Agenda

• OSA Scorecard

• Safety Overview
## PSEG Long Island OSA 2020 Balanced Scorecard

### Operations Services Agreement Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Base Points</th>
<th>Lower/Higher</th>
<th>OSA YE Target</th>
<th>OSA YTD Target</th>
<th>YTD Result</th>
<th>OSA Forecast</th>
<th>Month of November</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSHA Recordable Incidence Rate</td>
<td>5</td>
<td>L</td>
<td>1.27</td>
<td>1.27</td>
<td>1.02</td>
<td>-</td>
<td>2.04</td>
</tr>
<tr>
<td>OSHA Days Away Rate (Severity)</td>
<td>2.5</td>
<td>L</td>
<td>17.00</td>
<td>17.00</td>
<td>12.88</td>
<td>-</td>
<td>17.00</td>
</tr>
<tr>
<td>Reduce Motor Vehicle Accidents</td>
<td>2.5</td>
<td>L</td>
<td>-1.9%</td>
<td>-1.9%</td>
<td>-32.7%</td>
<td>-</td>
<td>-63.6%</td>
</tr>
<tr>
<td>JD Power Customer Satisfaction Survey (Residential)</td>
<td>5</td>
<td>H</td>
<td>703 or 10th</td>
<td>703 or 10th</td>
<td>735</td>
<td>-</td>
<td>713</td>
</tr>
<tr>
<td>JD Power Customer Satisfaction Survey (Business)</td>
<td>5</td>
<td>H</td>
<td>763 or 7th</td>
<td>763 or 7th</td>
<td>781</td>
<td>-</td>
<td>765</td>
</tr>
<tr>
<td>After Call Survey (Residential)</td>
<td>5</td>
<td>H</td>
<td>91.5%</td>
<td>91.5%</td>
<td>94.7%</td>
<td>-</td>
<td>94.6%</td>
</tr>
<tr>
<td>After Call Survey (Business)</td>
<td>5</td>
<td>H</td>
<td>91.5%</td>
<td>91.5%</td>
<td>96.1%</td>
<td>-</td>
<td>97.2%</td>
</tr>
<tr>
<td>Personal Contact Survey</td>
<td>5</td>
<td>L</td>
<td>92.0%</td>
<td>92.0%</td>
<td>96.6%</td>
<td>-</td>
<td>97.1%</td>
</tr>
<tr>
<td>Average Speed of Answer</td>
<td>5</td>
<td>L</td>
<td>19</td>
<td>19</td>
<td>20</td>
<td>-</td>
<td>13</td>
</tr>
<tr>
<td>Customer Complaint Rate</td>
<td>5</td>
<td>L</td>
<td>6.5</td>
<td>6.5</td>
<td>11.8</td>
<td>-</td>
<td>5.0</td>
</tr>
<tr>
<td>SAIFI (System Average Interruption Frequency Index)</td>
<td>5</td>
<td>L</td>
<td>0.76</td>
<td>0.71</td>
<td>0.72</td>
<td>-</td>
<td>0.11</td>
</tr>
<tr>
<td>CAIDI (Customer Average Interruption Duration Index)</td>
<td>5</td>
<td>L</td>
<td>85</td>
<td>85</td>
<td>82</td>
<td>-</td>
<td>86</td>
</tr>
<tr>
<td>SAIDI (System Average Interruption Duration Index)</td>
<td>5</td>
<td>L</td>
<td>59.0</td>
<td>55.5</td>
<td>59.3</td>
<td>-</td>
<td>9.9</td>
</tr>
<tr>
<td>MAIFI (Momentary Average Interruption Frequency Index)</td>
<td>5</td>
<td>L</td>
<td>2.56</td>
<td>2.41</td>
<td>1.95</td>
<td>-</td>
<td>0.23</td>
</tr>
<tr>
<td>AMI Installations</td>
<td>5</td>
<td>H</td>
<td>250,000</td>
<td>229,167</td>
<td>292,661</td>
<td>-</td>
<td>24,345</td>
</tr>
<tr>
<td>First Call Resolution (FCR)</td>
<td>5</td>
<td>H</td>
<td>82.6%</td>
<td>82.8%</td>
<td>82.3%</td>
<td>-</td>
<td>81.6%</td>
</tr>
<tr>
<td>Double Woods (Focus Areas)</td>
<td>1</td>
<td>H</td>
<td>9,110</td>
<td>9,141</td>
<td>9,776</td>
<td>-</td>
<td>N/A</td>
</tr>
<tr>
<td>Technology Implementation Pilot (Focus Areas)</td>
<td>1</td>
<td>L</td>
<td>1</td>
<td>1</td>
<td>N/A</td>
<td>-</td>
<td>N/A</td>
</tr>
<tr>
<td>Operating Budget (SM)</td>
<td>N/A</td>
<td>L</td>
<td>633.7</td>
<td>579.0</td>
<td>538.5</td>
<td>-</td>
<td>48.9</td>
</tr>
<tr>
<td>Capital Budget (SM)</td>
<td>N/A</td>
<td>L</td>
<td>735.2</td>
<td>676.2</td>
<td>606.2</td>
<td>-</td>
<td>59.8</td>
</tr>
<tr>
<td>Net Write-Offs per $100 Billed Revenue</td>
<td>5</td>
<td>L</td>
<td>0.54</td>
<td>0.54</td>
<td>0.40</td>
<td>-</td>
<td>0.22</td>
</tr>
<tr>
<td>AR &gt; 90 (No Exclusions)</td>
<td>5</td>
<td>L</td>
<td>17.7%</td>
<td>17.7%</td>
<td>20.9%</td>
<td>-</td>
<td>25.1%</td>
</tr>
<tr>
<td>Low to Moderate Income Program Participation (Focus Areas)</td>
<td>1</td>
<td>H</td>
<td>35,000</td>
<td>43,723</td>
<td>43,596</td>
<td>-</td>
<td>N/A</td>
</tr>
<tr>
<td>Customer Self-Service</td>
<td>5</td>
<td>H</td>
<td>47.1%</td>
<td>45.7%</td>
<td>50.7%</td>
<td>-</td>
<td>N/A</td>
</tr>
<tr>
<td>Energy Efficiency Annualized Energy Savings</td>
<td>5</td>
<td>L</td>
<td>1,036,000</td>
<td>959,612</td>
<td>1,113,157</td>
<td>-</td>
<td>151,322</td>
</tr>
<tr>
<td>Electric Vehicles (Focus Areas)</td>
<td>1</td>
<td>L</td>
<td>1,000</td>
<td>890</td>
<td>1,269</td>
<td>-</td>
<td>110</td>
</tr>
<tr>
<td>Heat Pumps (Focus Areas)</td>
<td>1</td>
<td>H</td>
<td>3,000</td>
<td>2,780</td>
<td>5,351</td>
<td>-</td>
<td>647</td>
</tr>
</tbody>
</table>

### YE Result Color
- Green: At or better than YE Plan
- Yellow: Not expected to meet YE Plan
- Red: Worse than YE Plan

### YE Forecast
- Green: On track to meet YE Target
- Orange: Meeting YE Target
- Red: Not expected to meet YE Target
# Safety Overview

**Data through 12/6/2020**

<table>
<thead>
<tr>
<th>Incident Type</th>
<th>December MTD</th>
<th>2020 YTD</th>
<th>2019 YTD</th>
<th>% Change</th>
<th>Remaining # to Achieve OSA Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>All OSHA Cases</td>
<td>0</td>
<td>25</td>
<td>33</td>
<td>-24%</td>
<td>6</td>
</tr>
<tr>
<td>OSHA Days Away from Work Cases</td>
<td>0</td>
<td>12</td>
<td>21</td>
<td>-43%</td>
<td></td>
</tr>
<tr>
<td>OSHA Days Away from Work</td>
<td>0</td>
<td>317</td>
<td>675</td>
<td>-53%</td>
<td>103</td>
</tr>
<tr>
<td>First Aids</td>
<td>0</td>
<td>20</td>
<td>33</td>
<td>-39%</td>
<td></td>
</tr>
<tr>
<td>Motor Vehicle Accidents</td>
<td>0</td>
<td>66</td>
<td>103</td>
<td>-36%</td>
<td>36</td>
</tr>
</tbody>
</table>

**Data through November Month End**

<table>
<thead>
<tr>
<th>Incident Type</th>
<th>December MTD</th>
<th>2020 YTD</th>
<th>2019 YTD</th>
<th>% Change</th>
<th>Remaining # to Achieve OSA Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>All OSHA Cases</td>
<td></td>
<td>25</td>
<td>33</td>
<td>-24%</td>
<td>6</td>
</tr>
<tr>
<td>OSHA Days Away from Work Cases</td>
<td></td>
<td>12</td>
<td>21</td>
<td>-43%</td>
<td></td>
</tr>
<tr>
<td>OSHA Days Away from Work</td>
<td></td>
<td>317</td>
<td>675</td>
<td>-53%</td>
<td>103</td>
</tr>
<tr>
<td>First Aids</td>
<td></td>
<td>20</td>
<td>33</td>
<td>-39%</td>
<td></td>
</tr>
<tr>
<td>Motor Vehicle Accidents</td>
<td></td>
<td>66</td>
<td>103</td>
<td>-36%</td>
<td>36</td>
</tr>
</tbody>
</table>

**OSHA Recordable Incident Rate**

- **2014 YE**: 2.80
- **2015 YE**: 2.33
- **2016 YE**: 1.47
- **2017 YE**: 1.12
- **2018 YE**: 1.58
- **2019 YE**: 1.34
- **Nov 2020 YTD**: 1.02

**OSHA Days Away Rate**

- **2014 YE**: 29.16
- **2015 YE**: 61.11
- **2016 YE**: 26.02
- **2017 YE**: 30.59
- **2018 YE**: 27.79
- **2019 YE**: 29.90
- **Nov 2020 YTD**: 12.88

**Motor Vehicle Accidents**

- **2014 YE**: 82
- **2015 YE**: 89
- **2016 YE**: 106
- **2017 YE**: 115
- **2018 YE**: 126
- **2019 YE**: 104
- **Nov 2020 YTD**: 66