

Report to the Board of Trustees

November 14, 2018

PSEG Long Island Operating Report

PSEG Long Island OSA 2018 Balanced Scorecard

		September YTD				Month of September			
		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	1.31	↑	1.79	1.57	+
	OSHA Days Away Rate (Severity)	L	28.22	28.22	15.94	↑	28.22	6.30	+
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	715	→	719 or 9th	715	-
	After Call Survey (Residential)	H	90.0%	90.0%	94.5%	↑	90.0%	94.6%	+
	After Call Survey (Business)	H	90.0%	90.0%	94.2%	↑	90.0%	94.0%	+
	Personal Contact Survey	H	90.0%	90.0%	95.9%	↑	90.0%	96.3%	+
	Average Speed of Answer	L	26	26	15	↑	26	19	+
	Customer Complaint Rate	L	8.3	8.3	4.7	↑	8.3	4.2	+
	SAIFI (System Average Interruption Frequency Index)	L	0.92	0.70	0.65	→	0.08	0.09	-
	CAIDI (Customer Average Interruption Duration Index)	L	85	85	80	↑	85	86	-
	SAIDI (System Average Interruption Duration Index)	L	75.0	58.4	51.8	→	7.4	7.5	-
	Sustained Multiple Customer Outages (MCO) - 4 or more	L	39,010	39,690	39,018	→	N/A	N/A	N/A
	MAIFI (Momentary Average Interruption Frequency Index)	L	3.62	2.74	2.67	→	0.35	0.37	-
	Interconnection Cycle Time (<50kW)	H	95.0%	95.0%	99.4%	↑	95.0%	100.0%	+
	Interconnection Cycle Time (>50kW)	H	83.5%	83.5%	92.8%	↑	83.5%	100.0%	+
	AMI Installations	H	52,000	39,000	50,918	↑	4,333	5,367	+
	Long Term Estimates	L	2,190	2,335	1,655	↑	N/A	N/A	N/A
	Purchased Power Invoicing - Accuracy	H	90.0%	90.0%	99.7%	↑	90.0%	100.0%	+
	Purchased Power Invoicing - Timeliness	H	95.0%	95.0%	100.0%	↑	95.0%	100.0%	+
	Double Woods	L	12,829	12,907	10,691	↑	N/A	N/A	N/A
	Mobile Communication Application	H	1	1	1	↑	1	1	+
Economic	Operating Budget (\$M)	L	589.3	438.9	427.3	↑	48.2	50.1	-
	Capital Budget (\$M)	L	514.6	343.8	285.6	↑	40.3	32.3	+
	Days Sales Outstanding	L	35.5	35.9	35.3	→	35.5	30.3	+
	Net Write-Offs per \$100 Billed Revenue	L	0.73	0.73	0.63	↑	0.73	0.38	+
	LMI (Low to Moderate Income) Program Participation	H	23,000	21,973	20,875	→	N/A	N/A	N/A
	Non-Product Billing	L	33.0%	33.0%	8.0%	↑	33.0%	0.0%	+
Green	Customer Self-Service	H	32.0%	29.5%	35.2%	↑	N/A	N/A	N/A
	Energy Efficiency Annualized Energy Savings	H	259,000	194,115	201,475	↑	24,703	30,148	+

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

September 2018 Scorecard Update

- PSEG Long Island is currently forecasting to meet 28 of 30 OSA targets through August year to date

Safety

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

Reliability

- Recent weather events have put significant pressure on reliability targets (SAIFI, SAIDI, MAIFI, Sustained MCO) – all have been changed to an at risk status for YE forecasts

Customer Satisfaction

- 2019 JD Power Residential – Initial wave of residential customer satisfaction very positive.
- 2018 JD Power Business – Additional initiatives and increased focus on business customers being implemented.

Utility 2.0 Recommendation Overview

- On November 1st PSEG Long Island and LIPA received recommendations from the New York State Department of Public Service (“DPS”) regarding PSEG Long Island’s annual update to the Utility 2.0 Long Range Plan (“2018 Plan”)
- **Summary of recommended approvals:**
 - AMI Full Scale Deployment including:
 - NWA tool
 - Locational value study
 - Utility of the Future Team
 - Rate modernization billing engine
 - Super saver (except standard offer)
 - BTM storage (plus expansion)
 - Utility-scale storage (plus potential expansion)
 - EV smart charging (with higher incentive)
 - IOAP improvements to Phase 1

Customer Moment

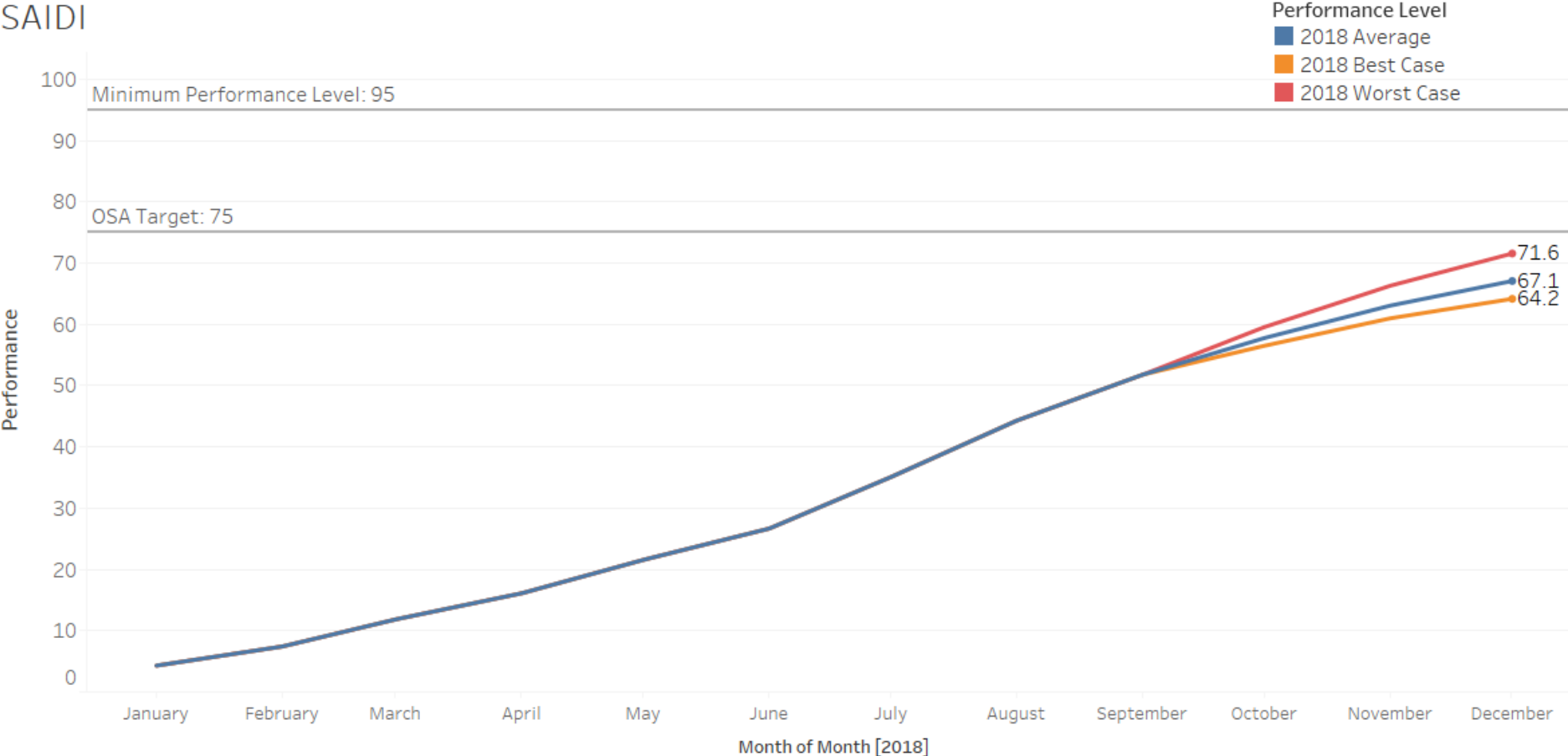
PSEG Long Island goes above and beyond to satisfy customers



PSEG L.I.
DEAR SIR,
DANIEL EICHORN,
A small token of appreciation for the generosity you have shown.
Thank You
"You make things work for me!"

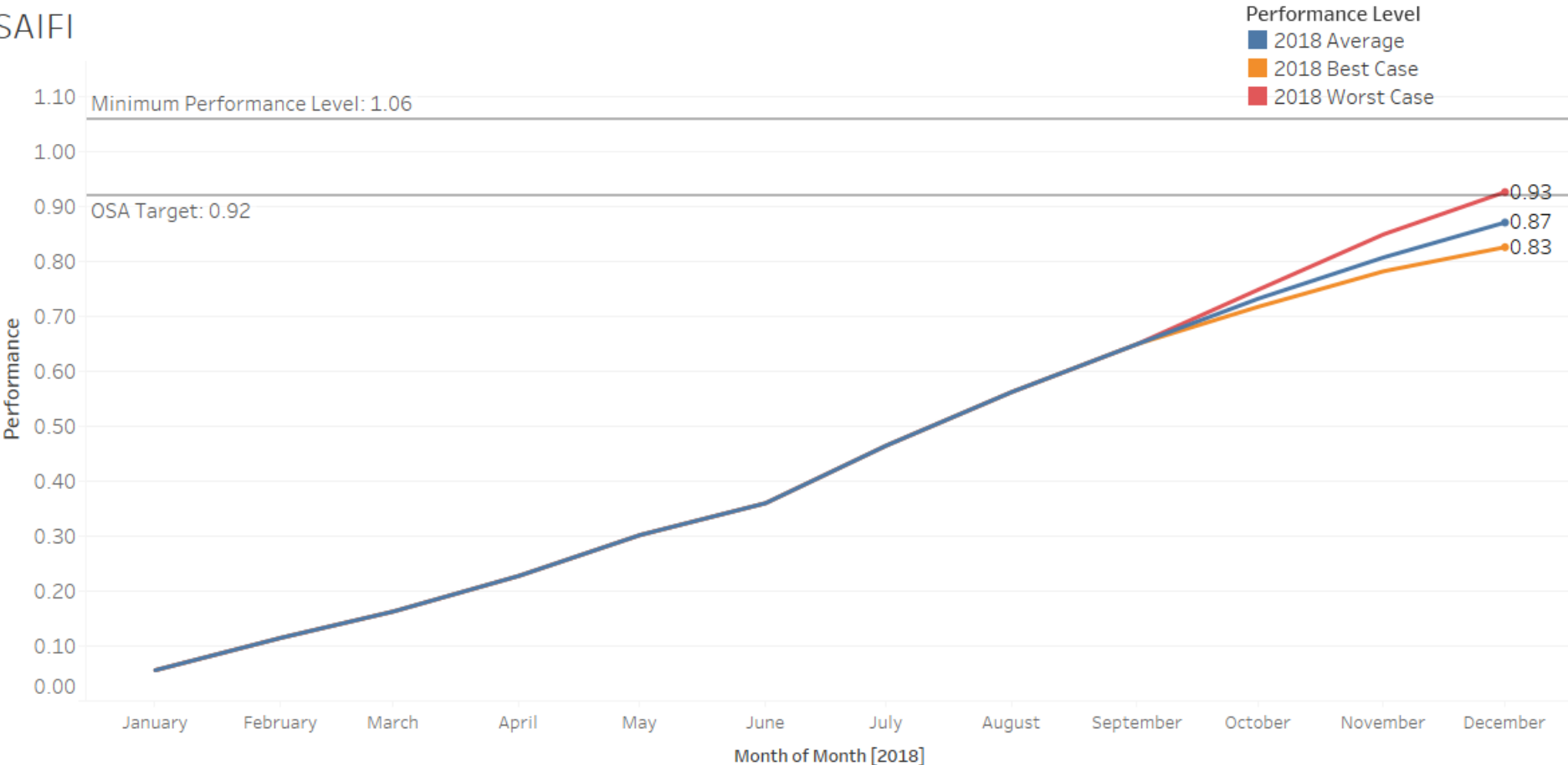
SAIDI Projection

SAIDI



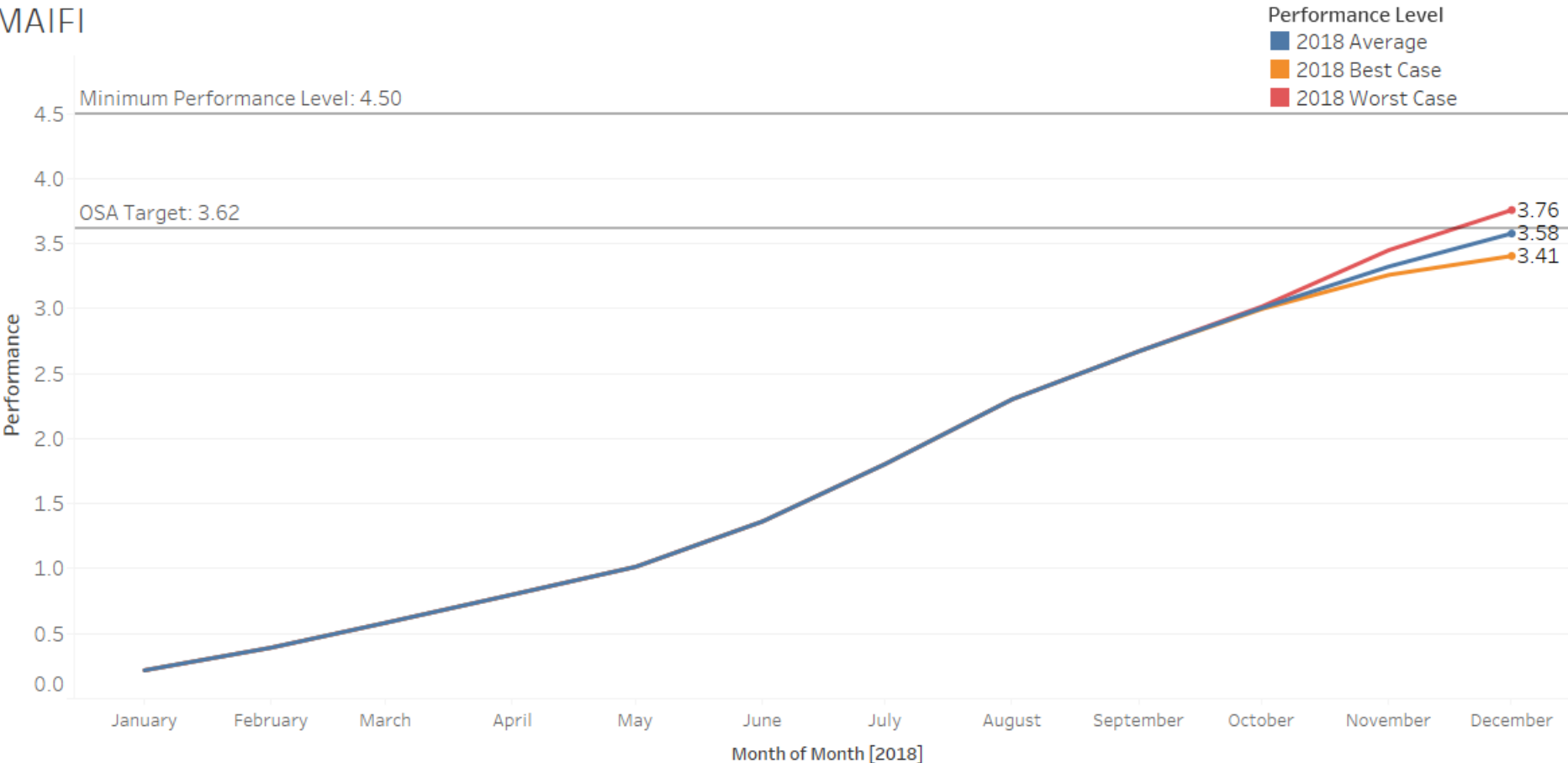
SAIFI Projection

SAIFI



MAIFI Projection

MAIFI



CAIDI Projection

