

Report to the Board of Trustees

March 20, 2019

PSEG Long Island Operating Report

PSEG Long Island OSA 2019 Balanced Scorecard

			February YTD				Month of February		
			OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	OSA Month Target	Month Result	Month Status
Operations Services Agreement Metrics									
People	OSHA Recordable Incidence Rate	L	1.53	1.53	2.56	↑	1.53	4.34	-
	OSHA Days Away Rate (Severity)	L	22.61	22.61	29.94	↑	22.61	57.54	-
	Reduce Motor Vehicle Incidents	L	-5.6%	-5.6%	6.3%	↑	-5.6%	40.0%	-
Safe, Reliable	JD Power Customer Satisfaction Survey (Residential)	H	689 or 12th	689 or 12th	699	↑	689 or 12th	699	+
	JD Power Customer Satisfaction Survey (Business)	H	732 or 8th	732 or 8th	Aug	↑	732 or 8th	Aug	N/A
	After Call Survey (Residential)	H	91.5%	91.5%	95.3%	↑	91.5%	95.5%	+
	After Call Survey (Business)	H	91.5%	91.5%	95.6%	↑	91.5%	95.7%	+
	Personal Contact Survey	H	92.0%	92.0%	96.3%	↑	92.0%	96.1%	+
	Average Speed of Answer	L	19	19	18	↑	19	19	+
	Customer Complaint Rate	L	6.5	6.5	4.7	↑	6.5	3.2	+
	SAIFI (System Average Interruption Frequency Index)	L	0.83	0.12	0.10	↑	0.06	0.04	+
	CAIDI (Customer Average Interruption Duration Index)	L	85	85	69	↑	85	73	+
	SAIDI (System Average Interruption Duration Index)	L	72.5	9.2	7.0	↑	4.4	3.0	+
	Sustained Multiple Customer Outages (MCO) - 4 or more	L	36,289	37,914	35,504	↑	N/A	N/A	N/A
	MAIFI (Momentary Average Interruption Frequency Index)	L	3.29	0.43	0.32	↑	0.19	0.13	+
	AMI Installations	H	250,000	41,667	47,049	↑	20,833	25,265	+
	Double Woods	L	-2,500	-417	74	↑	N/A	N/A	N/A
	First Call Resolution (FCR)	H	82.8%	79.6%	81.1%	↑	79.6%	82.0%	+
	Utility 2.0 - OMS Integration	H	1	1	1	↑	1	1	+
	JD Power Communications Effectiveness	H	6.6%	6.6%	Mar	↑	N/A	N/A	N/A
Economic	Operating Budget (\$M)	L	606.4		91.9	↑		46.3	
	Capital Budget (\$M)	L	670.8		65.3	↑		35.0	
	Net Write-Offs per \$100 Billed Revenue	L	0.61	0.61	0.60	↑	0.61	0.69	-
	AR > 90 (No Exclusions)	L	18.0%	18.4%	18.0%	↑	18.4%	19.0%	-
	LMI (Low to Moderate Income) Program Participation	H	27,000	25,355	25,611	↑	N/A	N/A	N/A
Green	Customer Self-Service	H	40.5%	28.9%	27.7%	↑	N/A	N/A	N/A
	Energy Efficiency Annualized Energy Savings	H	276,500		53,232	↑		25,077	

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 Utility 2.0 - OMS Integration, 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

February 2019 Scorecard Update

- PSEG Long Island is currently achieving 22 of 27 OSA targets through February YTD,

Safety

- The OSHA Incidence, OSHA Days Away and Reduce Motor Vehicle Accidents metrics are all worse than target.

Reliability

- All reliability targets (SAIFI, SAIDI, CAIDI, MAIFI & Sustained MCO) are achieving YTD targeted results.

Customer Satisfaction

- 2019 JD Power Residential – score of 699 on the first two waves of 2019 which is a 19 point improvement over the 2018 syndicated score of 680.
- Wave 2 results were our best wave ever from a “rankings” perspective. Even though our score remained unchanged at 699, we achieved our **highest ranking ever in 4 of the 6 JD Power indexes**
 - Power quality and reliability was ranked in the second quartile (#7 out of 16)
 - Corporate citizenship was ranked in the second quartile (#8 out of 16)
 - Communications was ranked in the second quartile (#7 out of 16)
 - Customer Service was ranked in the first quartile (#3 out of 16)
 - Within customer service, our phone score was first quartile (#2 out of 16)
 - Within customer service, our online score was first quartile (#1 out of 16)

PSEG Long Island Culture Change Initiative

PSEG Long Island Cultural Beliefs

Results Pyramid



Perfectly Safe

I act in a manner to protect myself and others from all injuries and accidents.

Customer First

I improve the lives of our customers by providing outstanding service every day.

Achieve Excellence

I achieve exceptional results through accountability, engagement, and by earning and demonstrating trust.

PSEG Long Island

2019 Major Initiatives

Perfectly Safe

Hiring ahead of attrition

Refresher training and Briotix program

Safety – Controllable vs. Uncontrollable

PSEG LI Safety Council

Implementation of PIL Changing Experiences

Customer First

AMI/Utility 2.0

Drones/Helicopter Inspections

Storm Process Enhancements

Reliability Program Enhancements

Long Island Railroad Enhancements

Grass Roots Customer Satisfaction Team

Replacing FEMA Hardening Program

Achieve Excellence

Leadership Development (Partners in Leadership)

Culture – D&I Summit

Innovation Day (March)

Academy Support Expansion

Work Management System

Transmission Control Room