

Report to the Board of Trustees

MARCH 27, 2020

February YTD

Month of February

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 | 1.27 | 1.27 | 0.73 | ↑ | 1.27 | 1.01 | + |
| | OSHA Days Away Rate (Severity) | 2.5 | L | 17.00 | 17.00 | 11.49 | ↑ | 17.00 | 18.71 | - |
| | Reduce Motor Vehicle Accidents | 2.5 | L | -1.9% | -1.9% | -35.3% | ↑ | -1.9% | 14.3% | - |
| Safe, Reliable | JD Power Customer Satisfaction Survey (Residential) | 5 | H | 703 or 10th | 703 or 10th | Mar | ↑ | 703 or 10th | Mar | N/A |
| | JD Power Customer Satisfaction Survey (Business) | 5 | H | 763 or 7th | 763 or 7th | Jul | ↑ | 763 or 7th | Jul | N/A |
| | After Call Survey (Residential) | 5 | H | 91.5% | 91.5% | 95.4% | ↑ | 91.5% | 95.4% | + |
| | After Call Survey (Business) | 5 | H | 91.5% | 91.5% | 95.2% | ↑ | 91.5% | 95.1% | + |
| | Personal Contact Survey | 5 | H | 92.0% | 92.0% | 97.1% | ↑ | 92.0% | 97.6% | + |
| | Average Speed of Answer | 5 | L | 19 | 19 | 21 | ↑ | 19 | 3 | + |
| | Customer Complaint Rate | 5 | L | 6.5 | 6.5 | 4.0 | ↑ | 6.5 | 2.3 | + |
| | SAIFI (System Average Interruption Frequency Index) | 5 | L | 0.76 | 0.10 | 0.12 | ↑ | 0.05 | 0.07 | - |
| | CAIDI (Customer Average Interruption Duration Index) | 5 | L | 85 | 85 | 61 | ↑ | 85 | 66 | + |
| | SAIDI (System Average Interruption Duration Index) | 5 | L | 59.0 | 7.4 | 7.6 | ↑ | 3.0 | 4.4 | - |
| | MAIFI (Momentary Average Interruption Frequency Index) | 5 | L | 2.56 | 0.34 | 0.29 | ↑ | 0.14 | 0.13 | + |
| | AMI Installations | 5 | H | 250,000 | 41,667 | 41,993 | ↑ | 20,833 | 21,120 | + |
| | First Call Resolution (FCR) | 5 | H | 82.8% | 82.8% | 82.5% | ↑ | 82.8% | 82.0% | - |
| | Double Woods (Focus Areas) | 1 | L | 9,110 | 9,422 | 10,274 | ↑ | N/A | N/A | N/A |
| | Asset Management Pilot Update | 1 | H | 1 | 1 | 1 | ↑ | 1 | 1 | + |
| Economic | Operating Budget (\$M) | N/A | L | 633.7 | 103.1 | 95.6 | ↑ | 50.6 | 46.9 | + |
| | Capital Budget (\$M) | N/A | L | 735.2 | 126.3 | 89.0 | ↑ | 61.5 | 46.4 | + |
| | Net Write-Offs per \$100 Billed Revenue | 5 | L | 0.54 | 0.54 | 0.48 | ↑ | 0.54 | 0.65 | - |
| | AR > 90 (No Exclusions) | 5 | L | 17.7% | 17.7% | 17.8% | ↑ | 17.7% | 18.8% | - |
| | Low to Moderate Income Program Participation (Focus Areas) | 1 | H | 35,000 | 32,228 | 31,850 | ↑ | N/A | N/A | N/A |
| Green | Customer Self-Service | 5 | H | 47.1% | 33.1% | 31.1% | ↑ | N/A | N/A | N/A |
| | Energy Efficiency Annualized Energy Savings | 5 | H | 1,036,000 | 182,218 | 193,676 | ↑ | 90,615 | 92,004 | + |
| | Electric Vehicles | 1 | H | 1,000 | 0 | 0 | ↑ | 0 | 0 | + |
| | Heat Pumps | 1 | H | 3,000 | 480 | 882 | ↑ | 240 | 282 | + |

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 Asset Management Pilot Update, 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

Scorecard Update

Safety

- **Strong safety performance start in 2020**
 - 3 OSHA recordable incidents through February compared to 10 incidents in 2019
 - 47 days away through February compared to 117 days away in 2019
 - 11 motor vehicle accidents through February compared to 16 accidents in 2019

Reliability

- **No storm exclusions thus far in 2020 and includable weather impacts have been worse than 2019 YTD**
 - 9% increase in Customer Minutes Interrupted (SAIDI 2020 YTD = 7.6 | SAIDI 2019 YTD = 7.0)
 - 24% increase in Customers Interrupted (SAIFI 2020 YTD = 0.12 | SAIFI 2019 YTD = 0.10)
 - 11% reduction in Momentaries (MAIFI 2020 YTD = 0.29 | MAIFI 2019 YTD = 0.32)
 - 12% reduction in CAIDI in 2020 vs. 2019 (CAIDI 2020 YTD = 61 | CAIDI 2019 YTD = 69)

Customer Satisfaction

- PSEG Long Island has the lowest complaint rate per 100,000 customers in NYS with a rate of 4.0 – Next closest utility has a rate of 6.7 complaints/100K
- All customer satisfaction surveys (after call residential/business and personal contact surveys) currently achieving targets