FOR DISCUSSION:

• 2020 Peak Load Forecast and NOx Compliance Plan
• 2020 OSA Performance Metrics

FOR APPROVAL:

• Temporary Emergency Tariff Changes for COVID-19
• Revenue Notes and Credit Agreements
• Compliance Policies and By-Law Amendments
• Selection of Utility Consulting Services
• 2019 Financial Report
• 2019 Investment Report and 2020 Board Policy on Investments
• Utilities are essential services and continue to operate during the pandemic
• Employees who can work remotely are telecommuting (approx. 90% of LIPA employees and 55% of PSEG Long Island workforce)
• Temporarily closed all customer service centers. Encouraging customers to access services and bill payment options online and by phone
• Suspended non-essential entry into customer premises; established protocols and provided workforce with protective equipment for essential entry
• Segregated field crews into smaller work units and encouraging social distancing
• PSEG Long Island and National Grid have implemented protocols for control room operators
• Long Island's electric load has not been materially impacted by the pandemic to date
  • Est. 5-7% decrease in load compared to last year, mostly due to mild March weather
  • Impact from workforce restrictions may grow over time; likely multi-year impact on load from reduced economic growth
ASSISTING CUSTOMERS DURING COVID-19 PANDEMIC

• PSEG Long Island has suspended all service disconnection for non-payment and reconnected customers who have been disconnected

• With LIPA Board approval at today’s meeting, PSEG Long Island to:
  ✓ Waive late payment and reconnection fees for 90 days
  ✓ Extend the grace period for low and moderate-income customers to re-enroll in bill discounts

• LIPA and PSEG Long Island have expanded low and moderate-income customer discounts from $5 per month to between $25 and $65 per month over the last five years
PSEG Long Island: +49 Points from 2019
Large East Average: +23 Points from 2019

CEO Report – March 2020
PSEG LONG ISLAND CLIMBS CUSTOMER SERVICE RANKINGS

2020 J.D. Power 1st Quarter Results

- Company A: 767
- Company B: 762
- Company C: 762
- Company D: 759
- Company E: 745
- PSEG Long Island: 744
- Company F: 740
- Company G: 739
- LARGE EAST AVERAGE: 733
- Company H: 726
- Company I: 724
- Company J: 724
- Company K: 716
- Company L: 716
- Company M: 704
- Company N: 695
- Company O: 692
- Company P: 596

CEO Report – March 2020
PSEG Long Island had the greatest improvement in score of all companies surveyed in the Large East category.

Survey indicated the largest improvement is in the price index, as customers are more satisfied with the:

- Total monthly cost of electric service
- Ease of understanding prices
- Efforts of PSEG Long Island to help manage and reduce monthly usage
- Availability of pricing options

Customers ranked PSEG Long Island #3 of 17 Large East utilities for power quality and reliability (customer perception is now consistent with reliability data).

PSEG Long Island is #1 of 17 Large East utilities for Customer Care.