

Report to the Board of Trustees

September 27, 2017

PSEG Long Island Operating Report

PSEG Long Island OSA 2017 Balanced Scorecard

			August YTD				Month of August		
Operations Services Agreement Metrics			OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	OSA Month Target	Month Result	Month Status
People	OSHA Recordable Incidence Rate	L	2.05	2.05	0.69	↑	2.05	0.00	+
	OSHA Days Away Rate (Severity)	L	33.82	33.82	12.00	↑	33.82	19.97	+
Safe, Reliable	JD Power Customer Satisfaction Survey (Residential)	H	640 or 15th	640 or 15th	662	↑	640 or 15th	667	+
	JD Power Customer Satisfaction Survey (Business)	H	699 or 10th	699 or 10th	706	↑	699 or 10th	706	
	After Call Survey (Residential)	H	88.0%	88.0%	94.3%	↑	88.0%	94.5%	+
	After Call Survey (Business)	H	85.0%	85.0%	93.9%	↑	85.0%	93.1%	+
	Personal Contact Survey	H	90.0%	90.0%	95.7%	↑	90.0%	96.1%	+
	Average Speed of Answer	L	39	39	22	↑	39	23	+
	Abandonment Rate	L	2.6%	2.6%	1.0%	↑	2.6%	1.2%	+
	SAIFI	L	0.92	0.60	0.68	→	0.08	0.07	+
	CAIDI	L	85	85	69	↑	85	67	+
	SAIDI	L	75.0	49.2	46.8	→	7.6	4.6	+
	Interconnection Cycle Time %	H	93.3%	93.3%	99.0%	↑	93.3%	99.9%	+
	% AMI-measured Energy	H	33.8%	30.5%	32.3%	↑	0.8%	1.8%	+
	Long Term Estimates	L	2,190	2,264	2,094	↑	N/A	N/A	N/A
	Purchased Power Invoicing	H	90.0%	90.0%	99.4%	↑	90.0%	100.0%	+
Customer Complaint Rate	L	9.2	9.2	5.3	↑	9.2	4.7	+	
Economic	Operating Budget (\$M)	L	567.9	374.6	373.3	↑	49.5	52.6	-
	Capital Budget (\$M)	L	490.7	313.2	297.2	↑	34.3	35.2	-
	Days Sales Outstanding	L	37.2	37.2	36.9	↑	37.2	30.1	+
	Net Write-Offs per \$100 Billed Revenue	L	0.91	0.91	0.61	↑	0.91	0.74	+
Green	Customer Self-Service	H	31.6%	29.1%	31.1%	↑	N/A	N/A	N/A
	Energy Efficiency Annualized Energy Savings	H	243,000	163,067	172,223	↑	29,349	23,192	-
	Renewable Energy Generated	H	15,000	12,741	18,733	↑	565	1,586	+

Notes:

Color Coding in YTD Result column represents current status versus YTD Plan.
YE Forecast is a subjective estimate of whether each metric is expected to meet the YE Target.

YTD Result Color

- At or Better than YTD Plan
- Worse than YTD Plan

YE Forecast

- ↑ On track to meet Target
- Meeting Target at risk
- ↓ Not expected to meet Target

Month Status

- + At or Better than Plan
- Worse than Plan
- N/A

August Scorecard Update

- PSEG Long Island is currently meeting 23 of 24 OSA targets YTD

Safety

- The OSHA Incidence and Days Away Rate metrics are better than target

Reliability

- SAIFI results through August are worse than target YTD
- SAIDI has improved and is now better than target YTD

Customer Satisfaction

- JD Power Residential survey 2017 Wave 4 results released
 - 2 point increase from Wave 3 2017, per the industry-wide JD Power restated results
 - The overall score for the 2017 JD Power Survey year is 662, as measured against the 2017 OSA target of 640 or 15th rank.
 - 2018 Wave 1 results continue to increase.
- JD Power Business survey 2017 Wave 1 results released
 - At 706, PSEG Long Island gained 4-points in overall satisfaction from prior wave driven by 5 out of 6 indices.