

Annual Report to the Board of Trustees on Customer Service

July 26, 2017





Agenda – Customer Service

▲ Metrics

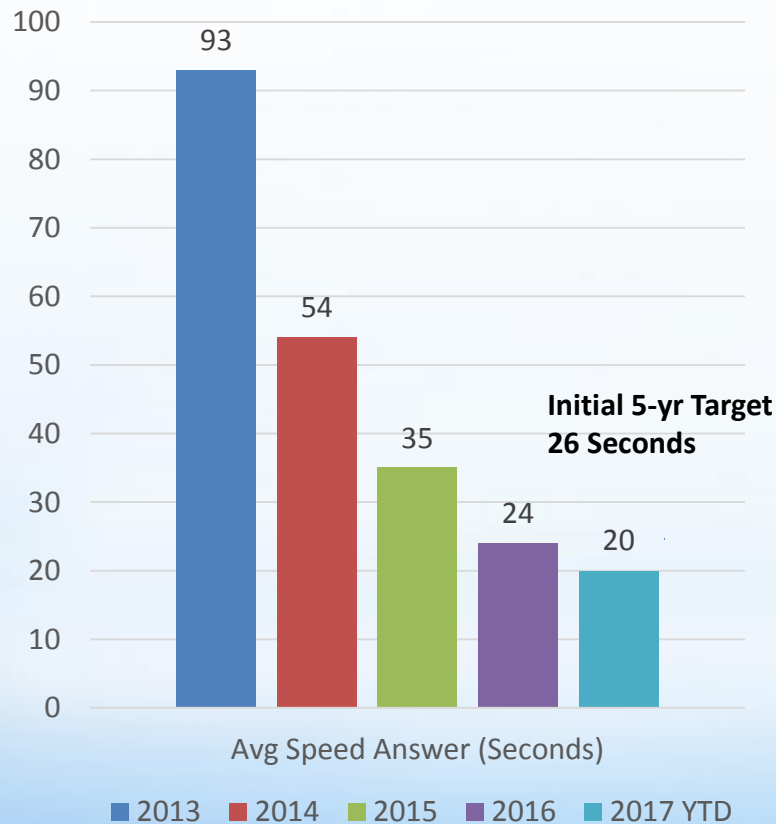
▲ Initiatives

▲ Customer Feedback

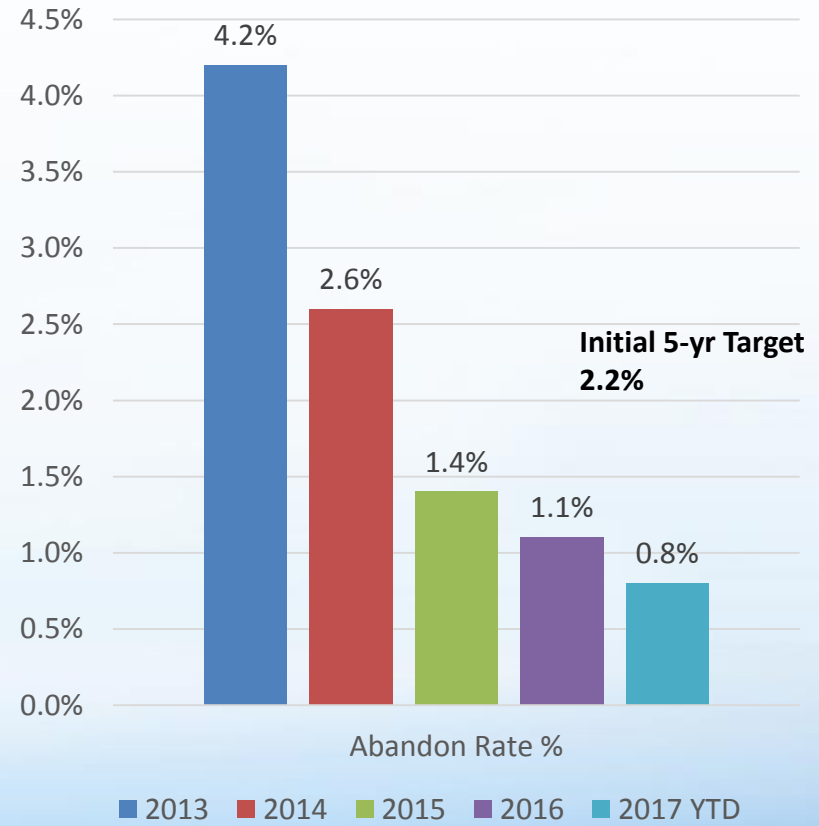
Customer Service – Surpassing 5-year Targets



Average Speed of Answer



Call Abandonment Rate

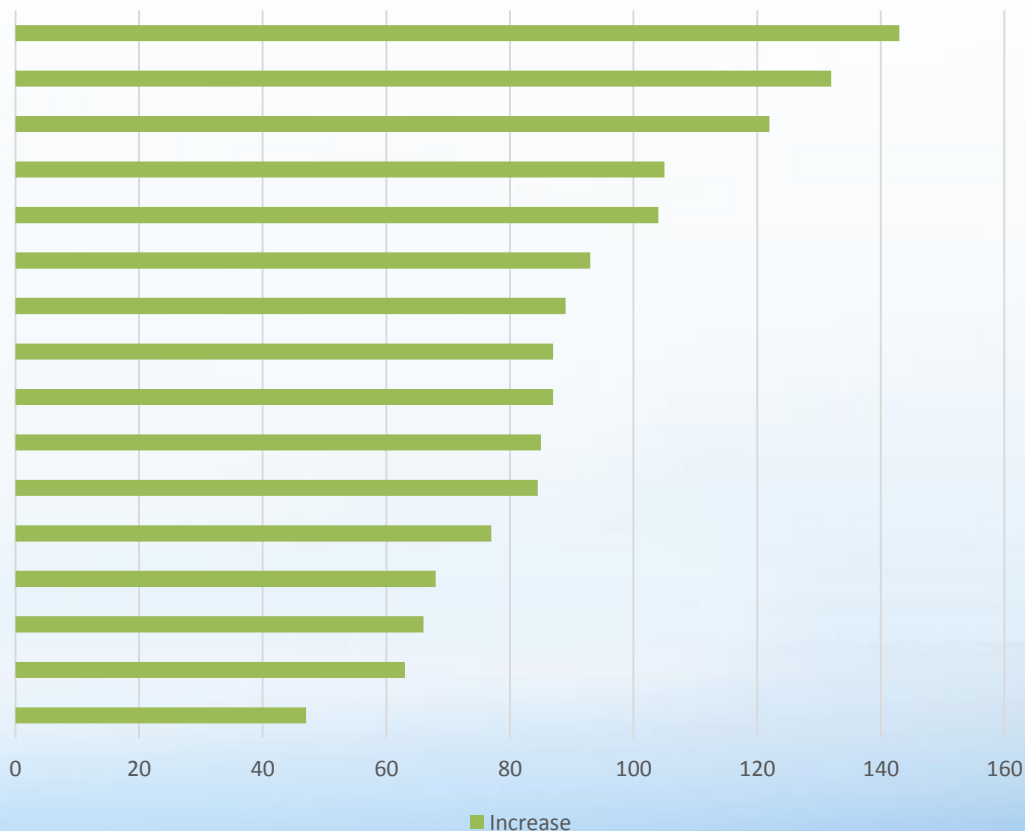




Customer Satisfaction - Most Improved in J.D. Power Residential - East Region/Large Segment

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



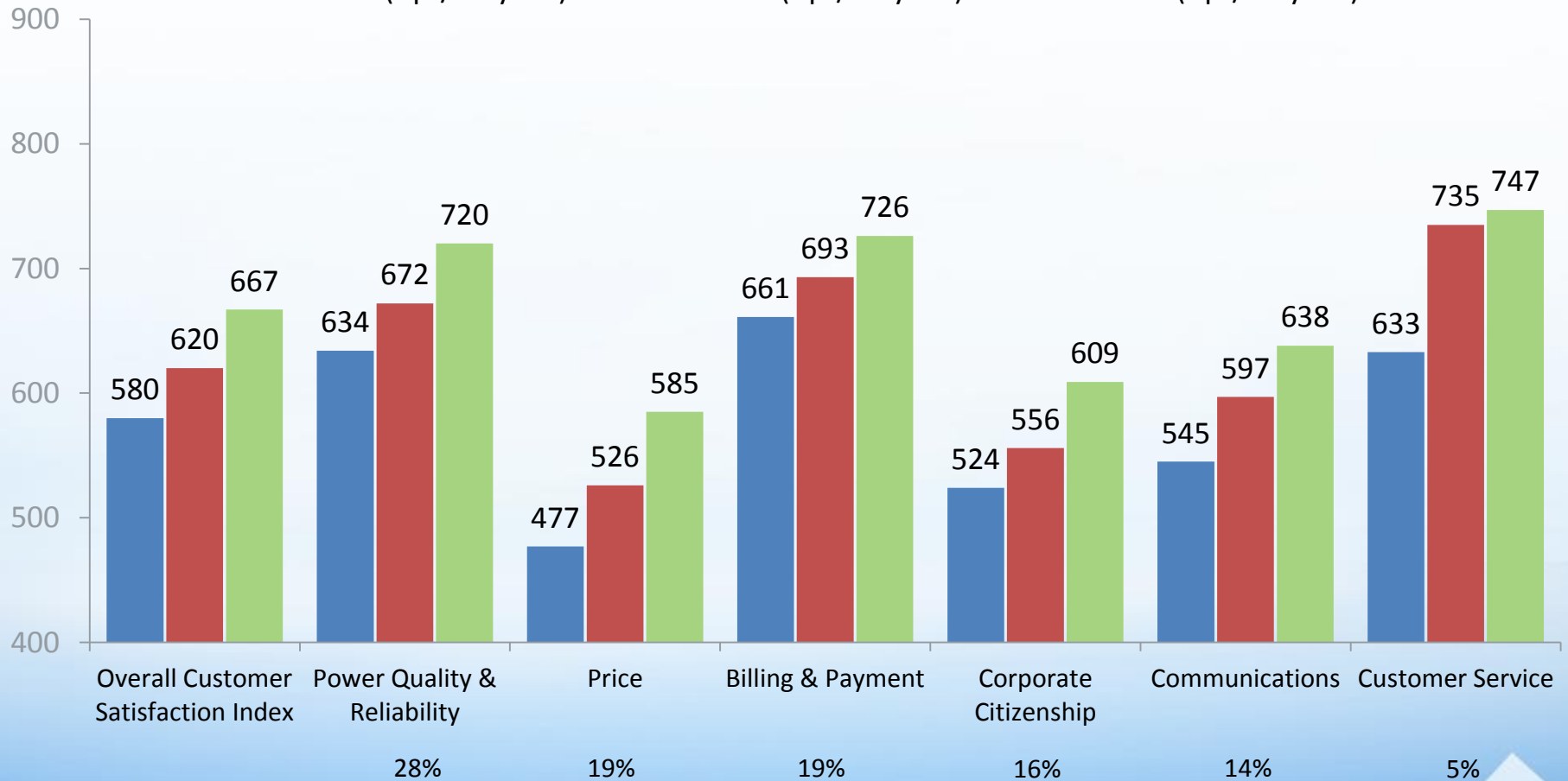
*2013 Eversource Energy is the average of NSTAR (611) and Connecticut Light & Power (580)



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

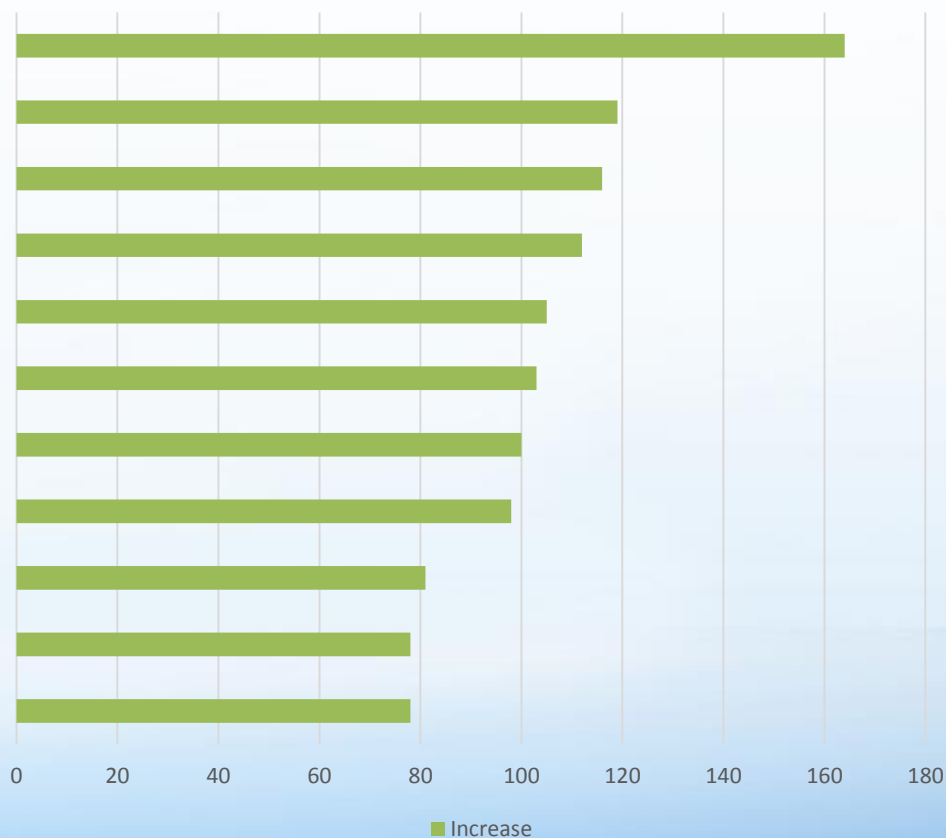
- Timeliness of Resolving Problem/Question/Request
- Promptness Speaking to Person/Clarity of Info
- Cust Reps' Courtesy/Knowledge/Concern for Needs
- Ease of Navigating Phone Menu Prompts/Website
- Appearance/Quality of Website/Phone Menu



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

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

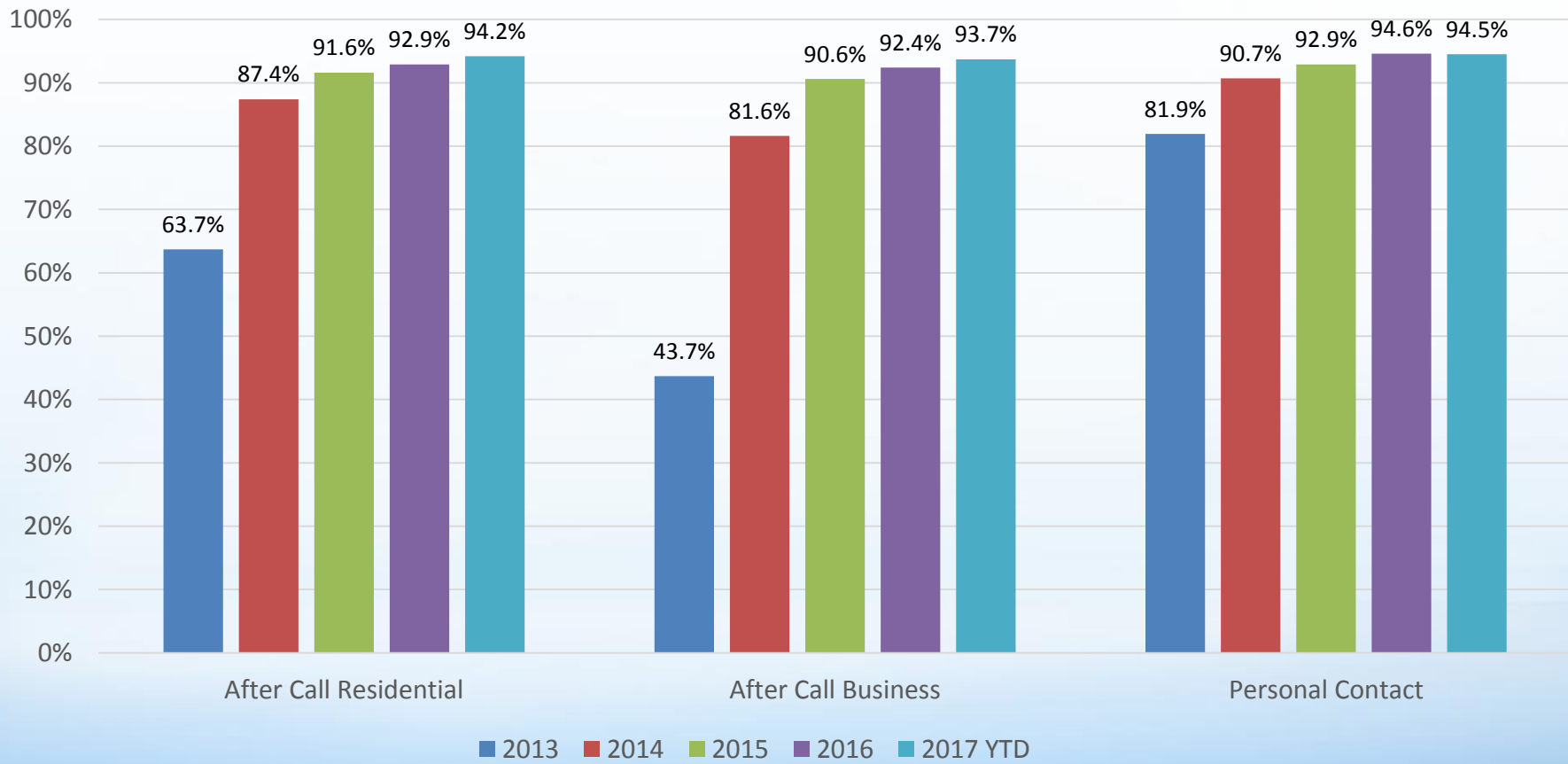
Company	2013	2016	Increase
PSEG Long Island	525	689	164
NYSEG	636	755	119
Con Edison	655	771	116
Jersey Central Power & Light	629	741	112
BGE	636	741	105
Eversource Energy *	616	719	103
Appalachian Power	611	711	100
PSE&G	659	757	98
PPL Electric Utilities	681	762	81
PECO	652	730	78
National Grid	645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

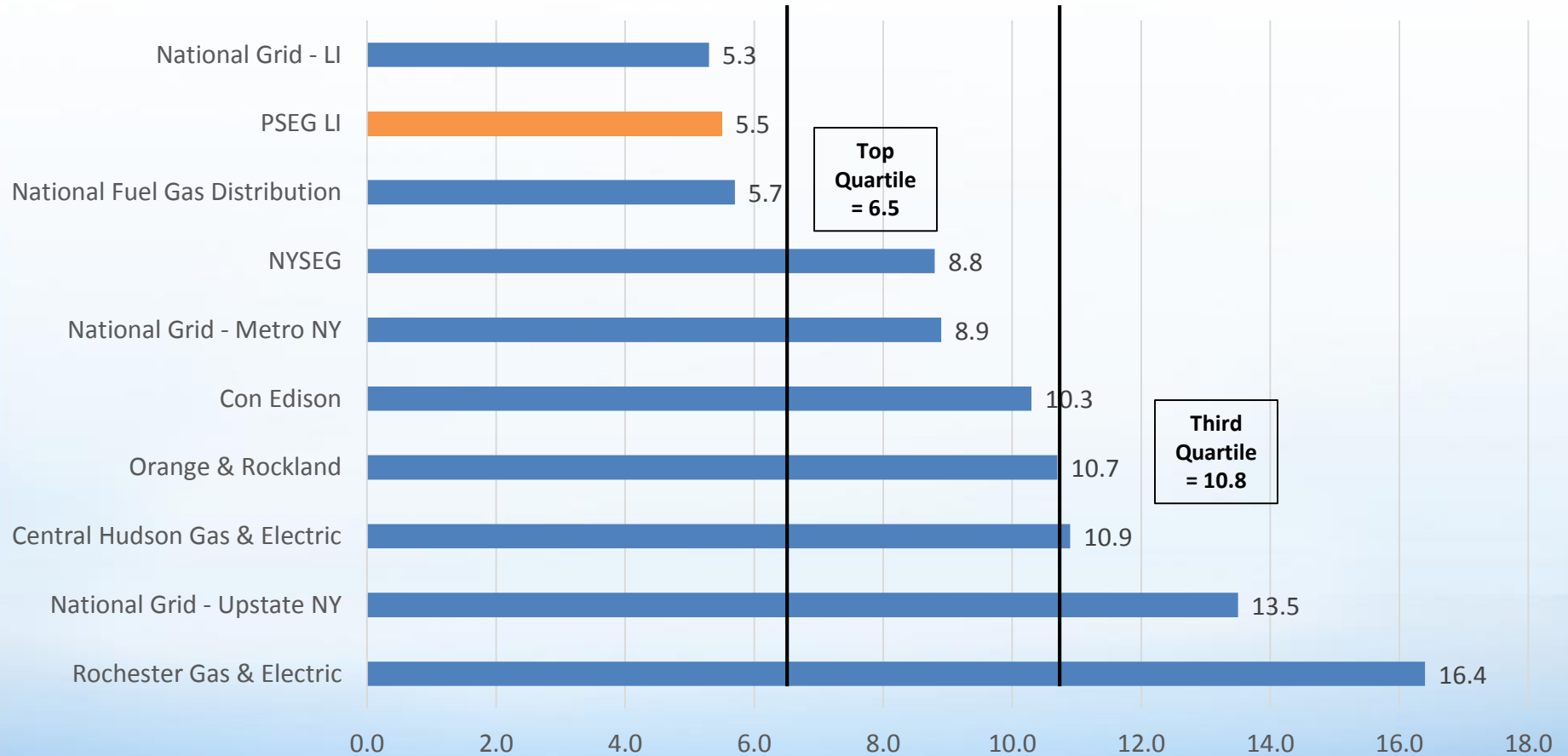
PSEG Long Island Surveys of Customers after Contact with Utility



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.)