# Report to the Board of Trustees

December 19, 2018

## PSEG Long Island Operating Report

PSEG LONG ISLAND

*We make things work for you.*

# PSEG Long Island OSA
# 2018 Balanced Scorecard

| Operations Services Agreement Metrics | | November YTD | | | | Month of November | | |
|---|---|---|---|---|---|---|---|---|
| | | OSA YE Target | OSA YTD Target | YTD Result | OSA Forecast | OSA Month Target | Month Result | Month Status |
| **People** | | | | | | | | |
| OSHA Recordable Incidence Rate | L | 1.79 | 1.79 | 1.47 | ↑ | 1.79 | 1.61 | + |
| OSHA Days Away Rate (Severity) | L | 28.22 | 28.22 | 23.71 | ↑ | 28.22 | 63.36 | − |
| 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 | 724 | ↑ | 719 or 9th | 733 | − |
| 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% | 94.6% | + |
| Personal Contact Survey | H | 90.0% | 90.0% | 95.8% | ↑ | 90.0% | 95.3% | + |
| Average Speed of Answer | L | 26 | 26 | 15 | ↑ | 26 | 16 | + |
| Customer Complaint Rate | L | 8.3 | 8.3 | 4.7 | ↑ | 8.3 | 3.9 | + |
| **Safe, Reliable** | | | | | | | | |
| SAIFI (System Average Interruption Frequency Index) | L | 0.92 | 0.86 | 0.81 | ↑ | 0.07 | 0.07 | + |
| CAIDI (Customer Average Interruption Duration Index) | L | 85 | 85 | 76 | ↑ | 85 | 68 | + |
| SAIDI (System Average Interruption Duration Index) | L | 75.0 | 71.1 | 62.0 | ↑ | 5.7 | 5.0 | + |
| Sustained Multiple Customer Outages (MCO) - 4 or more | L | 39,010 | 39,237 | 38,964 | → | N/A | N/A | N/A |
| MAIFI (Momentary Average Interruption Frequency Index) | L | 3.62 | 3.37 | 3.26 | ↑ | 0.33 | 0.30 | + |
| Interconnection Cycle Time (<50kW) | H | 95.0% | 95.0% | 99.5% | ↑ | 95.0% | 99.9% | + |
| Interconnection Cycle Time (>50kW) | H | 83.5% | 83.5% | 93.3% | ↑ | 83.5% | 100.0% | + |
| AMI Installations | H | 52,000 | 47,667 | 61,285 | ↑ | 4,333 | 3,316 | − |
| Long Term Estimates | L | 2,190 | 2,102 | 1,511 | ↑ | N/A | N/A | N/A |
| Purchased Power Invoicing - Accuracy | H | 90.0% | 90.0% | 99.8% | ↑ | 90.0% | 100.0% | + |
| Purchased Power Invoicing - Timeliness | H | 95.0% | 95.0% | 100.0% | ↑ | 95.0% | 100.0% | + |
| Double Woods | L | 12,829 | 12,868 | 9,420 | ↑ | N/A | N/A | N/A |
| Mobile Communication Application | H | 1 | 1 | 1 | ↑ | 1 | 1 | + |
| **Economic** | | | | | | | | |
| Operating Budget ($M) | L | 589.3 | 537.0 | 521.6 | ↑ | 48.1 | 41.3 | + |
| Capital Budget ($M) | L | 514.6 | 458.7 | 364.7 | ↑ | 60.2 | 39.4 | + |
| Days Sales Outstanding | L | 35.5 | 35.6 | 34.9 | ↑ | 35.5 | 37.3 | − |
| Net Write-Offs per $100 Billed Revenue | L | 0.73 | 0.73 | 0.56 | ↑ | 0.73 | 0.70 | + |
| LMI ( Low to Moderate Income) Program Participation | H | 23,000 | 22,658 | 25,054 | ↑ | N/A | N/A | N/A |
| Non-Product Billing | L | 33.0% | 33.0% | 10.2% | ↑ | 33.0% | 0.0% | + |
| **Green** | | | | | | | | |
| Customer Self-Service | H | 32.0% | 31.2% | 36.9% | ↑ | N/A | N/A | N/A |
| Energy Efficiency Annualized Energy Savings | H | 259,000 | 239,004 | 258,032 | ↑ | 21,608 | 28,202 | + |

**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

# November 2018 Scorecard Update

- PSEG Long Island is currently forecasting to meet 29 of 30 OSA targets through November

*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) –Sustained MCO remains at risk when forecasting out YE performance

*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.
- JD Power Business Wave 2 results are 733 – PSEG Long Island's syndicated 2018 score is 724 and will achieve the OSA target of 719/9th Ranking
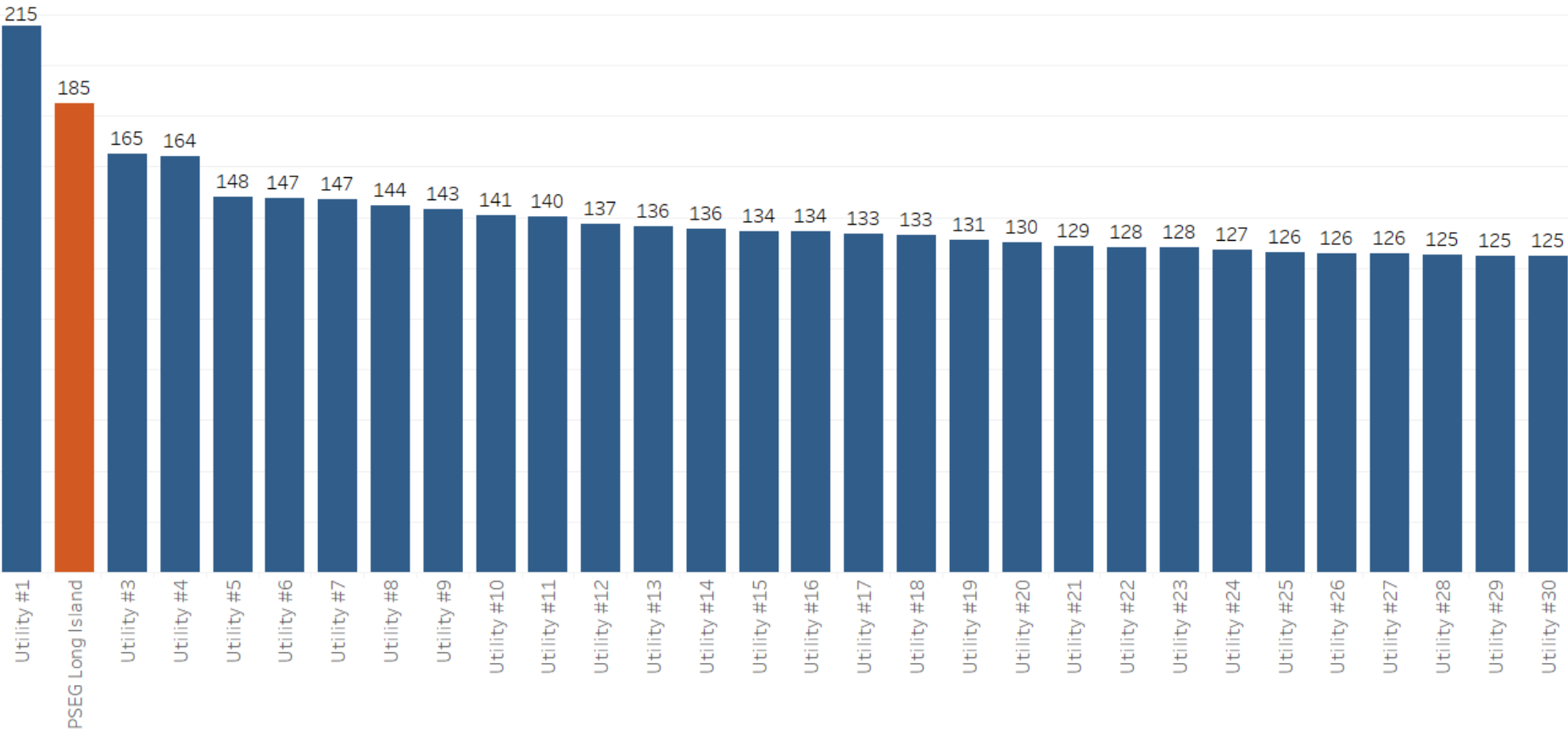
# JD Power Business Update
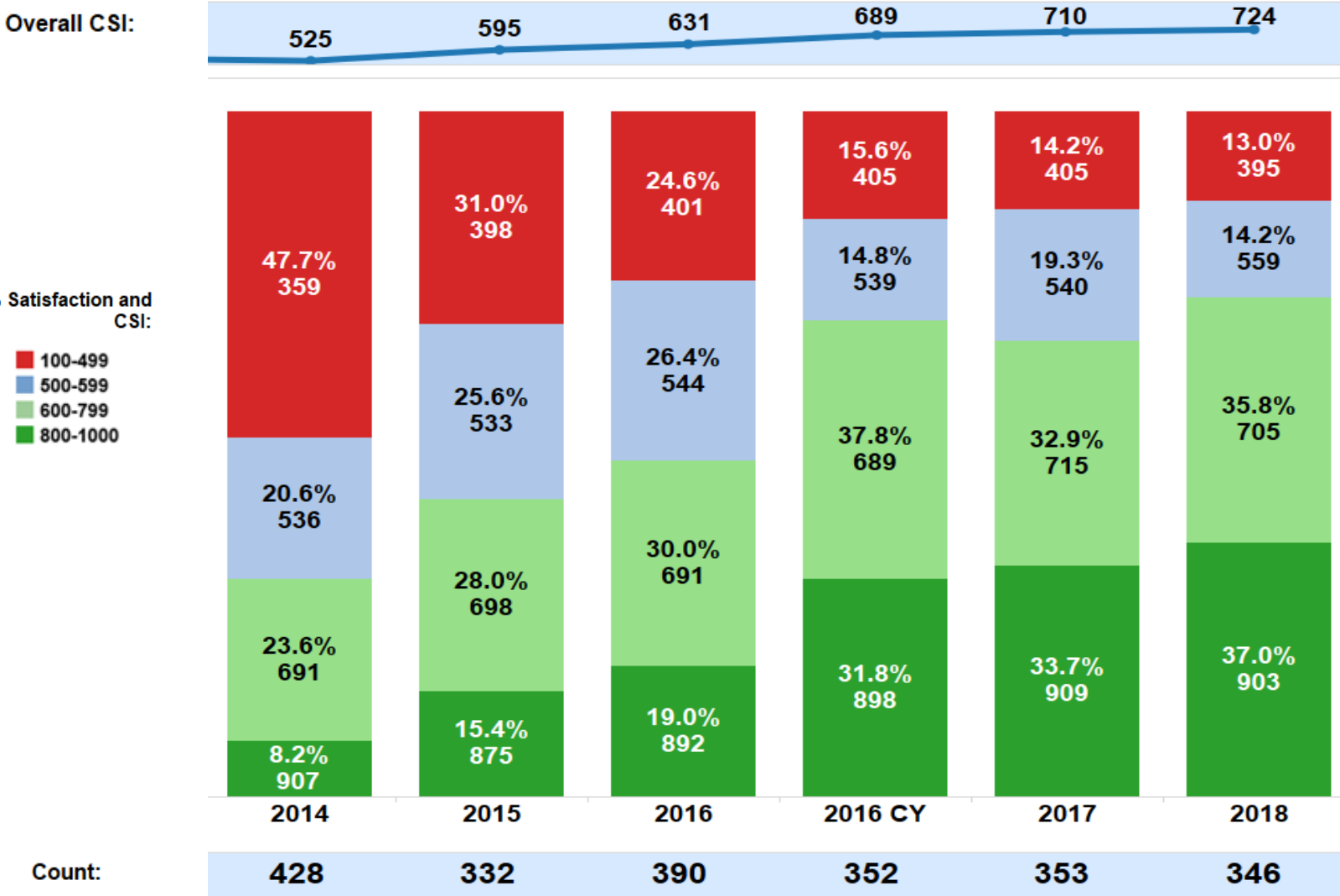
# JD Power Business Most Improved Utilities



JD Power - Business

2018 vs. 2013 (125+ Point Improvement Club)

| Utility | Score |
|---------|-------|
| Utility #1 | 215 |
| PSEG Long Island | 185 |
| Utility #3 | 165 |
| Utility #4 | 164 |
| Utility #5 | 148 |
| Utility #6 | 147 |
| Utility #7 | 147 |
| Utility #8 | 144 |
| Utility #9 | 143 |
| Utility #10 | 141 |
| Utility #11 | 140 |
| Utility #12 | 137 |
| Utility #13 | 136 |
| Utility #14 | 136 |
| Utility #15 | 134 |
| Utility #16 | 134 |
| Utility #17 | 133 |
| Utility #18 | 133 |
| Utility #19 | 131 |
| Utility #20 | 130 |
| Utility #21 | 129 |
| Utility #22 | 128 |
| Utility #23 | 128 |
| Utility #24 | 127 |
| Utility #25 | 126 |
| Utility #26 | 126 |
| Utility #27 | 126 |
| Utility #28 | 125 |
| Utility #29 | 125 |
| Utility #30 | 125 |

# Amazon ALEXA

- PSEG becomes one of the first utilities to release a voice enabled service for Amazon's Alexa which enables customers to interact with PSEG without having to call or use their website.

- After a one-time login in the Alexa app, customers will be able to ask billing questions, make payments, and compare usage.

- Below is the information you can get from Alexa at this time:
  - Current Balance & Due Date
  - Pay Your Balance
  - Last Payment Amount & Payment Date
  - Next & Last Meter Reading Dates
  - Electric Usage & Cost from the previous month
  - Savings Tips
  - Safety Tips



**PSEG Long Island**
by PSEG
Rated: Guidance Suggested
☆☆☆☆☆ 0
**Free to Enable**

*"Alexa, open p. s. e. g. long island"*

*"Alexa, ask p. s. e. g. long island for my balance"*

*"Alexa, ask p. s. e. g. long island for my electric usage"*

**WORKS WITH amazon alexa**

# Amazon ALEXA

**We're just getting started**

- Easily interact with us in real time to get the information you need and want by simply asking Alexa. It's just one of the many ways we're using technology to improve your experience and make it easier to do business with us.

- New features will be added as we continue to enhance the PSEG Long Island Alexa skill. Stay tuned!

**With the PSEG Long Island Skill you can…**

Pay Your Bill

Review Usage History

Get Bill Summary

Check Meter Reading Dates

Get Energy Saving Tips

Ask for Safety Tips