

# Report to the Board of Trustees

July 25, 2018

## PSEG Long Island Operating Report

# PSEG Long Island OSA 2018 Balanced Scorecard

			June YTD				Month of June		
Operations Services Agreement Metrics			OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	OSA Month Target	Month Result	Month Status
Peop.	OSHA Recordable Incidence Rate	L	1.79	1.79	1.53	↑	1.79	0.51	+
	OSHA Days Away Rate (Severity)	L	28.22	28.22	16.07	↑	28.22	17.25	+
Safe, Reliable	JD Power Customer Satisfaction Survey (Residential)	H	672 or 14th	672 or 14th	680	↑	672 or 14th	677	+
	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%	94.4%	↑	90.0%	94.6%	+
	After Call Survey (Business)	H	90.0%	90.0%	94.2%	↑	90.0%	94.7%	+
	Personal Contact Survey	H	90.0%	90.0%	95.7%	↑	90.0%	96.3%	+
	Average Speed of Answer	L	26	26	14	↑	26	10	+
	Customer Complaint Rate	L	8.3	8.3	4.7	↑	8.3	5.6	+
	SAIFI	L	0.92	0.44	0.36	↑	0.10	0.06	+
	CAIDI	L	85	85	74	↑	85	88	-
	SAIDI	L	75.0	34.4	26.7	↑	8.9	5.1	+
	Sustained MCO (4 or more)	L	39,010	40,370	35,056	↑	N/A	N/A	N/A
	MAIFI	L	3.62	1.64	1.36	↑	0.48	0.35	+
	Interconnection Cycle Time (<50kW)	H	95.0%	95.0%	99.1%	↑	95.0%	99.5%	+
	Interconnection Cycle Time (>50kW)	H	83.5%	83.5%	93.7%	↑	95.0%	91.3%	-
	AMI Installations	H	52,000	26,000	35,917	↑	4,333	6,731	+
	Long Term Estimates	L	2,190	2,488	2,441	↑	N/A	N/A	N/A
	Purchased Power Invoicing - Accuracy	H	90.0%	90.0%	99.6%	↑	90.0%	100.0%	+
	Purchased Power Invoicing - Timeliness	H	95.0%	95.0%	99.6%	↑	95.0%	100.0%	+
	Double Woods	L	12,829	12,965	10,996	↑	N/A	N/A	N/A
	Mobile Communication Application	H	1	1	1	↑	1	1	+
Economic	Operating Budget (\$M)	L	589.3	290.4	278.6	↑	50.6	51.4	-
	Capital Budget (\$M)	L	514.6	235.5	192.8	↑	41.0	38.4	+
	Days Sales Outstanding	L	35.5	36.3	36.2	↑	35.5	36.3	-
	Net Write-Offs per \$100 Billed Revenue	L	0.73	0.73	0.71	↑	0.73	0.52	+
	LMI Program Participation	H	23,000	20,946	21,996	↑	N/A	N/A	N/A
	Non-Product Billing	L	33.0%	33.0%	4.9%	↑	33.0%	1.2%	+
Green	Customer Self-Service	H	32.0%	26.9%	28.8%	↑	N/A	N/A	N/A
	Energy Efficiency Annualized Energy Savings	H	259,000	120,103	118,331	↑	23,133	20,937	-

**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

# June 2018 Scorecard Update

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- PSEG Long Island is currently forecasting to meet 28 of 29 OSA targets through April year to date
- One metric 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
- 25 – 40% improvement over same period of 2017 in all outage metrics (SAIFI, MAIFI, MCO)

## Customer Satisfaction

- 2018 JD Power – Residential Final Syndicated Results have increased 18 points when compared to 2017 YE syndicated results (680 vs. 662)
- From 2013 to 2018 PSEG Long Island is the largest improved utility in the JD Power – Residential survey with 161 point improvement

# Recent Highlights

- PSEG Long Island was recently honored by the Long Island Red Cross with the Corporate Leadership Award
  - Each month, PSEG Long Island and the Red Cross travel to communities to install free smoke detectors and provide fire safety education to local families, in addition to helping local veterans.

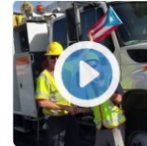
<https://www.youtube.com/watch?v=VKIJ8zkwbi8&feature=youtu.be>
- Central Hudson Gas and Electric CEO recently sent PSEG Long Island a letter of appreciation and thanks for provided restoration support for the May 15, 2018 storm. Their service territory experienced 100+ MPH winds, confirmed tornadoes and macrobursts and heavy rainfall.
- PSEG LI, Red Cross and County Executive Hurricane Preparedness Kickoff Meeting
- PSEG Long Island filed Utility 2.0 to the Department of Public Service on June 29, the filing plans to use green energy and innovative technology to reduce the need for expensive, traditional grid upgrades and save customers \$593 million over 20 years.
- PSEG LI was the #1 fundraiser and #1 corporate fundraiser for the March of Dimes annual “March for Babies” walk. PSEG Long Island had **1,011** employees, family and friends that attended the walk.



**NY Red Cr\_ss**  
@redcrossny

Follow

Tonight, we honor @PSEGLI with the Corporate Leadership Award at the #LIRedCrossGala. @PSEGLI and the Red Cross travel to communities to install free smoke detectors and provide fire safety education to local families.



**Corporate Leadership Award: PSEG Long Island**

PSEG Long Island operates the Long Island Power Authority's transmission and distribution system. PSEG Long Island seeks to provide industry leading electric...

[youtube.com](https://www.youtube.com)



Michael L. Mosher  
President  
& Chief Executive Officer

June 8, 2018

Mr. Daniel Eichhorn  
President & COO  
PSEG-LLI  
80 Park Plaza  
Newark, NJ 07101

Dear Daniel:

In the wake of the severe and deadly storm that ripped through our region recently, we would like to express our sincere appreciation and thanks for your critical assistance in restoring electric service to our customers in the four days that followed.

Over the course of just a few hours on the late afternoon of Tuesday, May 15<sup>th</sup>, a powerful weather event swept through our system, delivering 100+ mph winds with two confirmed tornadoes and “macrobursts,” along with heavy rainfall. The storm interrupted service to nearly 74,000, or approximately a quarter of our customers, and left damage unlike many of us had ever seen in the Hudson Valley. Sadly, the storm claimed the lives of two local residents.

Restoration efforts of this magnitude require a team of dedicated professionals, and on behalf of all of our customers and the entire Central Hudson organization, we would like to thank you for providing your assistance and expertise in our time of need.

Sincerely,

Michael L. Mosher  
President & CEO

Timothy D. Hayes  
Manager, T&D Operations  
Emergency Response

Charles A. Freni  
Sr. Vice President  
Customer Services and T&D Operations

Donald L. DuBois  
Manager, Electric T&D

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# Major Projects Completed by June 30<sup>th</sup>

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## Substation, Transmission and Distribution Projects

### Queens Division

- Park Place – Distribution Feeder C&R and Exit Feeder (Phase One)
- Floral Park – Distribution Feeder C&R and Exit Feeder

### Central Nassau Division

- Garden City Park 4kV Switchgear Replacement

### Western Suffolk Division

- Pulaski – Install New 13 kV Distribution Feeder
- Central Islip Substation – Replace Cable from Bank #4 to Switchgear

### Eastern Suffolk Division

- West Bartlett – New Substation – Transmission and Distribution
- Greenport Village C&R
- Southold – Shelter Island – HDD
- East Hampton 9EU – Battery Storage Interconnection
- Temporary Generation – Montauk and East Hampton