



# Tropical Storm Isaias Scorecard

November 18, 2020

# BACKGROUND

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- After Superstorm Sandy in 2012, the Public Service Commission (PSC) **instituted a scorecard** to be used by all utilities to report emergency response and for the Department of Public Service (DPS) to assess it
- The scorecard measures **preparation, response, and communications** on a 1,000-point scale
- The **LIPA Reform Act of 2013 requires** PSEG Long Island to submit the same information to the DPS and LIPA
- PSEG Long Island submitted its Isaias emergency response assessment on September 13, 2020
- LIPA evaluated PSEG Long Island's preparation, response and communications

# CONTRACTUAL REQUIREMENTS

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- The Operations Services Agreement (OSA) between LIPA and PSEG Long Island established a **Major Storm Performance Metric** – calculated using a modified version of the PSC scorecard
- The OSA storm scorecard uses the same 3 main categories and 26 total categories
- The OSA defines minimum performance as **410 points out of a maximum of 1,000 points**
- Failure twice in three years triggers a LIPA termination right, without penalty
  - LIPA also retains other termination rights

# PSEG LONG ISLAND'S PERFORMANCE

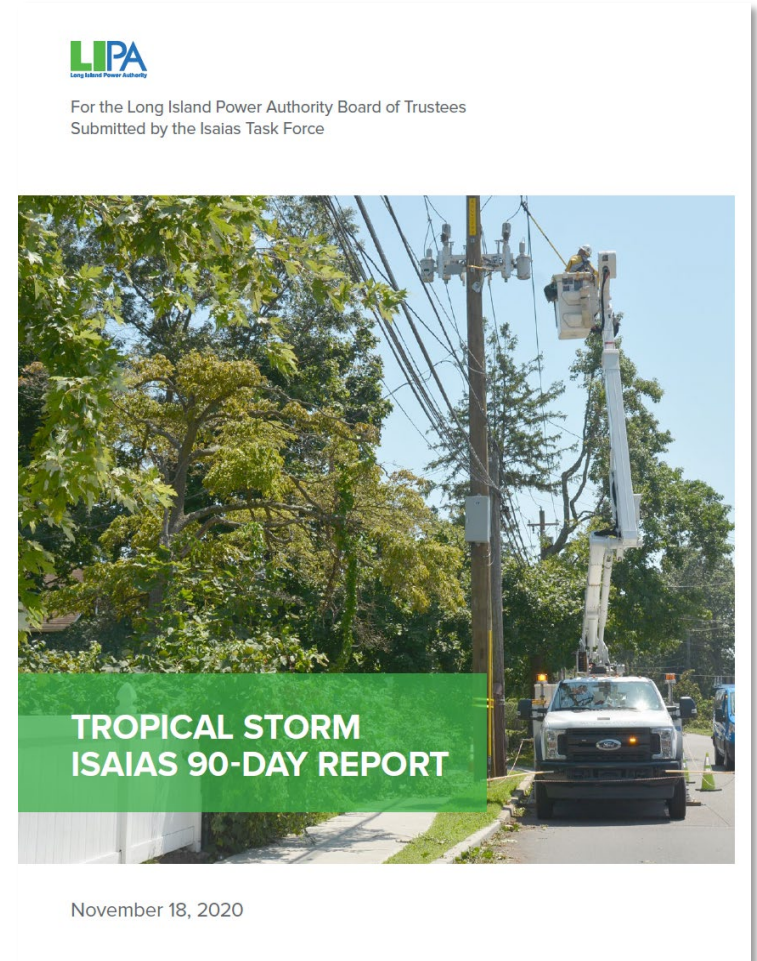
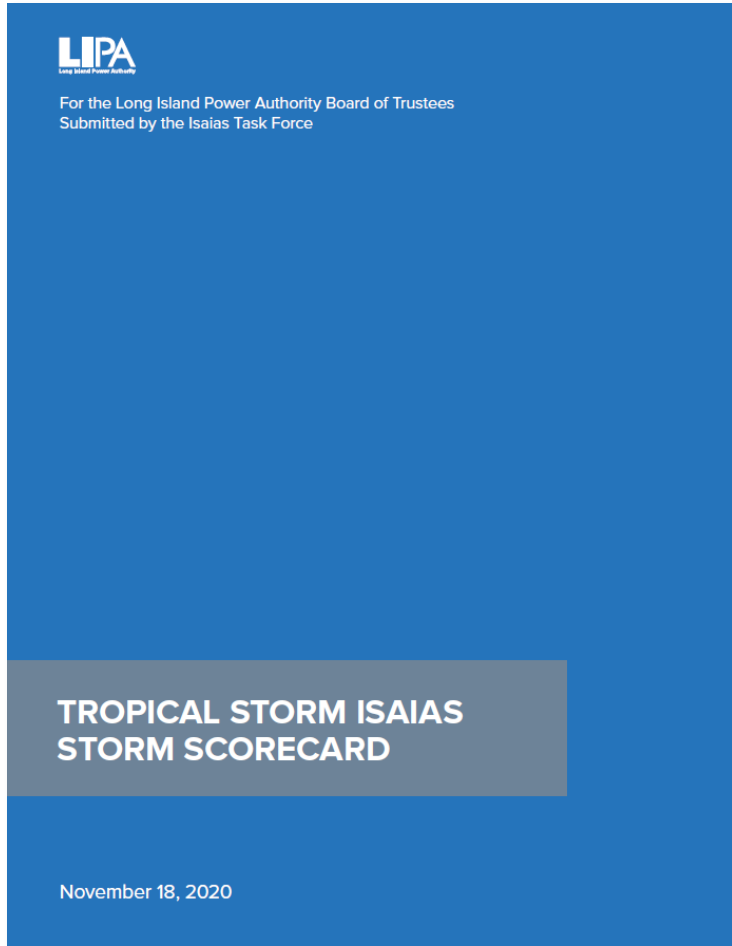
Tropical Storm Isaias Scorecard

<b>Preparation</b>		
Employee Contractor Planning	10	10
Outbound Proactive Communications	15	15
Municipal Conference Calls	15	15
LSE Customers Alerted	10	0
Critical Customers Notified	10	10
Company Compliance with Training Program	10	0
Participation in Mutual Assistance Calls	10	10
Materials Availability	20	20
<b>Operational Response</b>		
Down Wires	60	0
Preliminary Damage Assessment	30	30
Crewing	30	30
Estimated Time of Restoration (ETR) made available	180	0
ETR Accuracy	120	0
Municipality Coordination	20	20
County EOC Coordination	20	20
Utility Coordination	20	20
Safety	100	0
Mutual Assistance	20	20
<b>Communication</b>		
Call Answer Rates	30	0
Municipal Calls	30	0
Web Availability	40	0
LSE Customer Communication	50	0
DPS Reporting	40	40
Customer Communications	60	0
Outgoing Message on Telephone Line	20	0
DPS Complaints	20	0
	<b>1,000</b>	<b>260</b>

PSEG Long Island's performance indicates that the OSA requirements were not met

**TOTAL SCORE:  
260/1000**

# WHERE DO WE GO FROM HERE?





For the Long Island Power Authority Board of Trustees  
Submitted by the Isaias Task Force

# **TROPICAL STORM ISAIAS STORM SCORECARD**

November 18, 2020

# STORM SCORECARD

## 7.1 Major Storm Performance Metric

LIPA's Amended and Restated Operations Services Agreement (OSA) contract with PSEG Long Island has a Major Storm Performance Metric based on a modified version the Storm Scorecard used by the Department of Public Service (DPS). The Major Storm Performance Metric establishes objective performance measures to evaluate PSEG Long Island's storm preparedness, operational response, and communications activities.

The Major Storm Performance Metric is based on a 1,000 point maximum score, spread across the dimensions of Preparation (100 possible points), Operational Response (600 possible points), and Communications (300 possible points). Consistent with the Public Service Commission Order in Case 13-E-0140, within each dimension, the component measures are each scored on a satisfactory/unsatisfactory basis, as measured against the established criteria within the context of the approved Emergency Response Plan (ERP), with no partial credit scoring, unless provided within the criteria.

## 7.2 PSEG Long Island's Major Storm Performance During Isaias

**PSEG Long Island's response to Tropical Storm Isaias earned 260 out of a possible 1,000. This unsatisfactory score is below the Minimum Performance Level of 410, as illustrated below.**



Measure	Points Available	Points Earned
<b>Preparation</b>		
Employee Contractor Planning	10	10
Outbound Proactive Communications	15	15
Municipal Conference Calls	15	15
LSE Customers Alerted	10	0
Critical Customers Notified	10	10
Company Compliance with Training Program	10	0
Participation in Mutual Assistance Calls	10	10
Materials Availability	20	20
<b>Operational Response</b>		
Down Wires	60	0
Preliminary Damage Assessment	30	30
Crewing	30	30
ETR made available	180	0
ETR Accuracy	120	0
Municipality Coordination	20	20
County EOC Coordination	20	20
Utility Coordination	20	20
Safety	100	0
Mutual Assistance	20	20
<b>Communication</b>		
Call Answer Rates	30	0
Municipal Calls	40	0
Web Availability	40	0
LSE Customer Communication	50	0
DPS Reporting	40	40
Customer Communications	60	0
Outgoing Message on Telephone Line	20	0
DPS Complaints	20	0
	<b>1,000</b>	<b>260</b>

### 7.3 Summary - PSEG Failed the Isaias Performance Evaluation

**PSEG failed to perform to minimum contractual standards during Isaias by a wide margin. No reasonable revision of the Major Storm Metric grading will change the result.**

A second failure over the next two years will provide LIPA with the right to terminate the OSA contract for poor storm performance without penalty. LIPA may also terminate the OSA for other reasons.

Additionally, the OSA with PSEG Long Island is up for renewal at the end of 2025, and PSEG Long Island's satisfactory implementation of the Isaias Task Force recommendations will be a key component of the LIPA Board's decision on whether to renew.



**APPENDIX 1****STORM SCORECARD****I. Preparation Storm Scorecard Measure Results**

The preparation measures are intended to score utility performance with respect to activities and communications performed prior to forecasted storms and in response to alerts from the National Weather Service or a utility's private weather service.

**LIPA's assessment is that PSEG Long Island earned 80 of the 100 points available for Preparation.**

**Employee Contractor Planning****Scorecard Measure & Points**

Planning for employees and contractor resources.

10 points available.

**Scorecard Criterion**

Evaluation of compliance includes a review of steps taken to comply with approved ERP and communicate with employees and contractors regarding activation, including storm duty assignments and mobilization requirements.

**Assessment**

LIPA has assessed PSEG Long Island's performance with each relevant component of its approved ERP, through a review of storm meeting minutes, other available documents, and PSEG Long Island's Storm Scorecard filed with the DPS.

There was a strategy call on Friday, July 31 and 2 anticipation calls, Sunday, August 2nd and Monday, August 3rd. In addition to these pre-storm calls, the Resource Coordination Unit (a unit within the Planning Section), distributed various notification e-mails to PSEG Long Island employees with mobilization details and requirements. The meetings and content are in-line with the scorecard requirements.

PSEG Long Island also successfully mobilized external resources in advance of the storm. Nearly 1,500 external electrical and tree workers, as shown in Figure 3.10.1 of the Storm Scorecard, were in place prior to the start of the restoration.

For Employee Contractor Planning, LIPA has determined that PSEG Long Island's performance in notifying and mobilizing its employees and contract resources in advance of the storm consistent with the ERP was satisfactory.

**Points Awarded: 10**

# Outbound Proactive Communications

Press Releases, Text Messages, Email, and Social Media

## Scorecard Measure & Points

Outbound, proactive pre-storm communications through Press Releases, Text Messaging, E-Mail, and Social Media.

15 points available.

## Scorecard Criterion

Utilities issue pre-storm messages through the stated communications vehicles to alert customers of the potential for loss of service. Text messages and/or emails should be issued daily to all customers for whom company has customer addresses on file. Compliance includes a review of the information contained in press releases, emails, text messages and the use of Facebook, Twitter, and other means of social media during the restoration. Contents of the communications should include the type and severity of the storm, the affect it may have on the utility, action being taken to prepare for the event, and available methods to contact the company (phone, web, e-mail, social media, text messaging, etc.). This includes providing a link to information on the company's website to manage character limit restrictions.

## Assessment

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

The PSEG Long Island assessment in section 2.2 of the DPS Scorecard Submission is in-line with their approved 2020 ERP. In preparing for Tropical Storm Isaias, the Communications Section held a pre-storm communications strategy call and sent out press releases posted on the company website and emailed to local and regional media, notifications to customers via e-mail and text message, e-mails to internal employees and updates to social media accounts. Notifications through these media channels were revised and updated as Tropical Storm Isaias progressed toward the service territory.

LIPA has determined that PSEG Long Island's performance of pre-storm outbound communication activities was satisfactory.

## Points Awarded: 15

# Municipal Conference Calls

**Scorecard Measure & Points**

Pre-storm call held and determined to be highly effective or effective.  
15 points available.

**Scorecard Criterion**

Municipal call will be held prior to the storm and provide information relating to the type and anticipated severity of the storm, the affect it may have on the utility and expected level of system damage, activities being taken to prepare for the event, and processes for communicating with companies throughout the event. To determine call effectiveness, consideration will be given to whether the time of the municipal call was communicated to all stakeholders, whether the previously stated information was communicated, how the call was managed, and whether the call allowed for sufficient Q&A and how the Company responded to questions posed.

**Assessment**

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

The PSEG Long Island Liaison Organization initiated an island-wide municipal conference call on August 3, 2020 at 1500 hours. The date and time were communicated to all applicable stakeholders and attendees were notified of the call through New York Alert. The conference call was hosted by Intrado. A follow-up e-mail was sent to all invitees with FTP log-in information to access a recording of the call. Additional call information was provided in Appendix C in the DPS Scorecard Submission. PSEG Long Island met the scorecard requirements.

LIPA has determined that PSEG Long Island's performance of pre-storm municipal conference call activities was effective.

**Points Awarded: 15**

# LSE Customers Alerted

**Scorecard Measure & Points**

All LSE customers alerted.

10 points available.

**Scorecard Criterion**

Execution of an outbound call attempt to all customers who the utility knows are Life-Sustaining Equipment (LSE) customers prior to the expected onset of an outage event. The companies should also use text messages/ emails for those customers who have provided such contact information.

**Assessment**

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

On August 3rd, PSEG Long Island initiated auto-dial campaigns in its attempt to reach all known LSE customers. There were 6,434 customers on PSEG Long Island's list of LSE customers and a total of up to seven call attempts made to individual customers by 1530 hours on August 3.

The results of this effort, as reported in Appendix D in the DPS Scorecard Submission, were that 77.7% of known LSE customers were reached with either a completed call or an answering machine message left. However, these results also identified 618 numbers that were invalid and 729 customers who did not answer, representing almost 21% of the known LSE customers. This level of unsuccessful calls indicate that the LSE customer list and the associated contact details were not up to date.

Issues of the accuracy and the currency of LSE customer identification and contact information were known issues. The December 2018 Internal Audit of PSEG Long Island raised concerns about the number of LSE customers, the appropriateness and effectiveness of the annual certification process, and effective maintenance of contact information for these customers.

This issue was also raised in the DPS audit report for the 2018 winter storms, where the following recommendations were made for all New York utilities to follow:

**Recommendation 78:**

All utilities ensure procedures direct CSRs who speak with an LSE customer to update the customer's contact information, after addressing their concern.

**Recommendation 79:**

All utilities should strive to have a minimum of two alternate emergency contact telephone numbers for each LSE customer account.

**Recommendation 80:**

All utilities certify that the LSE customer lists and information have been updated and verified at least twice a year.

If PSEG Long Island had made the changes necessary to fully implement these recommendations, many, if not all, of the 1,347 known LSE customers who were not contacted in advance of the storm would have been contacted.

Further, PSEG Long Island has provided no information demonstrating that it made any attempt to use text or email communications to reach these customers as suggested in the scorecard criterion.

LIPA has determined that PSEG Long Island's pre-storm LSE customer communication effort was unsatisfactory.

**Points Awarded: 0**

# Critical Customers Notified

**Scorecard Measure & Points**

All critical facilities notified.

10 points available.

**Scorecard Criterion**

Utilities must make an outbound call attempt with all critical facilities managers prior to the onset of an outage event. The companies should also use text messages/emails for those customers who have provided contact information.

**Assessment**

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

PSEG Long Island identifies in Appendix E of their DPS Scorecard Submission the outbound e-mails and phone scripts used to contact all managed accounts and managed critical facilities. The information provided in these notification calls are forecasted weather description and timing, safety tips and reminders on how best to prepare for the forecasted conditions and potential outages, PSEG Long Island storm preparedness actions, and directions on reporting outages via phone, web, or text. Based on the information in Appendix E, PSEG Long Island met the scorecard requirements.

LIPA has determined that PSEG Long Island's performance of pre-storm critical customer notification was satisfactory.

**Points Awarded: 10**

# Company Compliance with Training Program

## Scorecard Measure & Points

Compliance with training program as specified in approved emergency plans.

10 points available.

## Scorecard Criterion

All personnel identified for use during the utility restoration must be trained in accordance with the guidelines specified within the Company's emergency plan. Training provided prior to dispatch will qualify provided it meets the normal course curriculum.

## Assessment

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

In 2020, portions of the training program were completed, while others were modified or postponed due to COVID constraints. In the required DPS Scorecard Submission, PSEG Long Island states that PSEG Long Island restoration personnel were trained on their assignment through completion of their training the previous year. An exercise and training schedule for 2020, including the COVID driven modifications, is listed in Figure F.2.

Specifically for the Tropical Storm Isaias response, in-person just-in-time training was conducted on-site during the onboarding of contractor Crew Guides. Contractor Damage Assessor and Wire Watcher personnel also received just-in-time training prior to deployment. In addition, all mutual assistance resources received a virtual safety briefing during their onboarding process.

However, the annual hurricane drill did not meet the ERP requirement to test participants ability to address problems in real time, and there are numerous deficiencies in PSEG Long Island's training and drills, as described in the Isaias Task Force report. LIPA has determined that PSEG Long Island's compliance with the ERP Training Program was unsatisfactory.

**Points Awarded: 0**



# Participation in Mutual Assistance Calls

**Scorecard Measure & Points**

Participate in all pre-event mutual assistance calls.

10 points available.

**Scorecard Criterion**

Utilities are required to have at least one employee participate in all pre-event mutual assistance calls.

**Assessment**

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

PSEG Long Island's assessment in Section 2.7 and the information provided in Appendix G in the DPS Scorecard Submission are in-line with scorecard requirements. It is noted that there were 3 pre-storm calls and 12 in-storm NYMAG calls. In each call PSEG Long Island continued to request additional assistance with restoration crews. During the Storm Update calls, each of these NYMAG calls was identified and captured in the Call Notes.

LIPA has determined that PSEG Long Island's participation in Mutual Assistance calls was satisfactory.

**Points Awarded: 10**

# Materials Availability

**Scorecard Measure & Points**

Insufficient material levels restocked within 24 hours of assessment or 36 hours of start of restoration.  
20 points available.

**Scorecard Criterion**

Companies must verify whether storm stocking levels exist based on forecasted level. If materials are not on hand, the company has 24 hours or until the start of customer restoration, if sooner, to correct the situation.

**Assessment**

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

PSEG Long Island stated in the DPS Scorecard Submission that inventory levels for 148 of 158 critical line items were at or above storm inventory levels in advance of Tropical Storm Isaias. Additional quantities for the remaining 10 items were on order and PSEG Long Island took action to expedite delivery of these items in advance of the storm. Appendix H of that submission confirms key material quantities were in line with scorecard requirements. PSEG Long Island also notes in its assessment that there were no material shortages during the event.

LIPA has determined that PSEG Long Island's pre-storm material inventory preparedness was satisfactory.

**Points Awarded: 20**

## II. Operational Response Storm Scorecard Measure Results

The Operational Response metrics are intended to score performance with respect to the utility's response and ability to effectively mobilize personnel.

**LIPA's assessment is that PSEG Long Island earned 140 of the 600 points available for Operational Response.**

### Down Wires

#### Scorecard Measure & Points

Response to down wires as reported by municipal emergency official.  
60 points available.

#### Scorecard Criterion

For the purpose of this measure, municipal emergency officials will be defined as members of the 911 call center, police, fire, and office of emergency management (including Emergency Operations Center personnel). Response time will be measured from when the call is taken by the utility until the time it takes the utility to arrive at the location with the intent to fix, make-safe, or stand by a downed wire. Arrival of a supervisor or other personnel to assess the location and not perform one of the previous tasks does not meet these criteria unless the down wire is identified as a telecommunications, cable, or other non-utility owned equipment. In the event the call is taken before utility restoration has commenced, the start time shall be equivalent to start of the utility restoration.

#### Assessment

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

In their DPS Scorecard Submission, PSEG Long Island identified 775 wire down incidents reported by Emergency Official. PSEG Long Island responded to 317 wire downs (41%) within the required 36-hour response time. PSEG Long Island acknowledged that their response to the downed wires did not meet the minimum threshold as described in the scorecard requirements.

LIPA finds PSEG Long Island's down wire performance unsatisfactory.

**Points Awarded: 0**

# Preliminary Damage Assessment

**Scorecard Measure & Points**

Completion of preliminary damage assessment completed within 24 hours of the start of utility restoration.  
30 points available.

**Scorecard Criterion**

For the purpose of the scorecard, preliminary damage assessment will be an initial assessment of mainline circuits considered to be heavily impacted based on SCADA readings and/or OMS predictions as well as circuits serving critical infrastructure known to be without commercial power. Evaluation will be based on the ability to mobilize and deploy assessors effectively and record findings in a manner that allows for the development of work packages and ETRs.

**Assessment**

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

In the DPS Scorecard Submission, PSEG Long Island reported that 20 Transmission circuits had locked out and that within 24 hours all damage assessment was complete on these circuits. Additionally, they identified 349 distribution circuits with 3-phase mainline outages. They were able to complete damage assessment of 348 of those distribution circuits within 24 hours. While the preliminary damage assessment met the ERP requirement, detailed damage assessment continued well into the restoration, hampering the efficiency of crew dispatch and the accuracy of ETRs. However, these are not Scorecard requirements.

**Points Awarded: 30**

# Crewing

## Scorecard Measure & Points

80% of the forecast crewing requirement is committed to the utility within 48 hours after the start of restoration. 30 points available.

## Scorecard Criterion

For the purpose of this measurement a committed crew will be considered to be a utility, contractor, or mutual assistance crew on property or en route. There is no penalty for acquiring additional resources, above the forecast crewing requirement, to assist the restoration as they are released by other utilities.

## Assessment

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

Based on these data, at the outset of the storm restoration PSEG Long Island forecast a need for 2,500 electrical workers and 300 tree workers after accounting for internal resources and on-island contract resources. Per Table 3.3.1 of PSEG Long Island's Storm Scorecard, within 48 hours of the start of restoration (7 pm on August 6), PSEG Long Island had 2,105 committed electrical workers and 625 committed tree workers, almost all of which were actually on the property. In total, this committed external workforce was 97.5% of the forecasted need, and for electrical workers specifically was over 84% of the forecasted need. PSEG Long Island met the scorecard criteria of 80% of the forecasted FTEs being secured within 48 hours of the start of restoration.

LIPA finds PSEG Long Island's crewing performance was satisfactory.

**Points Awarded: 30**

# ETR Made Available

**Scorecard Measure & Points**

Publication of global, regional, and local ETRs in accordance with the established protocols.

180 points available.

ETRs furnished by utilities should be appropriate to the distribution of the communication vehicle (ETRs in press releases should reflect the area where press releases are distributed, ETRs on municipal calls should be appropriate to the area where municipal call is held, etc.).

**Scorecard Criterion**

Time periods for evaluation will be measured from the utility restoration start time. Publication of ETRs in advance of guideline expectations will be awarded additional points.

**Assessment**

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

PSEG Long Island issued multiple global ETRs throughout the storm period. PSEG Long Island states in their DPS Scorecard Submission that they issued a global ETR for Saturday August 8th on Thursday, 8/6/30 @ 0945, which was between 36 and 48 hours since the storm. They stated that 85% of customers affected would be restored by the end of the day on Friday with the remaining customers restored by end of the day Saturday. The scorecard criterion for a global ETR should be applicable to 90% of the affected customers in the reported levels and should be accurate. The global ETR issued by PSEG Long Island did not meet the scorecard criterion for 90% applicability and was not accurate.

PSEG Long Island states in the DPS Scorecard Submission that the Global ETR served as the Regional/County ETR. Therefore, the same evaluation applies as stated above.

As for Local/Municipal ETRs, PSEG Long Island attempted to provide these to customers by individual job. However, as PSEG Long Island notes in their scorecard submission "many customers had their ETRs revised more than once." This does not meet the criterion for the publication of accurate Local/Municipal ETRs.

LIPA finds PSEG Long Island's publication of global, regional, and local/municipal ETRs unsatisfactory.

**Points Awarded: 0**

# ETR Accuracy

## Scorecard Measure & Points

Accuracy of ETRs published in accordance with guidelines. For the Global ETR, accuracy should be within +/- 24 hours, while Regional and Local ETRs should be within +/- 24 hours.  
120 points available.

## Scorecard Criterion

Accuracy of ETR will be determined based on the ETRs published closest to the expectation contained in the guidelines. For regional/county ETRs an evaluation will be made for each region/county affected by the event and points will be awarded on a pro-rated basis (e.g. if five ETRs are issued and four are within a timeband, the utility will score 4/5 of the available points).

## Assessment

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

The information provided in the PSEG Long Island DPS Scorecard Submission states that PSEG Long Island changed the Global ETR multiple times. Technical problems with the OMS system and delays in completing a comprehensive damage assessment further complicated their ability to accurately determine the Global ETR. PSEG Long Island failed to provide an accurate original Global ETR or accurate updated Global ETR to our customers. The performance in this measurement did not meet the scorecard requirements.

Based on information provided by PSEG Long Island in the DPS Scorecard Submission, LIPA concludes that the PSEG Long Island used the Global ETR as the Regional ETR. Therefore, for the reasons stated above, the performance in this measurement did not meet the scorecard requirements.

As per the PSEG Long Island ETR strategy for large storms, proactive notifications were turned off ahead of the storm. Local ETRs were not accurate and changed multiple times for individual customers. With multiple ETR changes only 78% were restored within 12 hours of the final ETR. 21% of the customers received no local ETR at all. The minimum requirements for this scorecard measure were not met.

LIPA finds PSEG Long Island's accuracy performance for Global, Regional, and Local ETRs unsatisfactory.

## Points Awarded: 0



# Municipality Coordination

## Scorecard Measure & Points

Coordinate with municipalities regarding electric hazards or utility equipment impeding road clearing, down wires, critical facilities, etc. in accordance with approved emergency plans. The utilities are not expected to perform debris and/or snow removal activities that do not involve electric facilities.  
20 points available.

## Scorecard Criterion

Evaluation of compliance will include the review of steps taken to communicate with municipalities, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities.

## Assessment

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

The DPS Scorecard Submission describes communications by Senior Leadership, District Managers and Municipal Liaisons. Figure 3.6.1 denotes communications by PSEG Long Island president and COO to local executives. Based on these data, LIPA's assessment is that PSEG Long Island implemented the necessary municipal contacts and liaison resources, consistent with its approved ERP, to ensure effective coordination with impacted municipalities on issues relating to road clearing, down wires, and critical facilities.

It is worth noting that while PSEG Long Island's municipal portal was not consistently functional during the restoration period. The outreach and liaison structure worked as a backstop.

It is also worth noting that there were numerous complaints by local officials about delays from coordination of Make Safe to Clear jobs.

LIPA rates PSEG Long Island's performance on the measure as Satisfactory.

## Points Awarded: 20

# County EOC Coordination

## Scorecard Measure & Points

Coordinate with County Emergency Operations Center (EOCs) regarding electric hazards or utility equipment impeding road clearing, down wires, critical facilities, etc. in accordance with approved emergency plans. The utilities are not expected to perform debris and/or snow removal activities that do not involve electric facilities. 20 points available.

## Scorecard Criterion

Evaluation of compliance will include the review of steps taken to communicate with county emergency operation centers, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities.

## Assessment

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

In the DPS Scorecard Submission, PSEG Long Island notes in Section 3.7 that liaisons that were assigned to work with the different agencies. EOC Liaisons were assigned to support Nassau, Suffolk, and NYC EOCs during Tropical Storm Isaias to assist with coordination efforts between PSEG Long Island and first responder organizations. PSEG Long Island EOC Liaisons supported EOC efforts remotely (COVID-19 precautions) and/or in-person from activation prior to the arrival of the storm through deactivation at the direction of County and City Emergency Management leadership and activation staffing plans. These communication channels provided effective communication and coordination between PSEG Long Island and these regional EOCs throughout the storm period.

The Make Safe to Clear organization had crews working directly with Township Department of Public Work crews beginning on Wednesday, August 5, 2020.

LIPA rates PSEG Long Island's performance on the measure as Satisfactory.

## Points Awarded: 20

# Utility Coordination

**Scorecard Measure & Points**

Coordinate with other utilities (electric, gas, communications, water) regarding critical infrastructure and efficient restoration in accordance with approved emergency plans.

20 points available.

**Scorecard Criterion**

Evaluation of compliance will include the review of steps taken to communicate with other utilities, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities.

**Assessment**

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

PSEG Long Island reports in their DPS Scorecard Submission that they proactively communicated with the LIRR and telecommunication companies. Appendix K identifies reports that were given to Verizon and Altice at least once per day to keep them updated. Additionally, Figure K.1 denotes a sample report given to Verizon and Altice that identifies jobs as Telco related.

Based on these data, LIPA concludes that PSEG Long Island effectively coordinated with the other utilities serving Long Island throughout the storm preparation and restoration period. LIPA notes this Scorecard element is unrelated to coordination with telecommunications associated with PSEG Long Island's own systems.

LIPA rates PSEG Long Island's performance on the measure as Satisfactory.

**Points Awarded: 20**

# Safety

**Scorecard Measure & Points**

Avoidance of any employee or contractor serious injury occurring during hazard storm/outage and restoration work.

100 points available.

**Scorecard Criterion**

For the scorecard purpose, hazard work is defined as any assignments that are directly related with restoration activities. Serious injuries are defined as injuries occurring while performing hazard work which result in hospitalization, medical treatment beyond first aid, or death.

**Assessment**

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

There were 3 electric shock incidents and 3 other in-line of duty injuries during the restoration. These incidents involved both PSEG Long Island personnel and contract resources, and each injury qualifies as a serious injury. PSEG Long Island reported a 1.54 OSHA incident rate for the storm in their DPS Scorecard Submission. This rate is comparable to, if not worse than PSEG Long Islands historic rate, especially during storms. The Scorecard requires safety performance to be at least 25% better than historical storm performance. LIPA determined that this criteria was not met.

**Points Awarded: 0**

# Mutual Assistance

## Scorecard Measure & Points

Request made through all sources of mutual assistance within 36 hours from the start of utility restoration for 3 to 5 day events and 48 hours from the start of utility restoration for events over 5 days.

20 points available.

## Scorecard Criterion

Evaluation of compliance will include the review of mutual assistance request related to line workers, vegetation workers, damage assessors, wire guards in comparison to peak work levels and emergency plan requirements.

## Assessment

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

PSEG Long Island requested and obtained mutual assistance resources in advance of the storm, beginning on July 31. Nearly 1,500 resources arrived in advance of the storm, as shown in Figure 3.10.1 of the PSEG Long Island Storm Scorecard. That Figure also shows that PSEG Long Island had requested, obtained, and processed into the on-Island restoration workforce 2,559 mutual assistance line and tree resources by 6 pm on August 6 (47 hours after the start of restoration). This compares to PSEG Long Island's initial estimated supplemental workforce requirement of 2,800. They continued to request and obtain additional mutual assistance resources through August 12, reaching a total mutual assistance workforce of 5,935.

LIPA rates PSEG Long Island's performance on the measure as Satisfactory.

## Points Awarded: 20

## III. Communication Storm Scorecard Measure Results

The Communications metrics are intended to score performance with respect to the utility's ability to receive and disseminate information, related to the impact of the storm/outage and restoration activities. The need for communicating with customers, public, news media, and local officials is very important during emergency conditions, such as storms. Therefore, the sharing of information will be measured with respect to several communication vehicles (calls, press releases, social media, etc.).

The communications measures are intended to score utility performance with respect to its ability to receive and disseminate information related to the impact of the storm/outage and restoration activities.

**LIPA's assessment is that PSEG Long Island earned 40 of the 300 points available for Communications.**

### Call Answer Rates

#### Scorecard Measure & Points

Percent of customer calls offered to and answered by a live representative within 90 seconds.  
30 points available.

#### Scorecard Criterion

By properly staffing call centers, utilities should be able to answer over 80 percent of calls within 90 seconds. 20 points will be earned by achieving at least an 80% call answer rate. An additional 10 points will be given if the call answer rate is over 90 percent. The call answer time will be measured on a daily basis from the start of the event through customer restoration.

#### Assessment

LIPA has assessed PSEG Long Island's performance based on Section 4.1 and Appendix N of PSEG Long Island's Storm Scorecard filed with the DPS, and considered other information made available to LIPA through its on-going Isaias investigation. LIPA accepts PSEG Long Island's estimate that approximately 56% of calls answered by a representative were answered within 90 seconds.

Based on this, LIPA finds PSEG Long Island's performance was unsatisfactory.

**Points Awarded: 0**

# Municipal Calls

## Scorecard Measure & Points

Municipal calls are held at least daily in compliance with the company's approved Electric Emergency Plans and determined to be highly effective or effective.

40 points available.

## Scorecard Criterion

Municipal calls should be held daily until at least 90% of the affected customers have been restored. An alternative municipal contact method should be in place to respond to questions and issues from officials regarding the remaining scattered single outages once the calls are no longer required. The first municipal call can be held at PSEG Long Island's discretion, but must be held within the first 36 hours from the start of restoration. To determine call effectiveness, consideration will be given to whether the time of the municipal call was communicated to all stakeholders, how the call was managed, if baseline information and status of road clearing activities were provided, whether the call allowed for sufficient Q&A and how the Company responded to questions posed, and the successful use of an operator assisted calling system to assist in managing the call.

## Assessment

For example, the transcript from the Friday, August 7th, 3PM (Day 4 of restoration) Queens/Nassau Municipal call was evaluated for accuracy of information provided. During the call, it was stated that 75% of the 420,000 customers affected by the storm have been restored as of 12:30 pm. This would translate into 315,000 customers restored and 105,000 customers remaining without service.

A short time later another PSEG Long Island representative reported that there are 112,000 customers still out in Suffolk County and another 113,000 customers still out in Nassau County. During the question and answer period, one municipal representative noted that the outage count in Nassau County had more than doubled since the night before and remarked, "I'm getting a lot of conflicting numbers here." The PSEG Long Island representative answered that there were new outages that morning that were not related to Isaias. During that afternoon, the outage map reported over 200,000 outages, which included outages that were logged since August 5. This practice of reporting two different groups of outages – one, an extract from OMS of outages logged through August 5 and the other a current total – caused confusion among stakeholders.

Based on this sort of inaccurate and confusing baseline status information shared with government leaders, LIPA finds PSEG Long Island's performance was unsatisfactory.

**Points Awarded: 0**



# Web Availability

**Scorecard Measure & Points**

Websites are accessible and contain appropriate storm related information.  
40 points available.

**Scorecard Criterion**

During a storm event, utilities' websites must be available around the clock, and must be updated at least hourly, until restoration is complete. Consideration will be given for maintenance resulting in individual website applications being unavailable if downtime is reasonably short in duration and is performed during off-peak hours. The websites should include the baseline restoration information, all press releases issued during the event, a complete list of safety tips, an outage location map of affected areas, summaries of outages and ETRs by municipality and county, and the locations and times of dry ice distribution.

**Assessment**

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data. Because of the OMS failures during the event, the outage information posted to the outage map website and proliferated through other communication channels was wrong, out of date, incomplete, and/or stale. And, PSEG Long Island was slow to understand and react to the problems with the outage map website, thus exposing customers to these issues for most, if not all, of the restoration period.

Based on this, LIPA finds PSEG Long Island's performance is unsatisfactory.

**Points Awarded: 0**

# LSE Customers

## Scorecard Measure & Points

Percent of affected LSE customers contacted within 12 hours, if at least two attempts were made within 12 hours for those unable to be contacted, and whether all of the affected LSE customers were contacted or referred to an emergency service agency within 24 hours.

50 points available.

## Scorecard Criterion

PSEG Long Island is evaluated on its ability to contact 80% of the affected LSE customers within 12 hours from the start of the event. A partial score of 15 points will be awarded for the initial attempt, provided all customers have received at least one phone call.

PSEG Long Island must make at least one additional attempt, within the same initial 12 hour period, to contact any LSE customer who was not contacted on the first attempt. Contact within 12 hours of all customers is worth 30 points.

Further, within 24 hours of the start of the event, LSE customers must have been either (a) directly contacted by the utility by phone or in person, (b) referred to an emergency services agency (e.g., police or fire department) for emergency assistance, or (c) have had their service restored. PSEG Long Island must maintain records of LSE customer contacts, including any customers who the utility was unable to reach. 20 points are available for completing this portion of the LSE measure.

## Assessment

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

This measure evaluates PSEG Long Island on its ability to make contact with 80% of the affected LSE customers within 12 hours of the start of the event. Based on the data from Appendix Q of the Storm Scorecard, PSEG Long Island only managed to contact on August 4 208 of 2,505 LSE customers affected (8.3%). This is unsatisfactory for the 15 points available for initial contact

While service was restored to 179 and emergency response personnel completed wellness checks for a further 204 on August 4, 1,914 LSE customers were remained to be contacted. PSEG Long Island only made a second attempt to reach 70% of those remaining customers within the first 12 hours. This is unsatisfactory for the 15 points available for attempting a second contact within the first 12 hours.

As discussed under LSE Customer Preparedness, PSEG Long Island failed to have an up to date list of its LSE customers, so it is impossible assess if PSEG Long Island contacted or referred 100% of its LSE customers impacted by the storm.

This is unsatisfactory for the 20 points available for achieving 100% LSE customer contact within 24 hours.

## Points Awarded: 0

# DPS Reporting

**Scorecard Measure & Points**

Reports to the PSC are complete and submitted on time.

40 points available.

**Scorecard Criterion**

Evaluation will consist of a review of the timeliness of the reports and the content therein provided to staff and outage submissions. Reports are due from each utility to DPS by 7am, 11am, 3pm, and 7pm or as defined by Staff. Based on the specific conditions of the event and the number of electric customer outages remaining, DPS Staff will notify each utility when reporting is no longer necessary. The reports should include, at a minimum, summary of outages, crewing information on site and en route, planned crew relocation and mutual assistance activity, discussion of major damage, estimated restoration times, summaries of work plans for restoring customers, listing of critical facilities and LSE customers affected, and a summary of dry ice/bottled water distribution activities.

**Assessment**

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

As PSEG Long Island demonstrates in its scorecard submission and as the DPS has confirmed, PSEG Long Island made all of the required reports during Tropical Storm Isaias.

Based on these, LIPA finds performance on this measure satisfactory.

**Points Awarded: 40**

# Customer Communications

## Scorecard Measure & Points

Daily communications through Press Releases, Text Messaging, E-Mail, and Social Media.  
60 points available.

## Scorecard Criterion

PSEG Long Island is required to issue daily messages through the stated communications vehicles for each day of the utility restoration. Text messages and/or emails should be issued daily to all customers for whom company has customer addresses on file.

Evaluation of compliance will include a review of the information contained in press releases, emails, text messages and the use of Facebook, Twitter and other forms of social media as applicable, during the restoration. Contents of the communications should include baseline restoration information whenever possible and the character limitations of some communication vehicles will be taken into account when reviewed for content.

## Assessment

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

PSEG Long Island did communicate frequently with its customers and the general public, using all of the communications channels covered by this measure. However, the accuracy of the content of these communications, especially in terms of the number of customers affected, the specific areas out, and general ETRs, was poor. This contributed to the customer feelings of confusion and frustration that grew as the restoration period lengthened.

For example, as shown in Appendix R, page 197, of the Storm Scorecard, PSEG Long Island communicated to its customers via Facebook at 1:35 pm on Friday August 7 that "Fewer than 105,000 storm-affected customers are w/o power. We estimate that 85% of those customers will be restored by the end of the day today."

To achieve that result – requiring 89,250 customers to be restored in the remaining 11 hours of Friday, August 7 - would require over 8,000 customers to be restored each hour. This would have been a very unlikely occurrence, given that PSEG Long Island publicized over on Twitter on August 6 that it restored slightly more than 2,000 customers per hour during that afternoon and early evening.

The frequent communication of inaccurate, confusing, and sometimes contradictory information contributed to widespread customer confusion and frustration.

Based on this, LIPA finds PSEG Long Island's performance on this measure to be unsatisfactory.

**Points Awarded: 0**

# Outgoing Message on Telephone Line

**Scorecard Measure & Points**

Outgoing messages on telephone line must be updated within one hour following communication releases. 20 points available.

**Scorecard Criterion**

Evaluation for compliance will be determined based on whether messages were updated within one hour following communication release and the new message coincides with information contained in the releases.

**Assessment**

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available data.

As PSEG Long Island noted in its own assessment in section 4.7 of the DPS Scorecard Submission, "Due to the approval process, some IVR messaging was updated prior to publication of the press release, some within one hour and some within two hours afterwards."

The message content and timing was not consistently managed and this further contributed to customer confusion.

Based on this, LIPA finds the performance on this measure unsatisfactory.

**Points Awarded: 0**

# DPS Complaints

**Scorecard Measure & Points**

Number of storm/outage related complaints received by the department's call center per 100,000 customers affected. 20 points available for performance where complaints received are less than or equal to 20 per 100,000, while 10 points are available for performance where complaints received are less than or equal to 40 per 100,000.

**Scorecard Criterion**

Data from the Department's call center will be evaluated to determine the number of storm/outage related complaints received. Storm related complaints will also reflect complaint related to improper application of customer protection measures defined under Case 13-M-0061.

**Assessment**

LIPA has assessed PSEG Long Island's performance based on PSEG Long Island's Storm Scorecard filed with the DPS and other available information. As PSEG Long Island notes in its assessment in Section 4.8.3, the DPS received 1,084 complaints. Using total customers affected of 646,000, as now estimated by PSEG Long Island, the PSEG Long Island DPS Complaint performance for Isaias was approximately 168 complaints per 100,000 customers affected. This exceeds the minimum standard of 40 per 100,000.

Based on this, LIPA has assessed the performance on this measure as unsatisfactory.

**Points Awarded: 0**



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