

Report to the Board of Trustees

September 25, 2019

PSEG Long Island Operating Report

At a Glance

- Scorecard Overview
- Reliability Programs and System Performance
- Giving Back to our Community

PSEG Long Island OSA 2019 Balanced Scorecard

			August YTD				Month of August				
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	1.29	↑	1.53	0.95	+	
	OSHA Days Away Rate (Severity)	2.5	L	22.61	22.61	37.41	↓	22.61	19.54	+	
	Reduce Motor Vehicle Accidents	2.5	L	-5.6%	-5.6%	-21.2%	↑	-5.6%	-66.7%	+	
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	757	↑	732 or 8th	757	+	
	After Call Survey (Residential)	5	H	91.5%	91.5%	95.1%	↑	91.5%	94.6%	+	
	After Call Survey (Business)	5	H	91.5%	91.5%	95.3%	↑	91.5%	94.3%	+	
	Personal Contact Survey	5	H	92.0%	92.0%	96.7%	↑	92.0%	97.6%	+	
	Average Speed of Answer	5	L	19	19	16	↑	19	27	-	
	Customer Complaint Rate	5	L	6.5	6.5	4.1	↑	6.5	5.3	+	
	SAIFI (System Average Interruption Frequency Index)	5	L	0.83	0.57	0.47	↑	0.07	0.07	+	
	CAIDI (Customer Average Interruption Duration Index)	5	L	85	85	82	↑	85	85	+	
	SAIDI (System Average Interruption Duration Index)	5	L	72.5	50.0	38.5	↑	7.6	6.1	+	
	Sustained Multiple Customer Outages (MCO) - 4 or more	5	L	36,289	36,939	22,049	↑	N/A	N/A	N/A	
	MAIFI (Momentary Average Interruption Frequency Index)	5	L	3.29	2.20	1.68	↑	0.36	0.26	+	
	AMI Installations	5	H	250,000	166,667	214,315	↑	20,833	29,284	+	
	First Call Resolution (FCR)	5	H	82.8%	82.8%	81.0%	→	82.8%	81.4%	-	
	Double Woods (Focus Areas)	1	L	9,626	10,459	9,656	→	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	404.2	378.6	↑	50.1	46.4	+	
	Capital Budget (\$M)	N/A	L	670.8	413.4	305.6	↑	55.5	43.4	+	
	Net Write-Offs per \$100 Billed Revenue	5	L	0.61	0.61	0.50	↑	0.61	0.24	+	
	AR > 90 (No Exclusions)	5	L	18.0%	18.2%	17.8%	↑	18.2%	14.1%	+	
	Low to Moderate Income Program Participation (Focus Areas)	1	H	27,000	26,342	27,471	↑	N/A	N/A	N/A	
Green	Customer Self-Service	5	H	40.5%	35.6%	40.0%	↑	N/A	N/A	N/A	
	Energy Efficiency Annualized Energy Savings	5	H	276,500	185,067	219,715	↑	24,458	25,861	+	

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

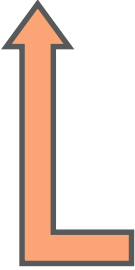
- On track to meet Target
- Meeting Target at risk
- Not expected to meet Target

Month Status

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

Continuing Focus on Safety

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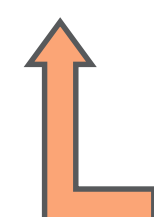


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Improving Key Customer Satisfaction and Reliability Metrics

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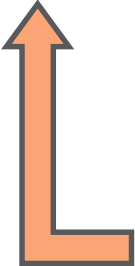
Safe, Reliable



Metric	2019 YTD		2019 Target		2019 Actual	
	Value	Rank	Value	Rank	Value	Rank
Customer Satisfaction (Residential)	95.1%	12th	91.5%	12th	94.6%	12th
Customer Satisfaction (Business)	95.3%	8th	91.5%	8th	94.3%	8th
SAIFI	0.47	1st	0.83	1st	0.07	1st
SAIDI	38.5	1st	72.5	1st	6.1	1st
MAIFI	1.68	1st	3.29	1st	0.26	1st
FCR	81.0%	1st	82.8%	1st	81.4%	1st

Operating System with Fiscal Responsibility

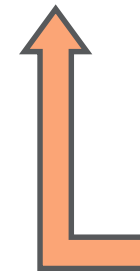
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Empowering Customers to Go Green





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Next Up

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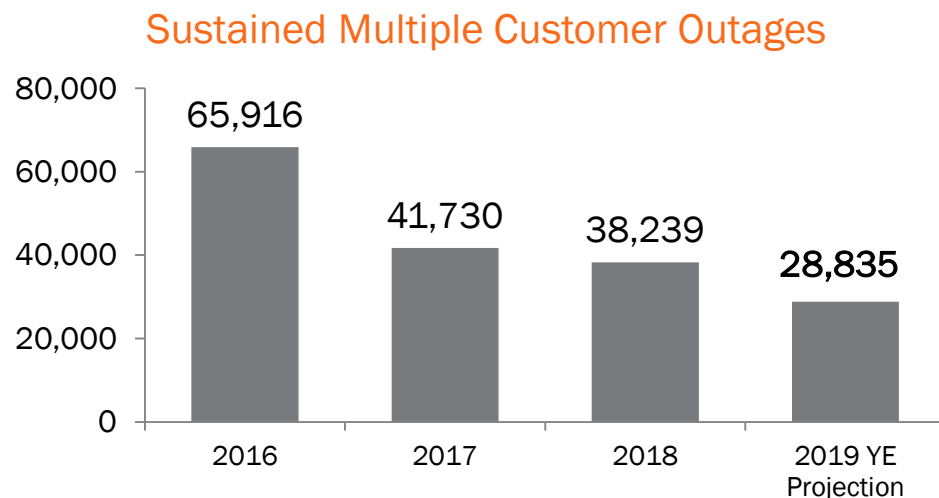
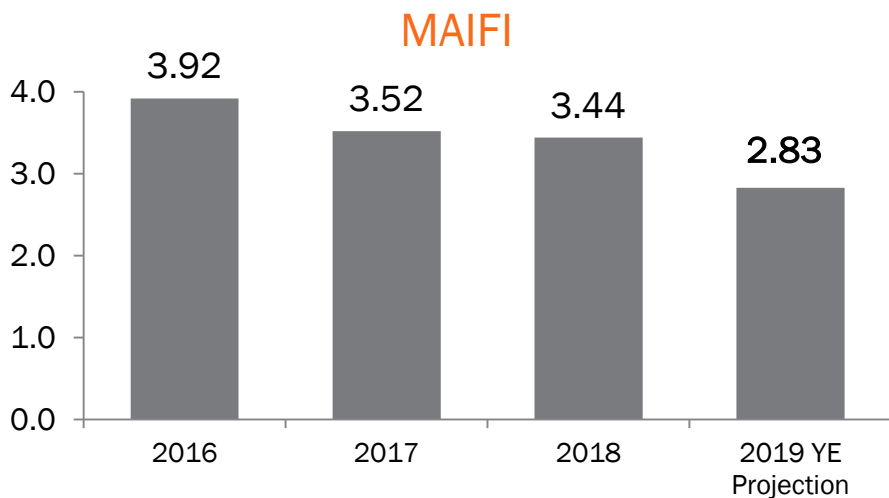
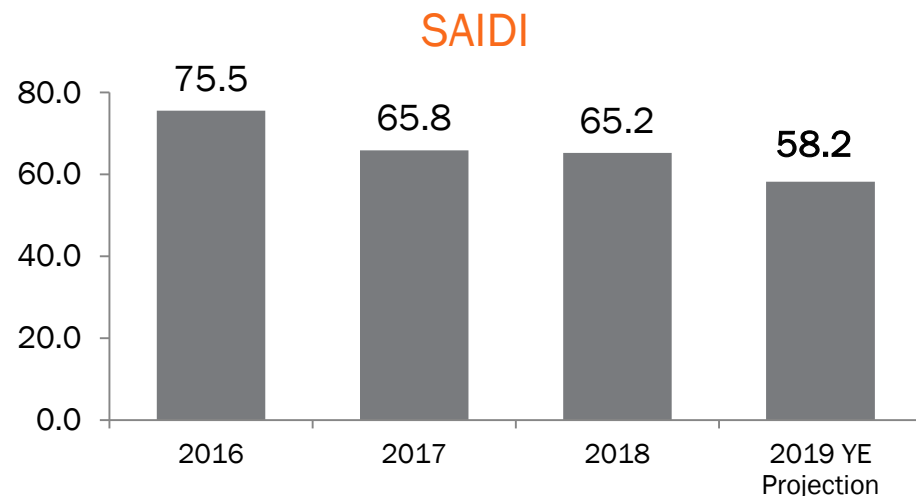
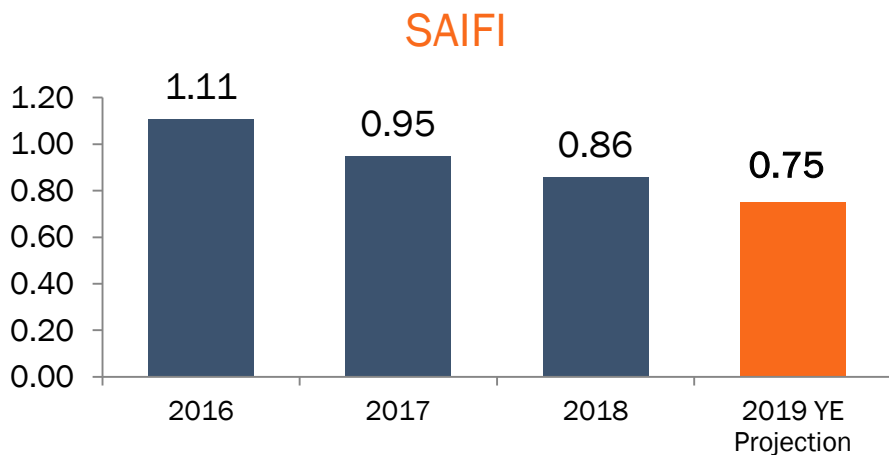
Improvements to Reliability since 2016

Performance Metric	Improvement Since 2016
SAIFI	 32%
SAIDI	 23%
MAIFI	 28%
MCO	 56%

Improving Reliability for Long Island Customers

2016 to 2019 YE Forecasted

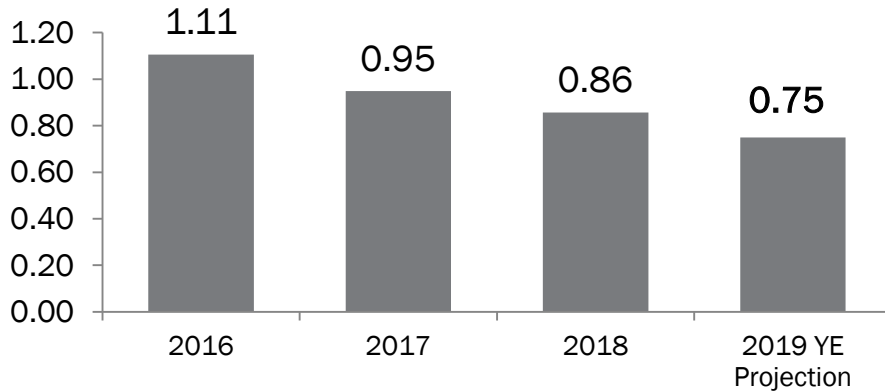
Average Number of Outages Per Year



Improving Reliability for Long Island Customers

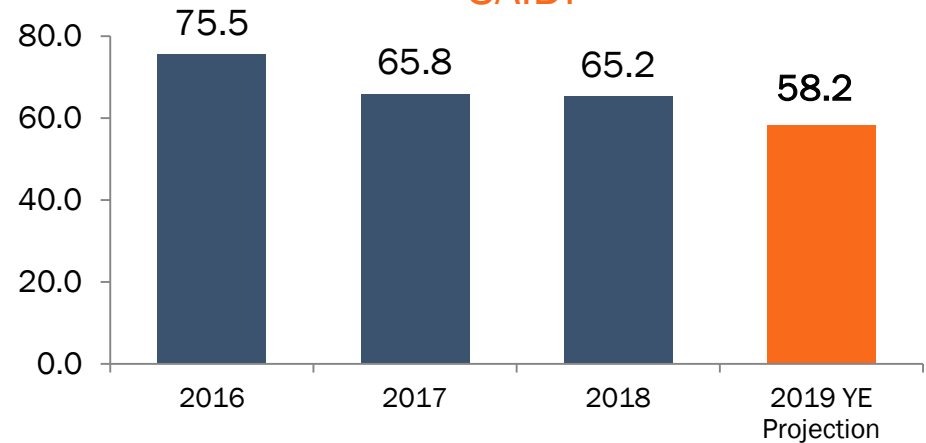
2016 to 2019 YE Forecasted

SAIFI

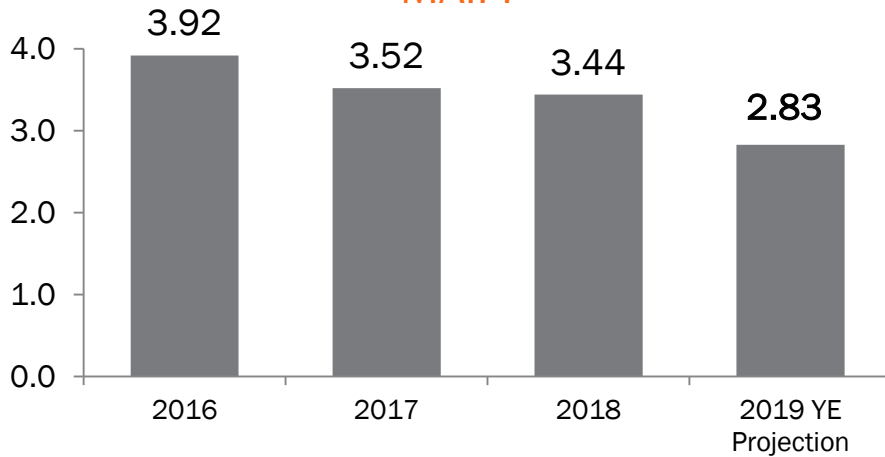


Average Length of a Customer Outage (Minutes)

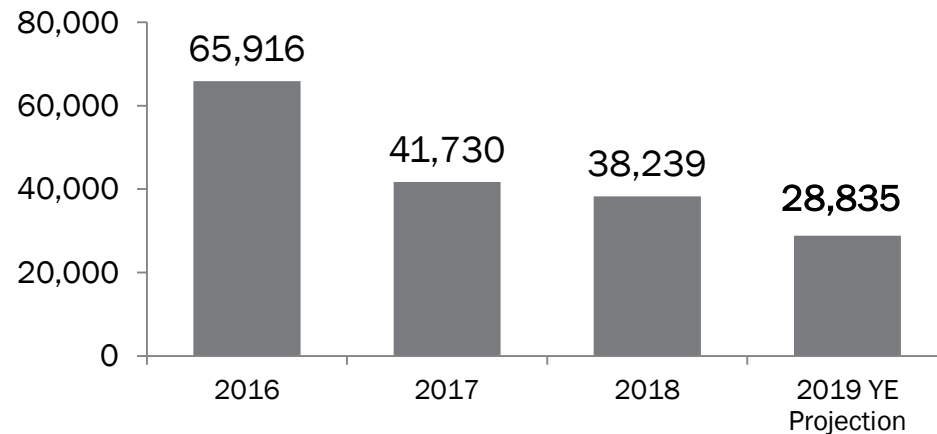
SAIDI



MAIFI



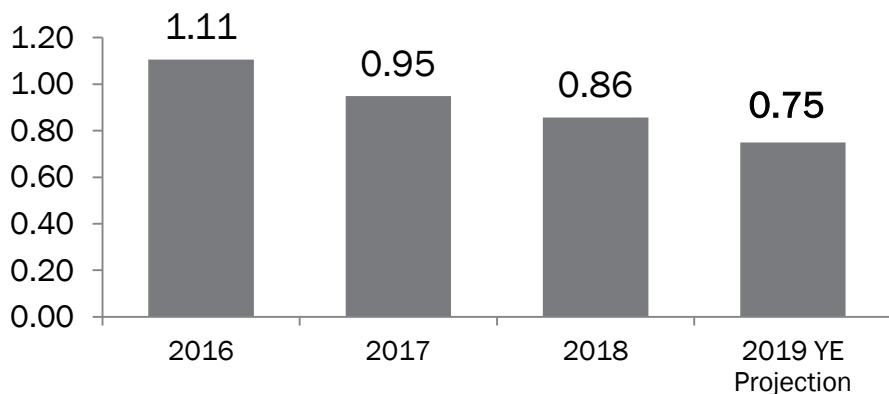
Sustained Multiple Customer Outages



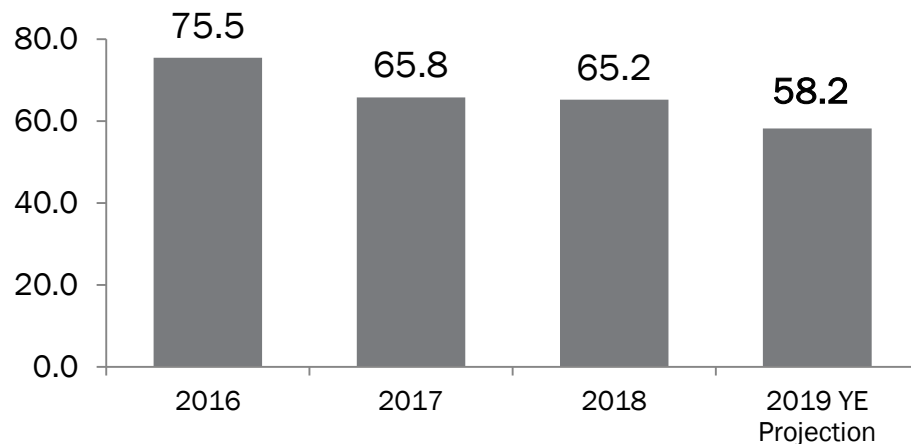
Improving Reliability for Long Island Customers

2016 to 2019 YE Forecasted

SAIFI

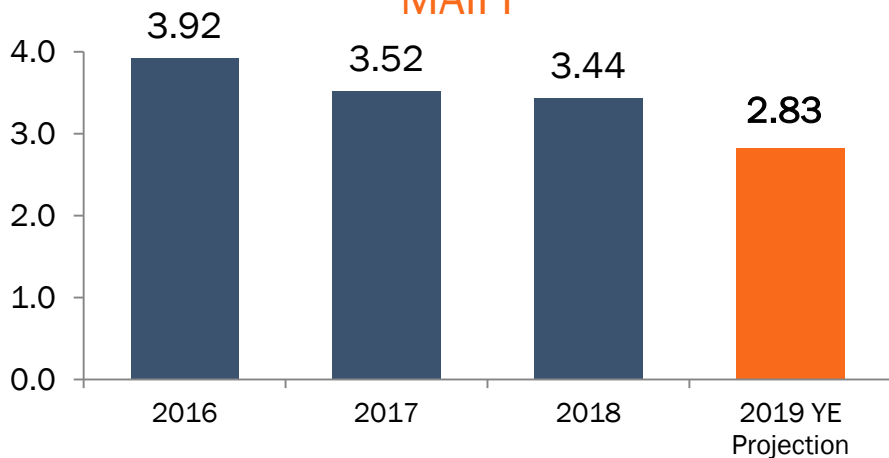


SAIDI

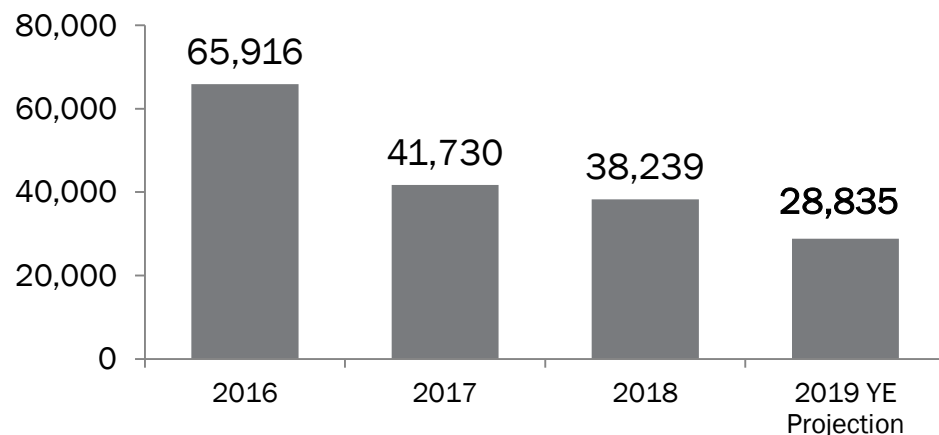


Average Number of Momentary Outages Per Year

MAIFI



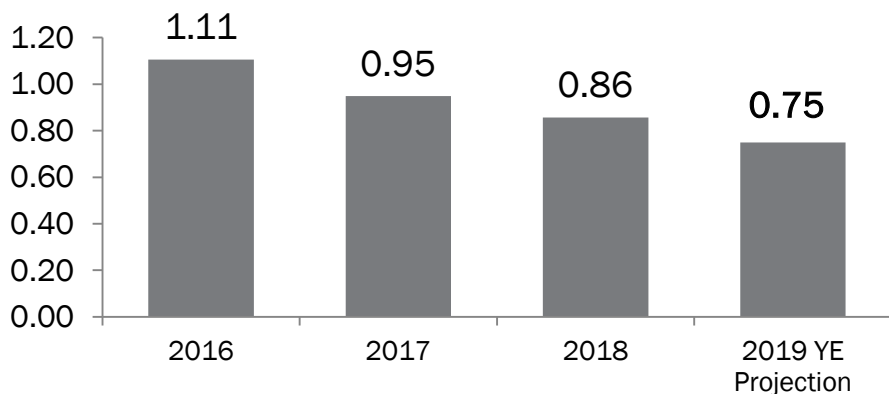
Sustained Multiple Customer Outages



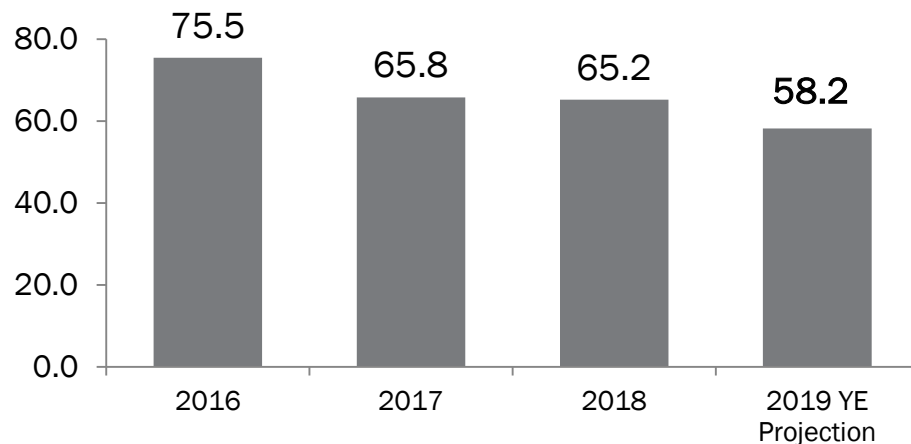
Improving Reliability for Long Island Customers

2016 to 2019 YE Forecasted

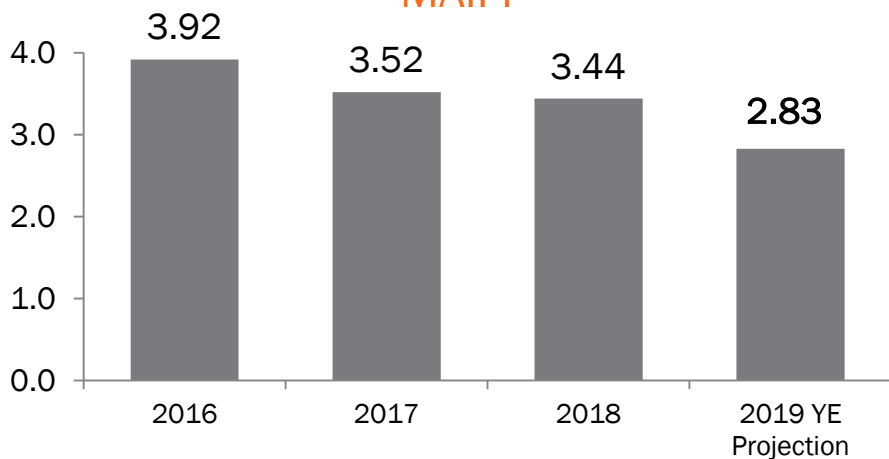
SAIFI



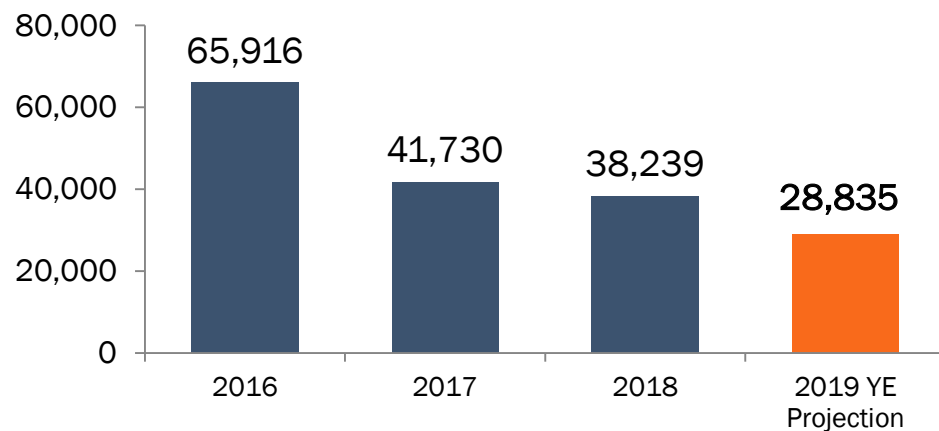
SAIDI



MAIFI



Customers Experiencing 4 or More Sustained Outages (>5 mins) Sustained Multiple Customer Outages



Reliability Improvement Programs

Reliability Programs	Program Effectiveness
FEMA Hardening	46% reduction in number of customer outages
CIP/NOP	28% reduction in the number of customer outages
Non Reclose Assurance (NRA) Automation	71% reduction in number of NRA related customer outages
Vegetation Management Program	45% reduction in the number of vegetation related customer outages
MAIFI Improvement Program	83% reduction in the number of momentary customer interruptions

A Week on the Island

3

FEMA Miles Hardened

44

Miles Tree Trimmmed

120

Poles Replaced

5,000

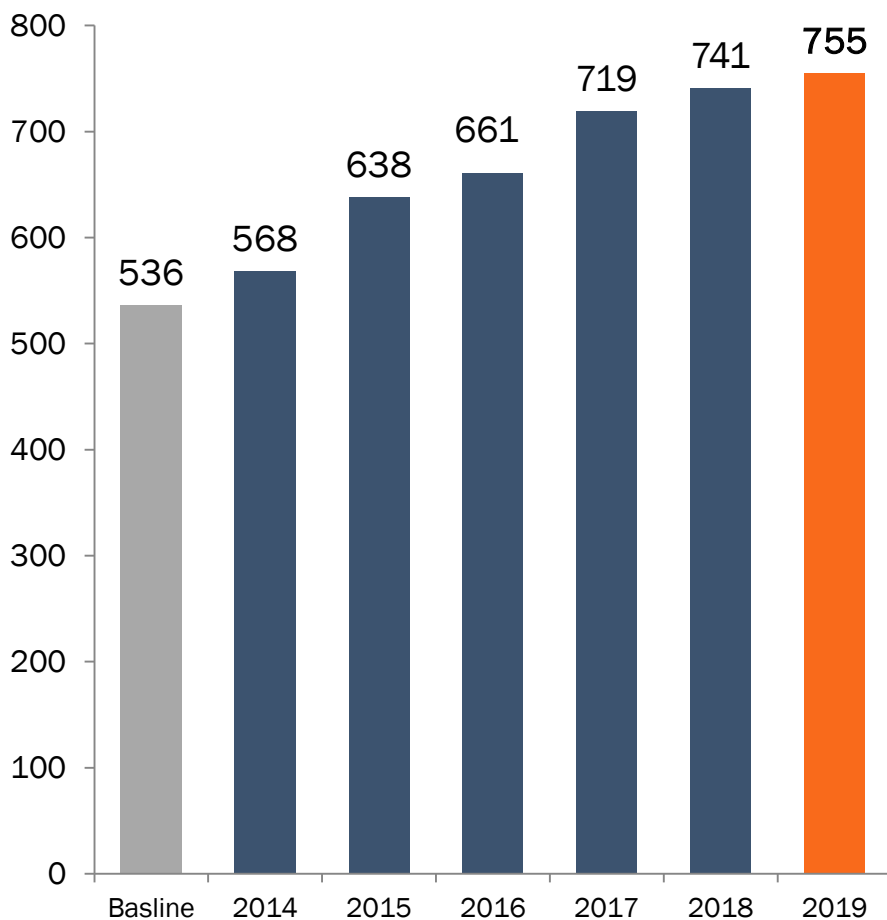
AMI Meters Installed

Power Quality and Reliability

J.D. Power - Residential and Business Results

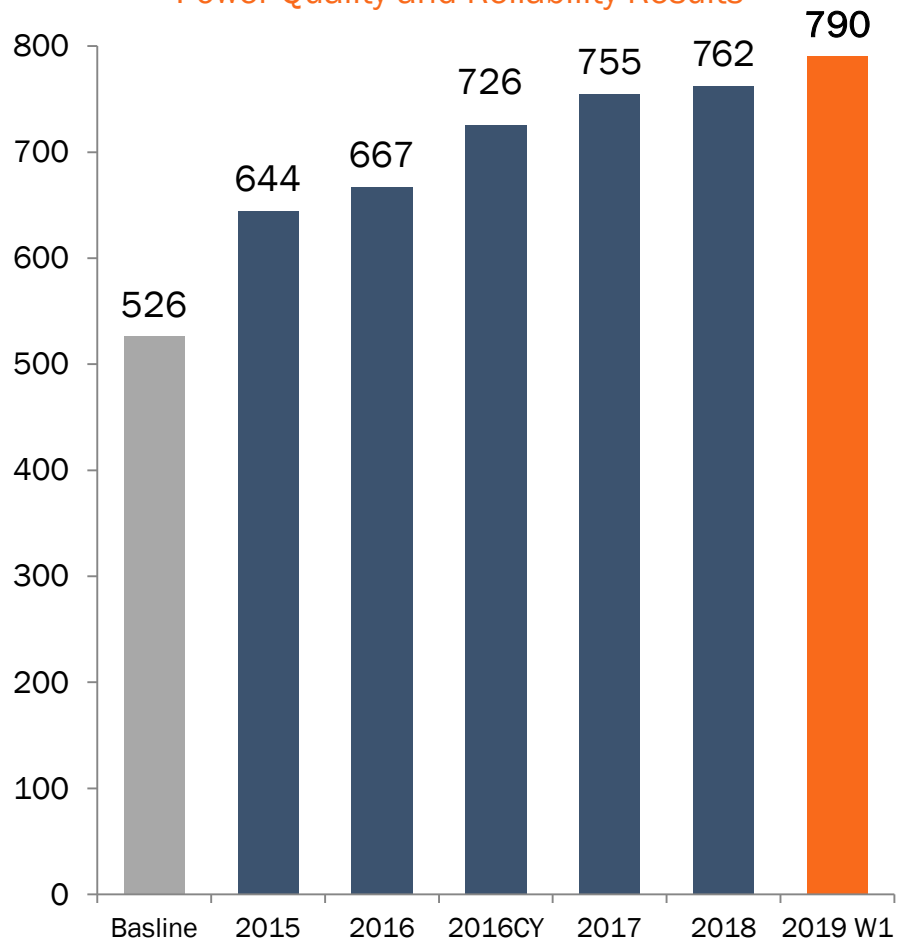
J.D. Power Residential

Power Quality and Reliability Results



J.D. Power Business

Power Quality and Reliability Results



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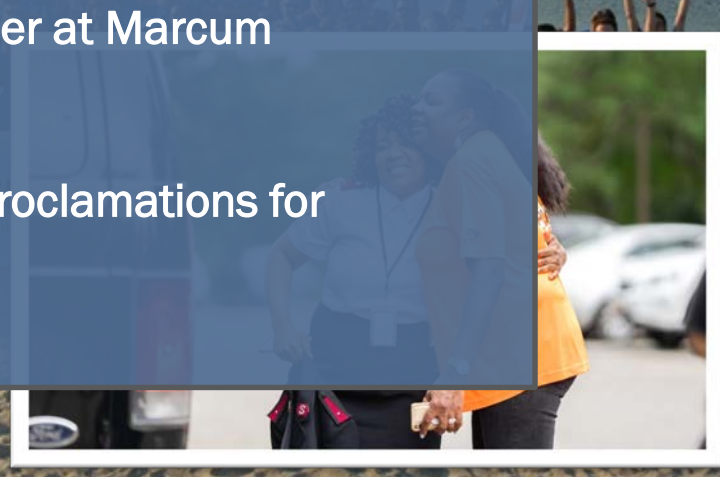
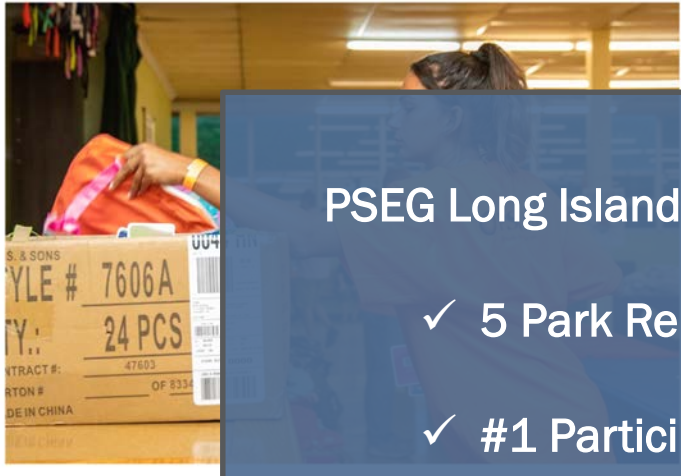
Giving Back to Our Community



Giving Back to Our Community

PSEG Long Island employees love giving back:

- ✓ 5 Park Rebuilds during Earth Week
- ✓ #1 Participant & Fund Raiser at March of Dimes
- ✓ #1 Participant & Fund Raiser at Marcum Challenge
- ✓ Nassau & Suffolk County Proclamations for Protecting the Osprey



Key Takeaways

- Achieving 21 of 24 contractual metrics
- Continue core focus of Safety, Customer Satisfaction, Reliability, Storm Response, Clean Energy, Energy Efficiency and Community
- Reliability and Customer Satisfaction continues positive trend
- Proud to serve and give back to our communities

Questions?

www.psegliny.com