

Report to the Board of Trustees

July 24, 2019

PSEG Long Island Operating Report



Agenda




- Scorecard Overview
- JD Power Business Wave 1 2019 Update
- My Smart Energy Lab
- June 30th Storm Overview

PSEG Long Island OSA 2019 Balanced Scorecard

				June YTD				Month of June				
Operations Services Agreement Metrics				Base Points	Low/ High	OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	OSA Month Target	Month Result	Month Status
People	OSHA Recordable Incidence Rate	5	L	1.53	1.53	1.51	↑	1.53	2.08	—		
	OSHA Days Away Rate (Severity)	2.5	L	22.61	22.61	41.39	➡	22.61	46.86	—		
	Reduce Motor Vehicle Accidents	2.5	L	-5.6%	-5.6%	-23.1%	↑	-5.6%	10.0%	—		
Safe, Reliable	JD Power Customer Satisfaction Survey (Residential)	5	H	689 or 12th	689 or 12th	695	↑	689 or 12th	700	+		
	JD Power Customer Satisfaction Survey (Business)	5	H	732 or 8th	732 or 8th	July	↑	732 or 8th	July	N/A		
	After Call Survey (Residential)	5	H	91.5%	91.5%	95.2%	↑	91.5%	95.1%	+		
	After Call Survey (Business)	5	H	91.5%	91.5%	95.5%	↑	91.5%	96.7%	+		
	Personal Contact Survey	5	H	92.0%	92.0%	96.4%	↑	92.0%	95.2%	+		
	Average Speed of Answer	5	L	19	19	15	↑	19	17	+		
	Customer Complaint Rate	5	L	6.5	6.5	4.0	↑	6.5	3.6	+		
	SAIFI (System Average Interruption Frequency Index)	5	L	0.83	0.39	0.30	↑	0.08	0.07	+		
	CAIDI (Customer Average Interruption Duration Index)	5	L	85	85	74	↑	85	76	+		
	SAIDI (System Average Interruption Duration Index)	5	L	72.5	33.1	22.2	↑	7.4	5.2	+		
	Sustained Multiple Customer Outages (MCO) - 4 or more	5	L	36,289	37,264	30,648	↑	N/A	N/A	N/A		
	MAIFI (Momentary Average Interruption Frequency Index)	5	L	3.29	1.46	1.11	↑	0.40	0.22	+		
	AMI Installations	5	H	250,000	125,000	160,302	↑	20,833	25,240	+		
	First Call Resolution (FCR)	5	H	82.8%	80.9%	81.0%	↑	80.9%	81.3%	+		
	Double Woods (Focus Areas)	1	L	9,626	10,876	10,479	➡	N/A	N/A	N/A		
	Utility 2.0 - OMS Integration (Focus Areas)	1	H	1	1	1	↑	1	1	+		
	JD Power Communications Effectiveness (Focus Areas)	1	H	6.6%	6.6%	4.1%	➡	N/A	N/A	N/A		
Economic	Operating Budget (\$M)	N/A	L	606.4	302.6	288.0	↑	50.2	48.0	+		
	Capital Budget (\$M)	N/A	L	670.8	308.6	229.4	↑	58.5	41.5	+		
	Net Write-Offs per \$100 Billed Revenue	5	L	0.61	0.61	0.53	↑	0.61	0.32	+		
	AR > 90 (No Exclusions)	5	L	18.0%	18.3%	17.9%	↑	18.3%	18.2%	+		
	Low to Moderate Income Program Participation (Focus Areas)	1	H	27,000	26,013	26,905	↑	N/A	N/A	N/A		
Green	Customer Self-Service	5	H	40.5%	33.1%	38.3%	↑	N/A	N/A	N/A		
	Energy Efficiency Annualized Energy Savings	5	H	276,500	136,234	167,085	↑	23,084	29,181	+		

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

2019 Scorecard Update

- PSEG Long Island is currently achieving 25 of 27 OSA targets through June

Safety

- OSHA Days Away is worse than target year to date .
- OSHA Incident Rate is better than target year to date.
- Motor Vehicle Incidents is better than target and have reduced by 23.1% year over year.

Reliability

- All reliability targets (SAIFI, SAIDI, CAIDI, MAIFI & Sustained MCO) are achieving YTD targeted results.
 - Customer Minutes Interrupted (CMI) has improved 17% year over year through June
 - Customers Interrupted has improved 17% year over year through June
 - Customer Momentaries have improved 18% year over year through June

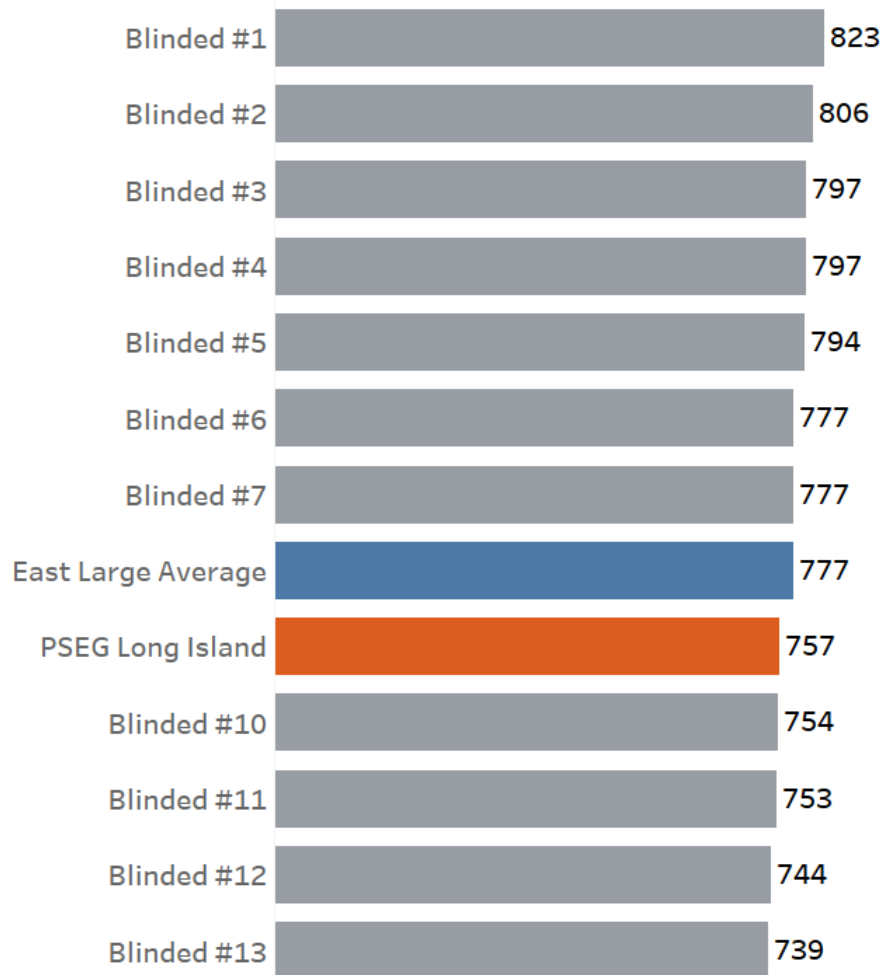
Customer Satisfaction

- PSEG Long Island has improved the 2019 JD Power Residential syndicated score of 695 vs. the 2018 syndicated score of 680. We finished in the third quartile ranked 11 out of 16 companies in the Large East.
- PSEG Long Island's JD Power Business Wave 1 results were 757 points. This is a 33 point improvement over 2018 syndicated results of 724.

JD Power – Business Results

JD Power Business

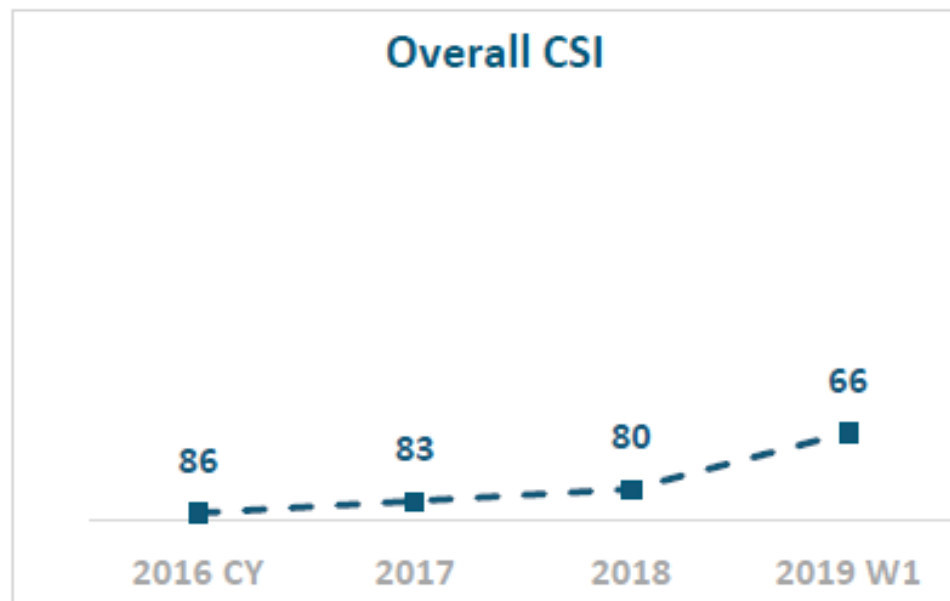
2019 Wave 1 Results



Improvement from 2018 Syndicated



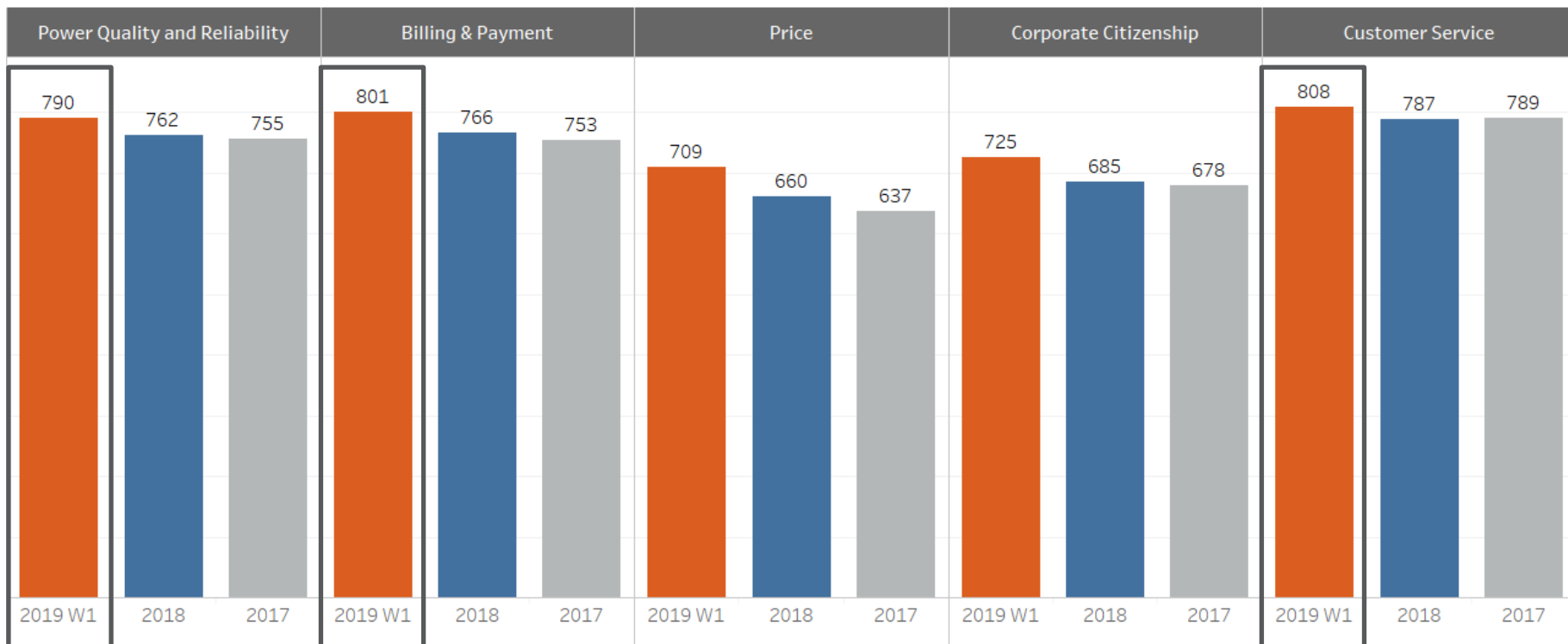
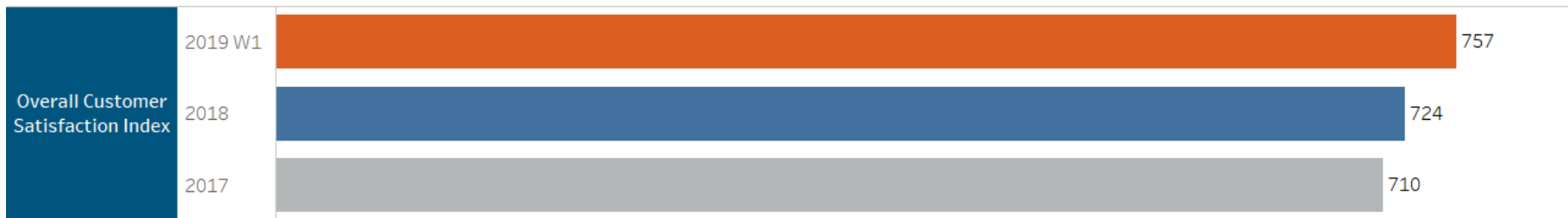
National Ranking Improvements



JD Power – Business Results

JD Power Business

Overall CSI and Factor Performand - Trending 3 Years



My Smart Energy Lab



https://www.youtube.com/watch?time_continue=7&v=s3-u2Fer_7A

June 30th – Storm Overview

Storm Damage Images



June 30th – Storm Overview

Restoration Effort Images



June 30th – Storm Overview

Top Storms Since 2014

Year	Storm Period	Number of Jobs	Customers Affected	Avg. Customer Restoration (hrs)	Weather Conditions
2018	3/1 to 3/5	2,750	123,736	6.51	Nor'easter ✓ Wind: 38S/78G MPH ✓ Rain: 1.84" to 4.48"
2017	10/29 to 11/1	2,255	113,436	6.99	Strong Wind & Severe Rain ✓ Wind: 41S/67G MPH ✓ Rain: 2.11" to 5.03"
2016	2/24 to 2/27	1,671	96,287	4.61	Damaging Wind & Heavy Rain ✓ Wind :43S/69G MPH ✓ Rain: 1.07" to 1.62"
2018	3/7 to 3/10	2,656	91,916	7.45	Nor'easter ✓ Wind 33S/47G MPH ✓ Rain: 1.2" and Snow: 2.5" to 8.9"
2019	6/30 to 7/3	2,293	85,359	10.02	Straight Line Wind & Rain ✓ Wind: 18S/45G MPH ✓ Rain: 0.20"
2015	8/4 to 8/7	1,317	76,686	9.66	Macroburst, Straight Line Wind & Severe Lightning ✓ Wind: Peak gusts 71 to 95 MPH ✓ Hail: 1" to 1¾"

June 30th – Storm Overview

Storm Restoration and Customer Services Performance

Storm Restoration Performance

Storm Period	Name	Customers Affected	Customers Restored Within 24 hrs	Customers Restored Within 36 hrs	Customers Restored Within 48 hrs
6/30/19 to 7/03/19	Storm 6	85,359	84.5%	95.4%	97.7%

Customer Services Performance

Storm Period	Customer Outages	Call Volume	Outage Calls by “Non-Phone” Channel		Average Speed of Answer (Seconds)
			Texts	Web	
6/30/19 to 7/03/19	85,359	77,229	6,345 (19%)	6,030 (18%)	30.6 seconds

June 30th – Storm Overview

Storm Accomplishments and Feedback

- Exceptional safety performance with zero “OSHA recordable” incidents while working in adverse weather conditions
- Strong emphasis on customer communications
 - Proactive communication of outage information (i.e., text messages, customer call-backs, outage map, etc.)
 - Continued increased use of Social Media and other media platforms
 - Deployed roving liaisons to directly interact with customer base
 - Deployed Emergency Response Trailer in Huntington (Asharoken Village Hall) and Commack (Mayfair Shopping Center)
- Regular and timely interaction with public officials through individualized contact and daily Municipal Update Calls
- Close coordination with municipalities and DPW crews to make roads “safe” to clear downed wires and tree debris
- Application of technology to eliminate unnecessary “truck rolls” (i.e., AMI, single outage call back)

Continuous Improvement Areas

- Review/enhance processes to deal with heavy localized damage/imbedded outages and the associated impact on ETRs and associated communications

June 30th – Storm Overview

Social Media Feedback





PSEG LONG ISLAND

PSEG Long Island

@PSEGLI

Home

Posts

Videos

Photos

About

Community

YouTube

Twitter

Create a Page

Case #34164

Patricia Laster Facquet
Patricia Laster Facquet

2d (2d)

Thank You PSEG-LI hard working crews who just now were able to restore electricity to us. We had crews waling the lines in our neighborhood all afternoon . Well done.

I also appreciated the timely messages & emails.

Case #34519



Janet Ianucci
Janet Ianucci

just now (just now)

Thank you to all PSEG LI employees for the Amazing job you did after the storm. You should be commended for how quickly the power was restored plus setting up in Mayfair with water and ice! I have lived here all my life and cannot thank you enough!!

Case #34417



Lauren Rose
Lauren Rose

1d (1d)

As I see people blasting you, I must say I saw your trucks out almost immediately after the storm ... I think ur doing a great job! Ty!

Case #34089



Karen Johnston
@KarenJo71158582

11hrs (2d)

Thank you for getting our power back on!

Case #34377



Laura Cicio Kayaian
Laura Cicio Kayaian

1d (1d)

Thank you for all your hard work!!

[View 1 Associated Message](#)

Case #34167



Kate Sherwood
@katemariex93 · Long Island

2d (2d)

Thank you @PSEGLI for resolving my storm outage within 24 hours and more importantly, confirming that I would not have survived the times before the invention of electricity 🙏💡...#extrabetch #badhairday

Case #34365



Linda Tottrup-Bohn Shore
Linda Tottrup-Bohn Shore

1d (1d)

Those workers out there for 16+ hours without a/c...sweating...no sleep...risking injury or worse at a dangerous job...are not the people behind the desks or on Commissions that regulate the prices. Remember...they pay the same electric bill as you...step back and think about that. They are not servants...they are trained, experienced workers.

Case #34448



Tony Catarelli
Tony Catarelli

22hrs (22hrs)

Again PSEG comes through big time. After seeing all the major damage in my neighborhood with twisted trees falling on power lines the men worked like true professionals. Thank you to PSEG and all the crews that I have been watching working so hard. Our power is own thanks to them

Case #34497



Angela's House
Angela's House

5hrs (5hrs)

So thankful to PSEG Long Island ⚡ for donating surplus cases of water 💧 left over from the aftermath of this weekend's storm. 🙏

Thank you for thinking of us to donate these much needed cases of water. 🙏💧

Case #34189



Alison Roth
Alison Roth

2d (2d)

We are lucky we have power on but i have seen all your trucks on the road ALL day long - even just now. I know you are doing a good job.

Case #34480



Keith Rubenstein
Keith Rubenstein

1d (1d)

Thank you for putting in all the hard work

Case #34461



Lawrence Laskowski
Lawrence Laskowski

21hrs (21hrs)

Lineman are the best. Thank you for getting lights back on PSEG Long Island.

Case #34502



Joan Schmidt Cameron
Joan Schmidt Cameron

4hrs (4hrs)

Thank you for a great job!

Case #34376



vgalletta
@crz4coke

24hrs (1d)

We are back up and running, please thank the hard working crew that worked in this heat today!



Lauren Nicole
Lauren Nicole

23hrs (23hrs)

Thanks so much for your response. I appreciate all that you're doing. I know you're all working as hard as you can. Thank you again.

Storm 7-8-9 Overview

Outage Information and Overview

Year	Storm #	Dates	Number of Jobs	Customers Affected	Avg. Customer Restoration (hrs)	Weather Conditions
2019	7	July 17, 2019	435	22,969	2.2	Lightning Wind and Rain
2019	8	July 19, 2019	543	29,980	1.8	Severe Heat
2019	9	July 22, 2019	515	27,214	2.7	Lightning Wind and Rain

- PSEG Long Island employees have been fully engaged from 7/17 through 7/23 working through storm conditions and extreme heat.
- Employees worked safely through the storm events
- Unprecedented heat from 7/20 – 7/21.
 - On 7/21 there was an all-time Sunday peak load of 5,474 MW, prior all-time Sunday peak load was 5,323 MW and occurred on 8/14/2016.
 - The system reached its highest peak since PSEG Long Island has taken over operations.
 - No substation equipment failures/issue throughout the heat event.
 - One transmission line failure during the heat event.