

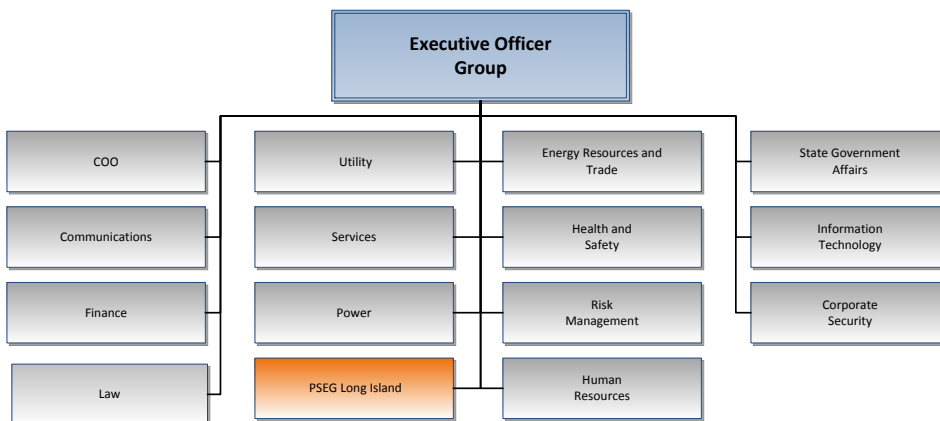
# Report to the Board of Trustees

MAY 20, 2020

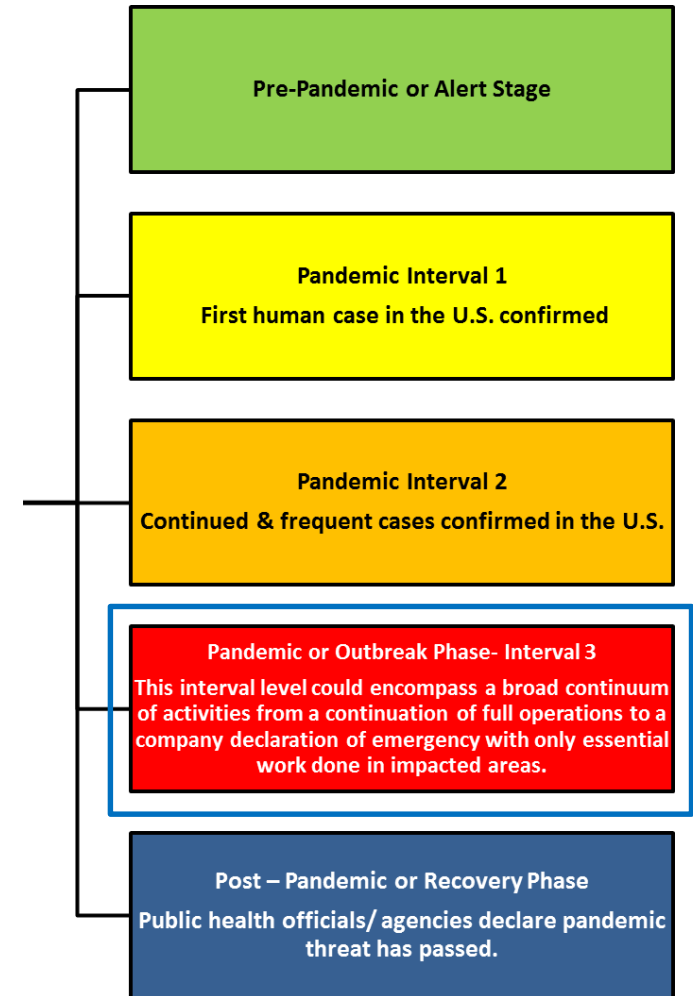
# High Level Pandemic Response

- PSEG has taken an abundance of precautions in dealing with COVID-19
- Executive Crisis Management Team (ECMT) Activated
- Followed PSEG Pandemic Response Plan – Currently in Interval #3

ECMT Team Structure



PSEG's Pandemic Response For COVID-19



# PSEG Long Island COVID-19 Update

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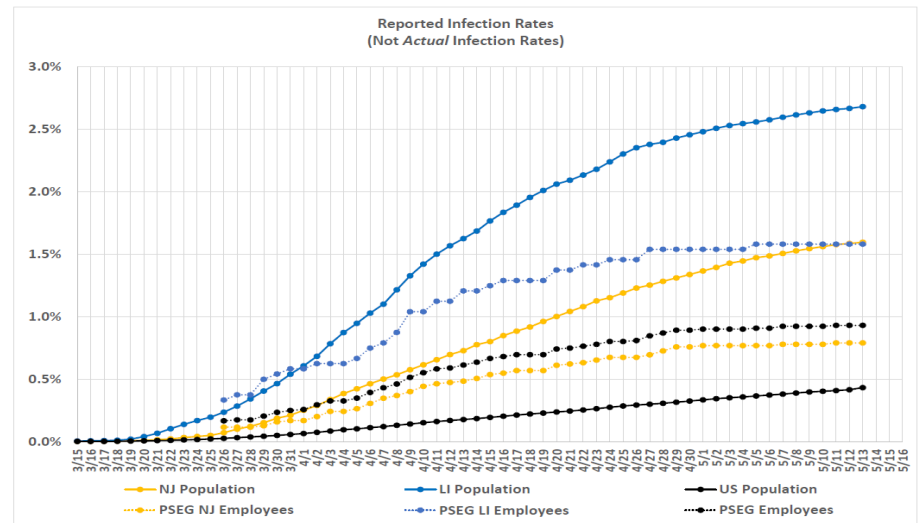
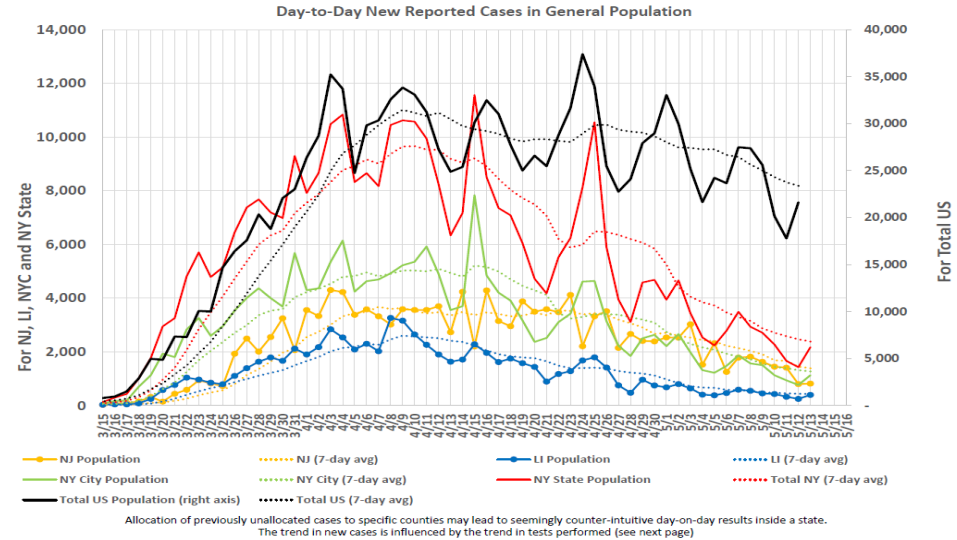
- Temporarily closed Customer Service Centers beginning on March 17th
- Temporarily suspended non-critical repair work on service meters and metering equipment that requires us to enter a customer's home or business
- Temporarily Suspended shut-offs of electric service and also waiving new late payment fees until further notice
- Directed all employees who can work remotely to do so, including the majority of our customer service representatives
  - Approximately 1,400 of the 2,500 employees are working remotely
- Transmission Operators sequestered to live in onsite accommodations

# PSEG Long Island COVID-19 Impact\*

- COVID-19 Positive Cases
  - ✓ 1.6% of Employees
  - ✓ 85% of positive cases have RTW
- Self Observing
  - ✓ 0.7% of Employees
- Employees Returned to Work
  - ✓ 93% of employees RTW who had a positive case or self observed

Social Distancing Working – Very low number of new employees self observing at home due to a close contact

\*Numbers as of 5/13/2020



# PSEG Long Island Revised Work Procedures

## Job Hazard Analysis

Flip-up Face Shield with Hardhat  
Class and code Number W10-6383 for Face Shield



Let's all work together to  
**STAY WELL!**



In view of the **coronavirus pandemic**, we are practicing **"social distancing"** while we carry out our essential work.

**Please keep well back from our crew and their job site!**

Thank you for your cooperation.



April 2020

PSEG

## UTILITY HEALTH & SAFETY COMMUNICATIONS

### Social Distancing For Office Workers



**CAUTION!**

In an ongoing effort to reduce the risk of COVID-19 exposure in the workplace, PSEG is implementing protocols to screen all individuals in the workplace. Updated in April, these protocols include the questions below, which are based on CDC Risk assessment guidelines, and are designed to determine possible exposure and risk. The COVID-19 pandemic is an evolving situation and we will continue to review and update our protocol.

SCREENING

**QUESTION 1**

Are you feeling ill in any way? For instance, do you have any of the following symptoms?

- Fever?
- A cough?
- Shortness of breath?

SCREENING

**QUESTION 2**

Within the last 14 days, have you been tested and confirmed positive, or screened by a medical professional and presumed positive, for COVID-19 and not yet cleared to return to work?

SCREENING

**QUESTION 3**

Within the last 14 days, have you had close contact with a person who is a suspected, presumed or confirmed case of COVID-19?

If you answer YES to any of these questions, discuss with your supervisor privately for further instruction.

If you answer YES to question 1 or 2, stay home. Do not go to work. Report the absence according to usual process. If you answer YES to question 3,

Contact the PSEG Pandemic Response Hotline (800-218-7734) if you answer YES to question 2 or 3.

**Close Contact:** The CDC defines as being within approximately 6 feet of a COVID-19 case for a prolonged period of time OR having direct contact with an infectious secretion of a COVID-19 case (e.g. being coughed on). Close contact can occur while caring for, living with, visiting, or sharing a healthcare waiting room with a COVID-19 case.

CORONAVIRUS SERIES #6-  
SOCIAL DISTANCING (OFFICE)

1

## Job Hazard Analysis

- Entering a customer home – ½ face respirator
- Office Employees – Face Covering
- Outside Close Proximity – One or more

# Tracking the Homes We Enter...

Functional Group	6-May	7-May	8-May	9-May	10-May	11-May	12-May	13-May
Engineering and Resources	0	0	0	0	0	0	0	
OH UG Lines QN	0	0	0	0	0	0	0	
OH UG Lines Central	0	0	0	0	0	0	0	
D Ops Central	0	0	0	0	0	0	0	
D Ops QN	0	0	0	0	0	0	0	
Functional Group	6-May	7-May	8-May	9-May	10-May	11-May	12-May	13-May
Engineering and Resources	1	0	2	0	0	0	0	
OH UG Lines WS	0	0	0	0	0	0	0	
OH UG Lines ES	0	0	0	0	0	0	0	
D Ops WS	0	0	0	0	0	0	0	
D Ops ES	0	0	0	0	0	0	0	
Functional Group	6-May	7-May	8-May	9-May	10-May	11-May	12-May	13-May
Measurement Services	1	1	0	0	0	0	0	
Field Collections	0	0	0	0	0	0	0	

- Only enter for emergency or work related to an outage
- Ask screening questions
- Where appropriate PPE

# Responsible Re-Entry



- PSEG companies participating in Electricity Subsector Coordinating Council (ESCC) Tiger Team for responsible re-entry
- “Phased Approach” that prioritizes the safety of our employees, customers and communities
- Liaising with industry committees to determine best practices
- Incorporating standards and practices implemented within the various lines of business
- Ensuring consistency of standards across Enterprise, with any required exceptions clearly documented

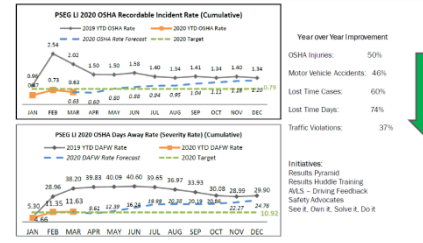


**Flexible**  
**Resilient**  
**Stronger**

# PSEG Long Island Weekly Updates

- Weekly meeting held with PSEG Long Island employees to discuss COVID related items and ongoing business updates

## PSEG Long Island Safety – Good Start



## AMI Installations Continuing at Accelerated Pace

**Field Collectors reassigned to assist with AMI installations**

- Over 530K meters installed to date; 96K+ in 2020
- Every installation eliminates return trips for meter readers and provides enhanced functionality
- Averaging about 1,600 installs per day! WOW!!!

- Meeting covers:
  - Pandemic Updates
  - Procedural Updates
  - Safety Updates
  - Operational Updates
  - Employee Sharing
  - Questions and Answers

## Customer Satisfaction Positive Trend....

Month	Complaints				Repeat Complaints			
	2017	2018	2019	2020	2017	2018	2019	2020
January	81	44	58	49	2	2	2	0
February	52	42	38	38	0	0	0	0
March	52	73	38	18	2	7	1	0
April	58	45	45	15	3	3	2	0
May	56	45	47	3	3	2	2	0
June	46	44	41	1	1	4	0	0
July	45	58	66	4	3	4	0	0
August	51	50	46	2	2	2	0	0
September	41	48	47	2	2	2	0	0
October	57	41	41	3	2	2	0	0
November	48	41	41	4	4	4	0	0
December	33	29	40	0	0	0	0	0
<b>Total</b>	<b>685</b>	<b>650</b>	<b>670</b>	<b>87</b>	<b>18</b>	<b>25</b>	<b>1</b>	<b>0</b>

**2020 Wins v. Baseline**

Category	2019	2020	2019	2020	2019	2020
Overall Customer Satisfaction Index	80.0%	100%	518	744	17	17
Power Quality & Reliability Index	27%	20%	528	760	17	17
Price Index	21%	20%	628	889	17	17
Billing & Payment Index	10%	17%	638	708	17	17
Corporate Citizenship Index	11%	17%	488	860	17	17
Customer Satisfaction Index	11%	12%	482	717	17	17
Customer Care Services Index	8%	9%	584	840	17	17

- Mar & Apr lowest complaints ever
- JD Power 45 point jump
- Significant improvement in Rankings by JD Categories

## Reliability Strong....

METRIC	O&A Incident-All ranges				FA&L All Substations and services				PRODUCTION					
	BASEL	YTD	20P	YTD	20P	YTD	20P	YTD	20P	YTD	20P	YTD	20P	
SAFETY	0.001	0.029	0.008	0.78	0.001	0.000	0.108	0.75	0.05	-12%	0.007	0.008	0.001	-13%
AVAIL	98.97	97.24	98.95	98	98.72	97.90	98.87	98	97	-12.2%	98.60	98.81	98.47	-4.2%
SAFETY	0.001	1.000	1.000	0.000	1.000	1.000	1.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
AVAIL	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001
W70 Reliability	45	1,138	17,701	NA	45	1,138	17,701	780	14,677	-44.18%	17,701	17,701	780	0%
W70 Transformer	3	0	20											

- If the year ended today, all Part A, Part B and OSA Reliability targets would be achieved with exception of MAIFI Part A
- Power On project under-way - \$250M five year plan to continue circuit hardening
- MCO not a goal for 2020 but great performance YTD

## Our Community Efforts Are Helping

**Partnering to Help Our Community**

Recent strategic alliances with Suffolk Police, Hospitals, Food Banks, PSEG LI EERG's, PSEG Foundation

**Thank You**

## 7J Sterling New Feeder – Teamwork Saved Money



# Safety

Incident Type	April YTD		% Change
	2020	2019	
All OSHA Cases	5	12	-58.3%
OSHA Days Away Cases	4	10	-60.0%
OSHA Days Away	87	318	-72.6%
Motor Vehicle Accident	20	35	-42.9%
Red Light Tickets	33	49	-32.7%

- Currently on target to achieve all OSA safety targets
- Best PSEG Long Island safety performance through April

# Reliability

METRIC	OSA (includes all outages)		Part A/B (excludes secondary and services)				PROJECTION				
	YTD	2020 OSA Goals	YTD	2020-Part-A Goals	2020-Part-B Goals	2020 YTD % vs. 2019	PART A/B Projected YE Value	OSA Projected YE Value	Part A Projected YE Status	Part B Projected YE Status	OSA Projected YE Status
SAIFI	0.21	0.76	0.20	0.75	0.65	3.14%	0.65	0.68	-13.06%	0.32%	-11.08%
CAIDI	61	85	59	73	73	-16.61%	70	72	-4.67%	-4.67%	-15.07%
SAIDI	12.82	59	12.03	58	47.5	-13.99%	45.38	48.78	-21.76%	-4.47%	-17.32%
MAIFI	0.52	2.56	0.52	1.87	2.41	-31.68%	2.16	2.16	15.46%	-10.41%	-15.66%

The statistics below are preliminary and subject to change upon review  
 OSA and Part A/B goals exclude major storms.  
 Summary of color codes:

**GREEN** = projected year end status more than 5% below target  
**YELLOW** = projected year end status 5% below to target  
**RED** = projected year end status above target

- Currently on target to achieve all OSA reliability targets
- “Power On” project underway - \$250M five-year plan for continuation of storm hardening begun with FEMA grant

# Customer Satisfaction

## JD Power – 2020 Residential Q1 Results

Index	2013	2020	2020	2013	2020
	Syndicated	Q1	Q1	Syndicated	Q1
Overall Customer Satisfaction Index	519	744	225	17	6
Power Quality & Reliability Index	536	795	259	17	3
Price Index	429	669	240	17	9
Billing & Payment Index	639	798	159	17	6
Corporate Citizenship Index	466	692	226	17	7
Communications Index	482	717	235	17	5
Customer Care Index	564	840	276	17	1

## Customer Complaints are Down

Month	Customer Complaints			
	2017	2018	2019	2020
January	61	44	56	43
February	55	42	36	26
March	52	73	36	18
April	55	82	45	16
May	96	45	47	
June	48	64	41	
July	65	56	66	
August	53	50	60	
September	41	48	47	
October	57	57	51	
November	48	44	41	
December	32	29	44	
<b>YTD April Totals</b>	<b>223</b>	<b>241</b>	<b>173</b>	<b>103</b>
<b>Totals</b>	<b>663</b>	<b>634</b>	<b>570</b>	<b>103</b>

# Questions?

# Appendix

Sample Slides Shared with all Employees  
During Weekly Calls

# PSEG Long Island OSA 2020 Balanced Scorecard

			April YTD				Month of April				
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	0.57	↑	1.27	0.43	+	
	OSHA Days Away Rate (Severity)	2.5	L	17.00	17.00	9.91	↑	17.00	5.17	+	
	Reduce Motor Vehicle Accidents	2.5	L	-1.9%	-1.9%	-42.9%	↑	-1.9%	-16.7%	+	
Safe, Reliable	JD Power Customer Satisfaction Survey (Residential)	5	H	703 or 10th	703 or 10th	744	↑	703 or 10th	744	+	
	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%	95.5%	↑	91.5%	95.5%	+	
	After Call Survey (Business)	5	H	91.5%	91.5%	95.9%	↑	91.5%	96.8%	+	
	Personal Contact Survey	5	H	92.0%	92.0%	97.0%	↑	92.0%	97.5%	+	
	Average Speed of Answer	5	L	19	19	12	↑	19	4	+	
	Customer Complaint Rate	5	L	6.5	6.5	3.6	↑	6.5	1.4	+	
	SAIFI (System Average Interruption Frequency Index)	5	L	0.76	0.22	0.19	↑	0.06	0.03	+	
	CAIDI (Customer Average Interruption Duration Index)	5	L	85	85	60	↑	85	67	+	
	SAIDI (System Average Interruption Duration Index)	5	L	59.0	16.4	11.6	↑	4.5	2.1	+	
	MAIFI (Momentary Average Interruption Frequency Index)	5	L	2.56	0.67	0.47	↑	0.19	0.09	+	
	AMI Installations	5	H	250,000	83,333	95,497	↑	20,833	32,904	+	
	First Call Resolution (FCR)	5	H	82.8%	82.8%	82.9%	↑	82.8%	83.7%	+	
	Double Woods (Focus Areas)	1	L	9,110	9,359	9,749	→	N/A	N/A	N/A	
Technology Implementation Pilot (Focus Areas)	1	H	1	1	1	↑	1	1	+		
Economic	Operating Budget (\$M)	N/A	L	633.7	208.2	204.0	↑	52.3	52.8	-	
	Capital Budget (\$M)	N/A	L	735.2	252.4	199.0	↑	63.2	51.8	+	
	Net Write-Offs per \$100 Billed Revenue	5	L	0.54	0.54	0.47	↑	0.54	0.69	-	
	AR > 90 (No Exclusions)	5	L	17.7%	17.7%	17.9%	→	17.7%	21.5%	-	
	Low to Moderate Income Program Participation (Focus Areas)	1	H	35,000	32,782	35,769	↑	N/A	N/A	N/A	
Green	Customer Self-Service	5	H	47.1%	35.9%	33.0%	↑	N/A	N/A	N/A	
	Energy Efficiency Annualized Energy Savings	5	H	1,036,000	347,001	350,482	↑	82,227	82,575	+	
	Electric Vehicles (Focus Areas)	1	H	1,000	20	3	↑	10	3	-	
	Heat Pumps (Focus Areas)	1	H	3,000	960	1,599	↑	240	476	+	

**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 Technology Implementation Pilot, 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

# National Lineworkers Appreciation Day ~ Saturday, April 18...



## To our PSEG Long Island family:

On this National Lineworkers Appreciation Day we want to express our tremendous gratitude for the men and women who have gone above and beyond during these unprecedented times to make sure our customers have power when they need it the most.

We also wish to thank all our employees who, like many of us, have embraced new workplace challenges while continuing to provide the best customer service possible.

Together, we will all get through this, and no doubt we will be stronger for it.

Please stay safe and let's keep the positive energy flowing.

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel Eichhorn".

**Daniel Eichhorn**  
President & COO, PSEG Long Island

A handwritten signature in black ink, appearing to read "Ronald Bauer".

**Ronald Bauer**  
Business Manager, IBEW Local 1049



**#POWERINGTHROUGHTOGETHER**



A9

PHOTO: PSEG LONG ISLAND

# PSEG LI Social Media Comments ~ Storm Response

## April 13 ...Cheers to our Amazing Crews....



**Vanessa Cecilia**

2 hrs · 🌐

Just got my power back on three hours after I lost it and way sooner than was estimated. Thank you PSEG Long Island for your quick response and for having work teams ready to deal with today's ongoing storm!!! 🌞

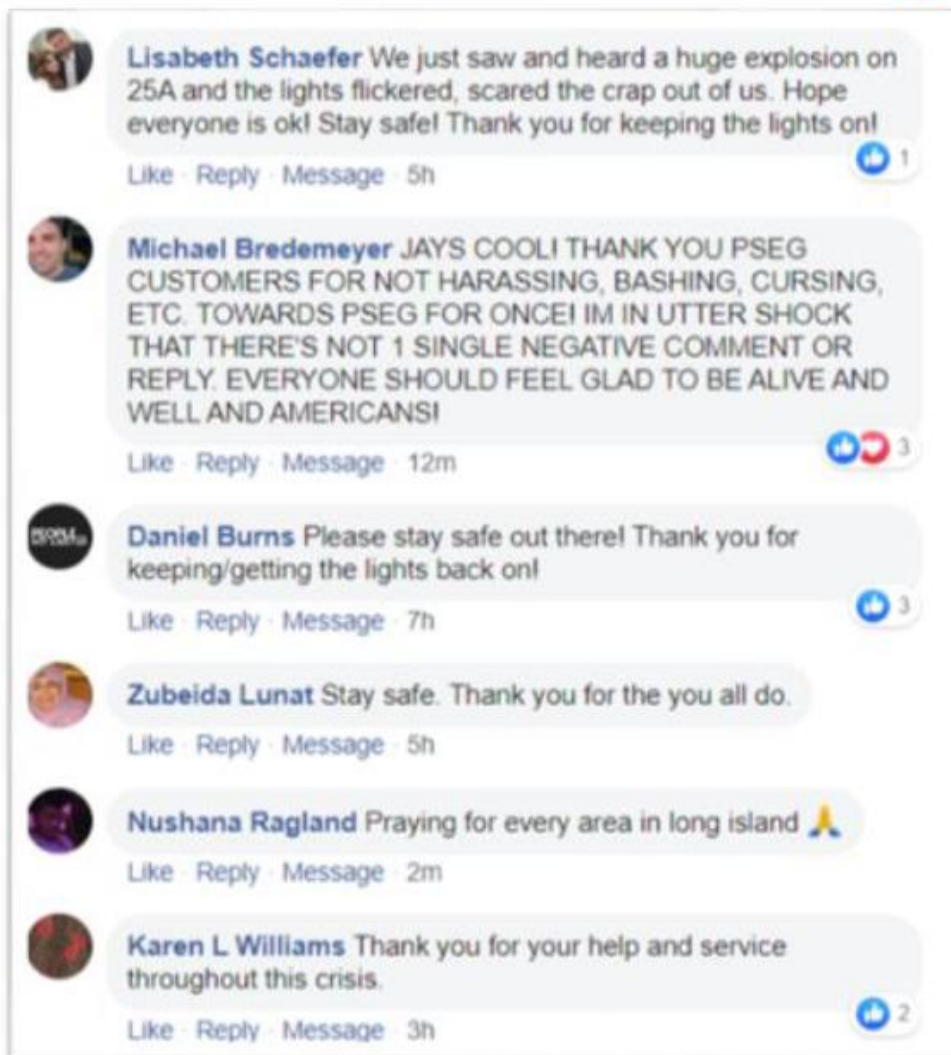
🙏❤️ Stay safe out there!





# PSEG LI Social Media Comments ~ Storm Response

## April 13 ....Cheers to our Amazing Crews....



The image shows a screenshot of a social media post with six comments. Each comment includes a profile picture, the user's name, the text of the comment, and interaction options (Like, Reply, Message) and a timestamp. The comments are as follows:


- Lisabeth Schaefer** We just saw and heard a huge explosion on 25A and the lights flickered, scared the crap out of us. Hope everyone is ok! Stay safe! Thank you for keeping the lights on!  
Like · Reply · Message 5h 1
- Michael Bredemeyer** JAYS COOLI THANK YOU PSEG CUSTOMERS FOR NOT HARASSING, BASHING, CURSING, ETC. TOWARDS PSEG FOR ONCE! IM IN UTTER SHOCK THAT THERE'S NOT 1 SINGLE NEGATIVE COMMENT OR REPLY. EVERYONE SHOULD FEEL GLAD TO BE ALIVE AND WELL AND AMERICANS!  
Like · Reply · Message 12m 3
- Daniel Burns** Please stay safe out there! Thank you for keeping/getting the lights back on!  
Like · Reply · Message 7h 3
- Zubeida Lunat** Stay safe. Thank you for the you all do.  
Like · Reply · Message 5h
- Nushana Ragland** Praying for every area in long island 🙏  
Like · Reply · Message 2m
- Karen L Williams** Thank you for your help and service throughout this crisis.  
Like · Reply · Message 3h 2

# **PSEG LI Social Media Comments ~ Storm Response**


## **April 13 ....Cheers to our Amazing Crews....**



Blessings towards your crew and their families! Thank you for all your dedication and commitment in serving us!



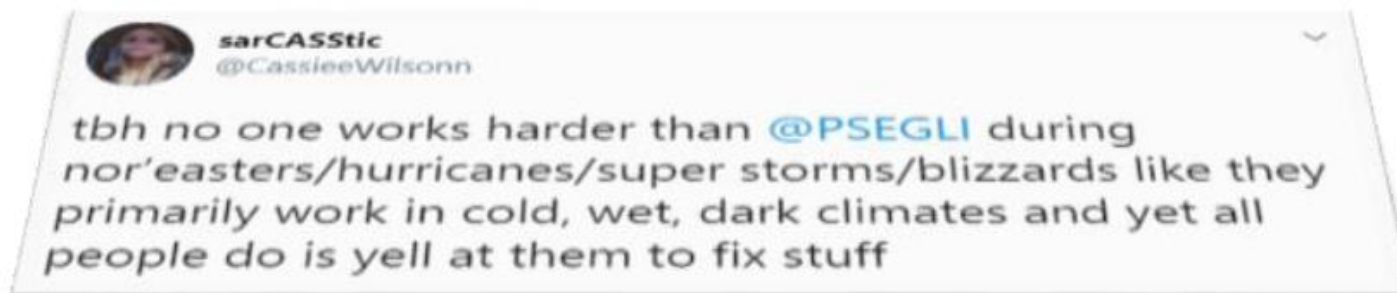
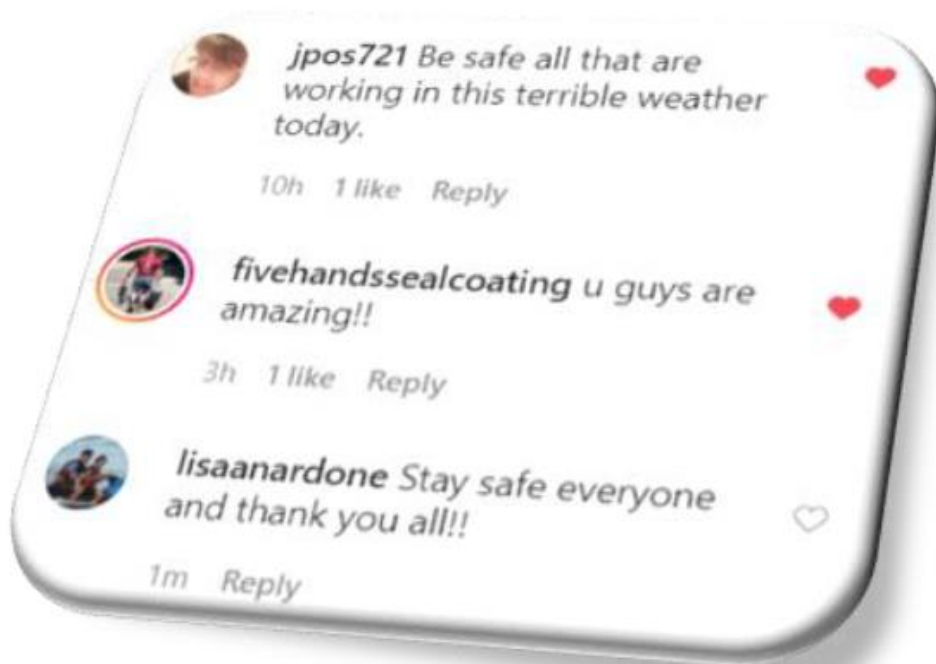
Thank you for restoring our power so quickly and to your workers that are out in this!



Thank you for the quick response. Please, what matters most is that the crew stays safe. It is so nasty and dangerous out there. I have a flashlight!!🔦

# PSEG LI Social Media Comments ~ Storm Response

## April 13 ....Cheers to our Amazing Crews....



# Sharing Customer Feedback...Cheers to our Serviceman

*Email to Dr. Izzo ~ May 12, 2020*

*Dear Mr. Izzo,*

*Last night my power went out. I called PSEG and within 45 minutes help arrived. The 2 PSEG employees were great. They diagnosed and fixed the problem in less 45 minutes. They were both courteous and professional. They are both a credit to your company.*

*Thank you*

*\*Thank you to Robert Jensen and Eric Stubbmann for your exceptional customer service and professionalism. You make us proud!*

Thank You  
so much!



# Sharing Customer Feedback...Cheers to our Serviceman

*Dear Mr. Izzo,*

*Very high winds on Friday, May 1st knocked a tree down on my block in Oyster Bay Cove. It landed on power lines around 2:00pm. The crew showed up very fast. They had to install a whole new poll, cables, etc. I don't know the technical details but it looked like a big job. We had no power until around 10:00pm.*

*It was horribly windy and then it started to rain very hard. I wouldn't have blamed the workers if they had just packed up and gone home - but they didn't. They stayed until our lights came back on and I want to thank them for taking care of us. My husband and I ate pizza by candlelight. Even after 40 years of marriage, it was still very romantic.*

*That said, we were happy to have our TV, wifi and Sonos back.*

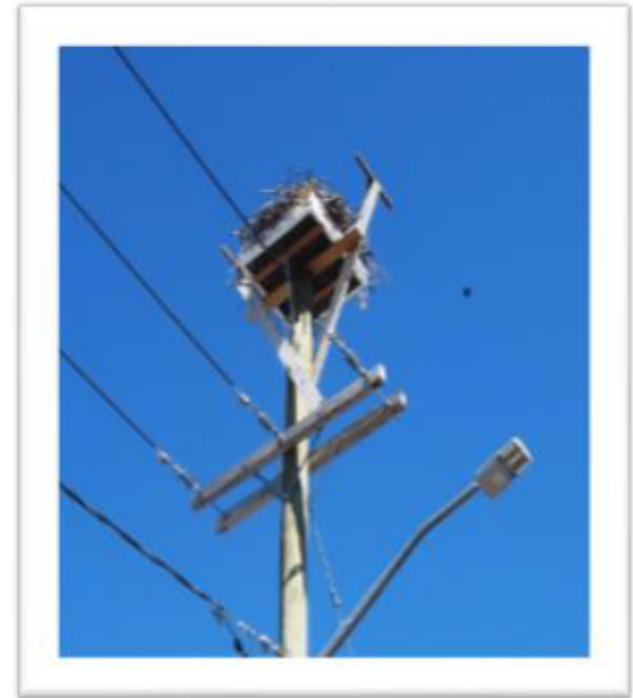
*Please thank the people involved.*

*Thank You!*



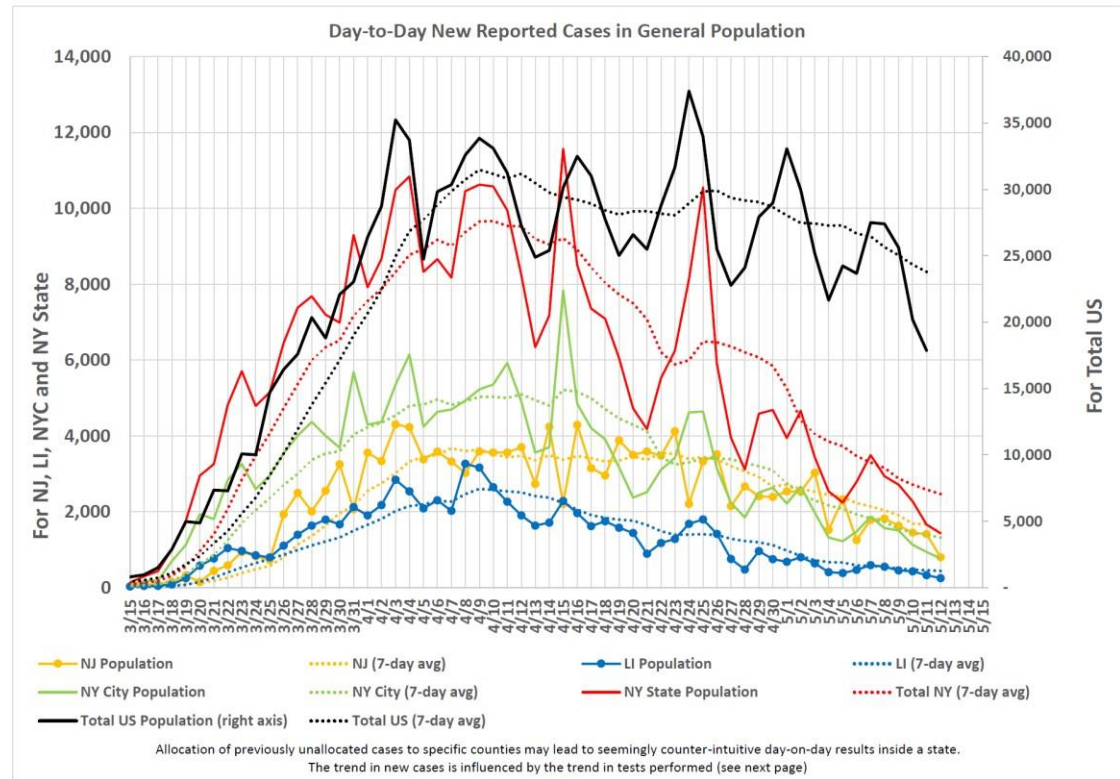
# Customer Compliment for Osprey Cam ~ Oyster Bay

*“First, Thank You for your stewardship of wild life! Second and perhaps more importantly: Thank you for providing an opportunity to spend a few hours in these troubled times, away from the Coronavirus, politics and the economy. Last night a piece of debris covered the lens of the Oyster Bay cam (blew away at 5:45 am) and I felt like I lost a friend. Have been following that pair for some weeks now seeing them build up to their current clutch of three eggs, fighting off predators and learning to tell them apart (not easy). Somewhat to my surprise, a friend in Sacramento, CA, to whom I sent the link, has also become a follower and was also saddened by the debris incident. I am sure many of my fellow Osprey followers (as many as 100 at the same time) have similar feelings. Again, thank you for providing this unexpectedly valuable service!”*



# Recent Trends

- Long Island Population (Blue)
  - Positive downward trend since April 8<sup>th</sup>
- PSEG Long Island – 0 new cases last week
- PSEG Long Island – 1 new case in last 15 days
- Last 20 cases throughout company, only a handful of close contacts
- Continue to be diligent – virus impacts some people very severely regardless of age and risk factors





**WE ARE STILL RAISING FUNDS FOR MARCH OF DIMES**

During the COVID-19 pandemic and beyond, moms and babies can't wait. Delivery can't wait!

Our employees continue virtual fundraising through **May 15<sup>th</sup>**

**WALKING APART, FIGHTING TOGETHER!**



**Please remember:**

- Donations of \$25 or greater can easily be matched through our Power of Giving program
  - Get a commemorative Walk sweatshirt - \$25 or greater donation
- [Click here to join a team!](#)

**Top Fundraising Teams**

Team	Captain
PSEG LI Kicking Assets	Dottie Weremeychik/Susan Connelly
PSEG LI PRECares	Shirley Bruce/Hao Fu
PSEG LI Team William	Nancy Campo
PSEG LI Power Striders	Ed Petrocelli/Nicki Kaur
PSEG LI Team The Eastenders	Deb Gilmartin

Keep up the great work. Thank you!!!

To date we have raised \$36K





# Our Community Efforts Are Helping

## Partnering to Help **Our** Community

Recent strategic alliances with Suffolk Police, Hospitals, Food Banks, PSEGLI EBRG's, PSEG Foundation



Thank  
You



# Employee Sharing

## **Employee sharing story:**

*As we starting walking an UPS truck passing us from the opposite direction honked twice and without stopping threw two dog biscuits out of the truck which landed on the sidewalk. Of course Charlie enjoyed them.*

*What amazed me though was the look on the driver's face and how happy he was (huge smile). I thought to myself this is such a great example of what staying positive means in these difficult times we are living in. I can't even imagine hitting the pavement everyday going house to house not know who'll you run into delivering packages, yet his generosity to give back to the community was awesome. Even when we return to some kind of normalcy that memory will stay with me."*



# Employee Sharing

Employee sharing photos of their beloved pets wearing **PSEG Long Island Gear**



# *Employee Sharing*

*Employee sharing beautiful photo at Sundown of the Long Island Sound ~*

