

PSEG Long Island Operating Report

Report to the Board of Trustees

December 16, 2020

Agenda

- OSA Scorecard
- Safety Overview

PSEG Long Island OSA 2020 Balanced Scorecard

			November YTD				Month of November				
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	1.02	↑	1.27	2.04	-
	OSHA Days Away Rate (Severity)		2.5	L	17.00	17.00	12.88	↑	17.00	0.51	+
	Reduce Motor Vehicle Accidents		2.5	L	-1.9%	-1.9%	-32.7%	↑	-1.9%	-63.6%	+
Safe, Reliable	JD Power Customer Satisfaction Survey (Residential)		5	H	703 or 10th	703 or 10th	735	↑	703 or 10th	713	+
	JD Power Customer Satisfaction Survey (Business)		5	H	763 or 7th	763 or 7th	781	↑	763 or 7th	765	+
	After Call Survey (Residential)		5	H	91.5%	91.5%	94.7%	↑	91.5%	94.6%	+
	After Call Survey (Business)		5	H	91.5%	91.5%	96.1%	↑	91.5%	97.2%	+
	Personal Contact Survey		5	H	92.0%	92.0%	96.6%	↑	92.0%	97.1%	+
	Average Speed of Answer		5	L	19	19	26	↓	19	13	+
	Customer Complaint Rate		5	L	6.5	6.5	11.8	↓	6.5	5.0	+
	SAIFI (System Average Interruption Frequency Index)		5	L	0.76	0.71	0.72	↔	0.06	0.11	-
	CAIDI (Customer Average Interruption Duration Index)		5	L	85	85	82	↑	85	86	-
	SAIDI (System Average Interruption Duration Index)		5	L	59.0	55.5	59.3	↓	3.9	9.9	-
	MAIFI (Momentary Average Interruption Frequency Index)		5	L	2.56	2.41	1.95	↑	0.19	0.23	-
	AMI Installations		5	H	250,000	229,167	292,661	↑	20,833	24,345	+
	First Call Resolution (FCR)		5	H	82.8%	82.8%	82.3%	↓	82.8%	81.6%	-
	Double Woods (Focus Areas)		1	L	9,110	9,141	9,776	↓	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	579.0	536.5	↑	52.0	46.9	+
	Capital Budget (\$M)		N/A	L	735.2	676.2	606.2	↑	61.3	59.8	+
	Net Write-Offs per \$100 Billed Revenue		5	L	0.54	0.54	0.40	↑	0.54	0.22	+
	AR > 90 (No Exclusions)		5	L	17.7%	17.7%	20.5%	↓	17.7%	25.1%	-
	Low to Moderate Income Program Participation (Focus Areas)		1	H	35,000	34,723	43,596	↑	N/A	N/A	N/A
Green	Customer Self-Service		5	H	47.1%	45.7%	50.7%	↑	N/A	N/A	N/A
	Energy Efficiency Annualized Energy Savings		5	H	1,036,000	959,612	1,113,157	↑	84,734	151,322	+
	Electric Vehicles (Focus Areas)		1	H	1,000	890	1,259	↑	110	222	+
	Heat Pumps (Focus Areas)		1	H	3,000	2,790	5,351	↑	210	647	+

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

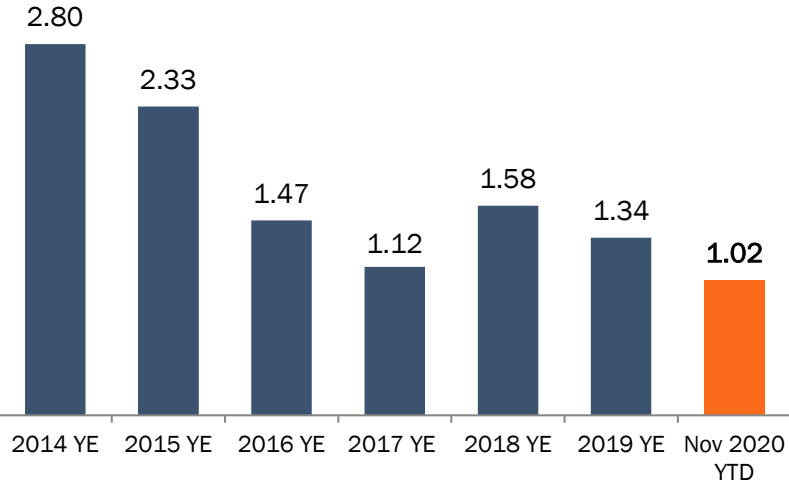
Safety Overview

- Data through 12/6/2020

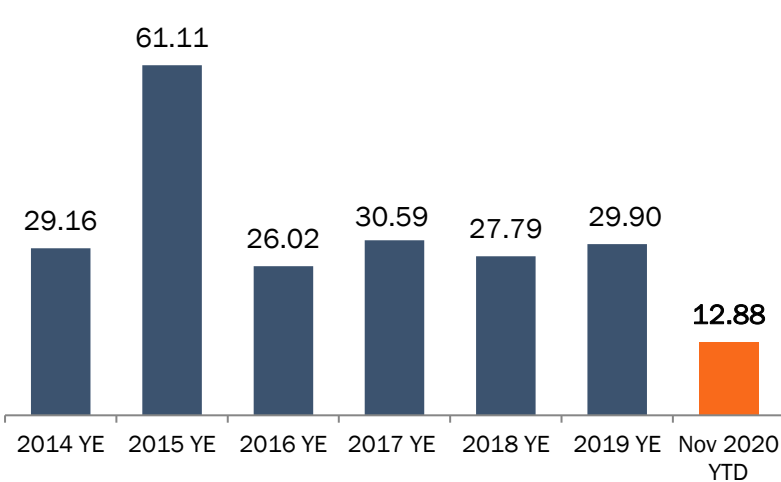
Incident Type	December MTD	2020 YTD	2019 YTD	% Change	Remaining # to Achieve OSA Target
All OSHA Cases	0	25	33	-24%	6
OSHA Days Away from Work Cases	0	12	21	-43%	
OSHA Days Away from Work	0	317	675	-53%	103
First Aids	0	20	33	-39%	
Motor Vehicle Accidents	0	66	103	-36%	36

- Data through November Month End

OSHA Recordable Incident Rate



OSHA Days Away Rate



Motor Vehicle Accidents

