

PSEG LONG ISLAND

**Implementing Utility 2.0
LIPA Board of Trustees
Oversight and REV Committee
May 22, 2019**

AGENDA

- Meter Deployment
- AMI-Enabled Capabilities
- Customer Engagement
- Innovative Offerings
- Distributed System Platform

Meter Deployment

Achievements

- PSEG Long Island successfully installed more than 77,000 smart meters in the first quarter
- Many meter readers had accelerated and focused training in late 2018 to become meter installers beginning January 2019

Challenges and Learnings

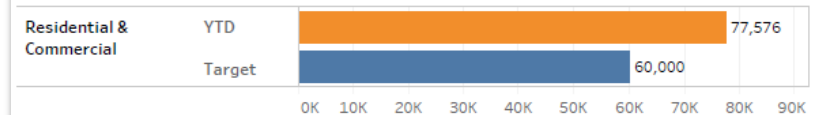
- The IT team addressed outages in the work management system that kept meter technicians from installing meters for several days in January and February

Next Steps

- Pilot a flexible work schedule for field installation teams to sustain a high installation rate by maintaining team moral and reducing road time and safety risk.
- Identify how to most efficiently return to initially inaccessible customer sites.

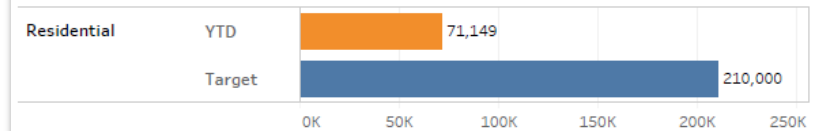
Q1 AMI Installation Metrics

Residential Smart Meter Installations - YTD vs. Quarterly Target

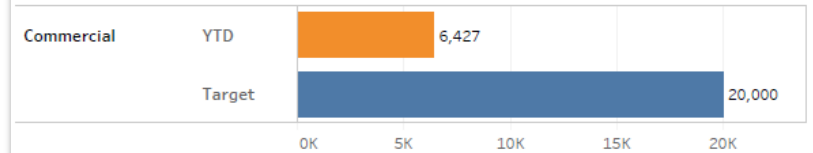


Yearly AMI Installation Metrics

Residential Smart Meter Installations - YTD vs. Yearly Target



Commercial Smart Meter Installations - YTD vs. Yearly Target

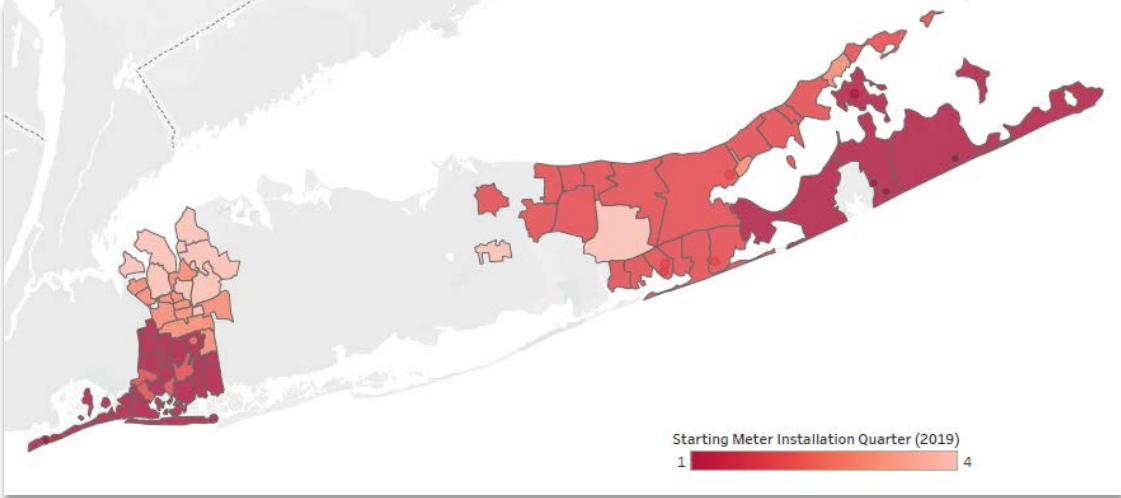


Success Snapshot

After a reported outage by a large customer, PSEG Long Island confirmed immediately and remotely that the smart meter of the critical communication center in question was receiving power. By confirming this, the customer was able to focus efforts and quickly resolve the internal issue.

Meter Deployment

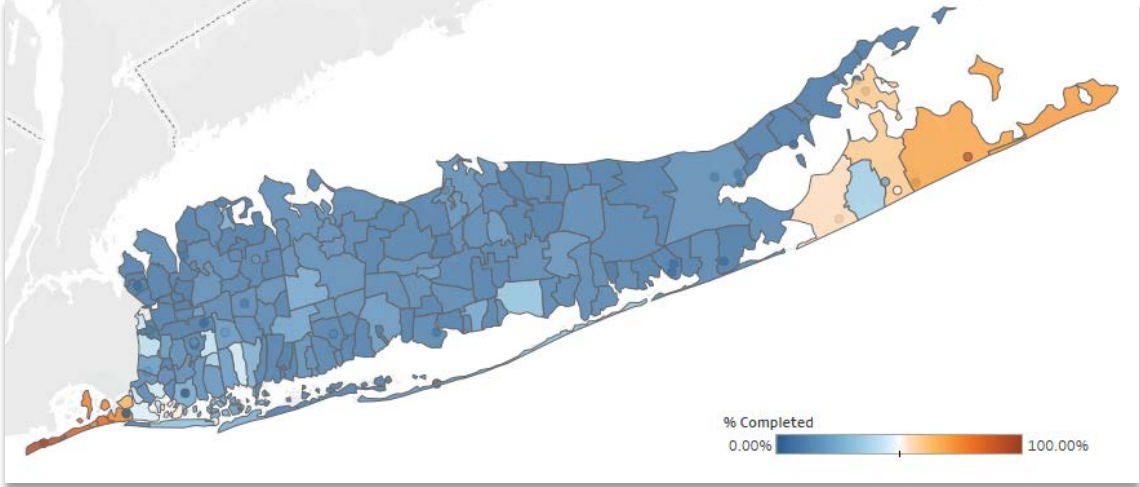
Smart Meter Deployment Schedule



PSEG Long Island is starting the majority of smart meter installations on the eastern and western ends of the island, moving inward over time.

Deployment is currently focused in the Rockaways and South Fork and will move into North Fork, East End, Northwest Nassau County and Central Suffolk during 2019.

% Smart Meter Installations Complete by Zip Code



AMI-Enabled Capabilities

Achievements

- Business process design completed for Remote Connect Switch (RCS) and Outage Management System (OMS) Integration to AMI.
- C&I Portal, Advanced Billing Engine, and Green Button Connect are in the vendor procurement process.

Challenges and Learnings

- RCS and OMS teams identified best practices by meeting with other utilities.
- Technical meetings with vendors helped to define project scope for the Advanced Billing Engine.

Next Steps

- Obtain vendor scopes of work for RCS integration, OMS integration, and Advanced Billing Engine.
- Complete Customer Experience Enhancements business process design.
- Begin technical design and IT development for RCS and OMS.

The presence of AMI enables added and improved functionality to empower PSEG Long Island's customers, including customer experience, system reliability, revenue protection, innovative rates and data insights for customers.

Success Snapshot

Using AMI data, customers can easily view energy use at 15-minute intervals, track usage, and spot trends. Customers can also receive MyAlerts texts or emails to alert them of a nearing usage threshold or weekly usage summary.

Customer Engagement

Achievements

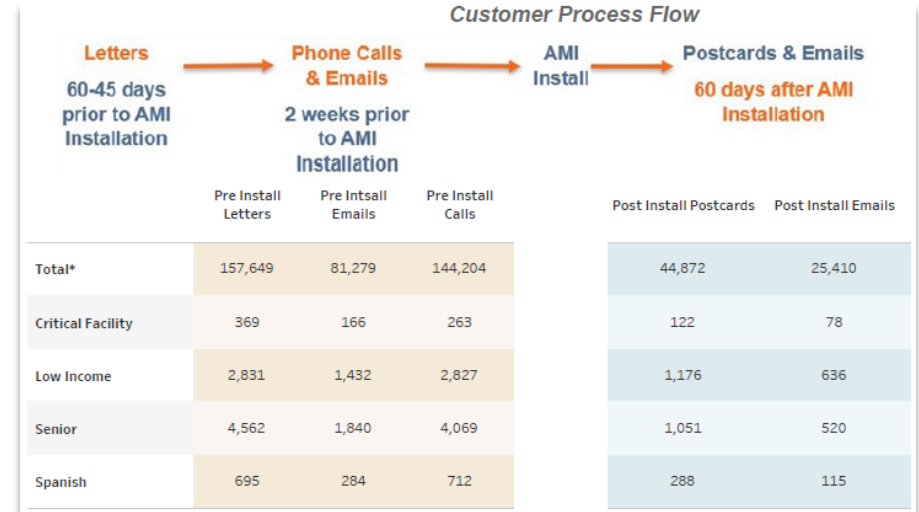
- Communication schedule is on time and budget with low levels of negative customer feedback or negative media coverage.

Challenges and Learnings

- PSEG Long Island developed further training material and created a Smart Meter Advisor Team in response to gaps in initial customer service training.
- Most customer comments are shared when opting out; more than half of opt outs are due to health concerns.

Next Steps

- Q2 launch of My Smart Energy Lab, formerly referred to as the Smart Technologies Mobile Education Center.
- Continue execution of the customer engagement plan with additional customer research in Q3.



Success Snapshot

Shinnecock leadership met with PSEG Long Island and was provided information on smart meter installation and benefits. Shinnecock leadership now welcomes AMI and has requested a visit from the My Smart Energy Lab to further inform the community.

Innovative Offerings

Super Savers, Electric Vehicle Program, Behind the Meter Storage

Achievements

- Super Savers Smart AC kit initiative and newly developed Power to Save time-of-use rate comparison tool launched
- 40 of the 2019 goal of 100 commercial EV workplace ports were installed.
- Behind-the-meter load modification tariff proposed and awaiting approval.

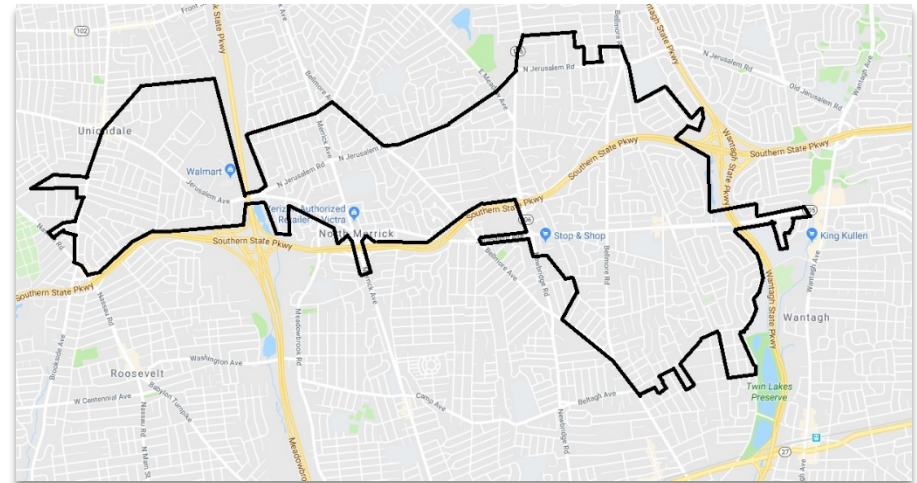
Challenges and Learnings

- Super Saver participant area is based on circuit boundaries instead of community boundaries, limiting the ability for community-centered outreach.
- Stand-alone storage participation is hindered by a high price point and lack of storage only vendors in the area.

Next Steps

- Low or no cost WiFi thermostat Super Savers offering and consider telemarketing campaign.
- Launch residential smart charging rebate program.
- Identify successful delivery mechanisms for storage installation.

North Bellmore Super Saver Program Area



Success Snapshot

New Super Savers time-of-use rate comparison tool was used to send Power to Save FAQs to customers identified as able to save using new rate.

Additionally, using new baseline method, PSEG Long Island allows customers to participate in demand response with batteries or other resources.

Distributed System Platform

Achievements

- Developed detailed scope of work for Locational Value Study and Non-Wires Implementation Planning Tool.
- Completed Phase I Volt/VAR Optimization (VVO) study for North Bellmore area.

Challenges and Learnings

- Met with third parties that have locational value study experience to develop scope, data requirements, and deliverable requirements.

Next Steps

- Confirm the role of transmission constraint in the Locational Value Study.
- Hire consultant to complete Locational Value Study and build Non-Wires Implementation Planning Tool.
- Conduct Phase II of VVO study and enable VVO studies in other areas.

Evolve to a Customer-Centric Distributed System Platform

Evolving the utility to become the Distributed System Platform through customer engagement and grid planning and operations functions of the utility, and enable foundational capabilities and technology platforms

Success Snapshot

Phase I of the VVO study proved that AMI data can be used to optimize distribution system voltages, identify phase imbalances, and feasibly implement conservation voltage reduction. The study established an infrastructure and pathway to use AMI data to enhance power quality and reliability and generate potential customer savings.