

Report to the Board of Trustees

July 22, 2020

PSEG Long Island Operating Report

Agenda

- Scorecard Overview
- Discussion on Metrics Off Target
- JD Power Business Wave 1 Update

PSEG Long Island OSA 2020 Balanced Scorecard

			June YTD				Month of June				
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	0.61	↑	1.27	0.91	+	
	OSHA Days Away Rate (Severity)	2.5	L	17.00	17.00	12.46	↑	17.00	25.38	-	
	Reduce Motor Vehicle Accidents	2.5	L	-1.9%	-1.9%	-52.0%	↑	-1.9%	-72.7%	+	
Safe, Reliable	JD Power Customer Satisfaction Survey (Residential)	5	H	703 or 10th	703 or 10th	746	↑	703 or 10th	748	+	
	JD Power Customer Satisfaction Survey (Business)	5	H	763 or 7th	763 or 7th	797	↑	763 or 7th	797	+	
	After Call Survey (Residential)	5	H	91.5%	91.5%	95.7%	↑	91.5%	96.2%	+	
	After Call Survey (Business)	5	H	91.5%	91.5%	96.1%	↑	91.5%	96.6%	+	
	Personal Contact Survey	5	H	92.0%	92.0%	96.8%	↑	92.0%	97.4%	+	
	Average Speed of Answer	5	L	19	19	11	↑	19	10	+	
	Customer Complaint Rate	5	L	6.5	6.5	3.2	↑	6.5	1.8	+	
	SAIFI (System Average Interruption Frequency Index)	5	L	0.76	0.36	0.30	↑	0.07	0.05	+	
	CAIDI (Customer Average Interruption Duration Index)	5	L	85	85	66	↑	85	93	-	
	SAIDI (System Average Interruption Duration Index)	5	L	59.0	27.1	19.6	↑	6.1	5.1	+	
	MAIFI (Momentary Average Interruption Frequency Index)	5	L	2.56	1.17	0.81	↑	0.29	0.21	+	
	AMI Installations	5	H	250,000	125,000	162,429	↑	20,833	32,157	+	
	First Call Resolution (FCR)	5	H	82.8%	82.8%	83.2%	↑	82.8%	83.8%	+	
	Double Woods (Focus Areas)	1	L	9,110	9,297	9,375	→	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	314.4	295.5	↑	53.9	45.9	+	
	Capital Budget (\$M)	N/A	L	735.2	372.1	316.6	↑	58.4	58.2	+	
	Net Write-Offs per \$100 Billed Revenue	5	L	0.54	0.54	0.48	↑	0.54	0.32	+	
	AR > 90 (No Exclusions)	5	L	17.7%	17.7%	18.4%	↓	17.7%	22.3%	-	
	Low to Moderate Income Program Participation (Focus Areas)	1	H	35,000	33,337	40,845	↑	N/A	N/A	N/A	
Green	Customer Self-Service	5	H	47.1%	38.7%	39.5%	↑	N/A	N/A	N/A	
	Energy Efficiency Annualized Energy Savings	5	H	1,036,000	523,675	529,259	↑	88,337	93,462	+	
	Electric Vehicles (Focus Areas)	1	H	1,000	190	31	↑	160	31	-	
	Heat Pumps (Focus Areas)	1	H	3,000	1,350	2,254	↑	180	363	+	

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

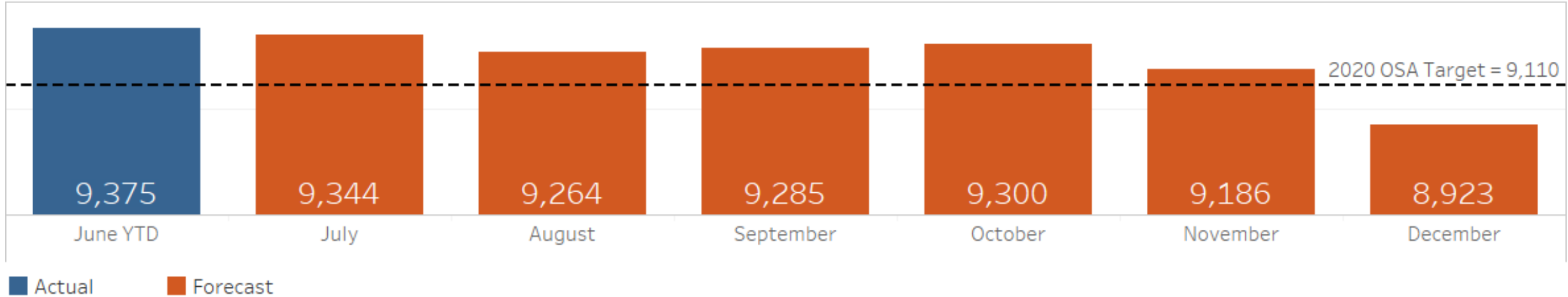
- ↑ On track to meet Target
- Meeting Target at risk
- ↓ Not expected to meet Target

Month Status

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

Double Woods Overview

Double Woods - YTD Actual and Forecast



- YTD Actual = 9,375, YTD Plan = 9,297, TYD variance = 78 poles over plan
- Actions
 - Forecasting spreadsheet (complete)
 - Agreement with Verizon leadership to work to less than 9,110 poles in NJUNS at year end (complete)
 - Monthly monitoring and monthly meetings with Verizon – (ongoing)
 - Monitoring and prompt removal of PSEG Long Island poles needing removal (ongoing)
 - Executive updates with Verizon and PSEG Long Island – August, September, October

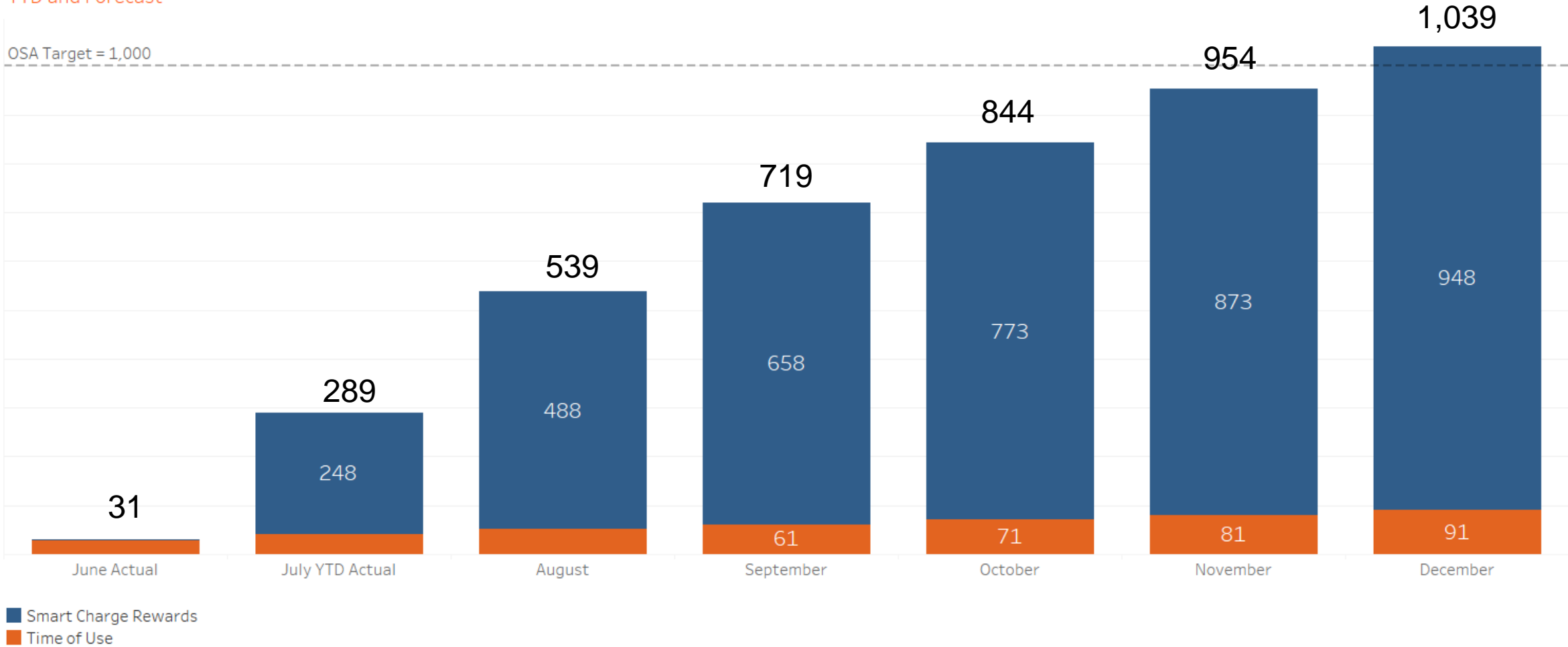
Electric Vehicles



Electric Vehicle - Focus Area Metric

YTD and Forecast

OSA Target = 1,000

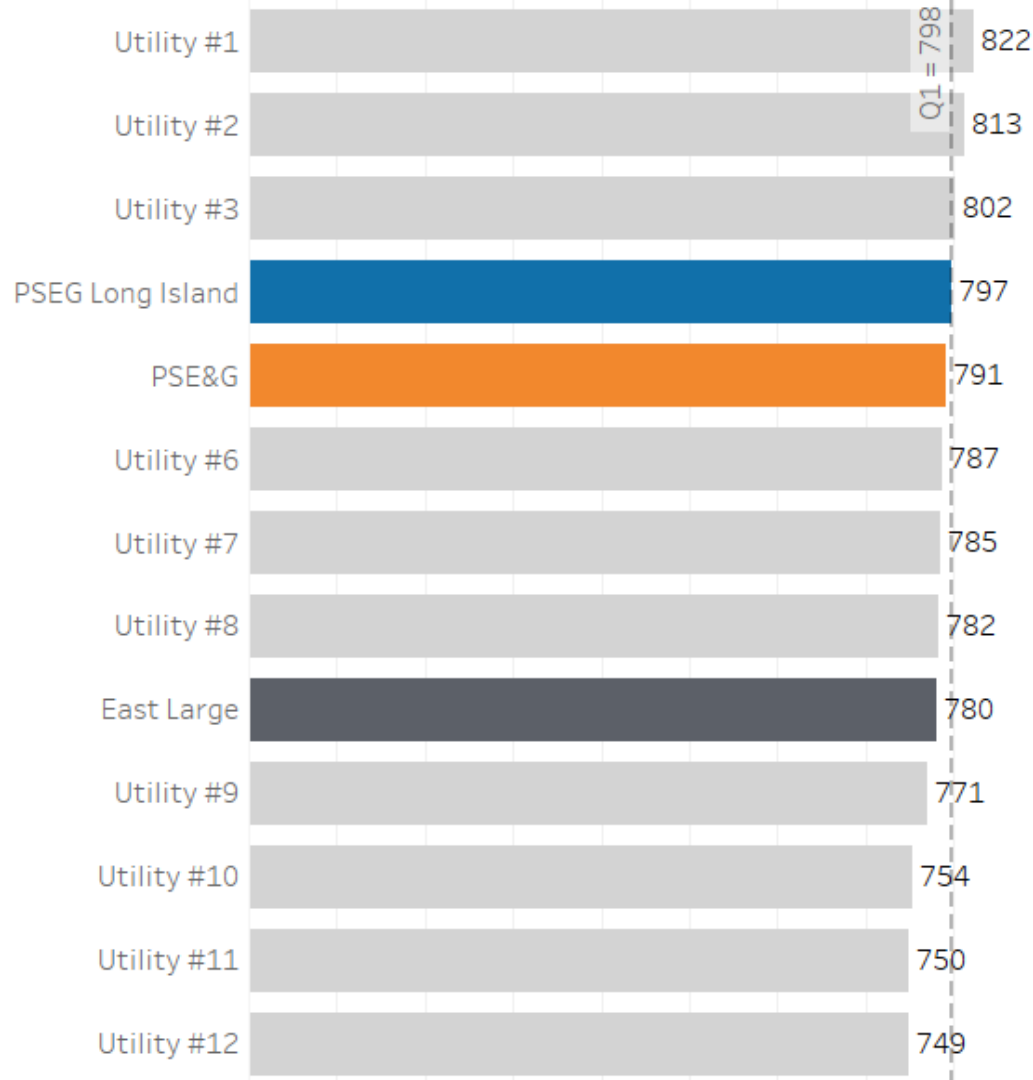


Electric Vehicles Next Steps

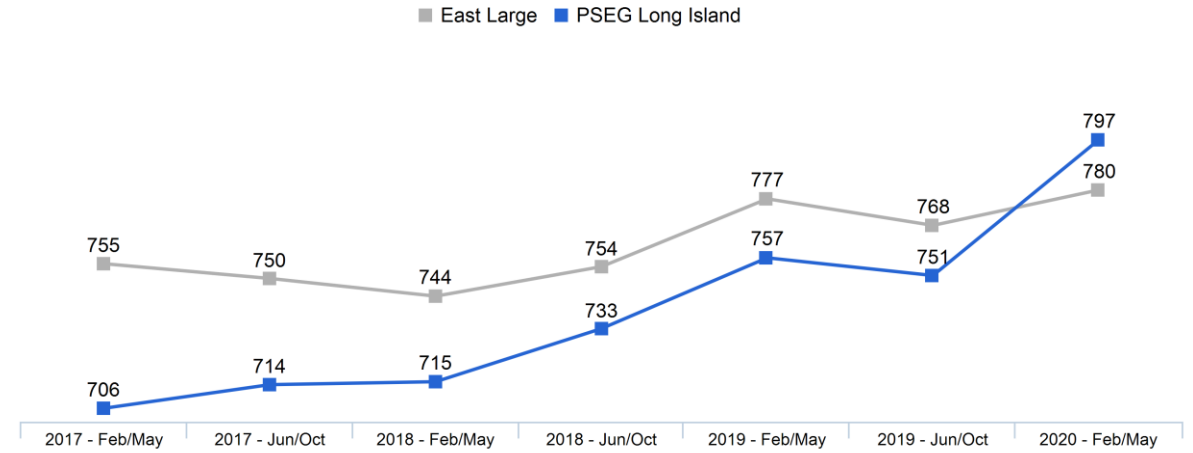
- Identify active residential customers who:
 - Drive an electric vehicle
 - Charge at home
 - Have an AMI/Smart meter installed
- Continued outreach to target customer segment via email and direct mail
- Marketing to target customer segment via email and telemarketing.

JD Power Business 2020 Wave 1 East Large Results Overall

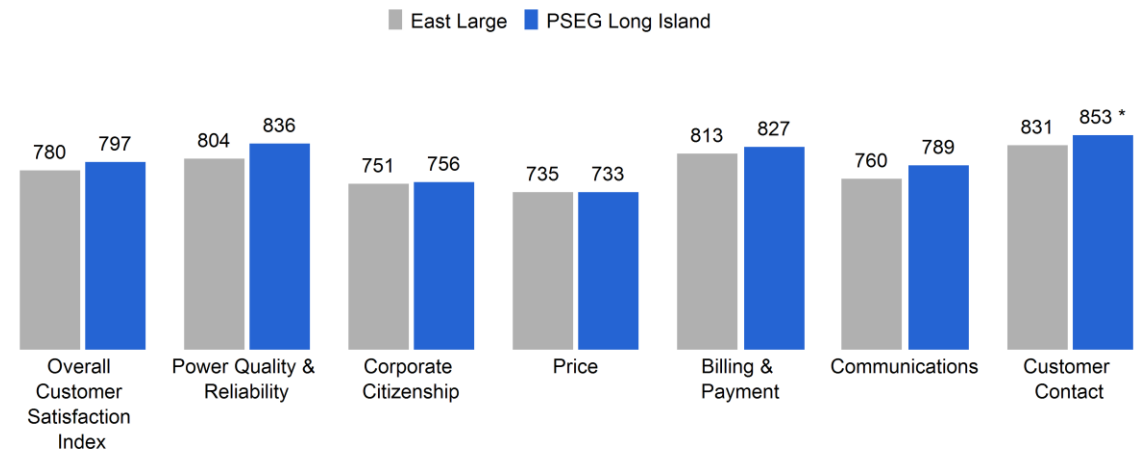
Customer Satisfaction Index



Overall Satisfaction Trend

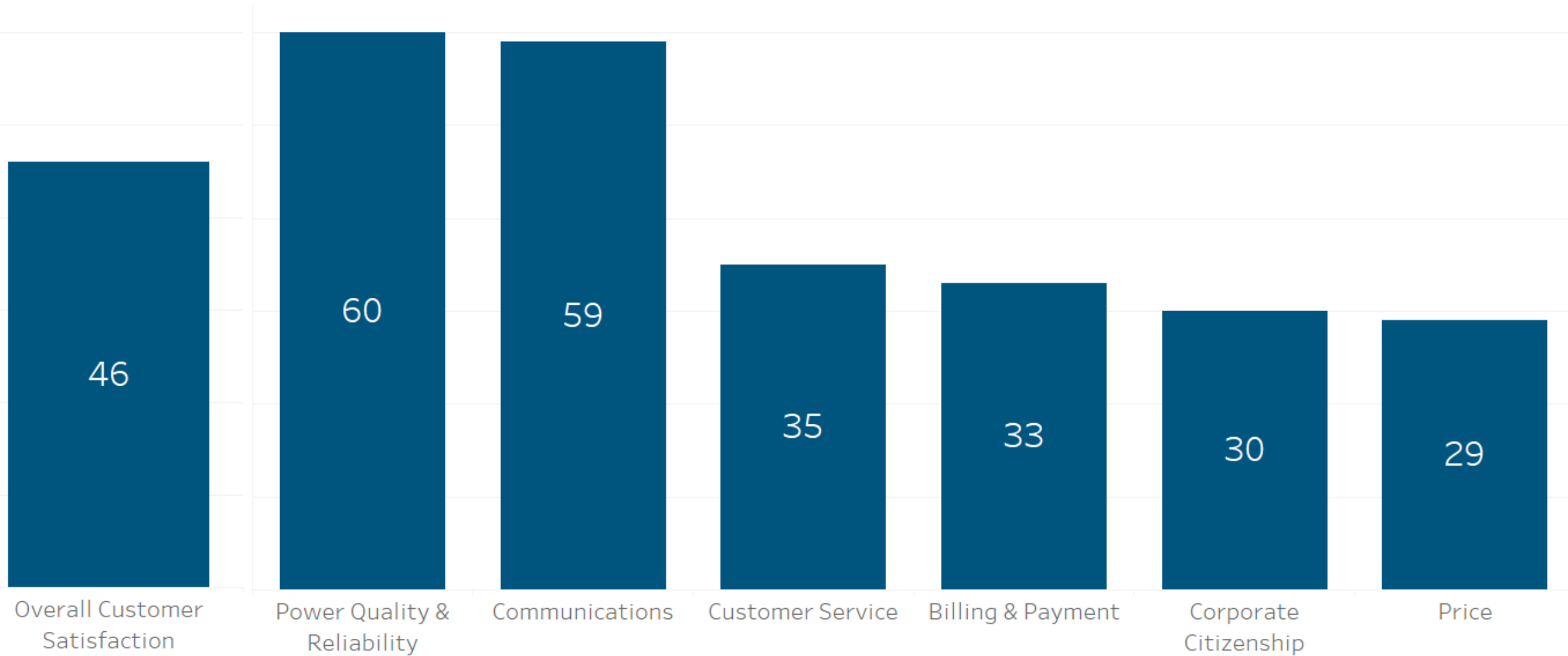


Factor Breakdown



JD Power Business

2020 Wave 1 Improvement over Prior Wave



JD Power Business 2020 YTD Ranking

JD Power Business

Large East Segment Ranking Chart - PSEG Long Island

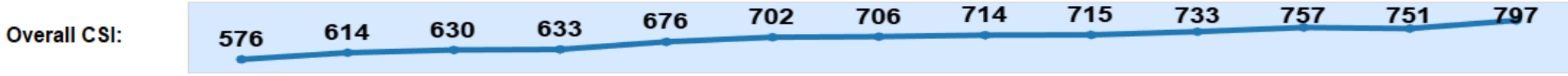
	2016 CY	2017	2018	2019	2020W1
Sample	11	11	11	12	12
Overall Satisfaction	11	11	10	8	4
Power Quality and Reliability	11	11	10	9	2
Corporate Citizenship	11	10	10	8	5
Price	11	11	10	8	9
Billing & Payment	11	10	10	8	6
Communications	11	11	9	9	3
Customer Contact	8	9	9	7	4



PSEG Long Island has moved up in rank for 5 out of 6 indexes, and at YTD 2020 has achieved 2nd quartile in Overall Customer Satisfaction.

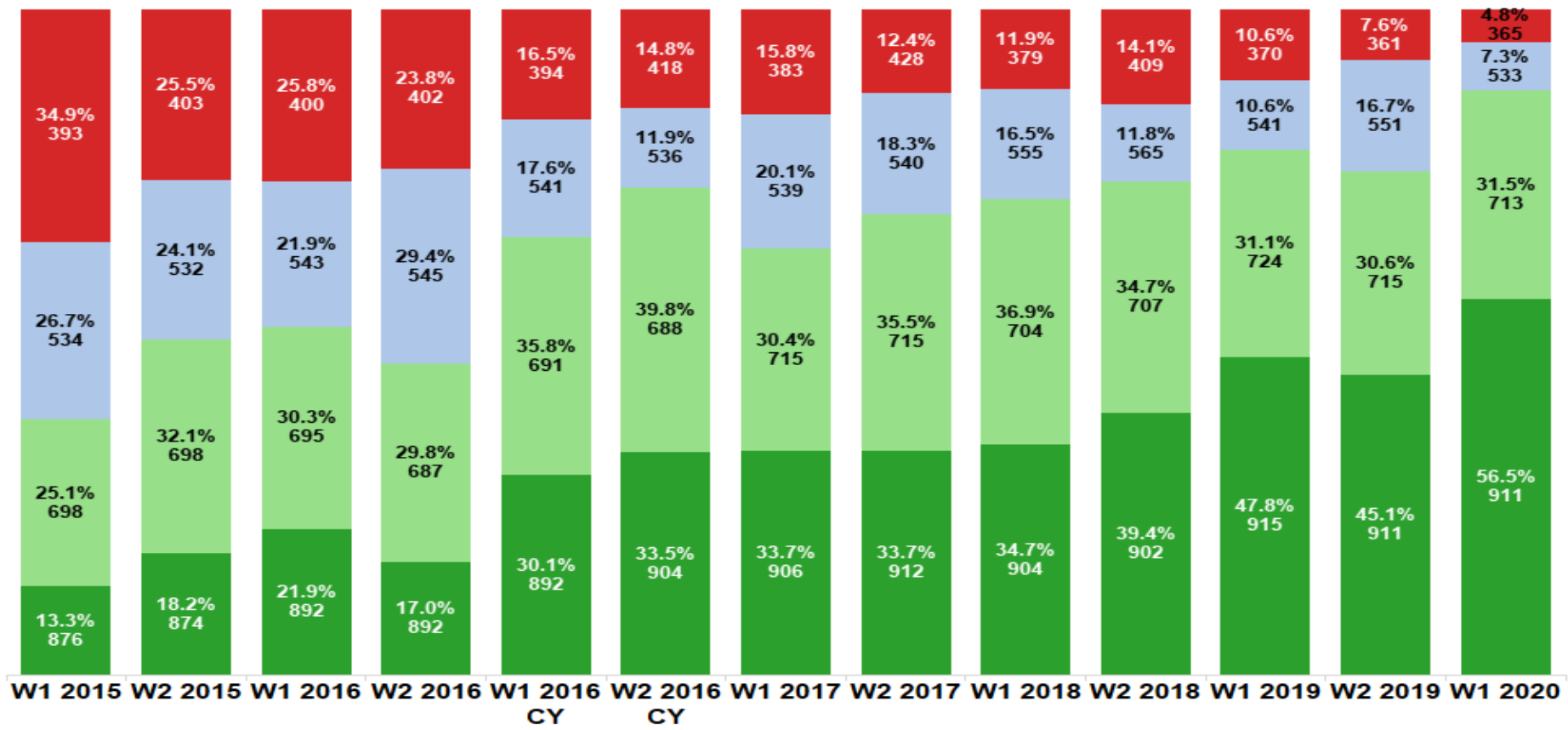
- 1st Quartile: Communications and Power Quality and Reliability
- 2nd Quartile: Customer Care, Corporate Citizenship, Billing and Payment
- 3rd Quartile: Price

Overall Customer Satisfaction Index



% Satisfaction and CSI:

- 100-499
- 500-599
- 600-799
- 800-1000



JD Power Business

2020 W1 Customer Verbatims

What utility does well to earn satisfaction	CSI Index Score
Keeping the electricity on all the time.	1,000
Great customer service and highly skilled techs	1,000
service	1,000
They provide excellent service with transparent billing	1,000
Overall they do everything well. I have no complaints at all about this company. Just when I think I want to complain they do something that's like makes me think this is what it was so long I am totally satisfied with this company	997
I have had no issues they are consistent and polite	987
They are transparent, what I consider honest and customer driven	985
As I have already stated, reliable and trustworthy service. I feel I can mostly depend on this company to keep my business up and running.	981
No interruptions in electricity (reliable service)	979
They're on point	973
There is nothing that I can pick up with this company. we don't have any issues with the issues that would have been handled almost immediately	972
They address all issues promptly	968
I have had no outages in three years	954
provide reliable electricity at a fair price	952
I just haven't had any issues with them	949
they work really fast	947
They are a great company and always get back to you in a timely matter	940
They are easy to business with and they resolve any issues that I have quickly	933
It does many things well, it's reliable and rarely cuts out if ever	914
Reliable service	914
Doing good already.	913
They are always on top of things when there is an issue.	911
they re reliable	908
Provides steady service and responds to community in the event of an emergency.	907
KEEP THE LIGHTS ON	906

What utility does well to earn satisfaction	CSI Index Score
very good	899
i have never had a major issue in 3 years	898
We have had no major issues in our location even with extensive storms in the area.	898
Keep the electricity flowing especially during storms and hot weather	896
No outages	896
they are just very easy to work with	893
Provide power all the time, that's all I need	891
They contact and communicate real time	884
They are generally easy to do business with and receptive when we have an issue	883
Reliable	870
keeps power on during bad weather ..Keeps up dating their equipment..	866
Its overall a great company that cares about their consumers and does their best to solve all electrical problems you encounter	865
The provide the power need to keep business running	865
They stay affordable so I can continue to use their service	865
provide good service especially since taking over from prior service provider	858
It was very good and on point	840
good company reliable	830
Yes	820
Great efficiency but high cost	819
They always keep people updated when they doing an intentional brown out. Then when power goes out due to storm they quickly send people out when it's safe	815
THEY HELP WHEN NEEDED	814