

Report to the Board of Trustees

December 18, 2019

PSEG Long Island Operating Report

PSEG Long Island OSA 2019 Balanced Scorecard

			November YTD				Month of November				
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	1.27	↑	1.53	2.02	-	
	OSHA Days Away Rate (Severity)	2.5	L	22.61	22.61	27.93	↓	22.61	4.04	+	
	Reduce Motor Vehicle Accidents	2.5	L	-5.6%	-5.6%	-16.9%	↑	-5.6%	-31.3%	+	
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	754	↑	732 or 8th	751	+	
	After Call Survey (Residential)	5	H	91.5%	91.5%	94.9%	↑	91.5%	95.2%	+	
	After Call Survey (Business)	5	H	91.5%	91.5%	95.3%	↑	91.5%	95.5%	+	
	Personal Contact Survey	5	H	92.0%	92.0%	96.6%	↑	92.0%	96.0%	+	
	Average Speed of Answer	5	L	19	19	15	↑	19	8	+	
	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	0.78	0.60	↑	0.07	0.04	+	
	CAIDI (Customer Average Interruption Duration Index)	5	L	85	85	79	↑	85	61	+	
	SAIDI (System Average Interruption Duration Index)	5	L	72.5	68.9	47.4	↑	5.7	2.7	+	
	Sustained Multiple Customer Outages (MCO) - 4 or more	5	L	36,289	36,452	13,910	↑	N/A	N/A	N/A	
	MAIFI (Momentary Average Interruption Frequency Index)	5	L	3.29	3.10	2.21	↑	0.30	0.16	+	
	AMI Installations	5	H	250,000	229,167	292,024	↑	20,833	22,275	+	
	First Call Resolution (FCR)	5	H	82.8%	82.8%	81.3%	↓	82.8%	83.2%	+	
	Double Woods (Focus Areas)	1	L	9,626	9,834	9,450	↑	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%	5.5%	→	N/A	N/A	N/A		
Economic	Operating Budget (\$M)	N/A	L	606.4	555.4	522.1	↑	50.1	44.1	+	
	Capital Budget (\$M)	N/A	L	670.8	603.2	463.4	↑	63.2	53.8	+	
	Net Write-Offs per \$100 Billed Revenue	5	L	0.61	0.61	0.50	↑	0.61	0.79	-	
	AR > 90 (No Exclusions)	5	L	18.0%	18.0%	17.9%	↑	18.0%	18.0%	+	
	Low to Moderate Income Program Participation (Focus Areas)	1	H	27,000	26,836	31,513	↑	N/A	N/A	N/A	
Green	Customer Self-Service	5	H	40.5%	39.3%	46.9%	↑	N/A	N/A	N/A	
	Energy Efficiency Annualized Energy Savings	5	H	276,500	255,818	312,158	↑	22,222	31,984	+	

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

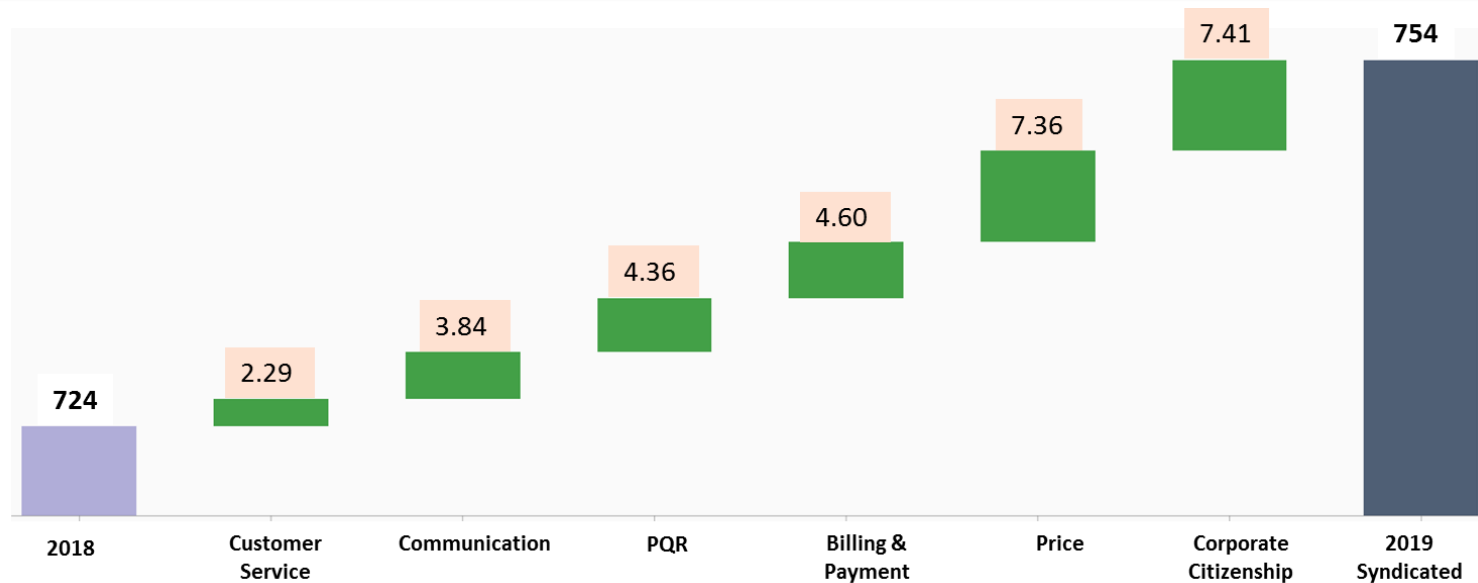
- ↑ On track to meet Target
- Meeting Target at risk
- ↓ Not expected to meet Target

Month Status

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

Customer Satisfaction Update

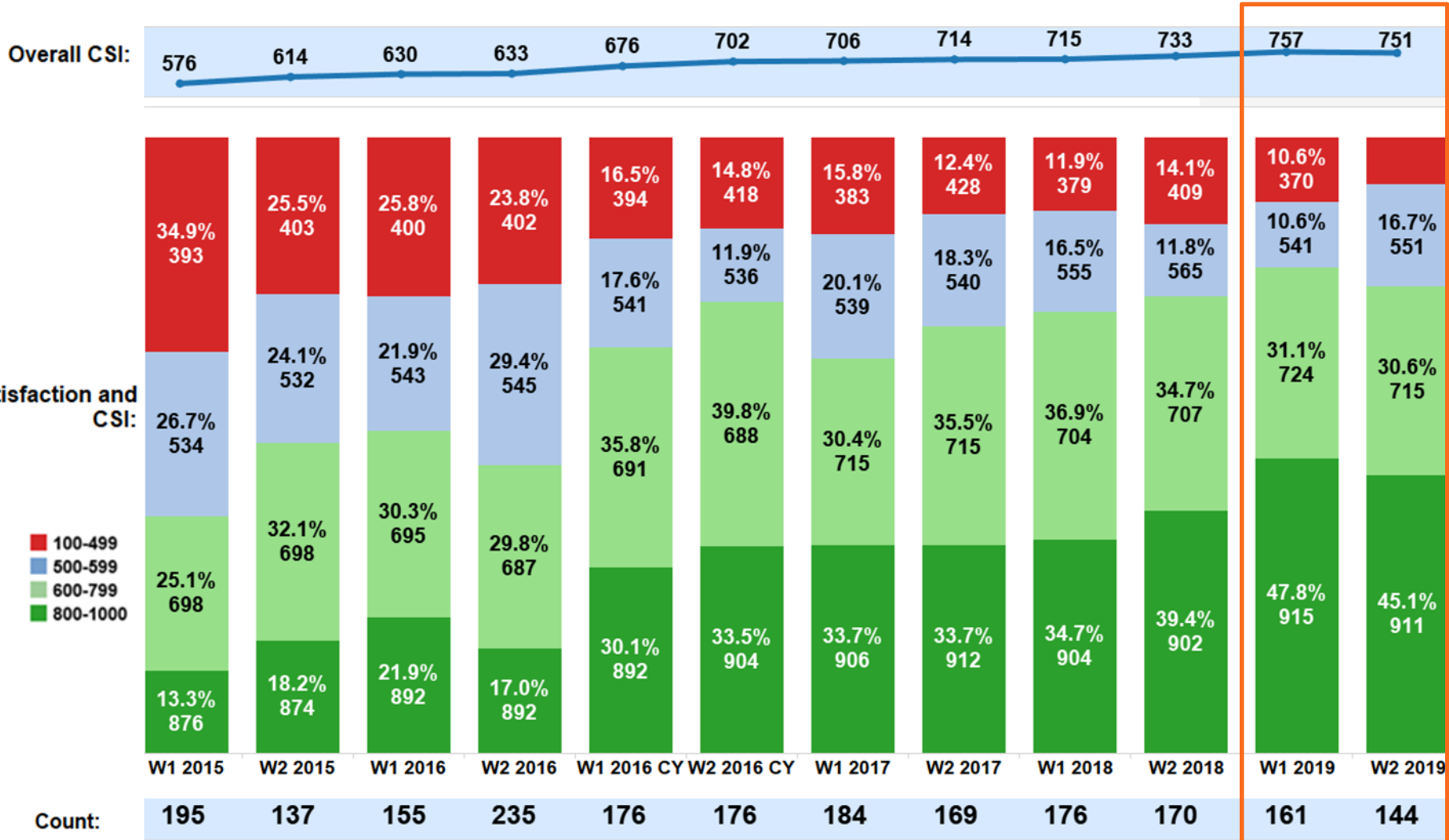
JD Power – Business Results – 2019 Syndicated



- PSEG-LI Overall Customer Satisfaction Index result for syndicated 2019 is 754, an increase of +30 points compared to syndicated 2018.
 - Largest Increase: Price Index (+46 points)
 - Increase: Corporate Citizenship Index (+40 points)
 - Increase: Billing & Payment Index (+31 points)
 - Increase: Communications Index (+27 points)
 - Increase: Customer Service Index (+26 points)
 - Increase: Power Quality & Reliability Index (+21 points)

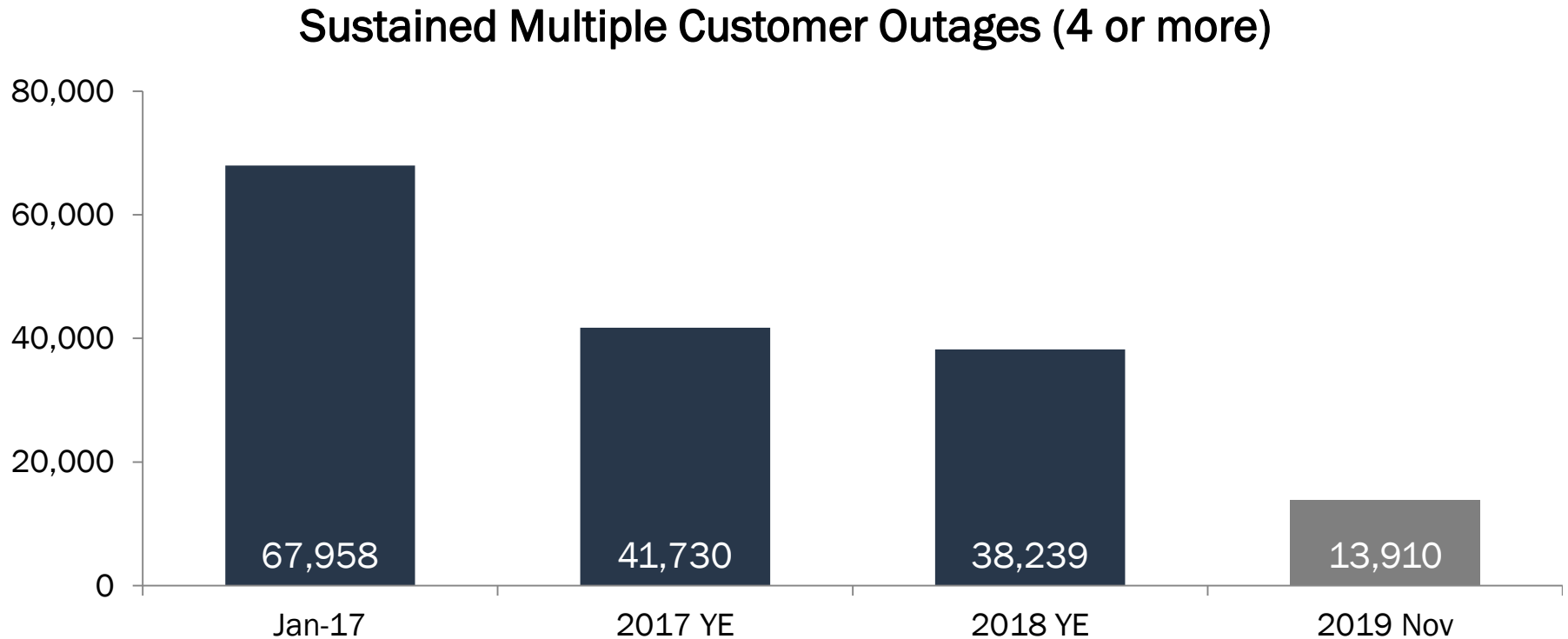
Customer Satisfaction Update

JD Power – Business – Lovers and Haters



Reliability

Sustained Multiple Customer Outages



Customers experiencing 4 or more sustained outages (outages > 5 minutes) over a rolling 12 month period has **improved 64%** year to date through November and has **improved 80%** since baselining performance in 2016

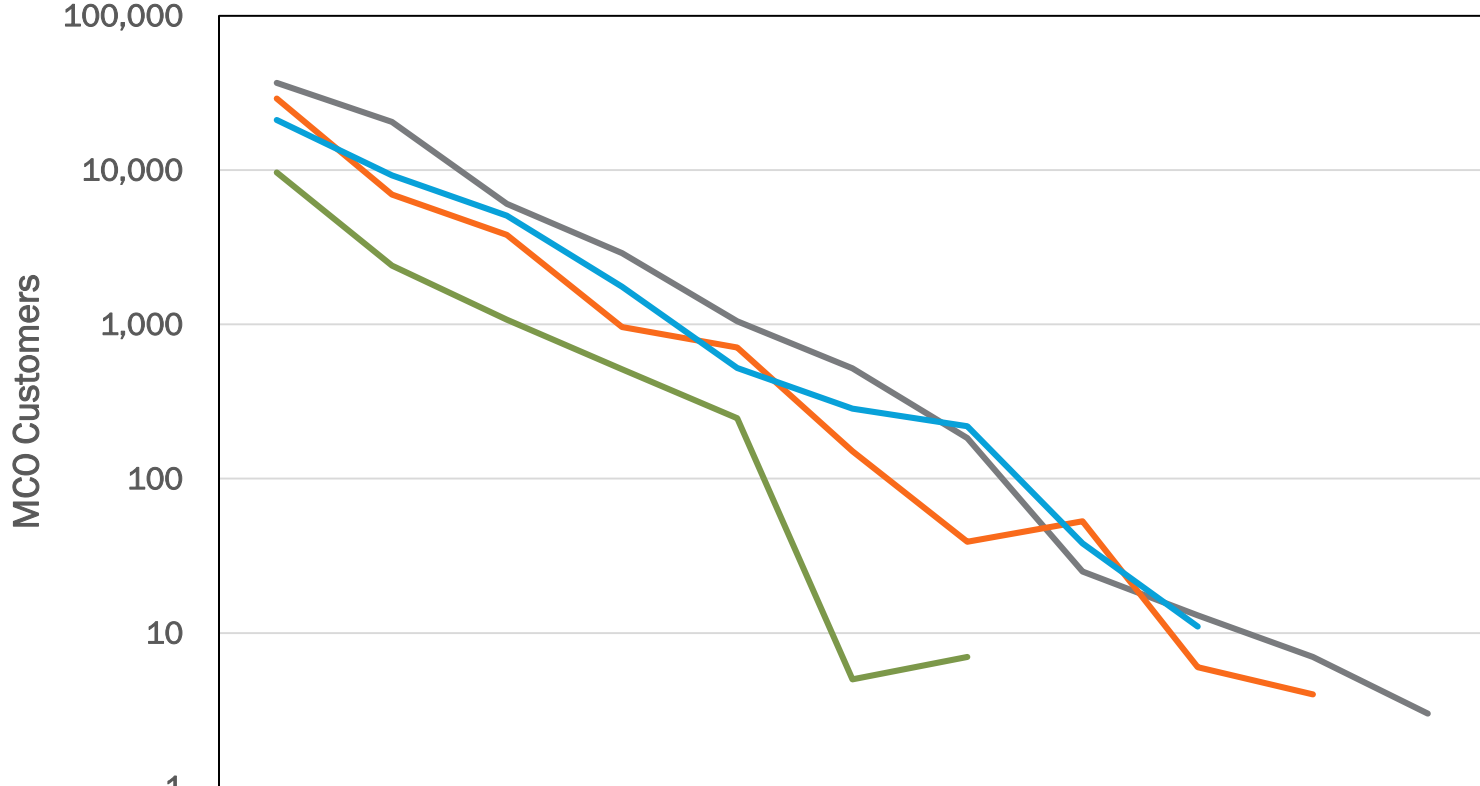
Analysis of Sustained Multiple Customer Outages

- **Determine Patterns of Outages: Multiple On-going Analyses**
 - Circuit Level
 - Cause of Outages
 - Correlations to other indices
 - Weather Conditions
 - Portion of System (Main, Branch, ... etc.)
- **Analyses Drives Program Implementation**
 - CIP Program design and targets
 - MCO program targets
 - Surgical Tree Trim
 - Cable Replacement Targets

Reliability

Sustained Multiple Customer Outages

MCO Customers - Outage Distribution



	4	5	6	7	8	9	10	11	12	13	14
2016	36,674	20,548	6,038	2,902	1,045	520	183	25	13	7	3
2017	29,068	6,932	3,810	960	707	151	39	53	6	4	
2018	21,117	9,240	5,059	1,750	521	284	219	38	11		
2019	9,658	2,406	1,075	512	247	5	7				

Reliability Programs

Program	Types of Work Completed	Number of Locations
FEMA Storm Hardening	Stronger Poles Narrow Profile Construction Stronger Wire	237 Miles
Circuit Improvement Program	Address Substandard Conditions	85 Circuits Completed
Switch Study	Strategic Switch Installation to Achieve 500 Customers Per Single Outage	135 Switches Commissioned
Repeat Fuse Program	Install Animal Guards Spot Tree Trimming Transformer Replacement/Fusing Secondary Wire Upgrade	651 Fuses Addressed
Multiple Customer Outage	Circuit Reconfiguration Primary Reconductor Overloaded Fuses	197 Targeted Areas Completed

Customer Complaints

Rolling 12 Month DPS Benchmark

Note: Benchmarks are reported with a two month lag.

