

Report to the Board of Trustees

May 22, 2019

PSEG Long Island Operating Report

PSEG Long Island OSA 2019 Balanced Scorecard

Operations Services Agreement Metrics			April YTD				Month of April		
			OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	OSA Month Target	Month Result	Month Status
People	OSHA Recordable Incidence Rate	L	1.53	1.53	1.38	↑	1.53	0.00	+
	OSHA Days Away Rate (Severity)	L	22.61	22.61	40.01	→	22.61	44.49	-
	Reduce Motor Vehicle Accidents	L	-5.6%	-5.6%	-14.6%	↑	-5.6%	20.0%	-
Safe, Reliable	JD Power Customer Satisfaction Survey (Residential)	H	689 or 12th	689 or 12th	694	↑	689 or 12th	684	-
	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%	95.0%	+
	After Call Survey (Business)	H	91.5%	91.5%	95.4%	↑	91.5%	93.9%	+
	Personal Contact Survey	H	92.0%	92.0%	96.7%	↑	92.0%	97.2%	+
	Average Speed of Answer	L	19	19	15	↑	19	13	+
	Customer Complaint Rate	L	6.5	6.5	4.1	↑	6.5	3.9	+
	SAIFI (System Average Interruption Frequency Index)	L	0.83	0.24	0.19	↑	0.06	0.05	+
	CAIDI (Customer Average Interruption Duration Index)	L	85	85	74	↑	85	85	+
	SAIDI (System Average Interruption Duration Index)	L	72.5	19.6	14.2	↑	5.1	4.3	+
	Sustained Multiple Customer Outages (MCO) - 4 or more	L	36,289	37,589	31,638	↑	N/A	N/A	N/A
	MAIFI (Momentary Average Interruption Frequency Index)	L	3.29	0.81	0.66	↑	0.20	0.23	-
	AMI Installations	H	250,000	83,333	102,384	↑	20,833	26,847	+
	Double Woods	L	9,626	11,293	11,426	→	N/A	N/A	N/A
	First Call Resolution (FCR)	H	82.8%	80.2%	80.9%	↑	80.2%	80.8%	+
Utility 2.0 - OMS Integration	H	1	1	1	↑	1	1	+	
JD Power Communications Effectiveness	H	6.6%	6.6%	4.7%	↑	N/A	N/A	N/A	
Economic	Operating Budget (\$M)	L	606.4	200.0	191.4	↑	51.7	48.0	+
	Capital Budget (\$M)	L	670.8	196.8	153.5	↑	58.8	46.6	+
	Net Write-Offs per \$100 Billed Revenue	L	0.61	0.61	0.57	↑	0.61	0.77	-
	AR > 90 (No Exclusions)	L	18.0%	18.3%	17.8%	↑	18.3%	21.4%	-
	LMI (Low to Moderate Income) Program Participation	H	27,000	25,684	26,569	↑	N/A	N/A	N/A
Green	Customer Self-Service	H	40.5%	30.7%	36.9%	↑	N/A	N/A	N/A
	Energy Efficiency Annualized Energy Savings	H	276,500	90,429	115,825	↑	22,610	27,665	+

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

April 2019 Scorecard Update

- PSEG Long Island is currently achieving 24 of 27 OSA targets through April

Safety

- OSHA Incident Rate and OSHA Days Away are worse than target year to date and Reduce Motor Vehicle Incidents is better than target.
- PSEG Long Island had an OSHA Incident free month in April 2019

Reliability

- All reliability targets (SAIFI, SAIDI, CAIDI, MAIFI & Sustained MCO) are achieving YTD targeted results.
 - Customer Minutes Interrupted (CMI) has improved 12% year over year through April
 - Customers Interrupted has improved 15% year over year through April
 - Customer Momentaries have improved 17% year over year through April

Customer Satisfaction

- 2019 JD Power Residential score YTD of 694 through the first three waves of the 2019 syndicated survey
- PSEG Long Island has been in the third quartile in all three waves of 2019 syndicated survey

Customer Satisfaction Improvements

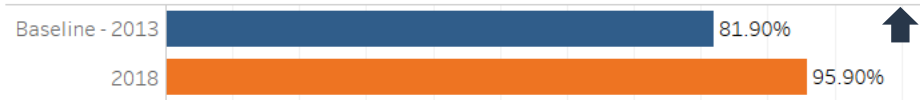
OSA Customer Satisfaction Metrics

	Day 1	2014	2015	2016	2017	2018	2019 Forecast	Day 1	2014	2015	2016	2017	2018	2019 April YTD
JD Power Residential Survey*	4Q	4Q	4Q	4Q	4Q	4Q	3Q	519	571	584	610	662	680	694*
JD Power Business Survey	4Q	4Q	4Q	4Q	4Q	4Q	August	525	595	631	689	710	724	Aug
After Call Residential Survey	IM	IM	IM	IM	IM	IM	IM	63.7%	87.4%	91.6%	92.9%	94.4%	94.5%	95.4%
After Call Business Survey	IM	IM	IM	IM	IM	IM	IM	43.7%	81.6%	90.6%	92.4%	94.0%	94.2%	95.7%
Personal Contact Survey	IM	IM	IM	IM	IM	IM	IM	81.9%	90.7%	92.9%	94.6%	95.8%	95.9%	96.6%
Average Speed of Answer	4Q	3Q	2Q	1Q	1Q	1Q	1Q	93	54	35	24	19	15	15
Customer Complaint Rate	N/A	1Q	1Q	1Q	1Q	1Q	1Q	N/A	10.4	7.7	5.7	4.9	4.6	4.4

JD Power Residential



Personal Contact Survey



JD Power Business



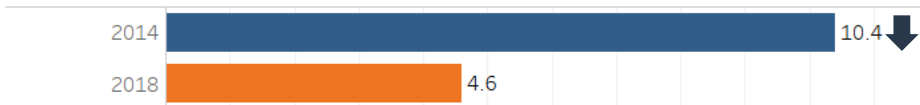
Average Speed of Answer



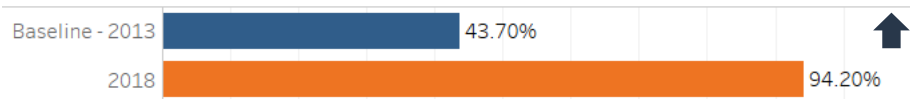
After Call Residential Survey



Customer Complaint Rate



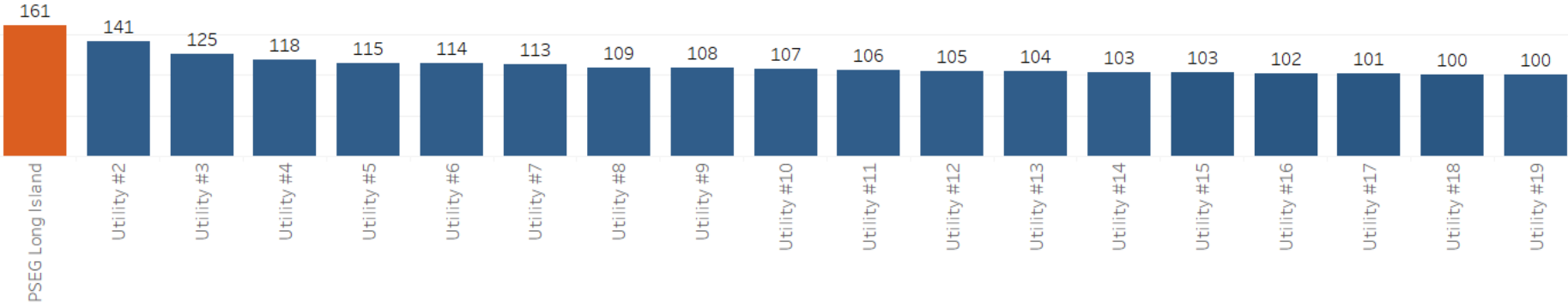
After Call Business Survey



JD Power Improvements

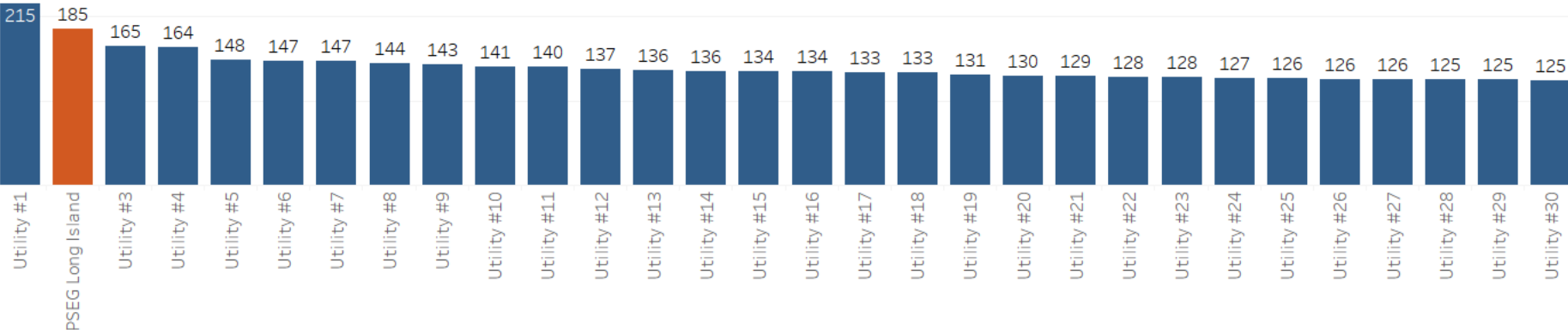
JD Power - Residential

2018 vs. 2013 (100+ Point Improvement Club)



JD Power - Business

2018 vs. 2013 (125+ Point Improvement Club)

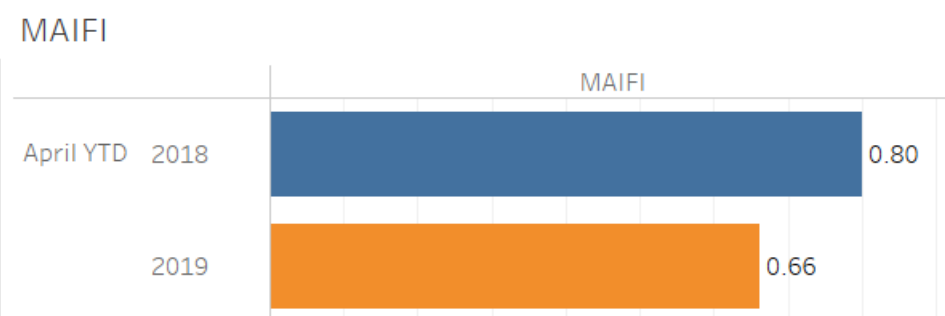
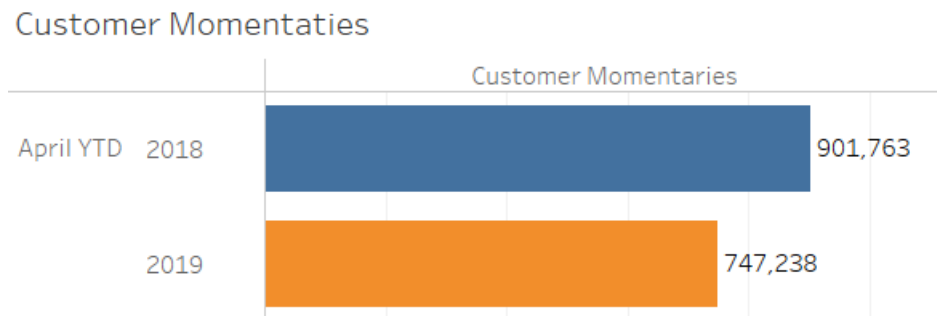
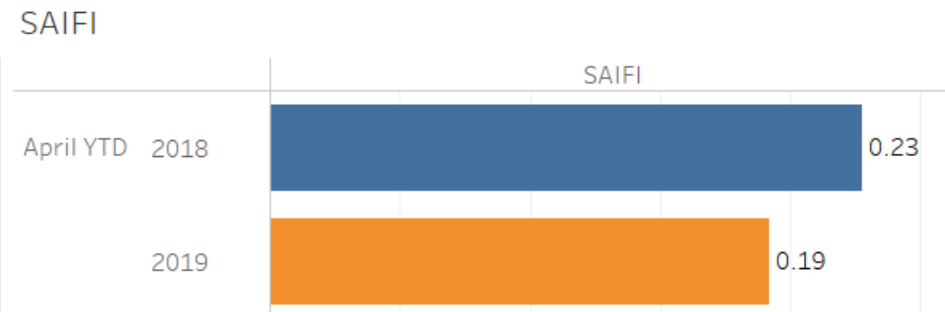
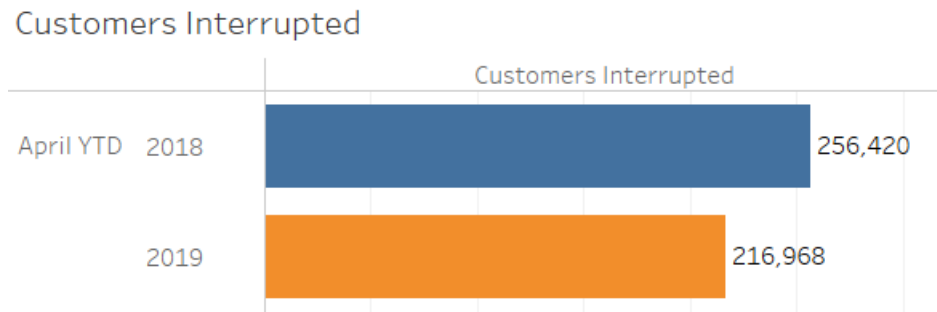
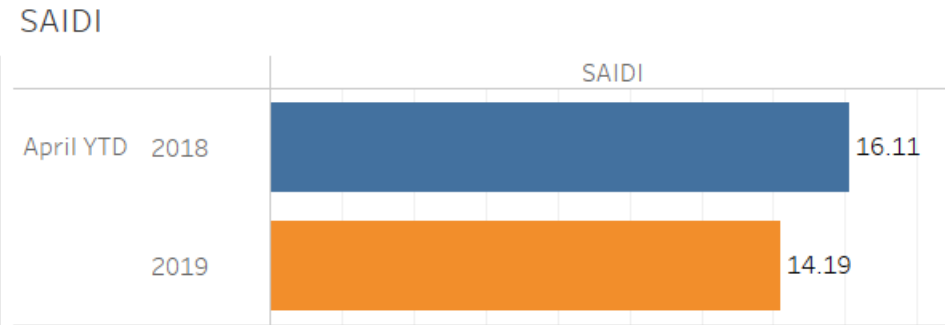
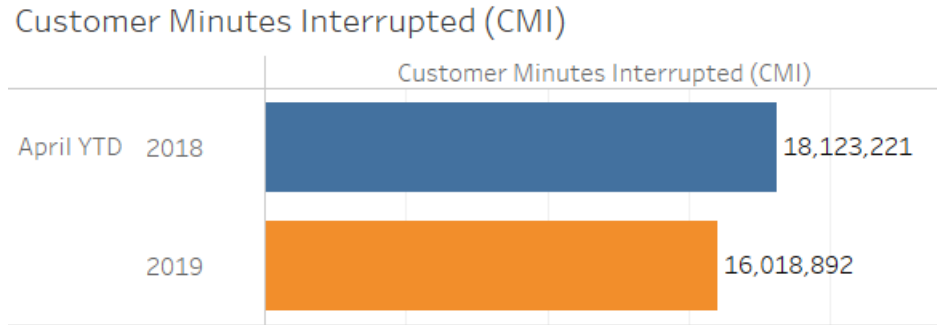


Since taking over operation of the Long Island T&D system, **PSEG Long Island is the most improved brand in JD Power Residential Survey and second most improved brand in JD Power Business Survey over the past 5 years.**

Reliability Overview – 2019 vs. 2018

2019 Reliability Overview - April YTD

■ 2018 ■ 2019

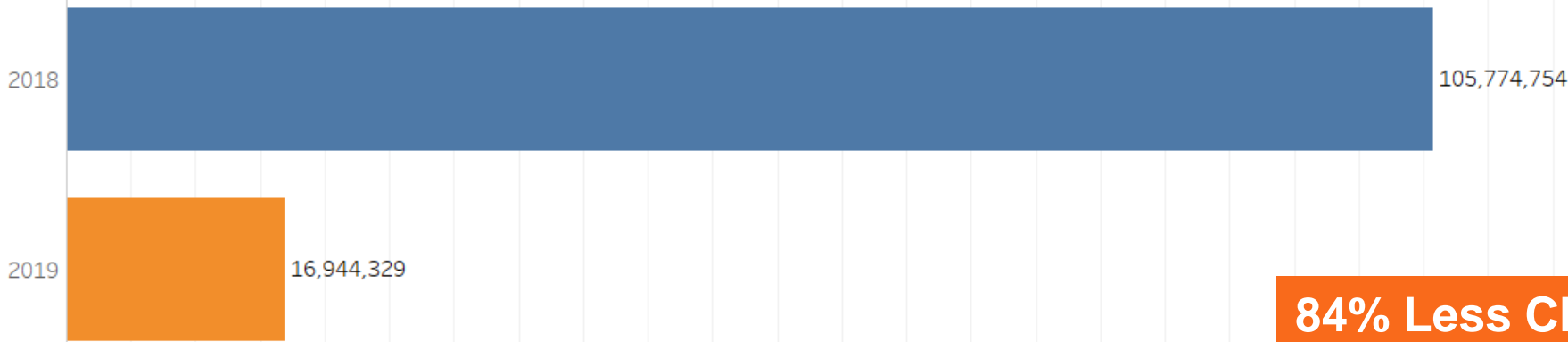


Customer View - Minutes Interrupted and Momentaries

■ 2018 ■ 2019

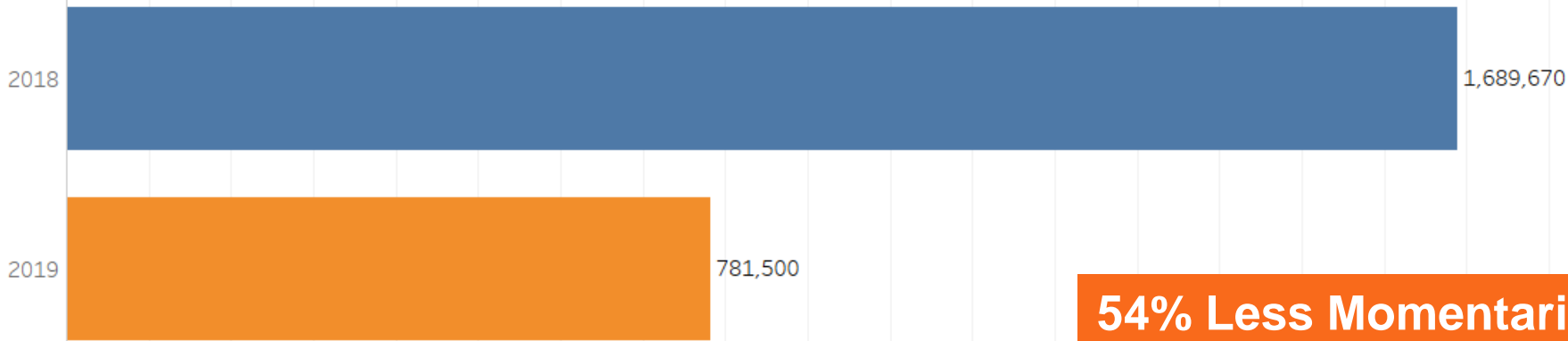
Customer Minutes Interrupted (CMI) - No Exclusions

Customer Minutes Interrupted (CMI) - No Exclusions



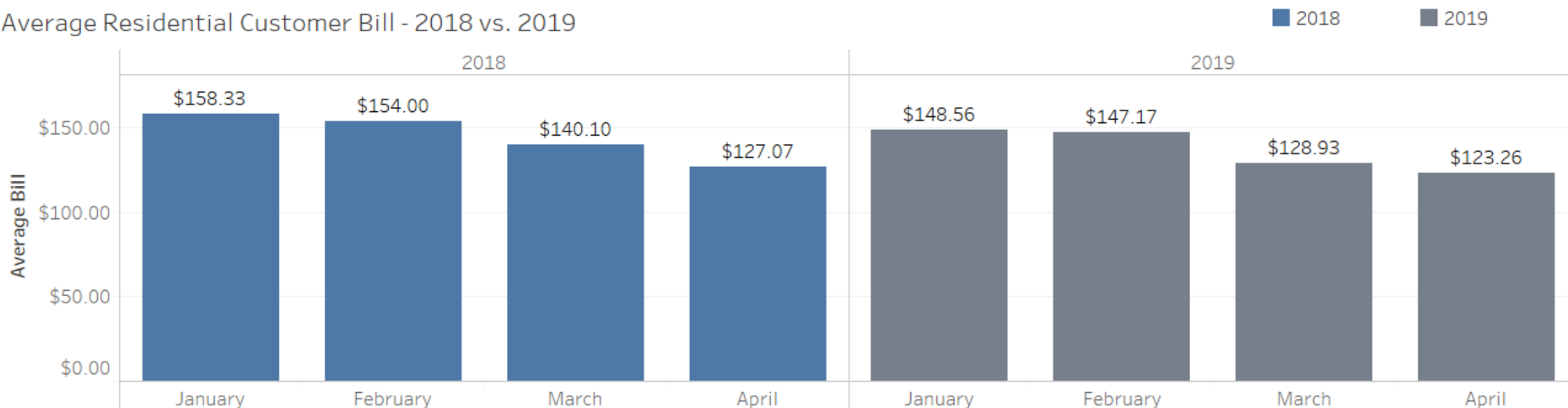
Customer Momentaries - No Exclusions

Customer Momentaries - No Exclusions

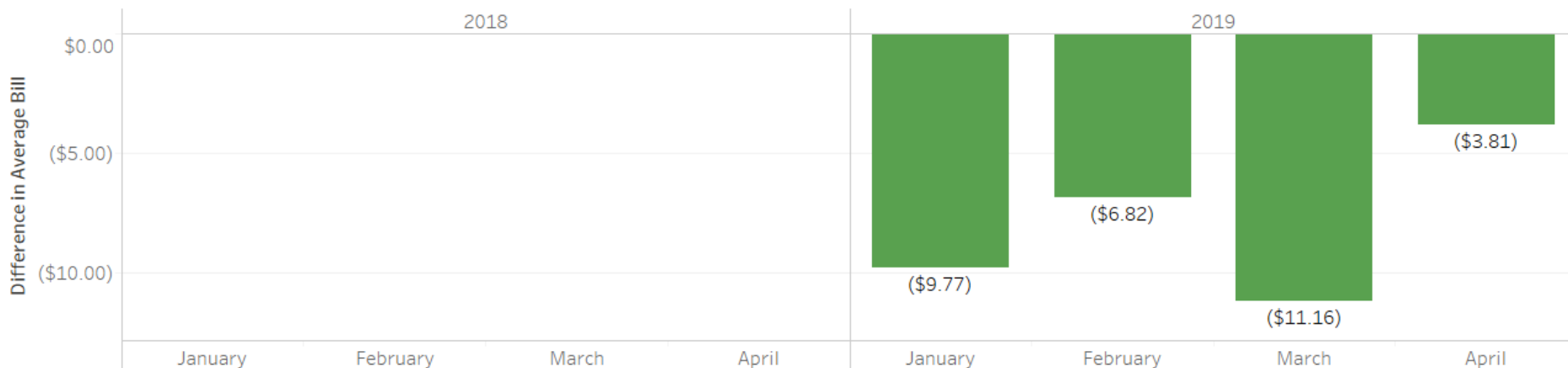


Customer View - Residential Bills – 2018 vs. 2019

Average Residential Customer Bill - 2018 vs. 2019



Difference in Average Residential Customer Bill - 2018 vs. 2019



PSEG Long Island Residential Customers have seen their average bill decrease by **(\$7.89)** when comparing 2018 vs. 2019 April YTD Billing Amounts