

Report to the Board of Trustees

May 23, 2018

PSEG Long Island Operating Report

PSEG Long Island OSA 2018 Balanced Scorecard

			April YTD				Month of April		
			OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	OSA Month Target	Month Result	Month Status
Operations Services Agreement Metrics									
Peop.	OSHA Recordable Incidence Rate	L	1.79	1.79	1.32	↑	1.79	1.51	+
	OSHA Days Away Rate (Severity)	L	28.22	28.22	16.96	↑	28.22	23.59	+
Safe, Reliable	JD Power Customer Satisfaction Survey (Residential)	H	672 or 14th	672 or 14th	682	↑	672 or 14th	676	+
	JD Power Customer Satisfaction Survey (Business)	H	719 or 9th	719 or 9th	Aug	↑	719 or 9th	Aug	N/A
	After Call Survey (Residential)	H	90.0%	90.0%	94.3%	↑	90.0%	94.7%	+
	After Call Survey (Business)	H	90.0%	90.0%	94.2%	↑	90.0%	94.0%	+
	Personal Contact Survey	H	90.0%	90.0%	95.3%	↑	90.0%	95.0%	+
	Average Speed of Answer	L	26	26	16	↑	26	15	+
	Customer Complaint Rate	L	8.3	8.3	5.0	↑	8.3	7.2	+
	SAIFI	L	0.92	0.26	0.23	↑	0.06	0.07	-
	CAIDI	L	85	85	71	↑	85	66	+
	SAIDI	L	75.0	19.3	16.2	↑	5.1	4.3	+
	Sustained MCO (4 or more)	L	39,010	40,823	36,777	↑	N/A	N/A	N/A
	MAIFI	L	3.62	0.86	0.81	↑	0.22	0.22	+
	Interconnection Cycle Time (<50kW)	H	95.0%	95.0%	99.0%	↑	95.0%	99.2%	+
	Interconnection Cycle Time (>50kW)	H	95.0%	95.0%	95.5%	↑	95.0%	96.6%	+
	AMI Installations	H	52,000	17,334	22,314	↑	4,333	7,654	+
	Long Term Estimates	L	2,190	2,886	3,059	↑	N/A	N/A	N/A
Purchased Power Invoicing - Accuracy	H	90.0%	90.0%	99.4%	↑	90.0%	100.0%	+	
Purchased Power Invoicing - Timeliness	H	95.0%	95.0%	99.4%	↑	95.0%	100.0%	+	
Double Woods	L	12,829	13,004	11,760	↑	N/A	N/A	N/A	
Mobile Communication Application	H	1	1	1	↑	1	1	+	
Economic	Operating Budget (\$M)	L	589.3	188.9	178.7	↑	48.9	46.3	+
	Capital Budget (\$M)	L	514.6	154.0	112.9	↑	42.3	36.2	+
	Days Sales Outstanding	L	35.5	36.6	36.3	↑	35.5	40.4	-
	Net Write-Offs per \$100 Billed Revenue	L	0.73	0.73	0.70	↑	0.73	0.82	-
	LMI Program Participation	H	23,000	23,000	22,698	↑	23,000	22,698	-
	Non-Product Billing	L	33.0%	33.0%	1.5%	↑	33.0%	0.0%	+
Green	Customer Self-Service	H	32.0%	25.2%	24.2%	↑	N/A	N/A	N/A
	Energy Efficiency Annualized Energy Savings	H	259,000	76,329	78,698	↑	20,094	24,256	+

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.
- * For Mobile Communication Application, 1 = Pass and 0 = Fail

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

April 2018 Scorecard Update

- PSEG Long Island is currently forecasting to meet 29 of 29 OSA targets through April year to date
- Three metrics on a year to date basis are currently behind their projected yearend targets but are forecasted to achieve performance by yearend

Safety

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

Reliability

- SAIFI, SAIDI, CAIDI, MAIFI, and Sustained Multiple Customer Outage (MCO) are forecasting to be achieved at yearend

Customer Satisfaction

- 2018 JD Power – Residential Wave 1, Wave 2 and Wave 3 results averaged together are 20 point increase over the 2017 yearend syndicated results (682 vs. 662)

Breakthrough Results by PSEG Long Island

- JD Power Residential most improved utility in USA from 2014 – 2017
- PSEG LI was recognized by the American Public Power Association as a Diamond Reliable Public Power Provider
- Call Center top quartile, pushing top decile results in operations and customer satisfaction
- Customer Complaint rate lowest in NY state of any gas or electric utility
- Storm restoration and storm communications improvements and performance
- Completion of Shelter Island under water cable
- Integrated Resource Plan saving the customer's billions of dollars and opening the way for renewable energy with minimal stranded generation resources
- Embracing NY state REV policies (AMI, Battery Storage, Fuel Cell and Offshore Wind)
- Poised to hold Utility O&M flat for 3 years to maintain stable customer bills