

Annual Report to the Board of Trustees on Customer Service

July 26, 2017





Agenda – Customer Service

▲ Metrics

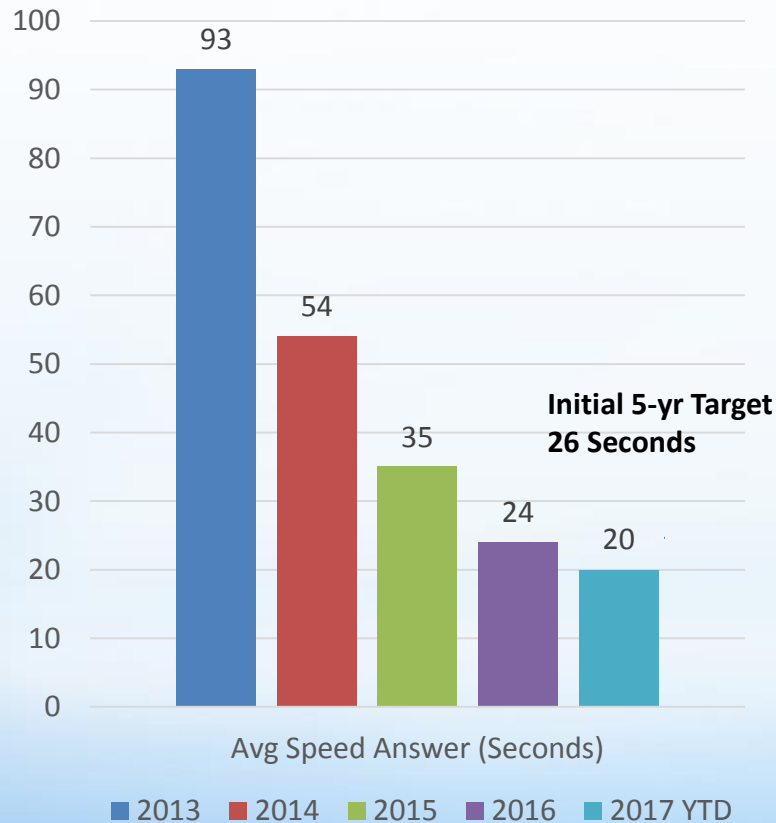
▲ Initiatives

▲ Customer Feedback

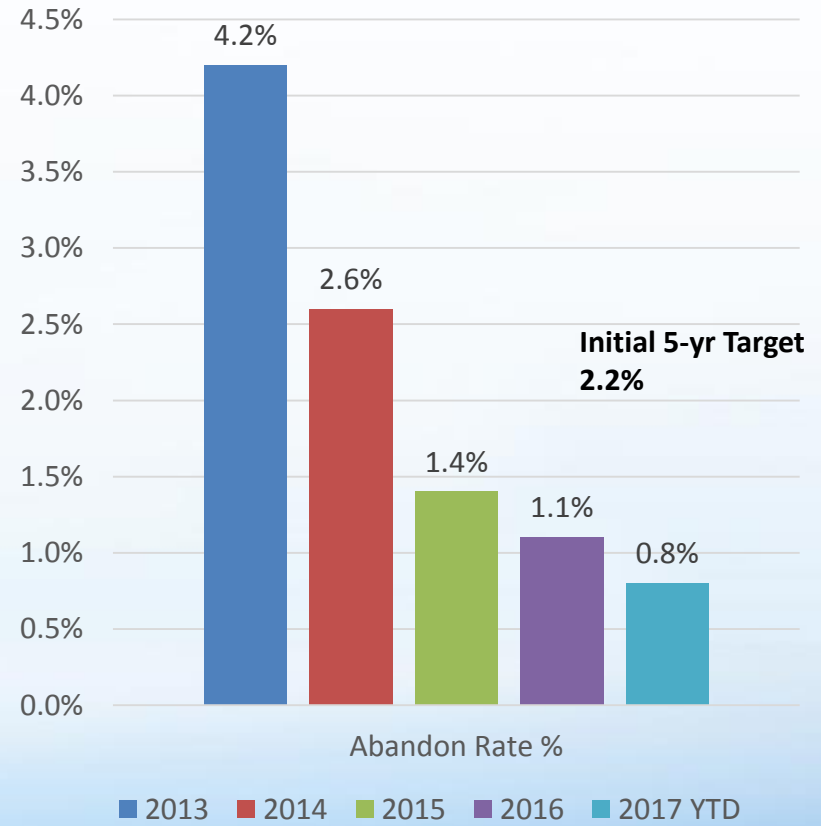
Customer Service – Surpassing 5-year Targets



Average Speed of Answer



Call Abandonment Rate

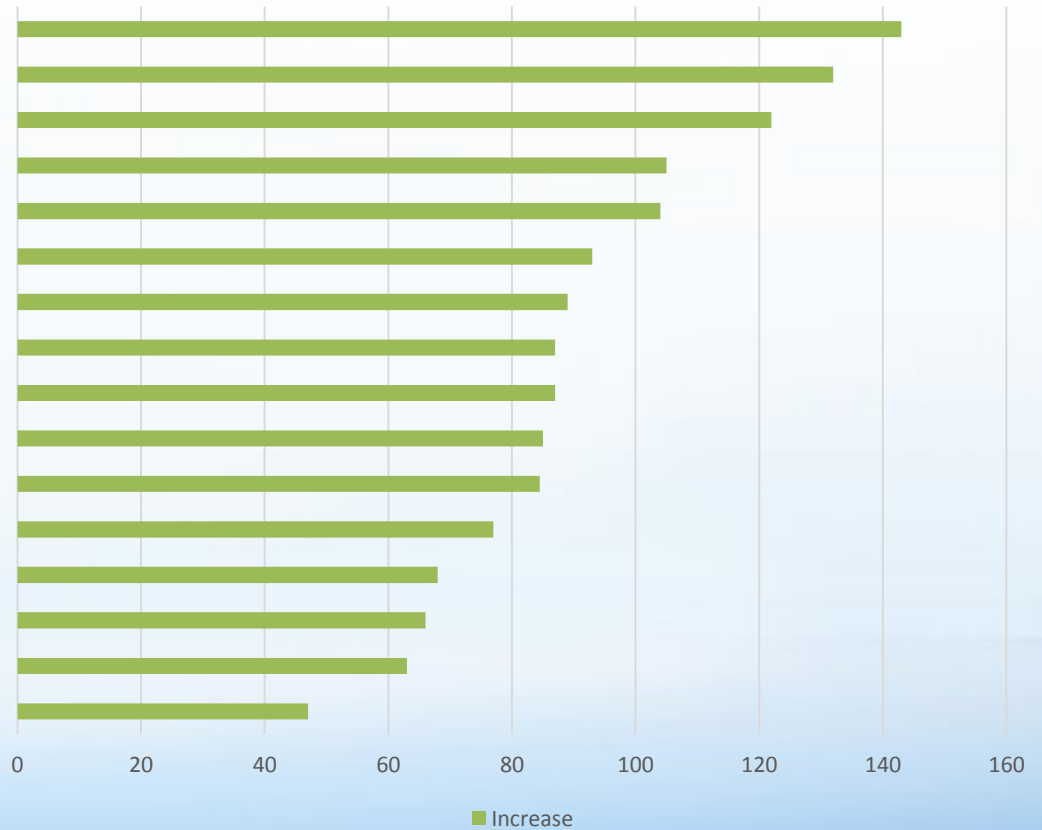




Customer Satisfaction - Most Improved in J.D. Power Residential - East Region/Large Segment

J.D. Power Residential Customer Satisfaction Study East Region: Large Segment

| Company | 2013 | 2017 | Increase |
|------------------------------------|------------|------------|------------|
| PSEG Long Island | 519 | 662 | 143 |
| Pepco | 573 | 705 | 132 |
| Con Edison | 613 | 735 | 122 |
| Jersey Central Power & Light | 580 | 685 | 105 |
| BGE | 611 | 715 | 104 |
| PSE&G | 634 | 727 | 93 |
| Appalachian Power | 590 | 679 | 89 |
| PECO | 631 | 718 | 87 |
| NYSEG | 625 | 712 | 87 |
| Penelec | 615 | 700 | 85 |
| Eversource Energy* | 596 | 680 | 85 |
| PPL Electric Utilities | 662 | 739 | 77 |
| Duquesne Light | 643 | 711 | 68 |
| National Grid | 618 | 684 | 66 |
| Central Maine Power | 657 | 720 | 63 |
| West Penn Power | 636 | 683 | 47 |
| PSEG LI Gap to 1st Quartile | 115 | 57 | -58 |



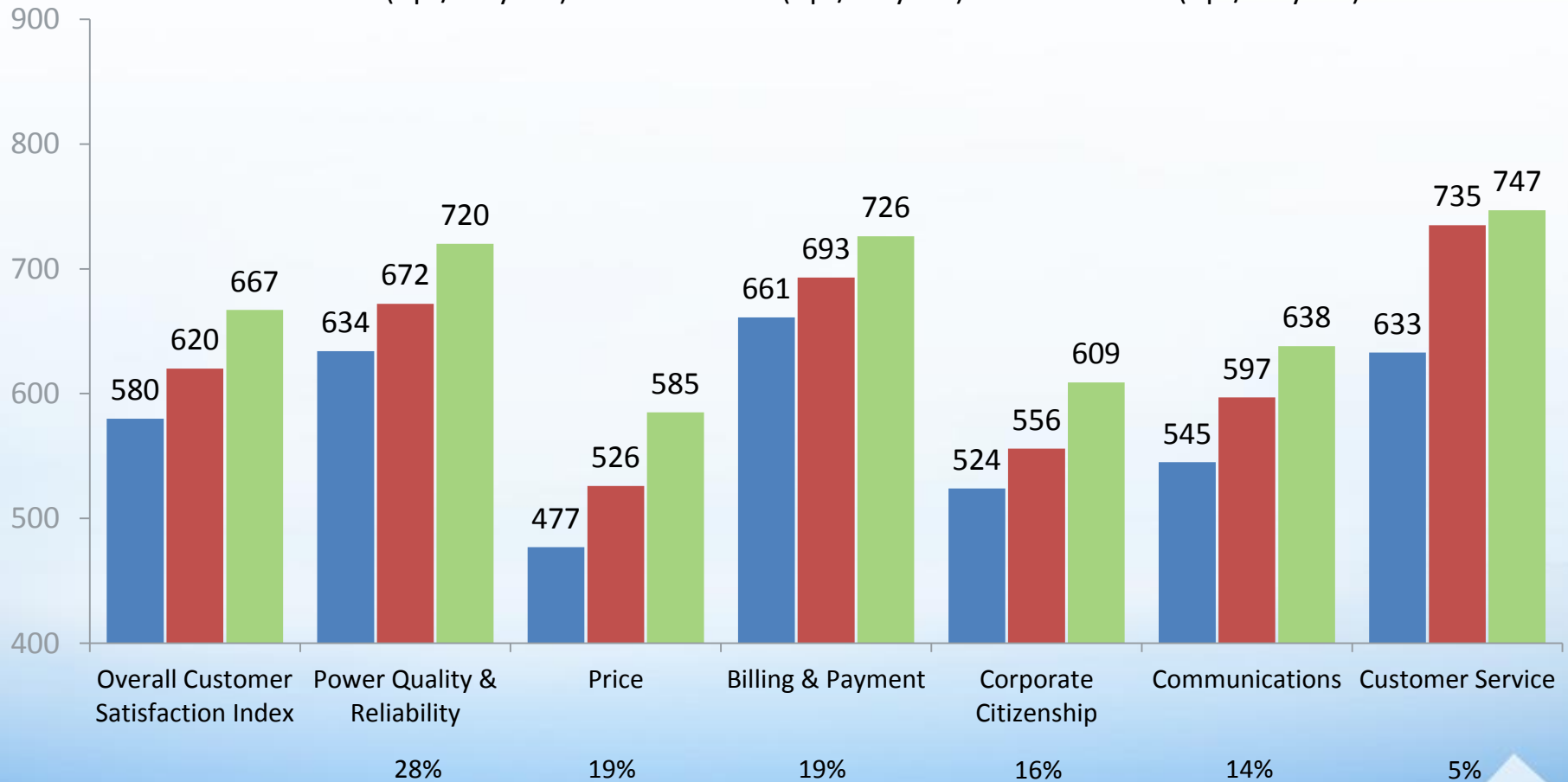
*2013 Eversource Energy is the average of NSTAR (611) and Connecticut Light & Power (580)



Customer Satisfaction – J.D. Power Residential

Components of Index

■ 2015 W4 (Apr/May '15) ■ 2016 W4 (Apr/May '16) ■ 2017 W4 (Apr/May '17)





J.D. Power Residential Components

POWER QUALITY & RELIABILITY

- Supply Electricity During Extreme Temps
- Provide Quality Electric Power
- Restore Power Promptly After Outages
- Avoid Brief Interruptions
- Avoid Lengthy Interruptions
- Keep You Informed About An Outage

PRICE

- Total Monthly Cost of Electricity
- Ease of Understanding Pricing
- Price Options That Meet Needs
- Fairness of Pricing
- Utilities Efforts to Help Manage Monthly Usage

BILLING & PAYMENT

- Ease of Paying Bill
- Amount of Time Given to Pay Bill
- Usefulness of Information on Bill
- Variety of Methods to Pay Bill

CORPORATE CITIZENSHIP

- Involvement in Local Charities & Civic Organizations
- Actions to Take Care of Environment
- Variety of Energy Efficiency Programs Offered
- Develop Energy Supply Plans for the Future

COMMUNICATIONS

- Communicating How to be Safe Around Electricity
- Usefulness of Suggestions on Ways to Reduce Energy
- Efforts to Communicate Changes
- Keep You Informed About Keeping Costs Low
- Creating Messages That Get Your Attention

CUSTOMER SERVICE

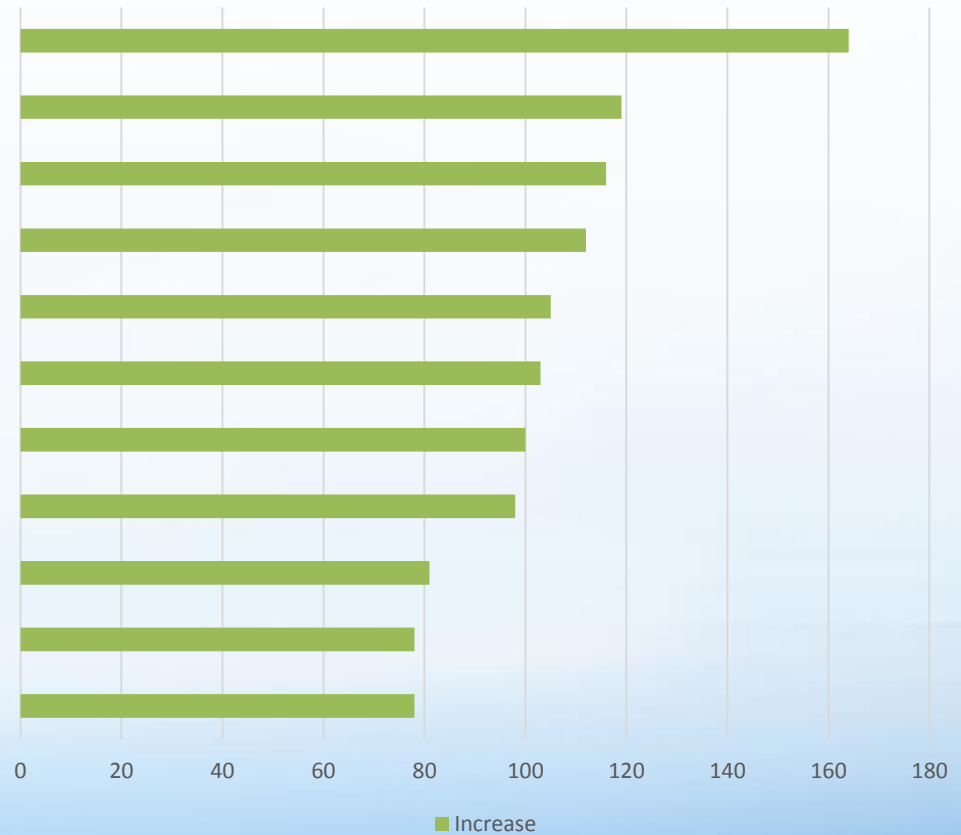
- Timeliness of Resolving Problem/Question/Request
- Promptness Speaking to Person/Clarity of Info
- Cust Reps' Courtesy/Knowledge/Concern for Needs
- Ease of Navigating Phone Menu Prompts/Website
- Appearance/Quality of Website/Phone Menu



Customer Satisfaction - Most Improved in J.D. Power Commercial - East Region/Large Segment

J.D. Power Commercial Customer Satisfaction Study East Region: Large Segment

| Company | 2013 | 2016 | Increase |
|------------------------------------|------------|------------|------------|
| PSEG Long Island | 525 | 689 | 164 |
| NYSEG | 636 | 755 | 119 |
| Con Edison | 655 | 771 | 116 |
| Jersey Central Power & Light | 629 | 741 | 112 |
| BGE | 636 | 741 | 105 |
| Eversource Energy * | 616 | 719 | 103 |
| Appalachian Power | 611 | 711 | 100 |
| PSE&G | 659 | 757 | 98 |
| PPL Electric Utilities | 681 | 762 | 81 |
| PECO | 652 | 730 | 78 |
| National Grid | 645 | 723 | 78 |
| PSEG LI Gap to 1st Quartile | 128 | 67 | -61 |

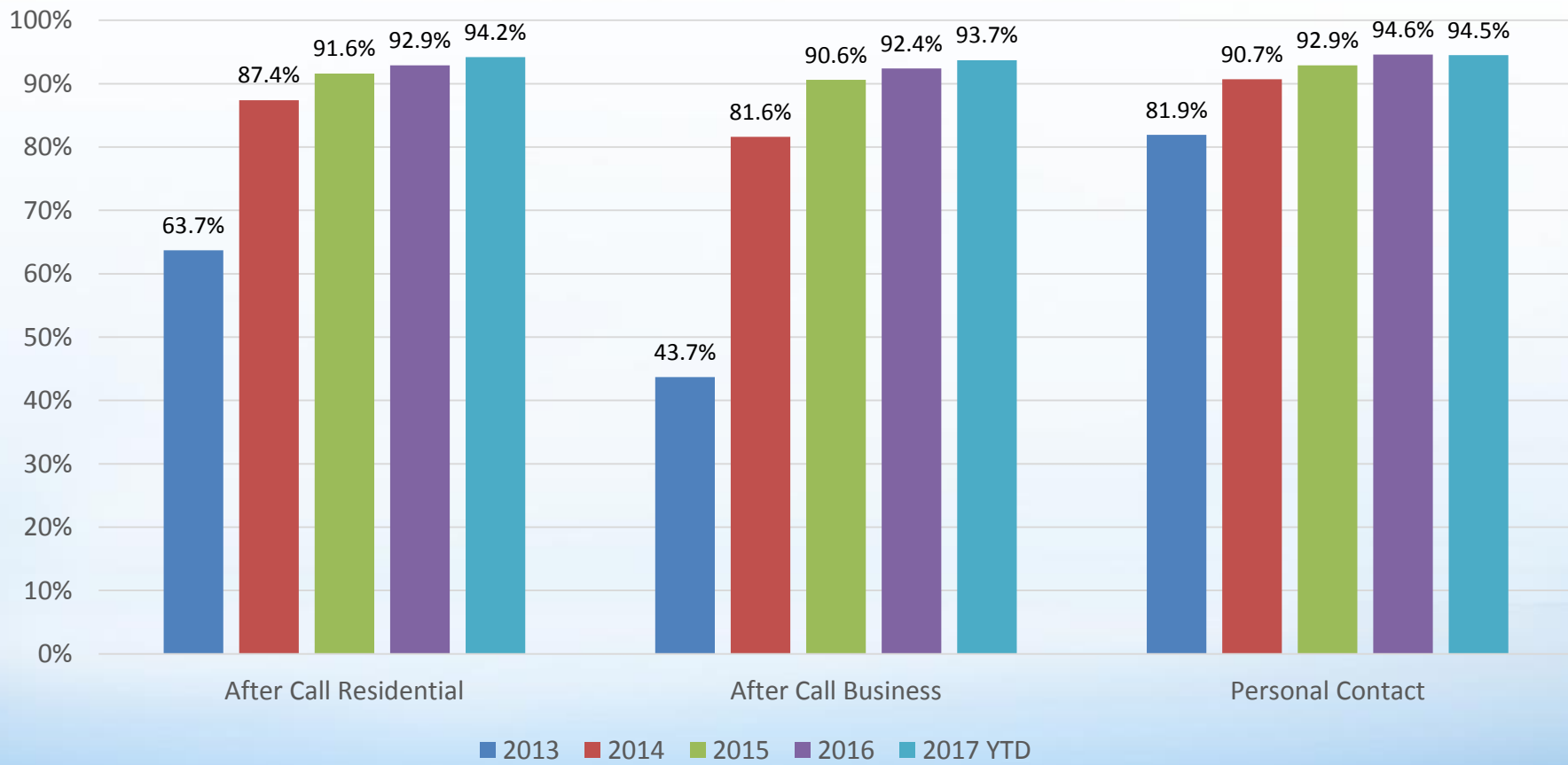


* 2013 Eversource Energy is the average of NSTAR (623) and Connecticut Light & Power (610)



Customer Satisfaction Surveys

PSEG Long Island Surveys of Customers after Contact with Utility

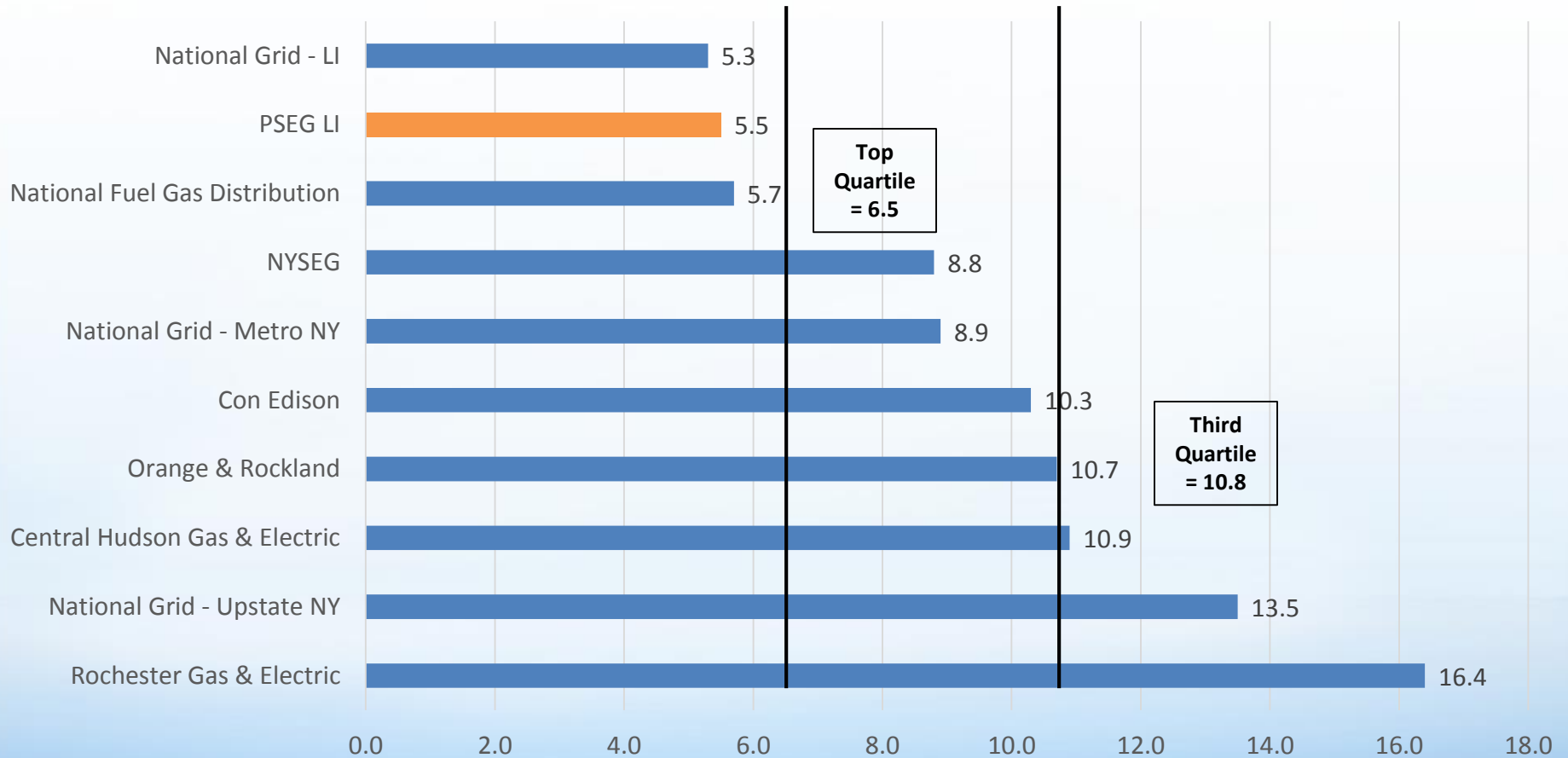


Initial 5-year Targets: 80%, 63%, and 91%



Complaint Rate Per 100,000 Customers

12-Months Ending June 2017



Note: Peer utilities are reported with a 2-month lag.

Customer Service Initiatives

- ▲ Next 50 Campaign – Employee Awareness & Engagement Initiative
- ▲ Home Energy Reports
- ▲ Proactive Storm Alerts and Updates
- ▲ Focused “Ways to Save” Communications Q3 & Q4
- ▲ Targeted Messaging
- ▲ Expansion/Continuous Improvement Customer Technology

Customer Feedback

PSEG Long Island obtains feedback from customers through customer focus group meetings in addition to internal and external customer surveys.

- ▲ On average, four in-person focus group meetings each quarter

- ▲ Customers positive remarks:
 - ✧ Improved Reliability – extended and momentary outages
 - ✧ Better Communications, particular around storm
 - ✧ Improved Call Center Performance
 - ✧ Employee competency and courtesy
 - ✧ Home energy audits
 - ✧ Tree Trimming & Infrastructure Improvements
 - ✧ Improved Customer Technology (Website, IVR, Credit Cards, Outage Information, etc.)