

# Report to the Board of Trustees

JANUARY 23, 2018

# PSEG Long Island OSA 2018 Balanced Scorecard

			December YTD				Month of December		
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	1.58	↑	1.79	2.39	—
	OSHA Days Away Rate (Severity)	L	28.22	28.22	27.79	↑	28.22	82.53	—
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	724	↑	719 or 9th	733	+
	After Call Survey (Residential)	H	90.0%	90.0%	94.5%	↑	90.0%	95.2%	+
	After Call Survey (Business)	H	90.0%	90.0%	94.2%	↑	90.0%	94.1%	+
	Personal Contact Survey	H	90.0%	90.0%	95.9%	↑	90.0%	97.3%	+
	Average Speed of Answer	L	26	26	15	↑	26	12	+
	Customer Complaint Rate	L	8.3	8.3	4.6	↑	8.3	2.5	+
	SAIFI (System Average Interruption Frequency Index)	L	0.92	0.92	0.86	↑	0.06	0.04	+
	CAIDI (Customer Average Interruption Duration Index)	L	85	85	76	↑	85	76	+
	SAIDI (System Average Interruption Duration Index)	L	75.0	75.0	65.2	↑	3.9	3.3	+
	Sustained Multiple Customer Outages (MCO) - 4 or more	L	39,010	39,010	38,239	↑	N/A	N/A	N/A
	MAIFI (Momentary Average Interruption Frequency Index)	L	3.62	3.62	3.44	↑	0.25	0.18	+
	Interconnection Cycle Time (<50kW)	H	95.0%	95.0%	99.5%	↑	95.0%	100.0%	+
	Interconnection Cycle Time (>50kW)	H	83.5%	83.5%	92.5%	↑	83.5%	100.0%	+
	AMI Installations	H	52,000	52,000	66,488	↑	4,333	5,203	+
	Long Term Estimates	L	2,190	2,190	1,623	↑	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%	99.6%	↑	95.0%	100.0%	+
	Double Woods	L	12,829	12,829	10,044	↑	N/A	N/A	N/A
	Mobile Communication Application	H	1	1	1	↑	1	1	+
Economic	Operating Budget (\$M)	L	589.3	589.3	572.7	↑	52.2	51.1	+
	Capital Budget (\$M)	L	514.6	514.6	439.2	↑	55.9	74.5	—
	Days Sales Outstanding	L	35.5	35.5	34.9	↑	35.5	40.0	—
	Net Write-Offs per \$100 Billed Revenue	L	0.73	0.73	0.53	↑	0.73	0.69	+
	LMI ( Low to Moderate Income) Program Participation	H	23,000	23,000	25,026	↑	N/A	N/A	N/A
Green	Non-Product Billing	L	33.0%	33.0%	6.4%	↑	33.0%	0.0%	+
	Customer Self-Service	H	32.0%	32.0%	37.6%	↑	N/A	N/A	N/A
	Energy Efficiency Annualized Energy Savings	H	259,000	259,000	292,537	↑	19,996	34,506	+

## 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

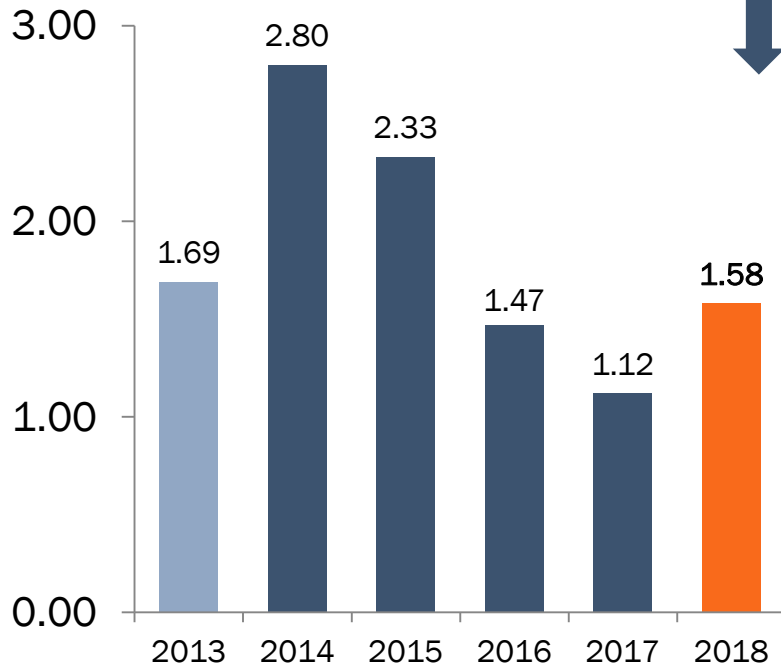
- On track to meet Target
- Meeting Target at risk
- Not expected to meet Target

## Month Status

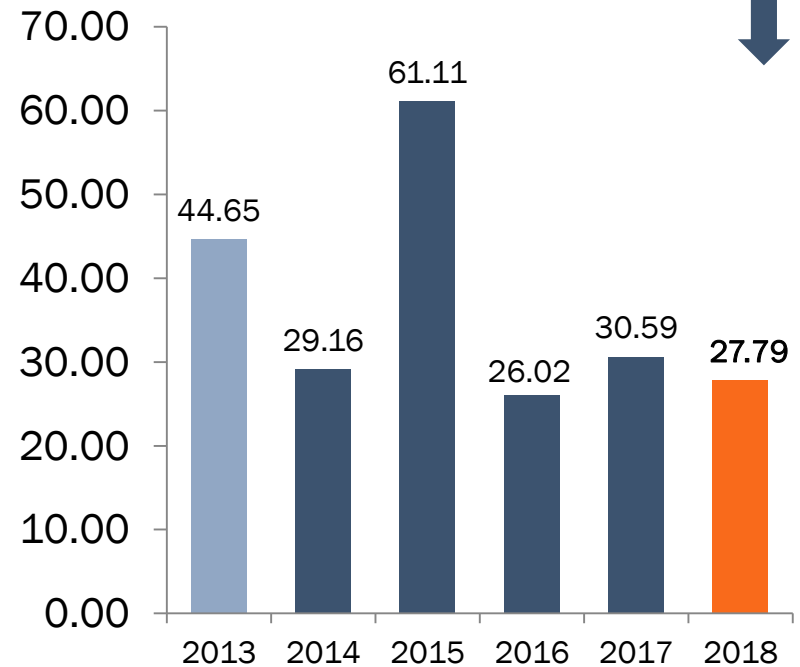
- At or Better than Plan
- Worse than Plan
- N/A

# Safety: Number of Incidents and Days Lost

## OSHA Incidence Rate



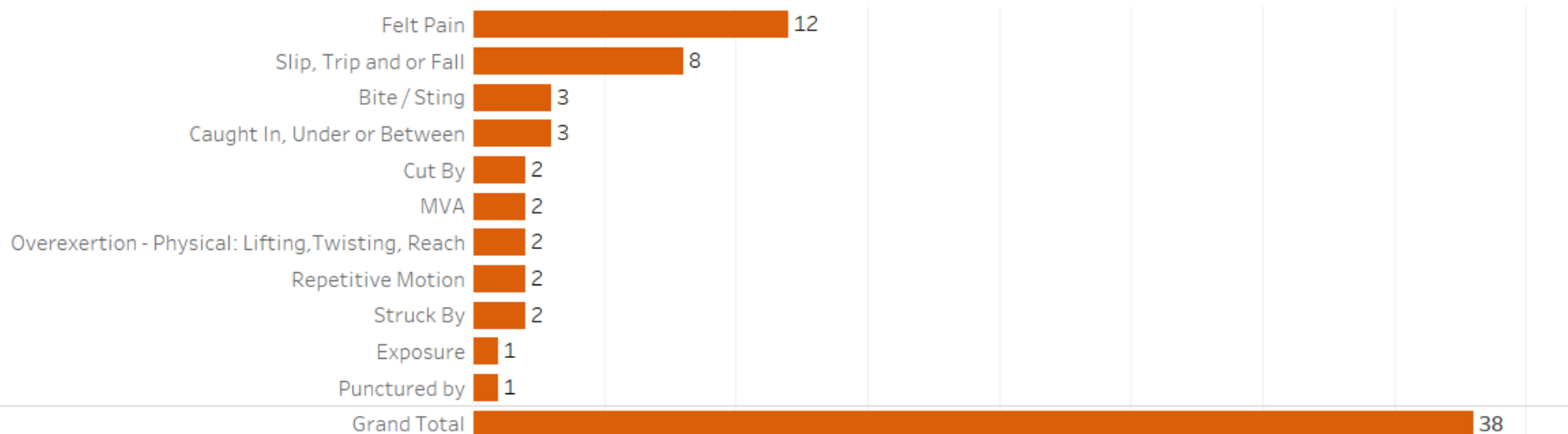
## OSHA Days Away Rate



# Safety Details

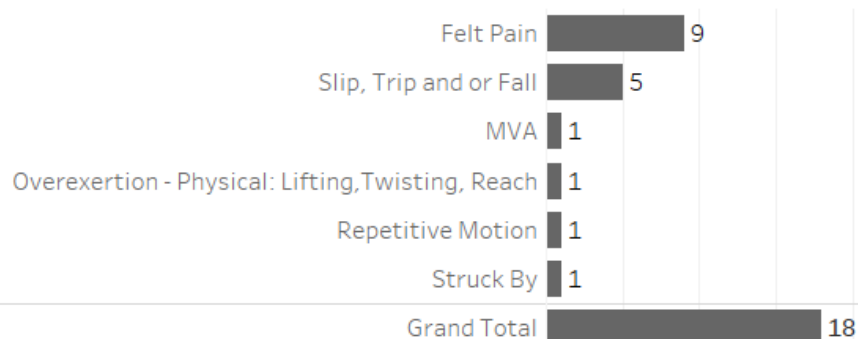
## OSHA Incidents

### Incidents by Type



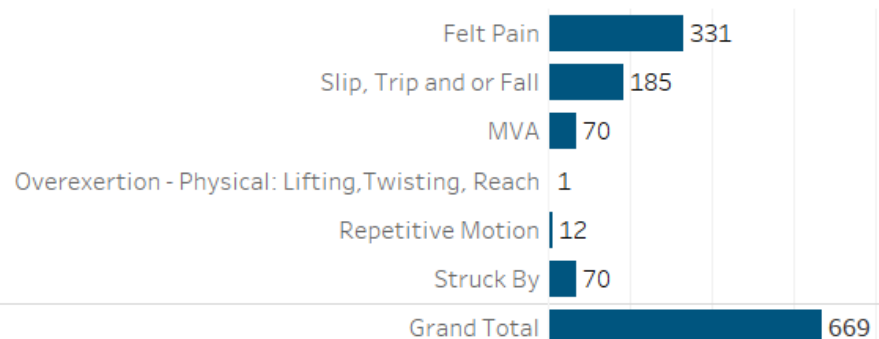
## OSHA - Days Away From Work

### Cases



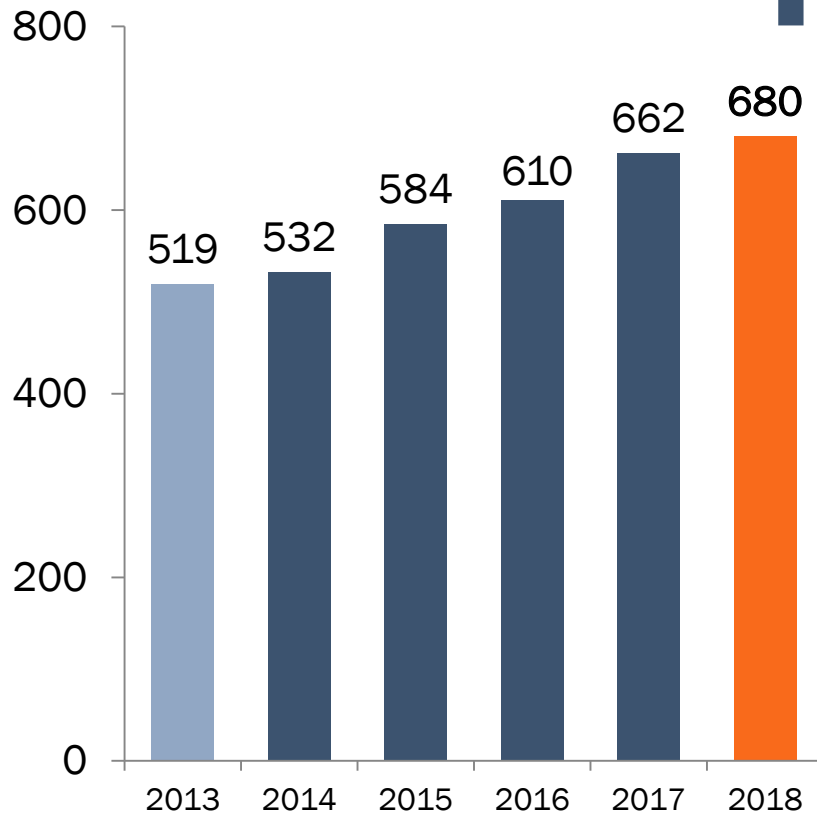
## OSHA - Days Away From Work

### Days

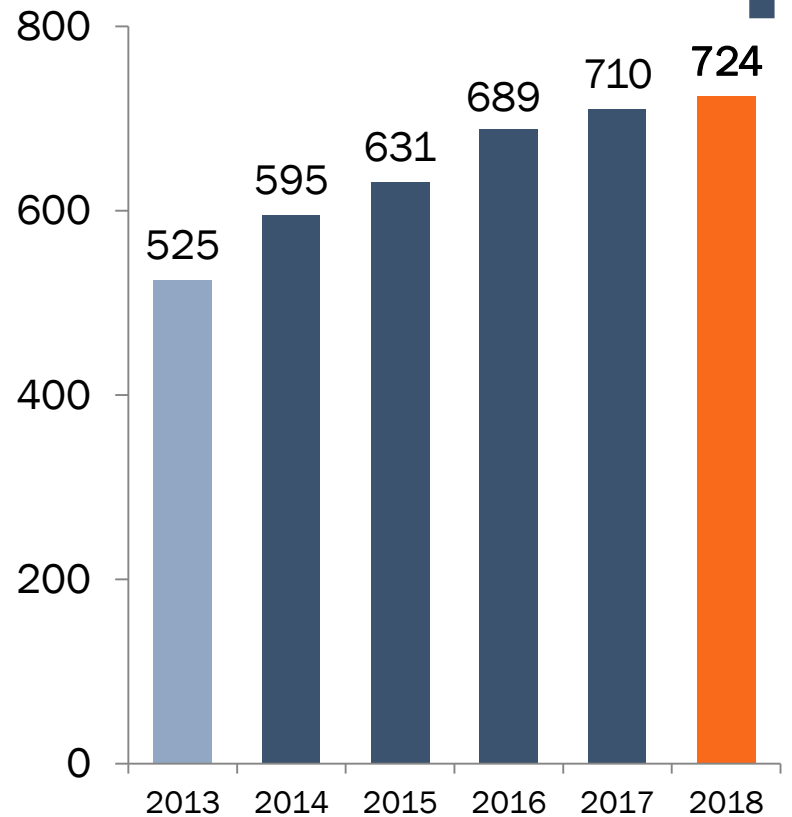


# JD Power Residential & Business Satisfaction

## Residential Satisfaction



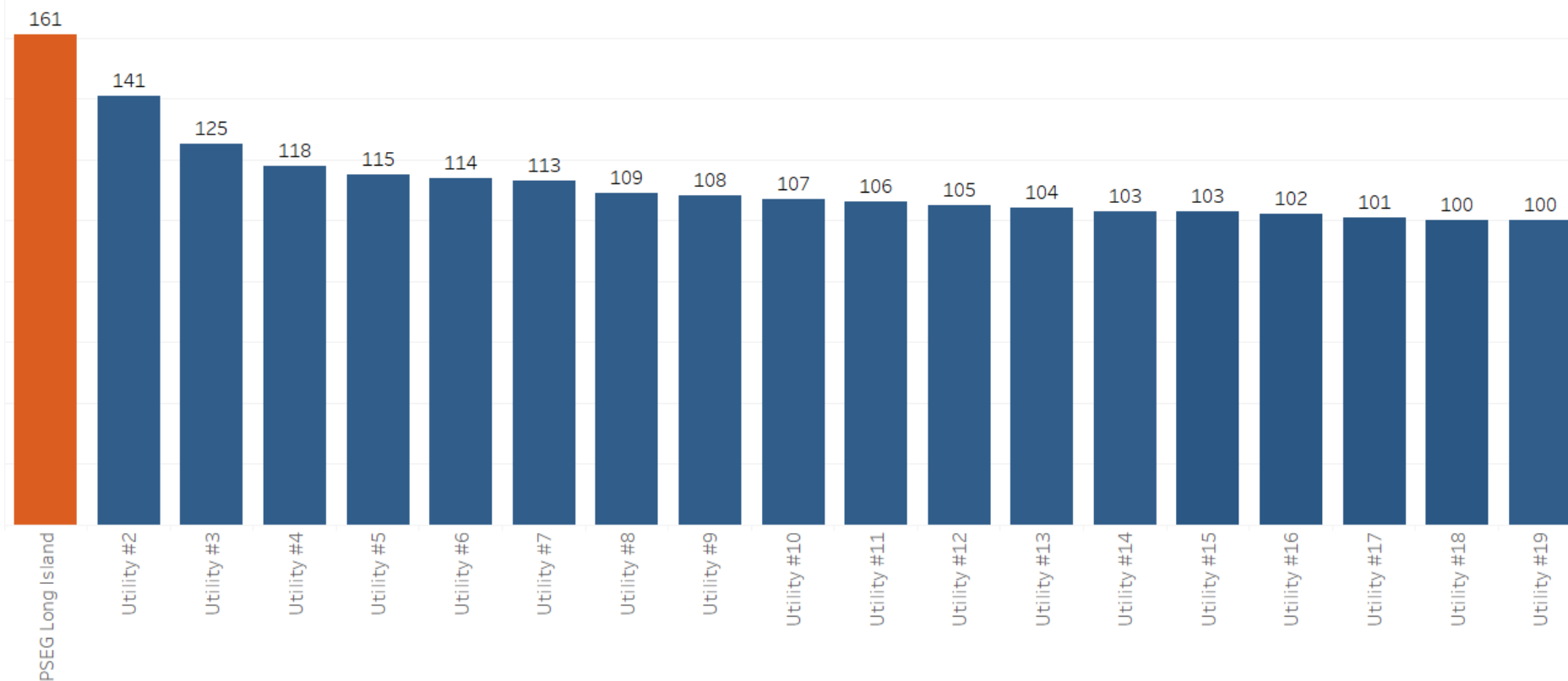
## Business Satisfaction



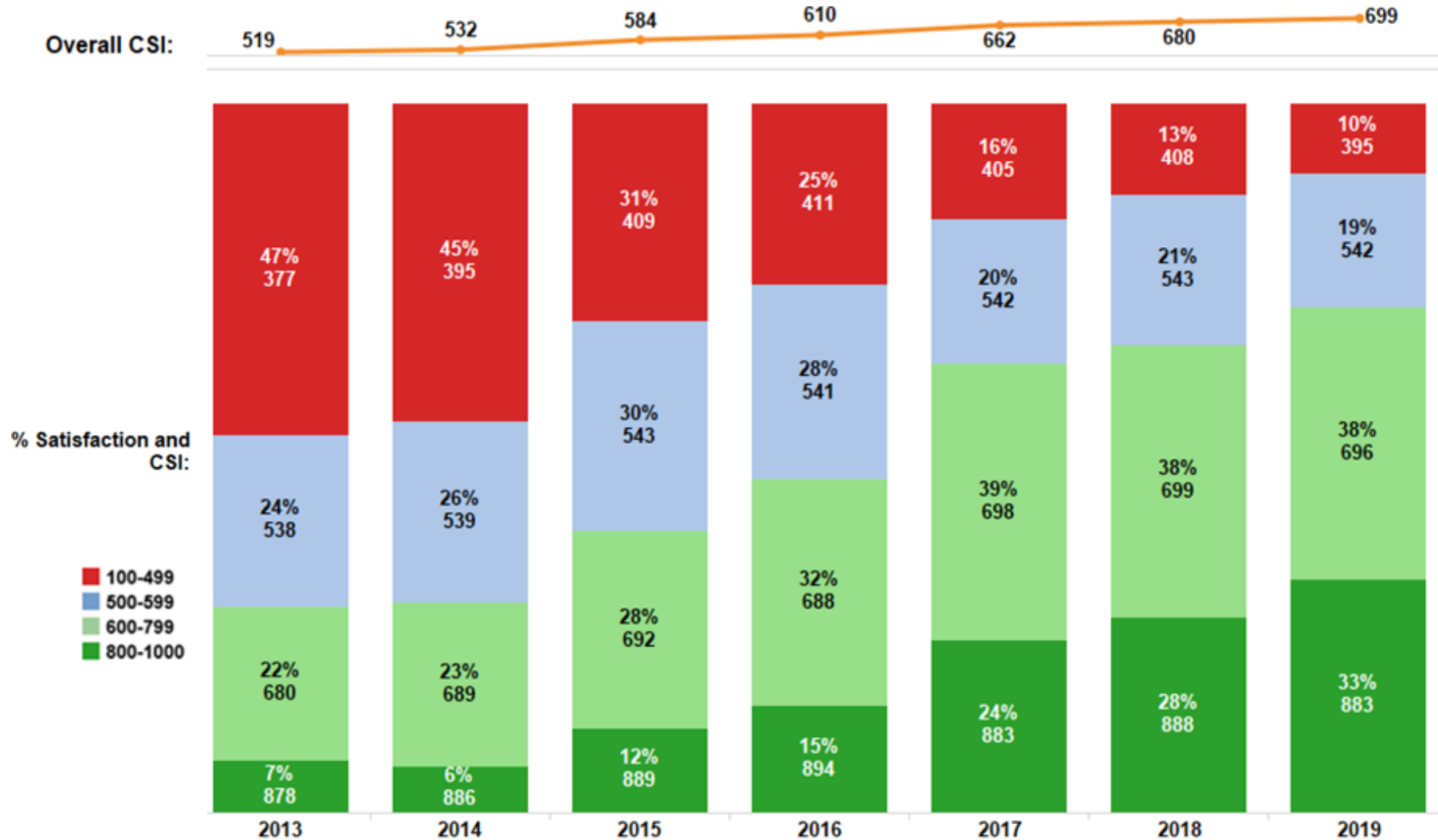
# JD Power – Residential – Most Improved

## JD Power - Residential

2018 vs. 2013 (100+ Point Improvement Club)



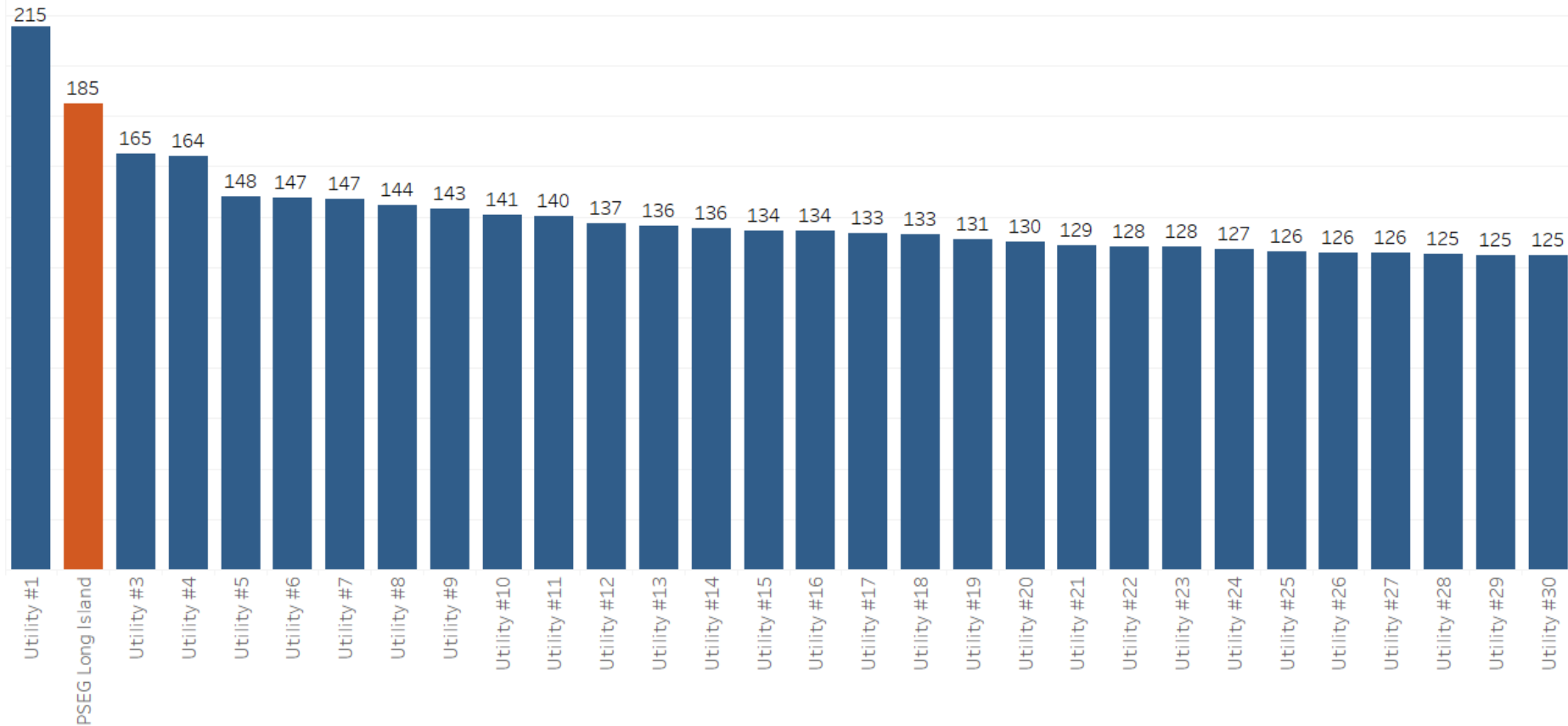
# JD Power – Residential



# JD Power – Business – Most Improved

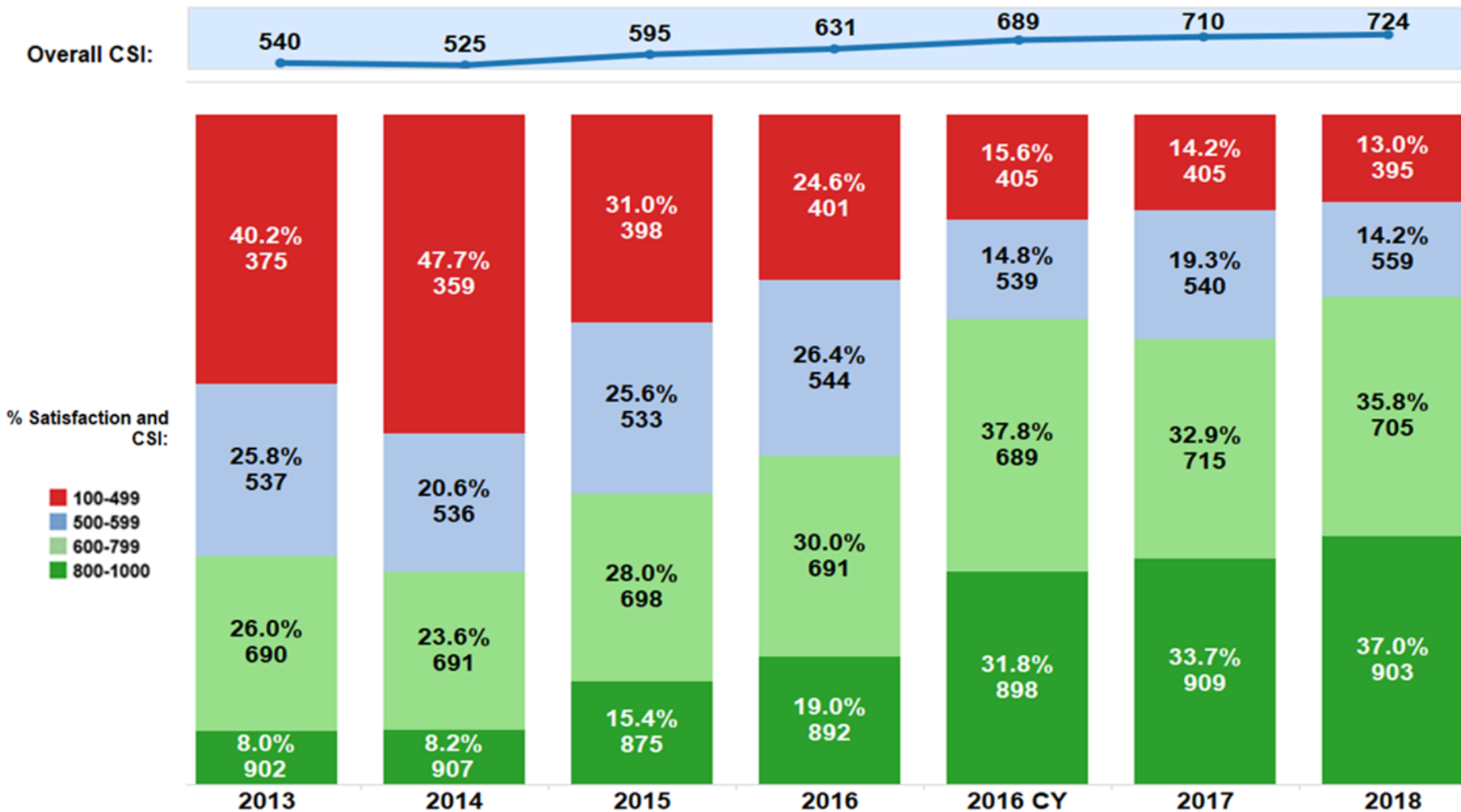
## JD Power - Business

2018 vs. 2013 (125+ Point Improvement Club)



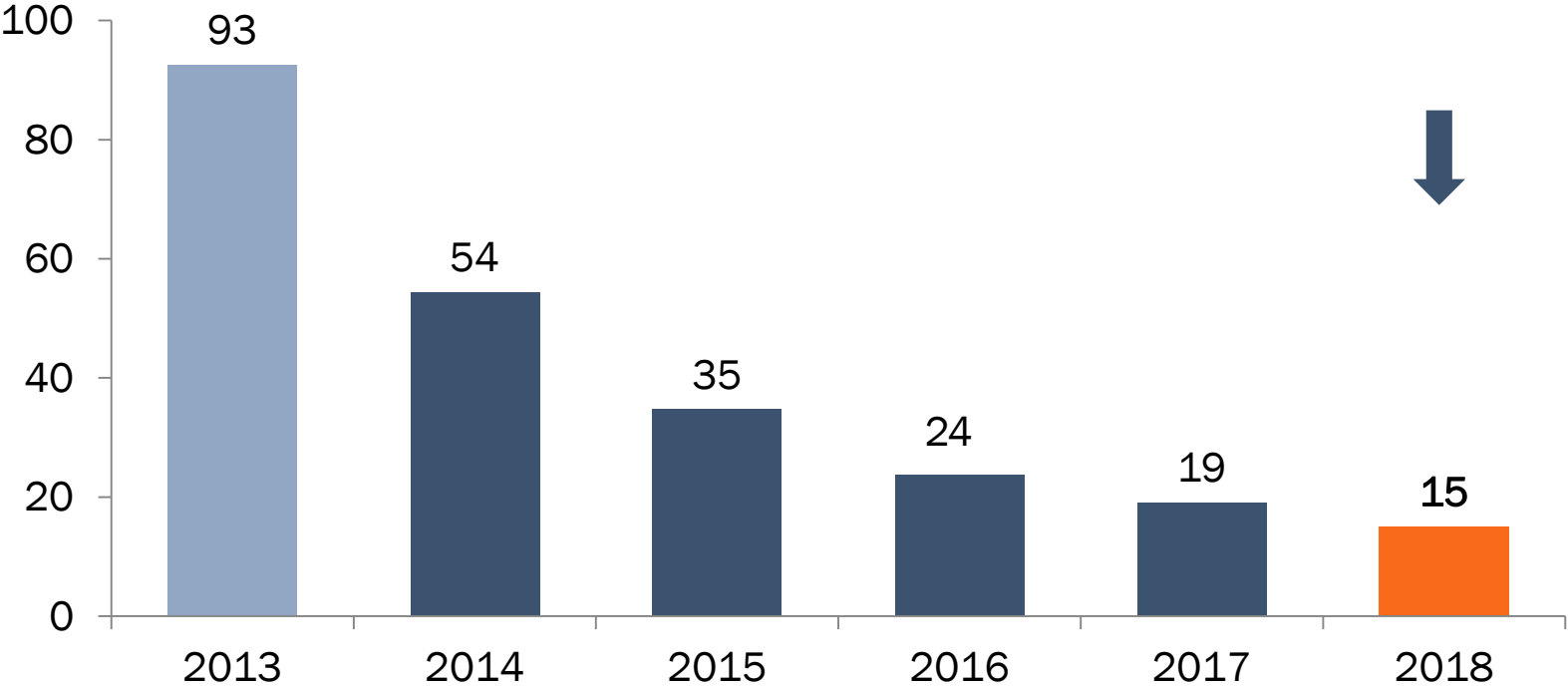


# JD Power – Business

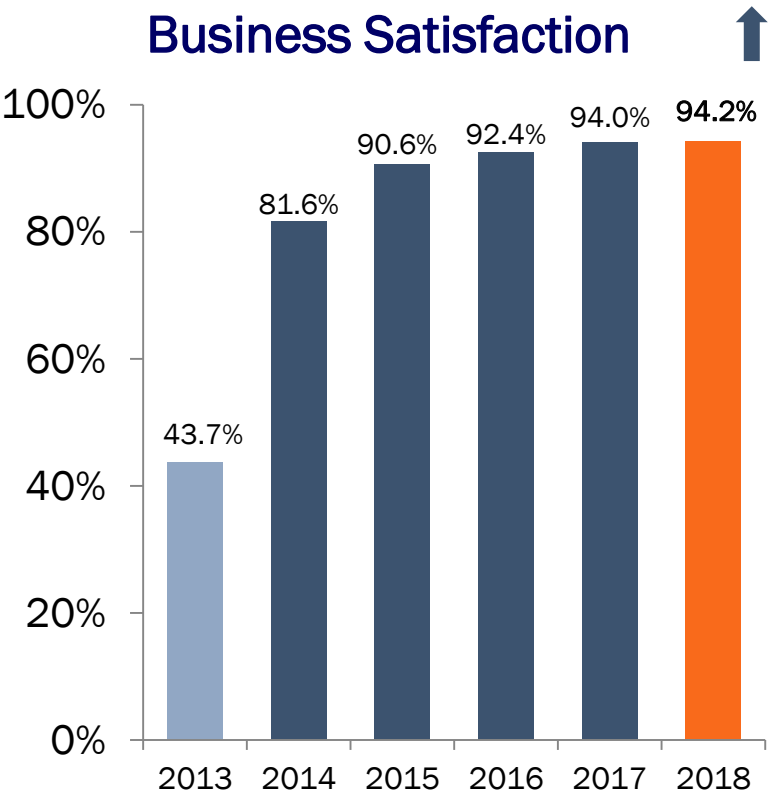
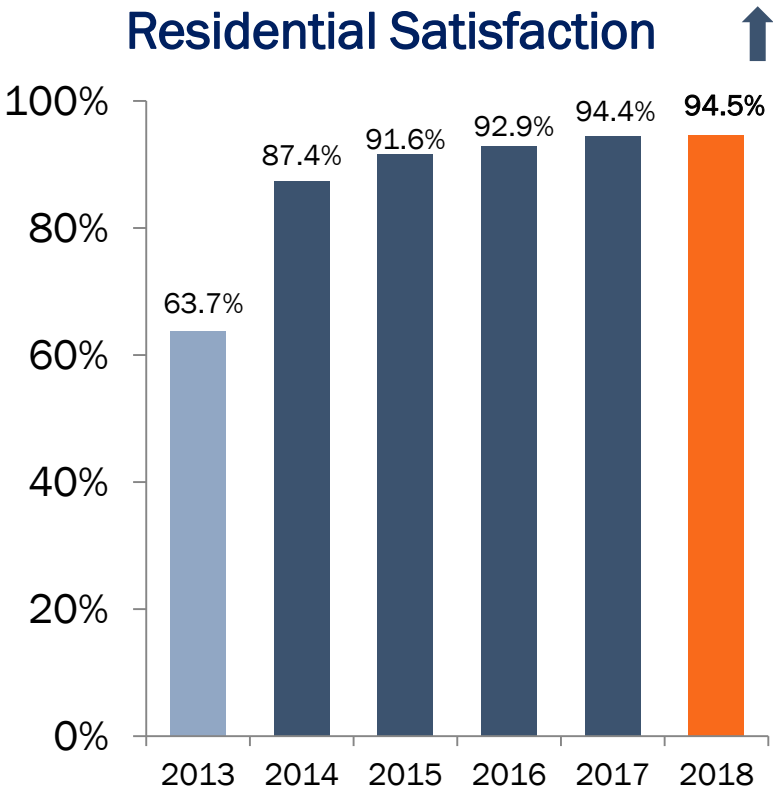


# Call Center: Average Speed of Answer

Average Speed of Answer  
(in Seconds)

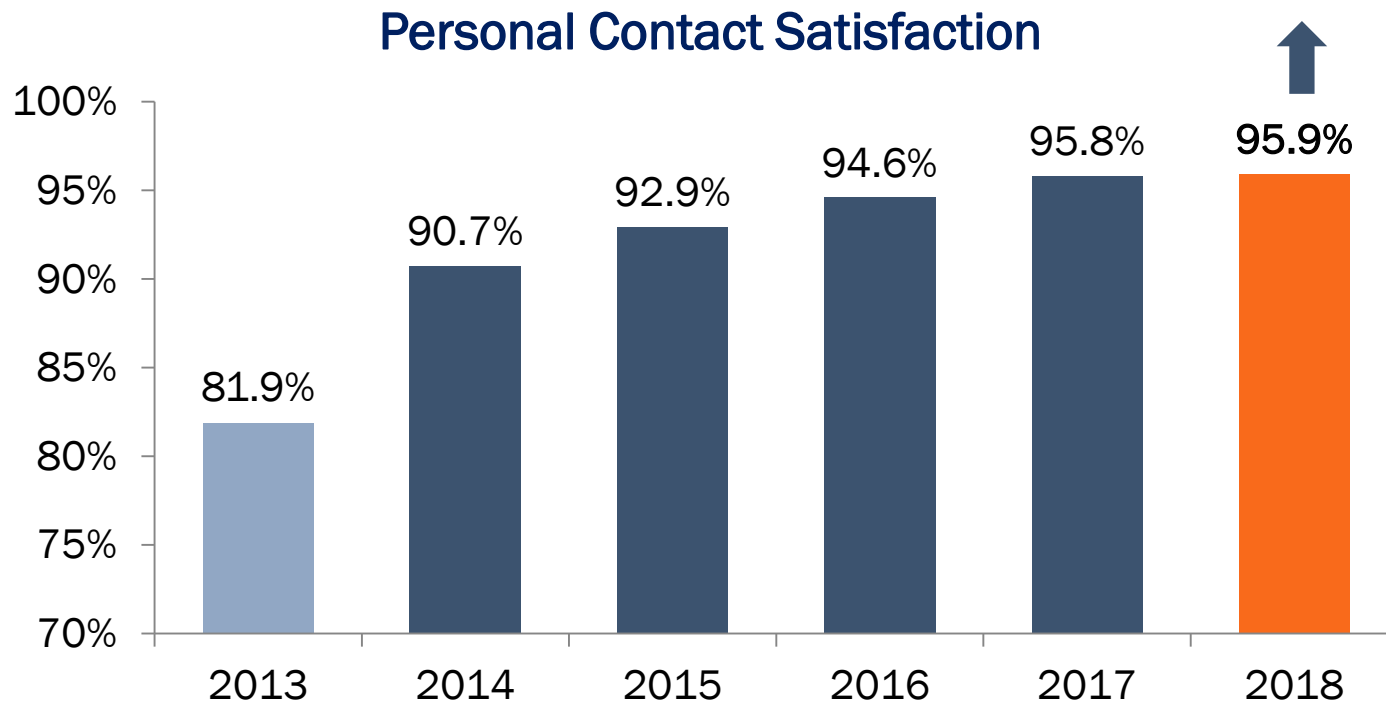


# Call Center Surveys: Residential & Business Satisfaction



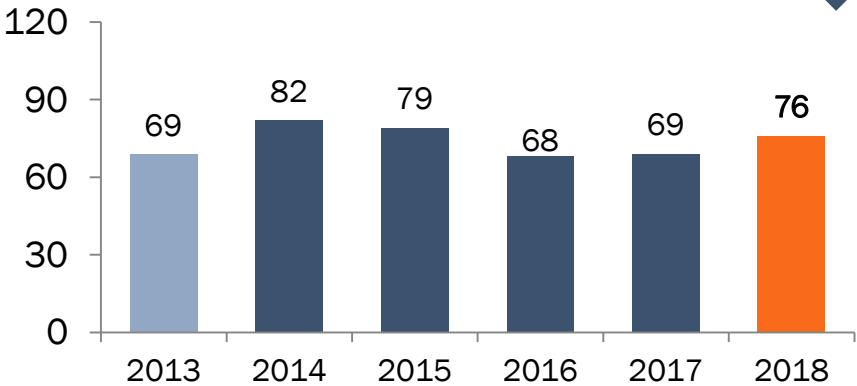
# Personal Contact Satisfaction Survey

**(1) Energy Efficiency, (2) Customer Walk-In Centers,  
(3) Major Accounts, (4) Electric Service Reps**

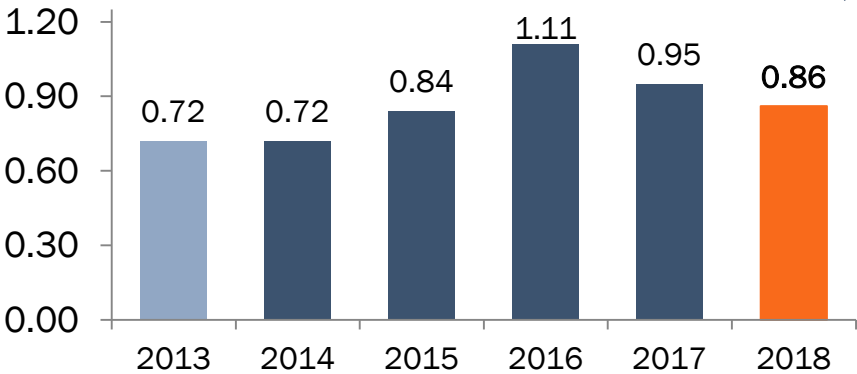


# Reliability Metrics

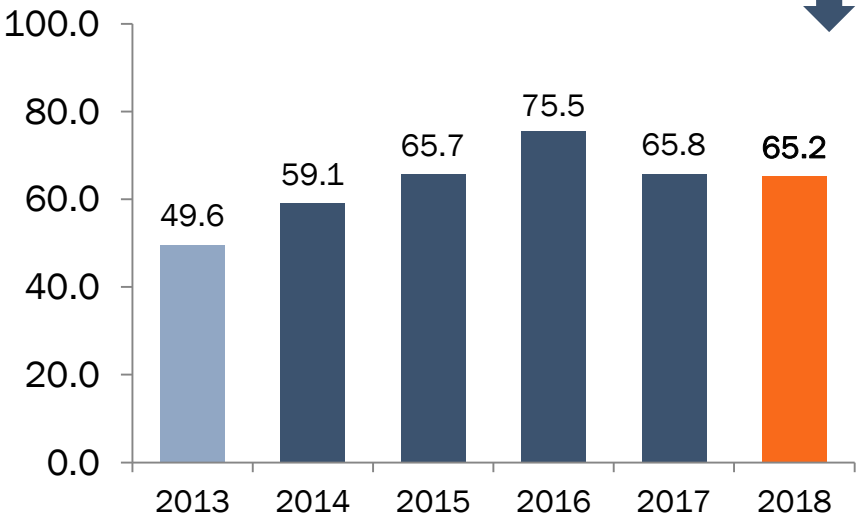
CAIDI



SAIFI

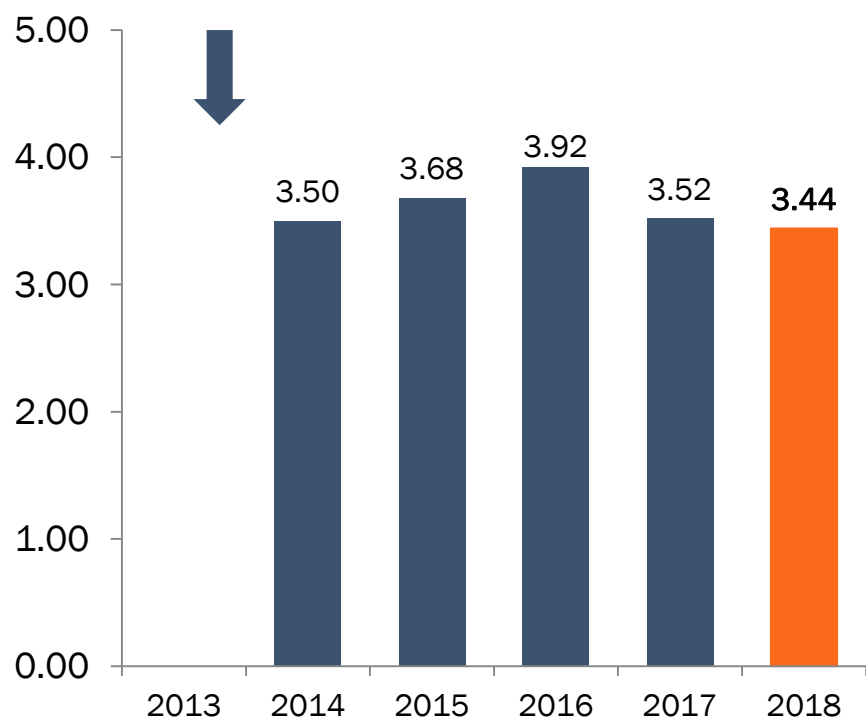


SAIDI

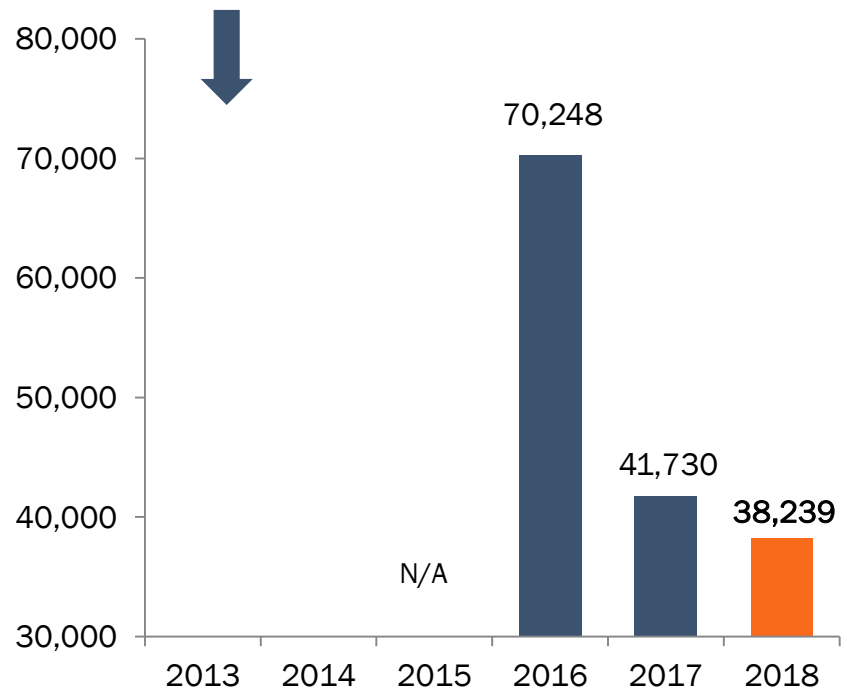


# Reliability Metrics – MAIFI & Sustained MCO

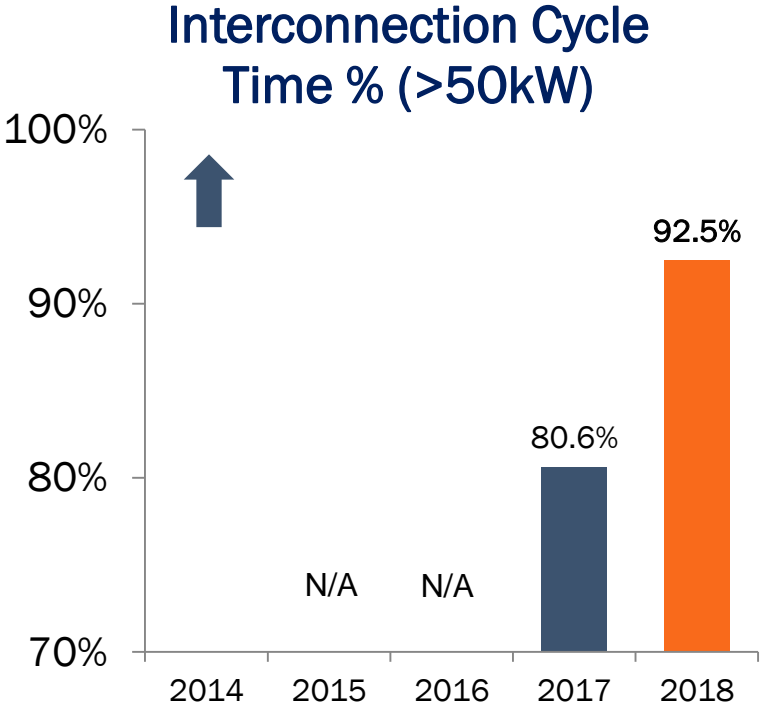
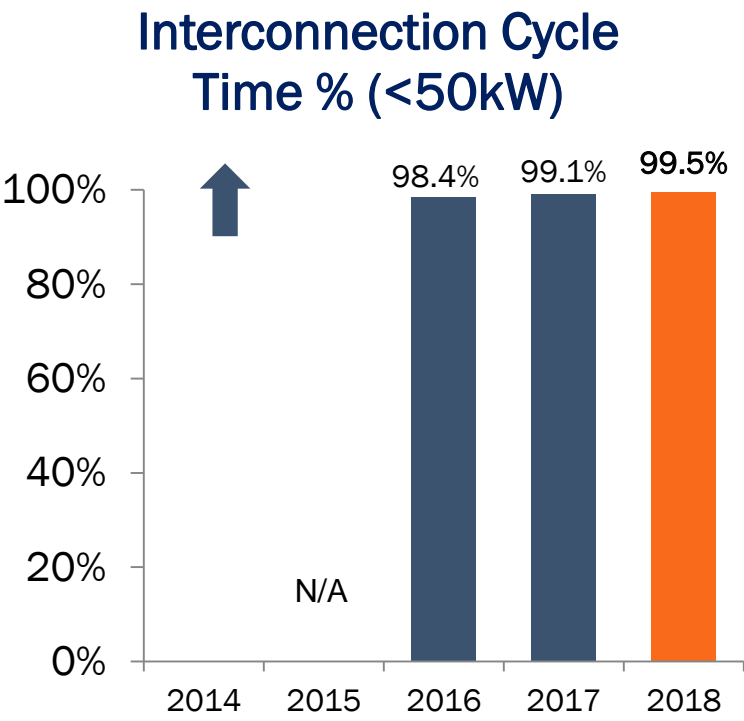
MAIFI



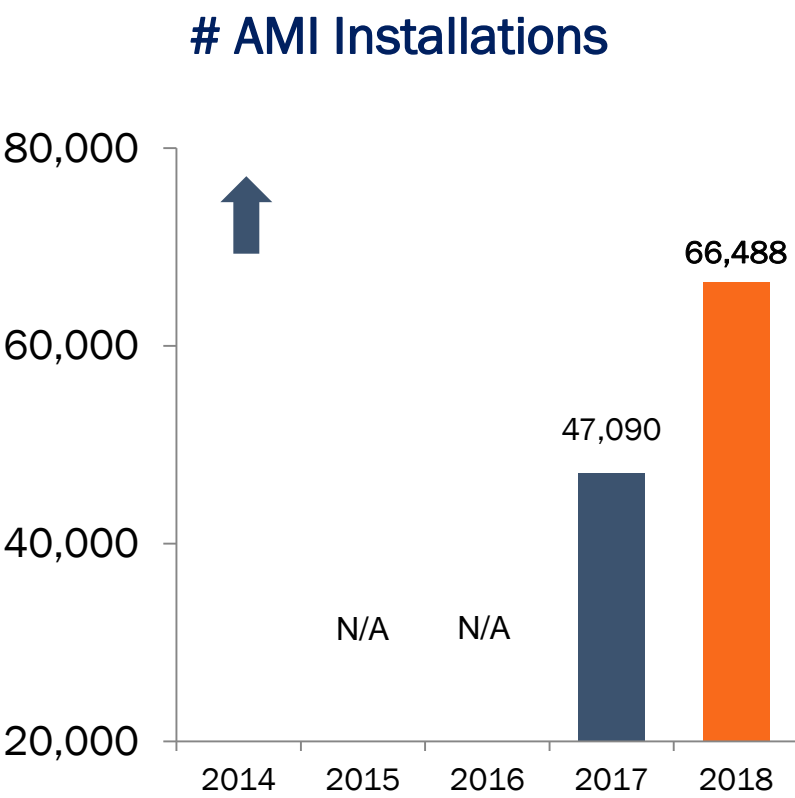
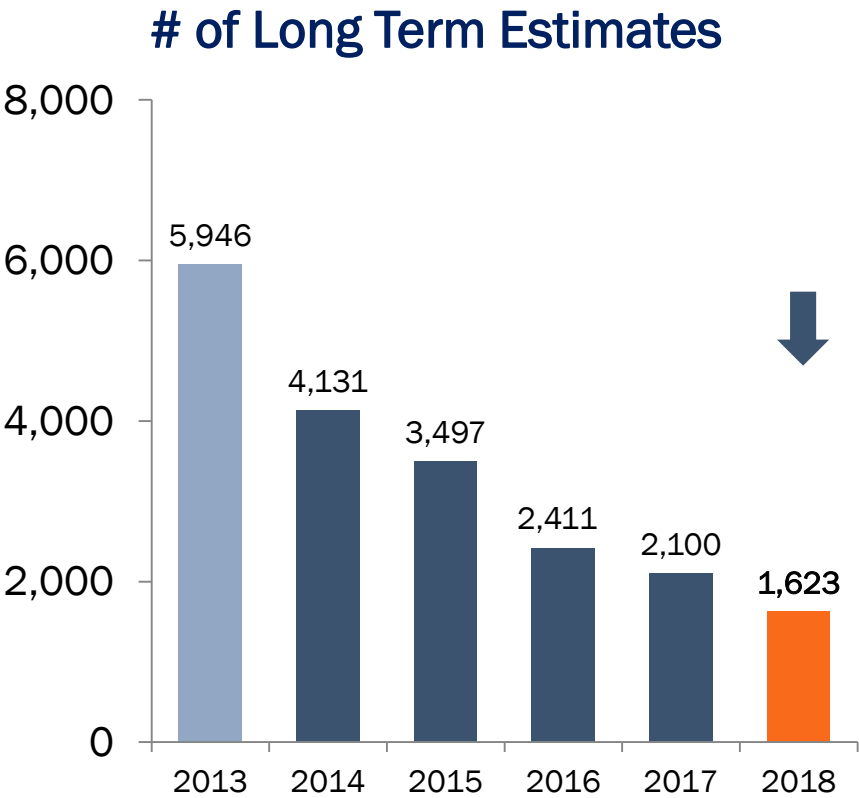
Sustained MCO (4 or more)



# Interconnection Cycle Time

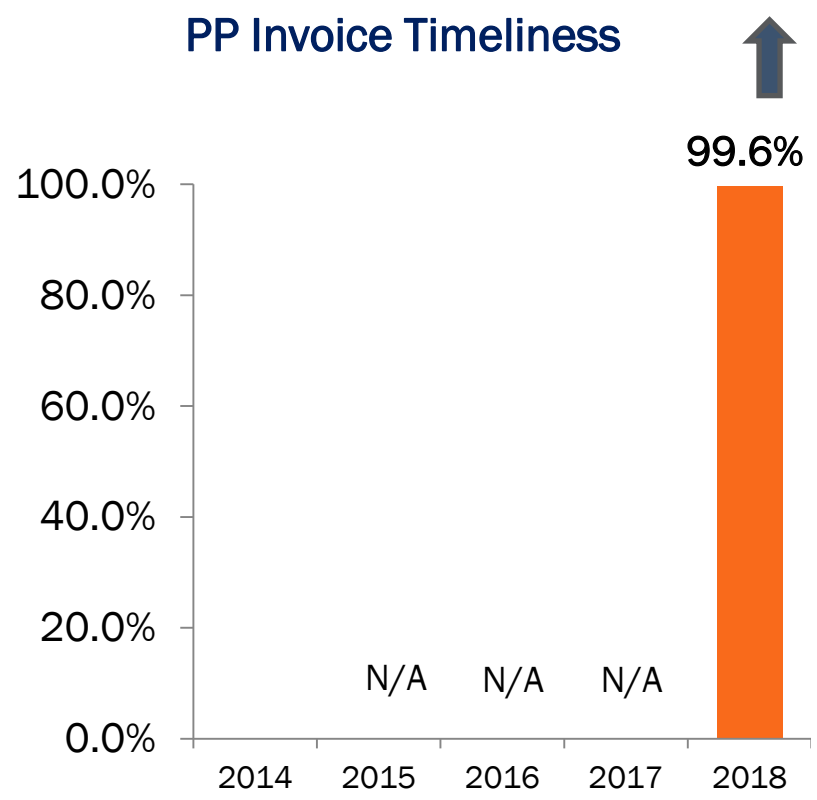
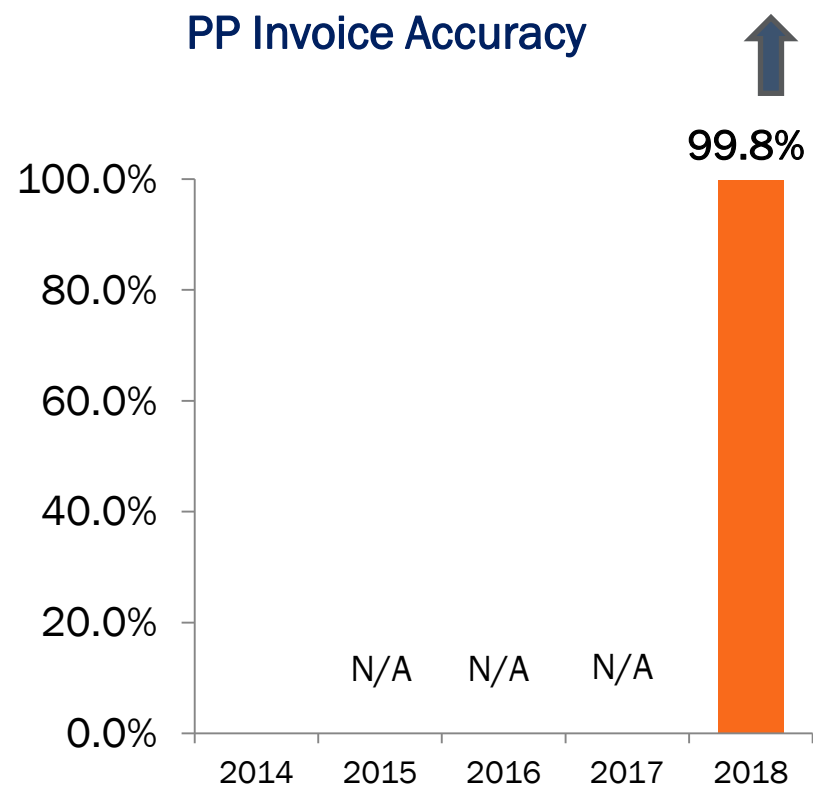


# Long Term Estimates & AMI



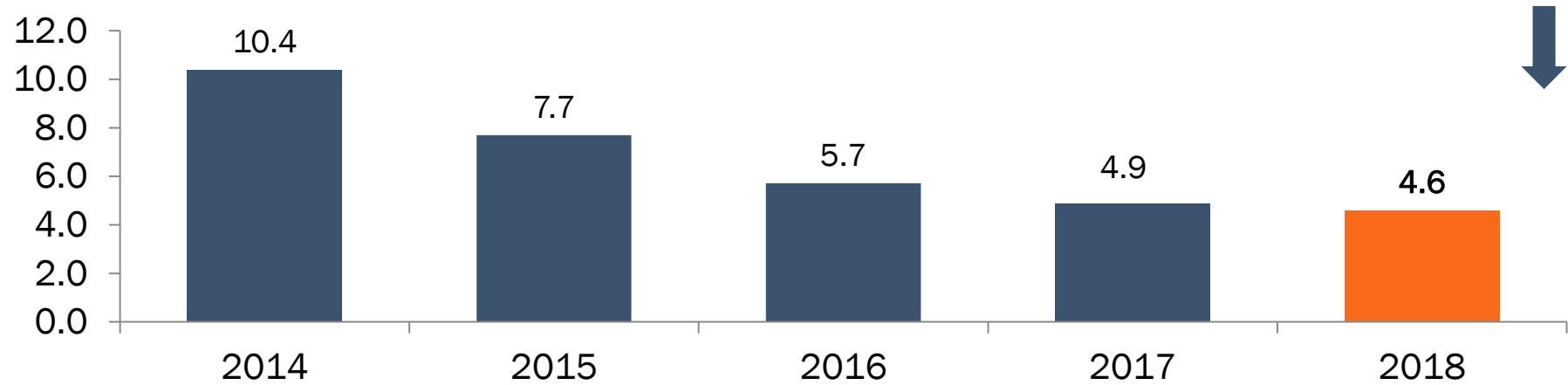


# Purchased Power Invoicing - Accuracy & Timeliness



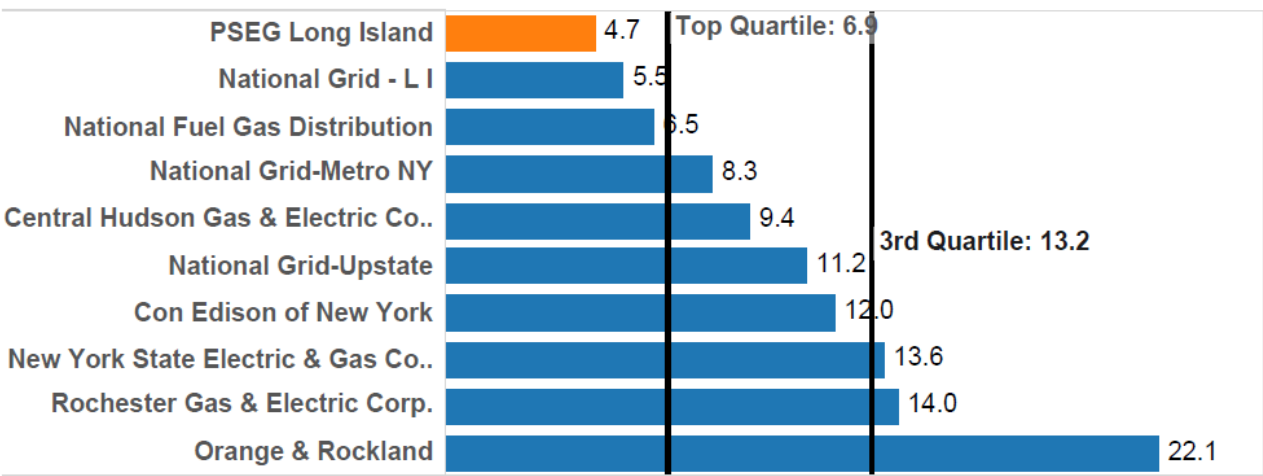
# Number of Customer Complaints

Number of Complaints Per 100K Customers



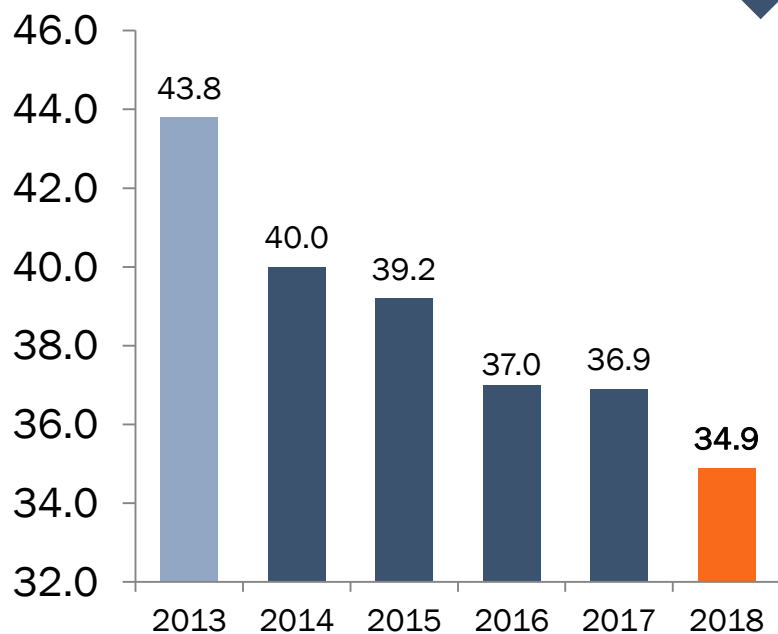
Rolling 12 Month DPS Benchmark

Note: Benchmarks are reported with a two month lag.

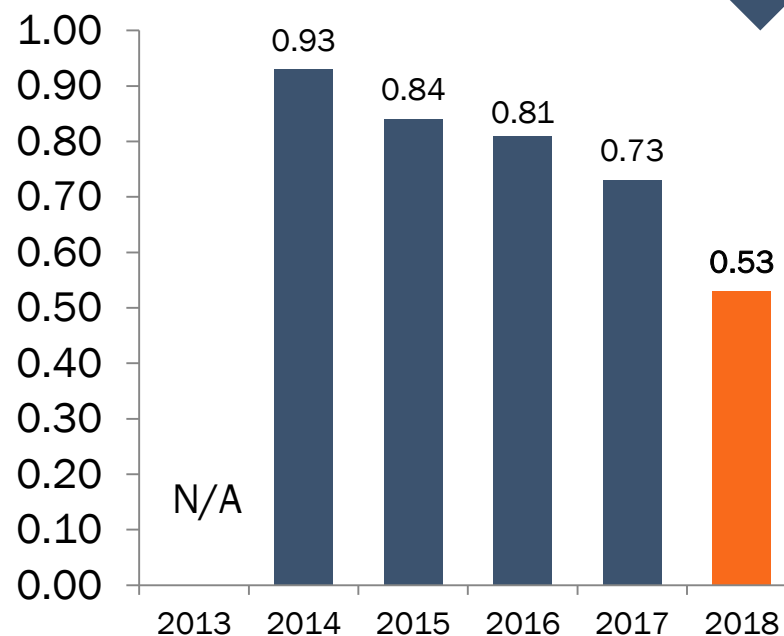


# Days Sales Outstanding & Net Write-Offs

## Days Sales Outstanding (# of Days)



## Net Write-Offs (\$/Billed Rev)

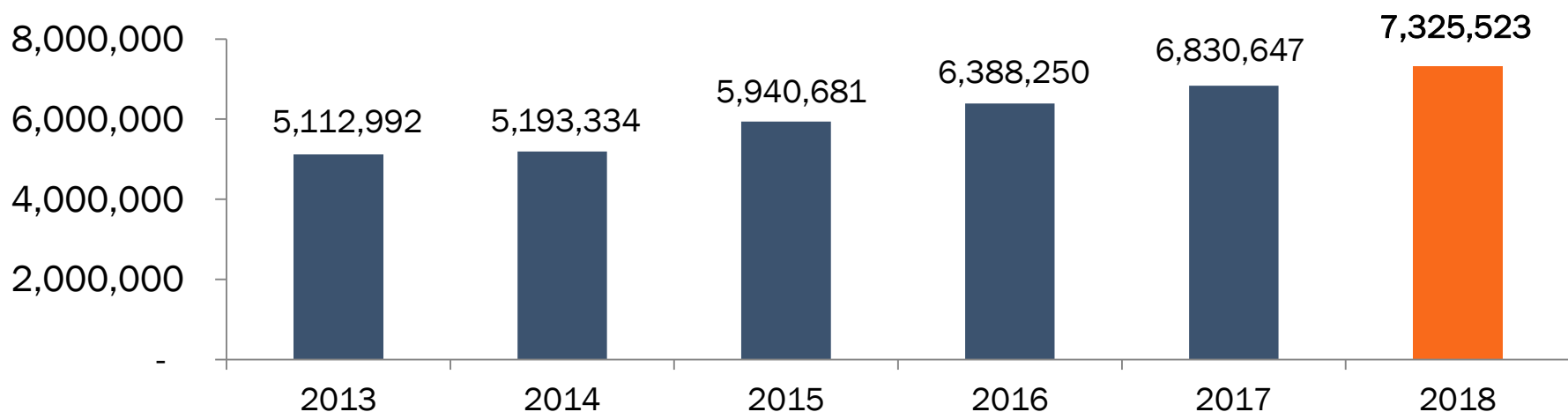


\*Results reflect write-off procedural changes and 2017 metric target methodology change. Prior year results reflect new target calculation.

# Customer Self-Service

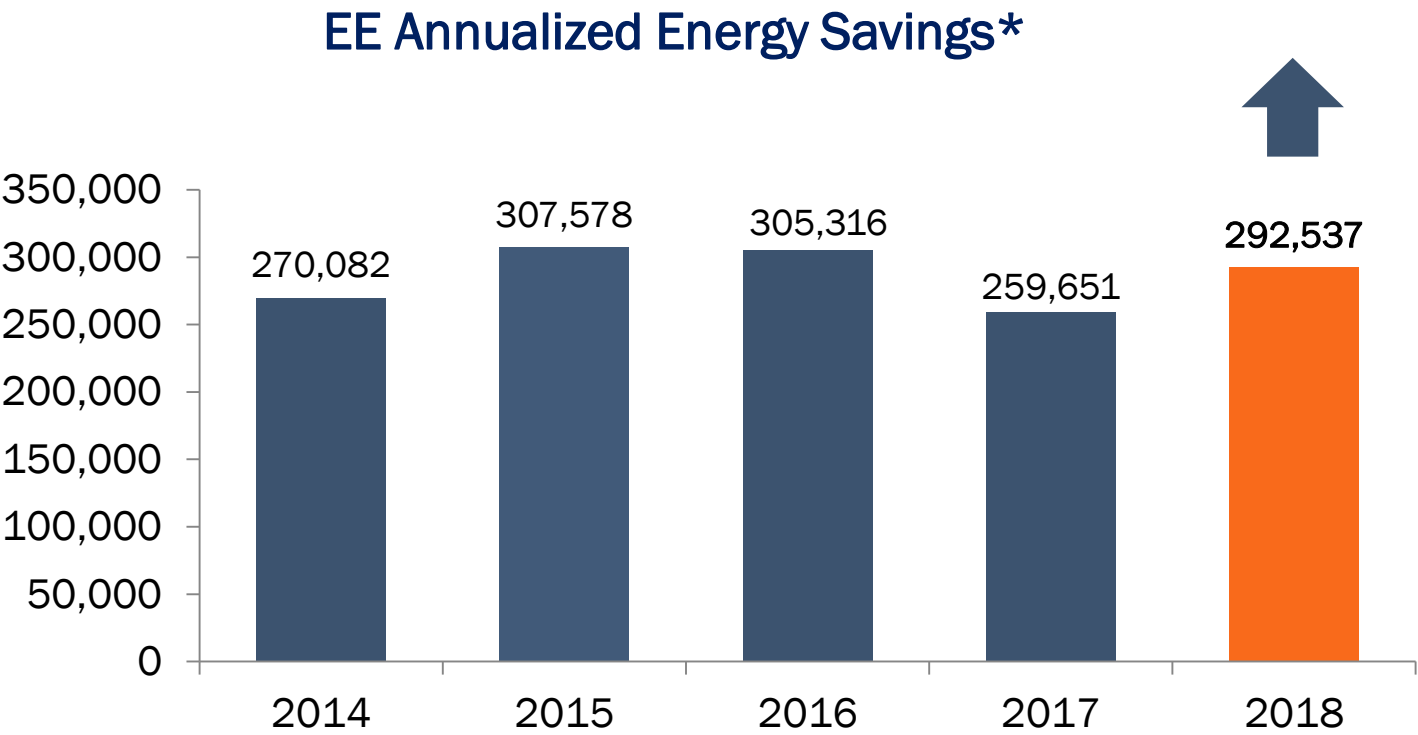
- (1) # Customers on Paperless Billing
- (2) # Customers Performing On-Line Home Energy Efficiency Audit
- (3) # Customers Paying Electronically

Customer Self Service Transactions



Transaction Type	2013	2014	2015	2016	2017	2018
Electronic Payments	5,011,437	5,054,383	5,797,524	6,204,227	6,582,908	6,992,404
Energy efficiency audit on web	11,478	33,004	25,997	22,241	34,767	35,621
Paperless Billing Enrollment	90,077	105,947	117,160	161,782	212,972	297,498
<b>Grand Total</b>	<b>5,112,992</b>	<b>5,193,334</b>	<b>5,940,681</b>	<b>6,388,250</b>	<b>6,830,647</b>	<b>7,325,523</b>

# EE Annualized Energy Savings



\*Targets are based on LIPA-approved plan and programs in conjunction with NYSERDA funding.

# Community Partnership

## 2018 Community Volunteering Milestones



1,145

Outreach Events

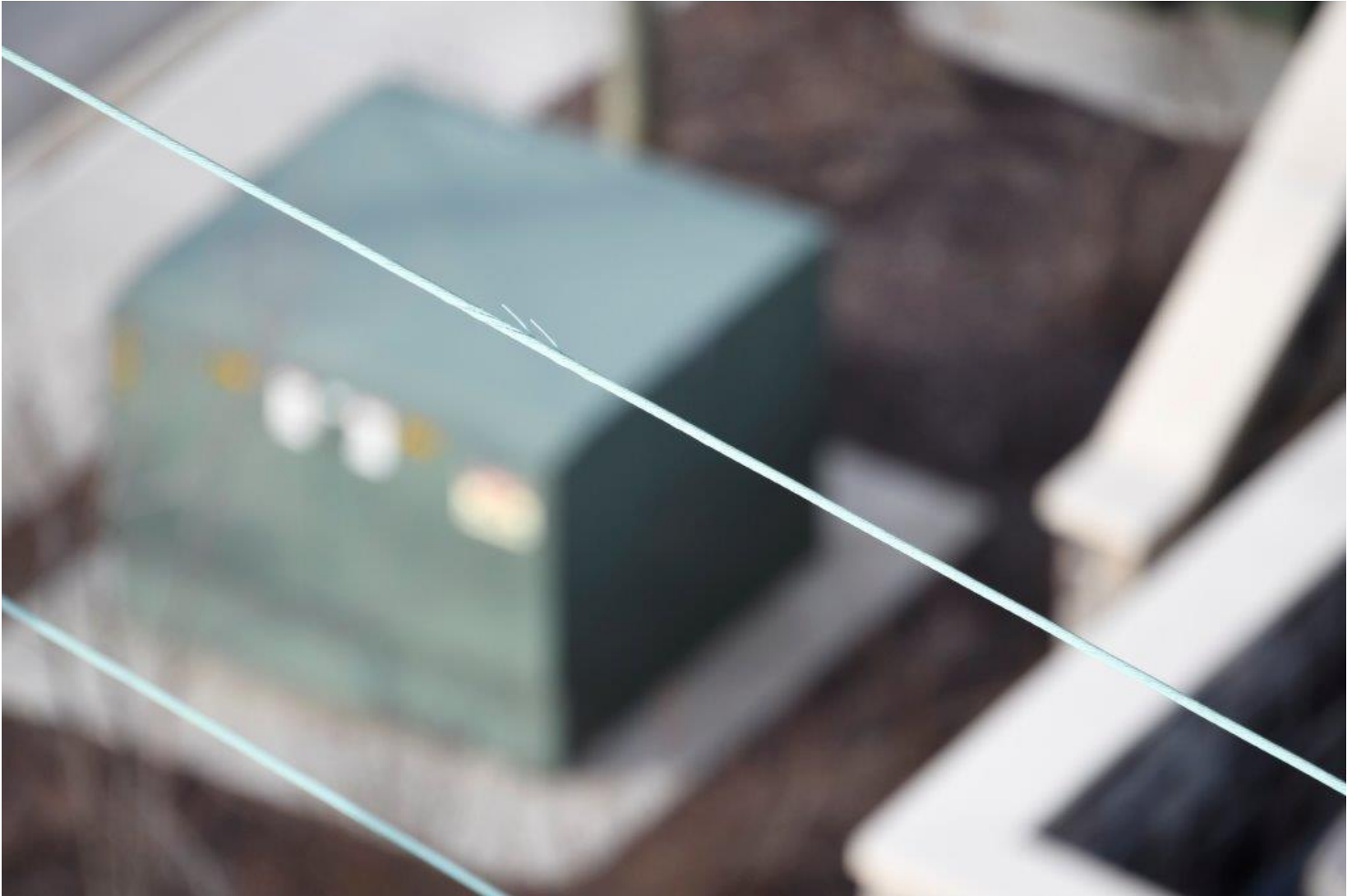
26,000

Volunteer Hours

# 2018 Major Accomplishments

- Significant reduction in the number of extended and momentary interruptions to customer - best performance in three years
- Record level of system improvements on the T&D System
  - 52,000+ poles inspected/6,000+ replaced, 1,500+ inspection based repairs, 3,000+ miles of facility tree trim, 769 ASUVs installed, 700+ distribution miles/130 distribution circuits with focused reliability rebuild
- Exceptional performance in storm events while deploying new technology and enhancing outage communication
  - Mobile Enable Field Force, Storm Prediction Modelling, Drone Deployment and Proactive Customer Communications
- 2018 Utility 2.0 Filing Approval
- AMI preparation for full-scale rollout
- Building and Renovation Services (BRS – New Business) Transformation
- Positive NERC/CIP Audit Result
- Initiated the Off-Shore Wind Integration Study and Power Markets Strategy Analysis
- Implemented NYISO Alternative LCR methodology with limited financial impacts to Long Island

# Drone Photos





# Drone Photos



# 2019 Major Initiatives

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- Expand use of technology for inspection maintenance and operations (drones, high definition camera, LIDAR)
- Additional focused reliability work including advanced analytics of outage drivers and advanced analytics on program performance
- Continued storm process improvements focusing on efficiency and outage communication
- AMI deployment and implementation of AMI capabilities
- Life Sustaining Equipment (LSE) Process Transformation
- 2019 Utility 2.0 Filing
- Improved data analytics
- New Business Process Improvements
- Customer Relationship Management System
- Complete the Off-Shore Wind Integration Study and develop implementation strategies
- Influence development of Regulatory Rules governing Battery Storage and Offshore Wind
- Developed plan for DEC Requirements for NOx Compliance for GT's
- Work through NYISO Committee Process on Development/ Implementation of a Carbon Market that's acceptable to Long Island
- Complete the Power Markets Strategy Analysis and develop implementation strategies
- Based on DEC Requirements for NOx Compliance, assess and identify strategies for GT retirement/replacement, integrating OWS, Energy Storage and other State mandates.

# 2019 Update

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*"To build an industry leading electric service company that places safety first, in all we do, providing our customers across Long Island and the Rockaways with:*

- *Excellent customer service*
- *Best in class electric reliability and storm response*
- *Opportunities for energy efficiency and renewables*
- *Local, caring, and committed employees, dedicated to giving back to their communities."*