



2020 OSA Metrics

Board of Trustees Meeting

March 27, 2020

OSA PERFORMANCE METRICS SUMMARY OF 2020 CHANGES

- Tier 1 – Determine PSEG Long Island incentive compensation and are reported to Board at each meeting
 - Targets updated based on benchmarking data and historic performance
 - Three new Tier 1 metrics and three former Tier 1s moved to Tier 2
- New Focus Area Metrics
 - Heat Pump Installations
 - Electric Vehicles
 - Technology Pilots
- Tier 2 – Additional performance data reported to management
 - Accuracy of Estimated Time for Outage Restoration
 - Additional Reporting on Customers with Least Reliable Service
 - Expanded measurement of Capital Project Estimating process
 - Commence reporting data on customer contact via email and chat

OSA TIER 1 METRICS AND TARGETS

Performance Category/Metric		High/Low	I/M	2019 Target	2020 target
Customer Satisfaction (40%)	JD Power Residential Survey	H (Score) L (Rank)	I	689 or 12th	703 or 10th
	JD Power Business Survey	H (Score) L (Rank)	I	732 or 8th	763 or 7th
	After Call Survey - Residential	H	M	91.5%	91.5%
	After Call Survey - Business	H	M	91.5%	91.5%
	Personal Contact Survey	H	M	92.0%	92.0%
	Customer Self-Service ¹	H	I	39.0%	47.1%
	Customer Complaint Rate (Per 100,000 Customers)	L	M	6.5	6.5
	Average Speed of Answer (Seconds)	L	M	19	19
	First Call Resolution	H	I	82.8%	82.8%
Technical and Regulatory Performance (30%)	SAIDI (System Average Interruption Duration Index)	L	I	72.5	59.0
	SAIFI (System Average Interruption Frequency Index)	L	I	0.83	0.76
	CAIDI (Customer Average Interruption Duration Index)	L	M	85	85
	MAIFI (Momentary Average Interruption Frequency Index)	L	I	3.29	2.56
	Customers Experiencing Multiple Sustained Outages (≥ 4)	L	N/A	Tier 1	Tier 2
	OSHA Recordable Incidence Rate	L	I	1.53	1.27
	OSHA Days Away Rate (Severity)	L	I	22.61	17.00
	Reduce Motor Vehicle Incidents	H	I	-5.6%	-1.9%
Financial Performance (30%)	Energy Efficiency Annualized Savings (MMBTUs) ²	H	I	943,418	1,036,000
	AMI Implementation (# Meters)	H	I	250,000	250,000
	Net Write-Offs (Per \$100 Billed Revenue)	L	M	0.61	0.54
	Accounts Receivable > 90 Days	L	I	18.0%	17.7%
	Focus Areas	H/L	I	Multiple	Multiple

¹ Customer Self-Service 2019 target adjusted to conform with new 2020 measurement.

² Methodology for calculating Energy Efficiency Annualized Savings metric has been revised from MWh to MMBTUs to be consistent with new State criteria for 2020.

FOCUS AREA METRICS

Metric	Description/Objective	2020 Target (1 Point)
Double Wood Poles	Reduce the net amount of double wood poles, as recorded in the National Joint Utilities Notification System (NJUNS), on Dec 31, 2020.	9,110 (2019 target: 9,626)
Low to Moderate Income (LMI)	Achieve higher enrollment in the LMI discount program.	35,000 (2019 target: 27,000)
Heat Pump Installations	Increase number of new customer heat pump installations.	3,000 (2019 target: N/A)
Electric Vehicles	Number of customers enrolling in FleetCarma EV program + unique set of customers adopting new TOU rate by year-end.	1,000 (2019 target: N/A)
Technology Pilot Programs	Identify and complete new technology pilot programs, report outcomes and issue evaluation for pilot expansion or discontinuation by year-end.	Complete Two Pilot Programs By Dec 31 st (2019 target: N/A)

TIMELINE FOR 2019 INCENTIVE PAYMENT

Actions	Responsible Party	Target Date
Submit calculation of incentive compensation and supporting data and documentation	PSEG Long Island	3/30/2020
LIPA review of PSEG Long Island calculation and submit LIPA evaluation to DPS Long Island	LIPA	5/14/2020
DPS Review of PSEG Long Island submission and LIPA evaluation – DPS submits recommendation to LIPA	DPS Long Island	6/12/2020
LIPA pays PSEG Long Island undisputed amount	LIPA	6/26/2020

TIER 2 METRICS & INFORMATIONAL ITEMS

Call Abandonment Rate	Customers with Multiple Momentary Outages	Days Sales Outstanding
Customer Appointments	Estimated Time of Restoration Accuracy	Billing Exception Cycle Time
Long-Term Billing Estimates	Restoration Preparedness	O&M/Capital Operating Results
Actual Meter Read Rate	Renewable Energy Generated	Project Performance (Capital & FEMA)
AMI Opt-Out Rate	Renewable Net Metering/Dynamic Load Mgmt	Field Collection Effectiveness
Paperless Billing %	EE & RE Cost per kWh	Deferred Payment Agreements
New Business Cycle Time	Interconnection Cycle Time (All Projects)	Damage Costs
New Business - Stakeholder Survey	Purchased Power Invoicing – Accuracy/Timeliness	Non-Product Billing
Customer Service Response Index	Reliability Programs & FEMA – Actual vs. Budget	O&M for Outside Services & Materials
Regulatory Complaints	T&D Preventative Maintenance	Construction Work In-Progress
Staffing Levels (Permanent)	Electric Damages per 1,000 Locate Requests	Booked Energy Sales
Employee Availability - Illness	Safety Leading Indicators & T&D Safety Initiatives	Power Supply Charge
Diversity Availability in Applicant Pool	Forced Automatic Outage Rate	A/R Cash Forecast
Supplier Diversity	IT Critical System - Unplanned Outages	Internal Control Failure Rate
Community Partnership Plan	IT Project Develivry	Timely Remediation of Internal Control Failures
Media Stories	Security Vulnerability Inspections	Timely Delivery of Financial Mgmt Reports to LIPA
Social Media Followers	NERC CIP Project Performance	NYISO Compliance Filing