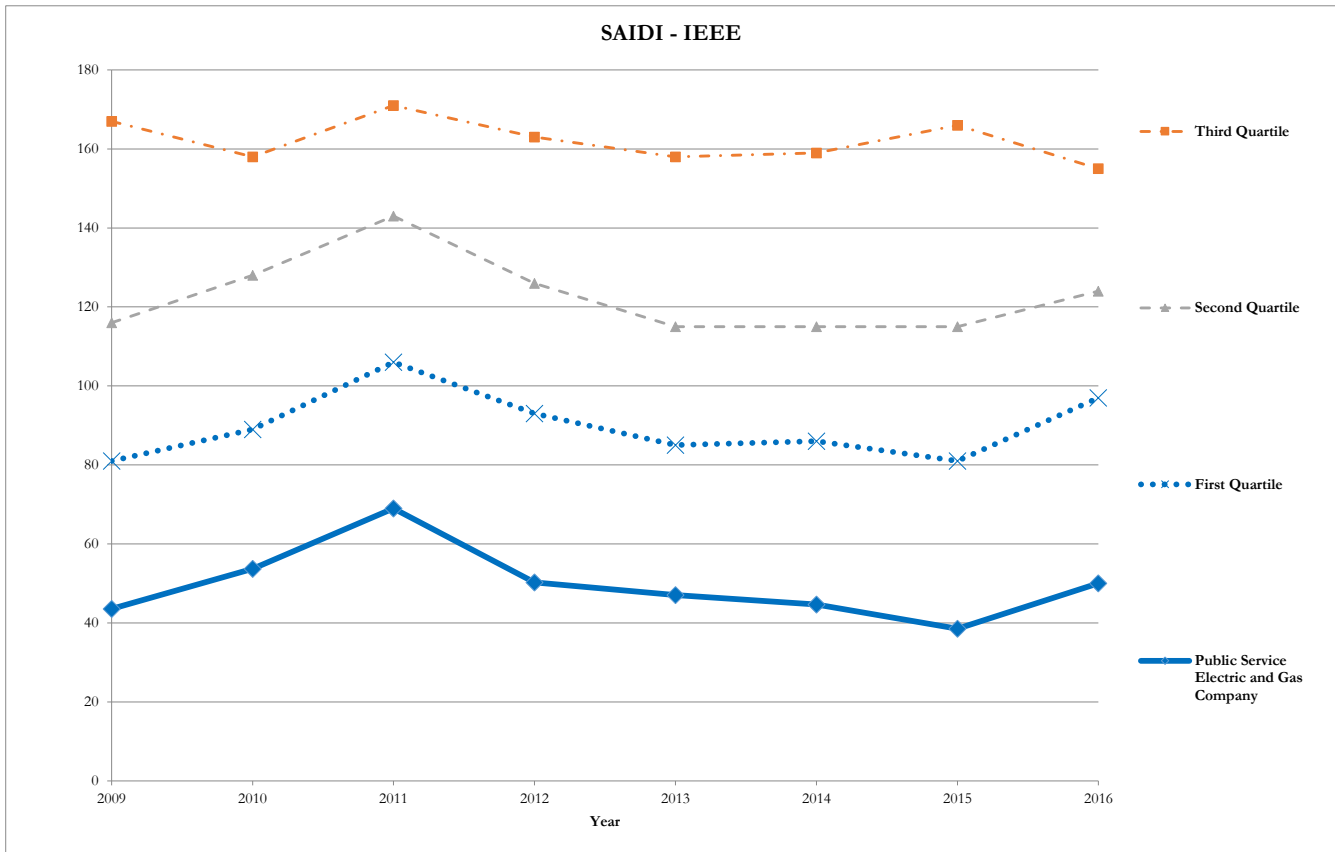
SAIFI - IEE								
<i>Annual Values</i>								
	2009	2010	2011	2012	2013	2014	2015	2016
Public Service Electric and Gas Company	0.70	0.82	0.89	0.72	0.74	0.66	0.64	0.75
Third Quartile	1.49	1.46	1.55	1.39	1.36	1.33	1.32	1.33
Second Quartile	1.12	1.17	1.16	1.08	1.08	1.07	1.04	1.10
First Quartile	0.89	0.93	0.96	0.89	0.85	0.86	0.86	0.91

Source: IEE



CAIDI - IEE								
<i>Annual Values</i>								
	2009	2010	2011	2012	2013	2014	2015	2016
Public Service Electric and Gas Company	62	66	78	70	64	68	61	67
Third Quartile	121	122	130	130	127	127	127	125
Second Quartile	102	106	117	110	107	104	111	111
First Quartile	83	88	99	93	92	91	94	96

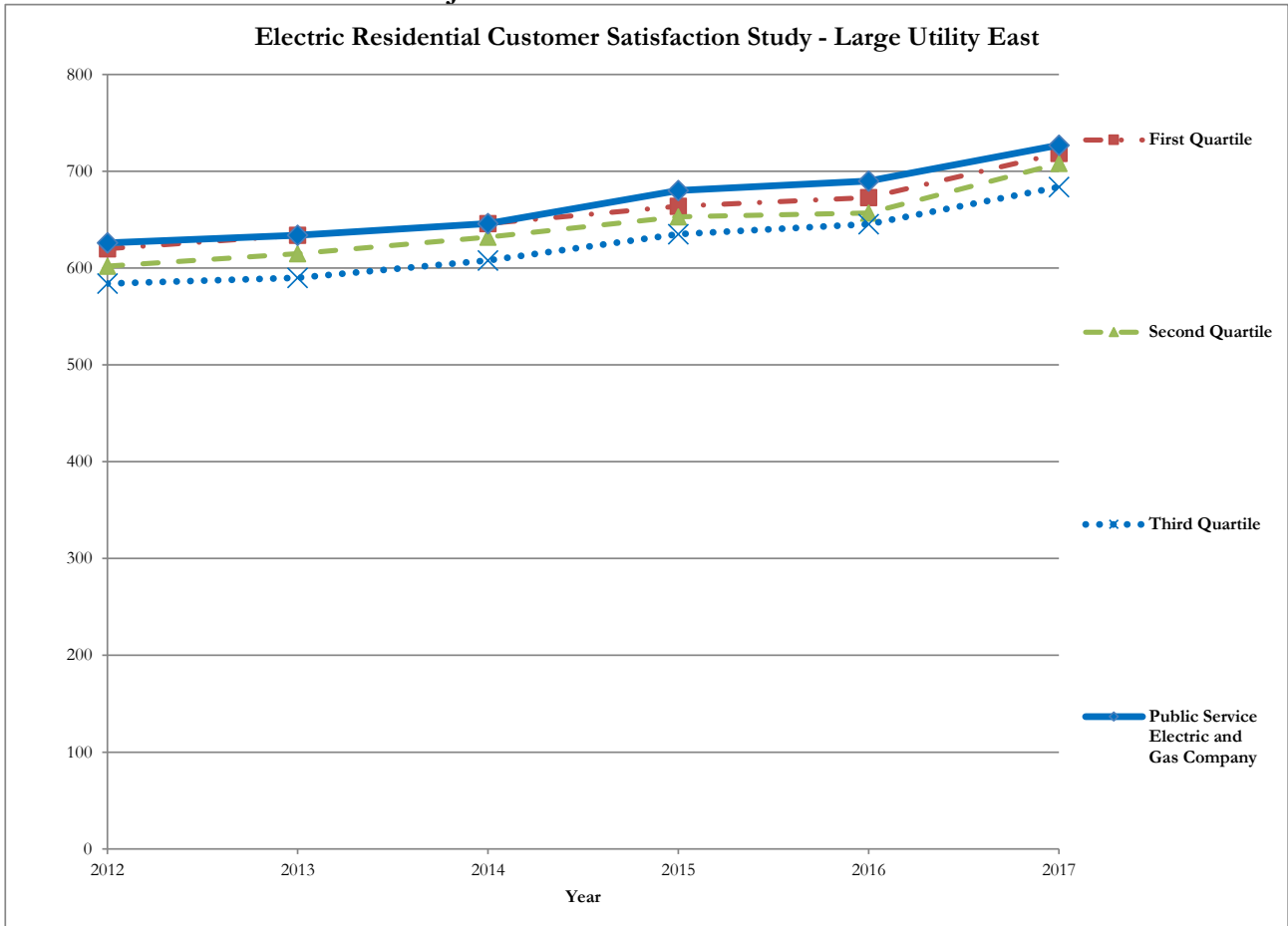
Source: IEE



SAIDI - IEEF								
<i>Annual Values</i>								
	2009	2010	2011	2012	2013	2014	2015	2016
Public Service Electric and Gas Company	44	54	69	50	47	45	39	50
Third Quartile	167	158	171	163	158	159	166	155
Second Quartile	116	128	143	126	115	115	115	124
First Quartile	81	89	106	93	85	86	81	97

Source: IEEF

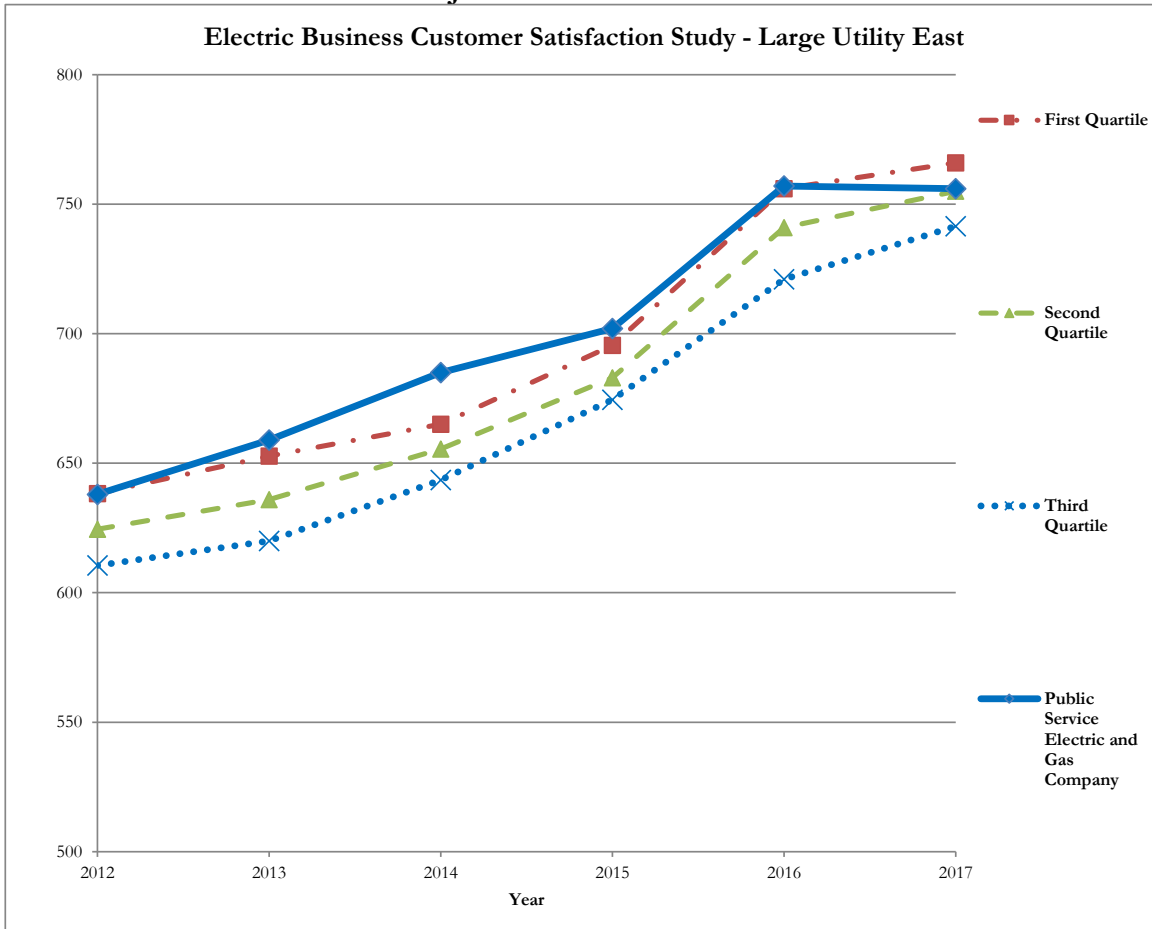
JD Power Customer Satisfaction



Electric Residential Customer Satisfaction Study - Large Utility East						
	Annual Values					
	2012	2013	2014	2015	2016	2017
Public Service Electric and Gas Company	626	634	646	680	690	727
First Quartile	620	634	646	664	673	719
Second Quartile	602	615	632	653	657	708
Third Quartile	584	590	608	635	646	684

Source: JD Power

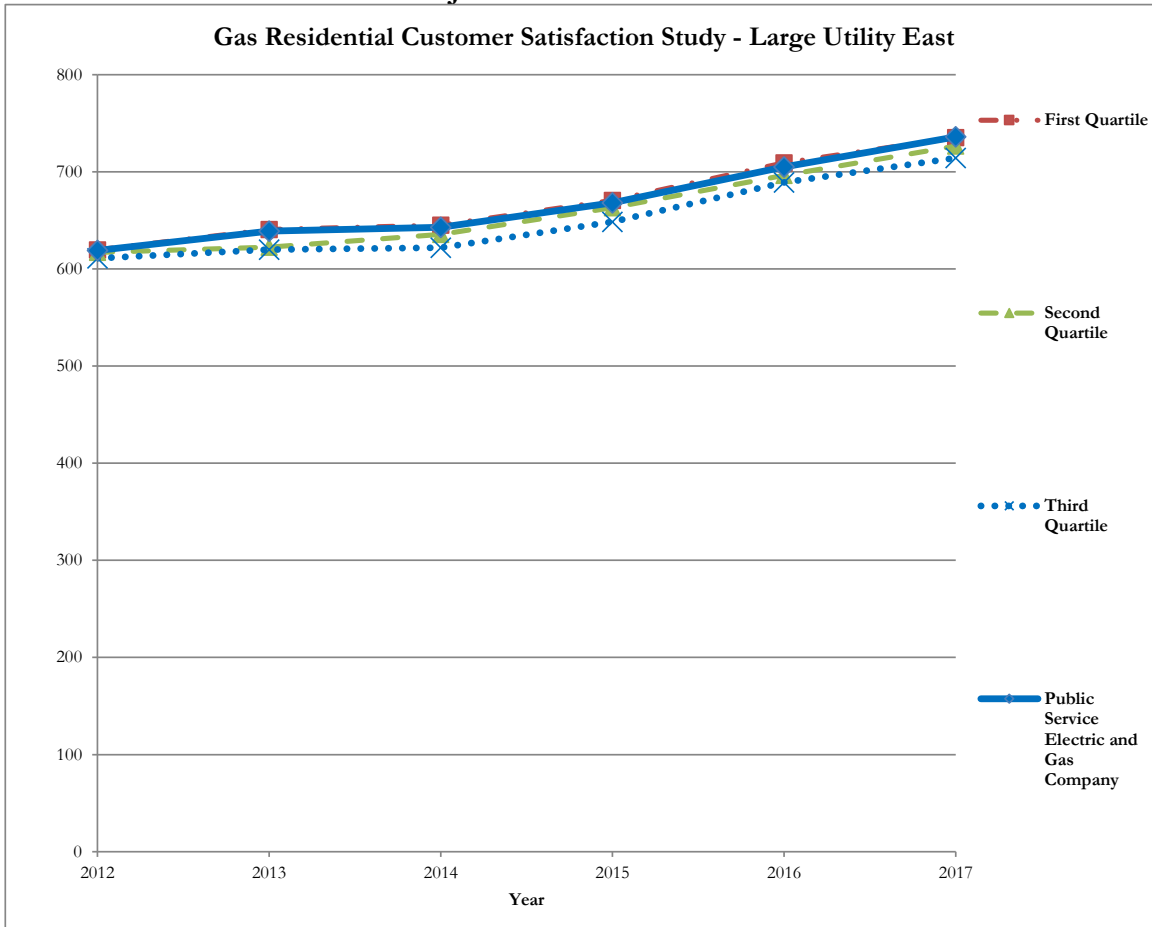
JD Power Customer Satisfaction



Electric Business Customer Satisfaction Study - Large Utility East						
<i>Annual Values</i>						
	2012	2013	2014	2015	2016	2017
Public Service Electric and Gas Company	638	659	685	702	757	756
First Quartile	638	653	665	696	756	766
Second Quartile	625	636	656	683	741	755
Third Quartile	611	620	644	675	721	742

Source: JD Power

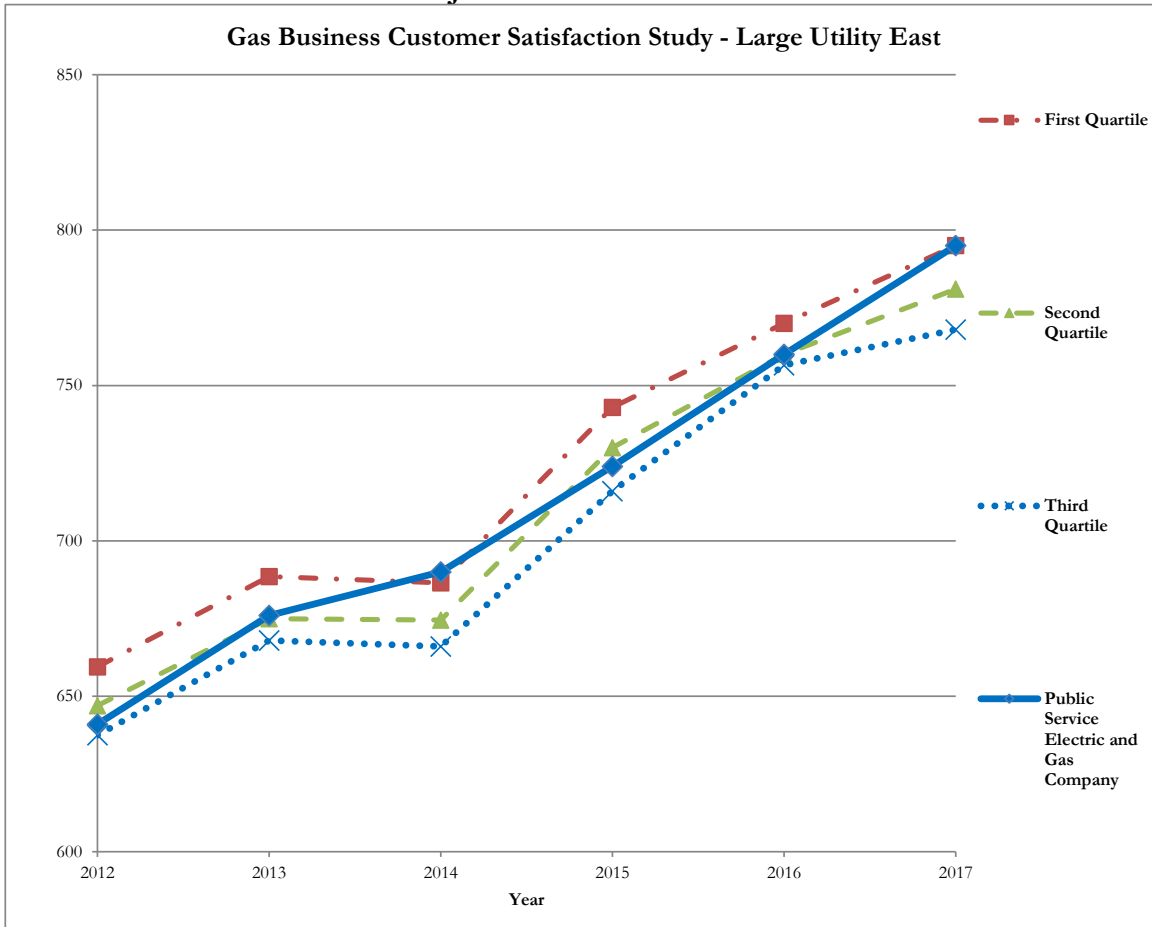
JD Power Customer Satisfaction



Gas Residential Customer Satisfaction Study - Large Utility East						
	Annual Values					
	2012	2013	2014	2015	2016	2017
Public Service Electric and Gas Company	619	639	643	668	705	736
First Quartile	620	641	645	671	709	735
Second Quartile	617	623	636	663	697	727
Third Quartile	611	620	622	649	689	714

Source: JD Power

JD Power Customer Satisfaction



Gas Business Customer Satisfaction Study - Large Utility East						
<i>Annual Values</i>						
	2012	2013	2014	2015	2016	2017
Public Service Electric and Gas Company	641	676	690	724	760	795
First Quartile	660	689	687	743	770	795
Second Quartile	647	675	675	730	760	781
Third Quartile	638	668	666	716	757	768

Source: JD Power