

PSEG Long Island Operating Report

Report to the Board of Trustees

January 27, 2021

Agenda

- OSA Scorecard
- 2020 Metric Performance Overview

PSEG Long Island OSA 2020 Balanced Scorecard

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

December YTD

Month of December

Operations Services Agreement Metrics

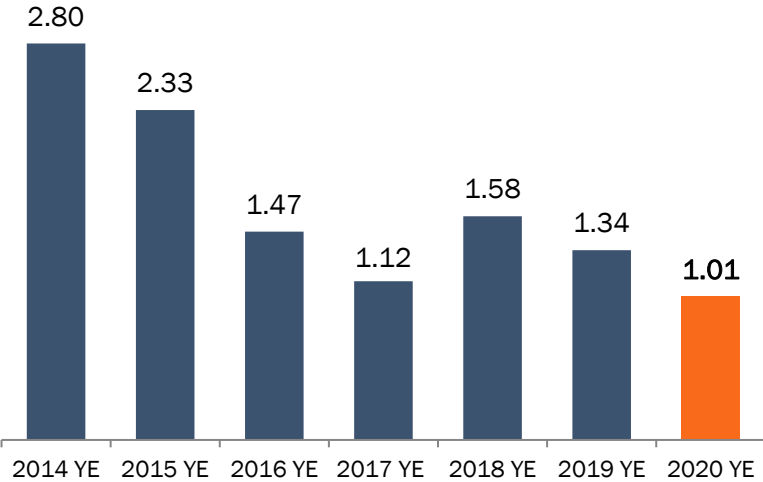
	Base Points	Low/High	OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	OSA Month Target	Month Result	Month Status
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People	OSHA Recordable Incidence Rate	5	L	1.27	1.27	1.01	↑	1.27	0.49	+
	OSHA Days Away Rate (Severity)	2.5	L	17.00	17.00	11.90	↑	17.00	0.00	+
	Reduce Motor Vehicle Accidents	2.5	L	-1.9%	-1.9%	-30.8%	↑	-1.9%	0.0%	-
Safe, Reliable	JD Power Customer Satisfaction Survey (Residential)	5	H	703 or 10th	703 or 10th	717	↑	703 or 10th	664	-
	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%	95.1%	+
	After Call Survey (Business)	5	H	91.5%	91.5%	96.0%	↑	91.5%	94.4%	+
	Personal Contact Survey	5	H	92.0%	92.0%	96.7%	↑	92.0%	98.1%	+
	Average Speed of Answer	5	L	19	19	25	↓	19	9	+
	Customer Complaint Rate	5	L	6.5	6.5	11.8	↓	6.5	4.0	+
	SAIFI (System Average Interruption Frequency Index)	5	L	0.76	0.76	0.80	↓	0.05	0.08	-
	CAIDI (Customer Average Interruption Duration Index)	5	L	85	85	83	↑	85	88	-
	SAIDI (System Average Interruption Duration Index)	5	L	59.0	59.0	66.0	↓	3.5	6.7	-
	MAIFI (Momentary Average Interruption Frequency Index)	5	L	2.56	2.56	2.14	↑	0.15	0.20	-
	AMI Installations	5	H	250,000	250,000	319,210	↑	20,833	26,549	+
	First Call Resolution (FCR)	5	H	82.8%	82.8%	82.4%	↓	82.8%	83.5%	+
	Double Woods (Focus Areas)	1	L	9,110	9,110	9,978	↓	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	623.5	590.5	↑	54.7	54.0	+
	Capital Budget (\$M)	N/A	L	735.2	716.5	687.0	↑	40.3	80.8	-
	Net Write-Offs per \$100 Billed Revenue	5	L	0.54	0.54	0.37	↑	0.54	0.17	+
	AR > 90 (No Exclusions)	5	L	17.7%	17.7%	21.3%	↓	17.7%	29.2%	-
	Low to Moderate Income Program Participation (Focus Areas)	1	H	35,000	35,000	45,721	↑	N/A	N/A	N/A
Green	Customer Self-Service	5	H	47.1%	47.1%	51.2%	↑	N/A	N/A	N/A
	Energy Efficiency Annualized Energy Savings	5	H	1,036,000	1,036,077	1,214,935	↑	76,465	101,779	+
	Electric Vehicles (Focus Areas)	1	H	1,000	1,000	1,493	↑	110	234	+
Heat Pumps (Focus Areas)	1	H	3,000	3,000	5,955	↑	210	604	+	

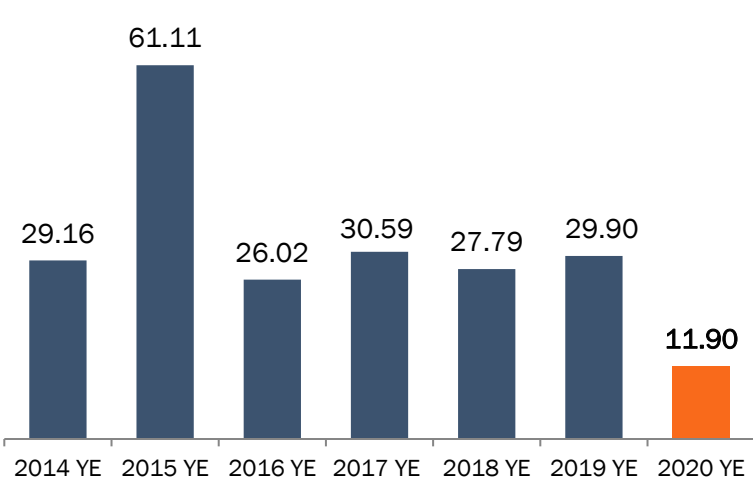
Safety Results

Incident Type	2020 YE	2019 YE	% Change
All OSHA Cases	27	35	-23%
OSHA Days Away from Work Cases	12	23	-48%
OSHA Days Away from Work	317	739	-57%
First Aids	20	34	-41%
Motor Vehicle Accidents	72	104	-31%

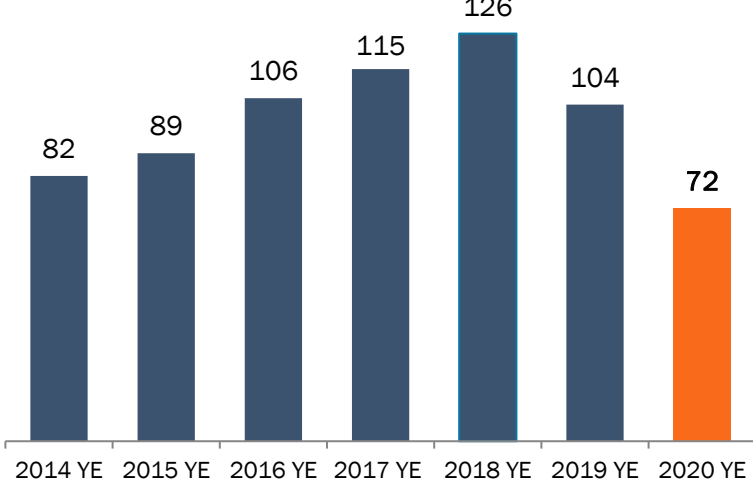
OSHA Recordable Incident Rate



OSHA Days Away Rate

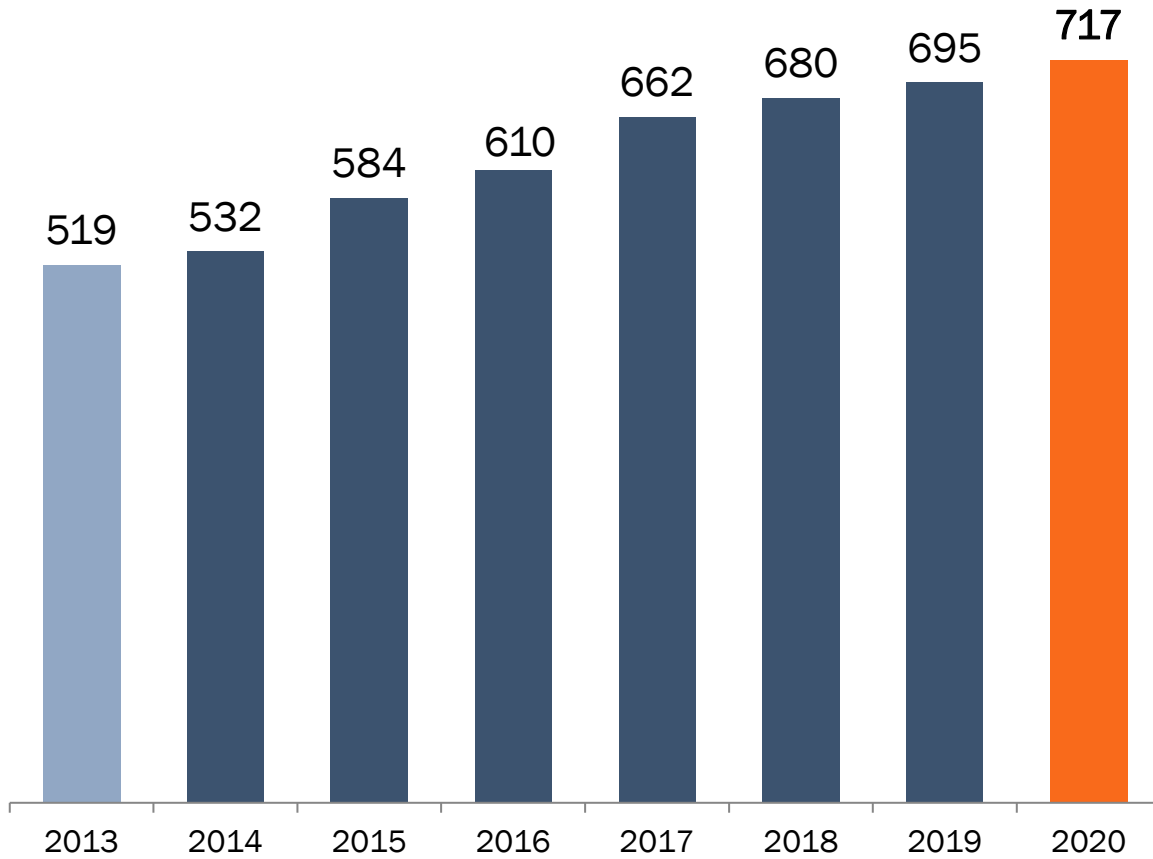


Motor Vehicle Accidents

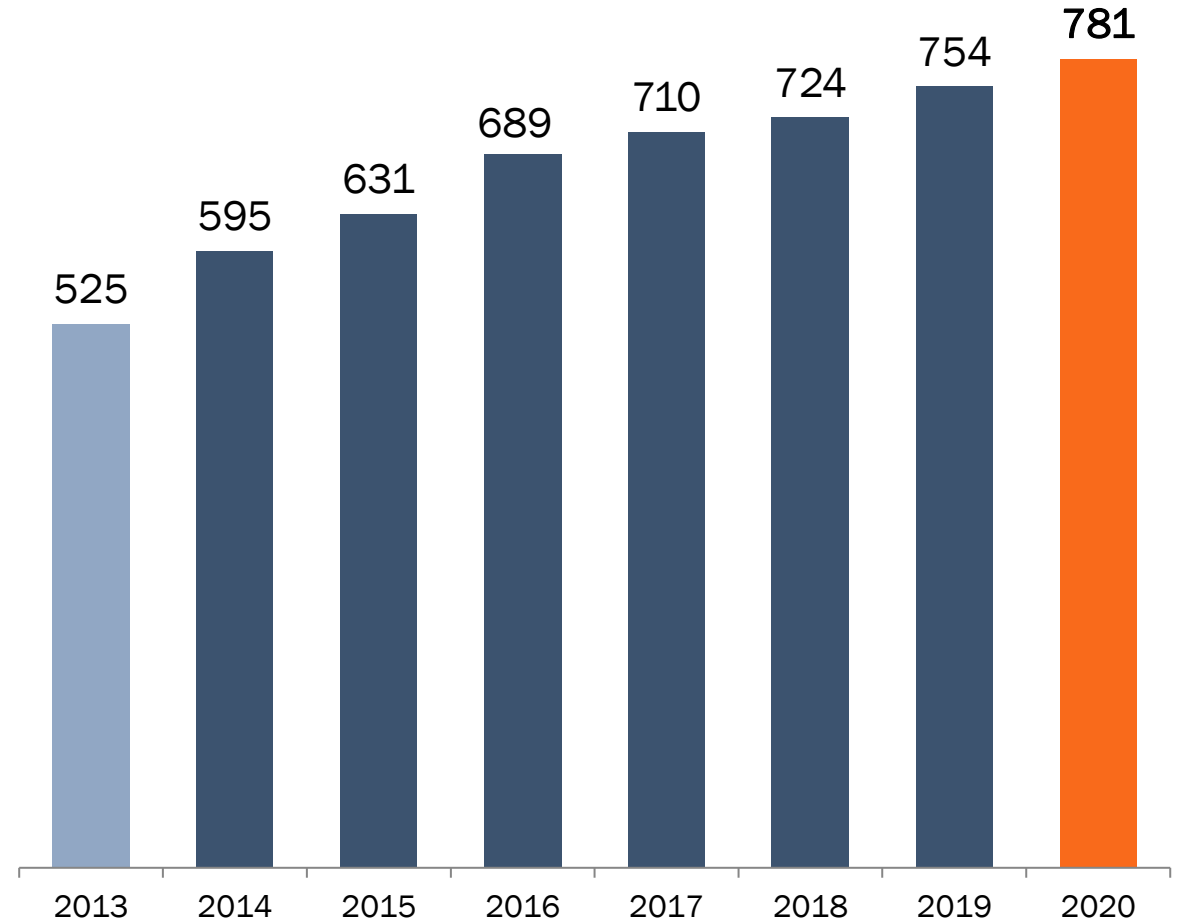


JD Power Residential & Business Satisfaction

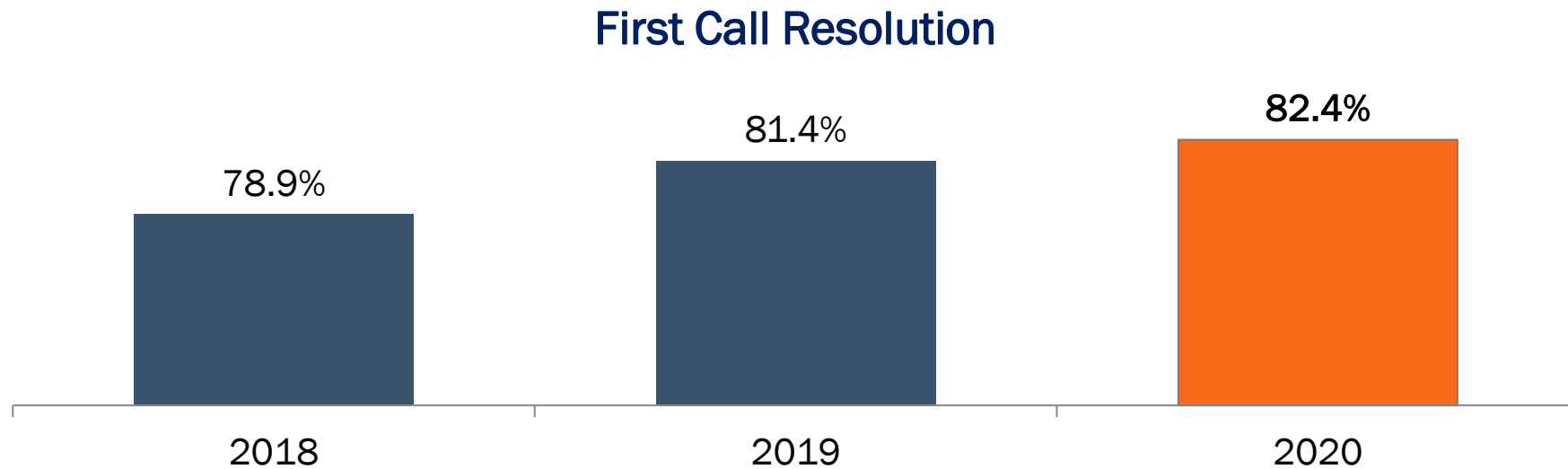
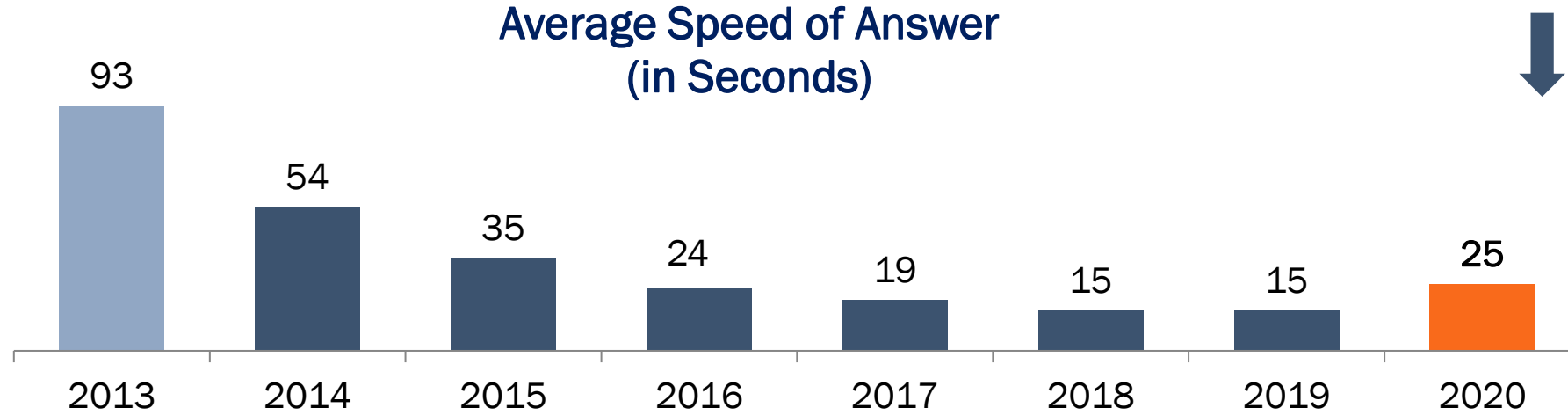
Residential Satisfaction ↑



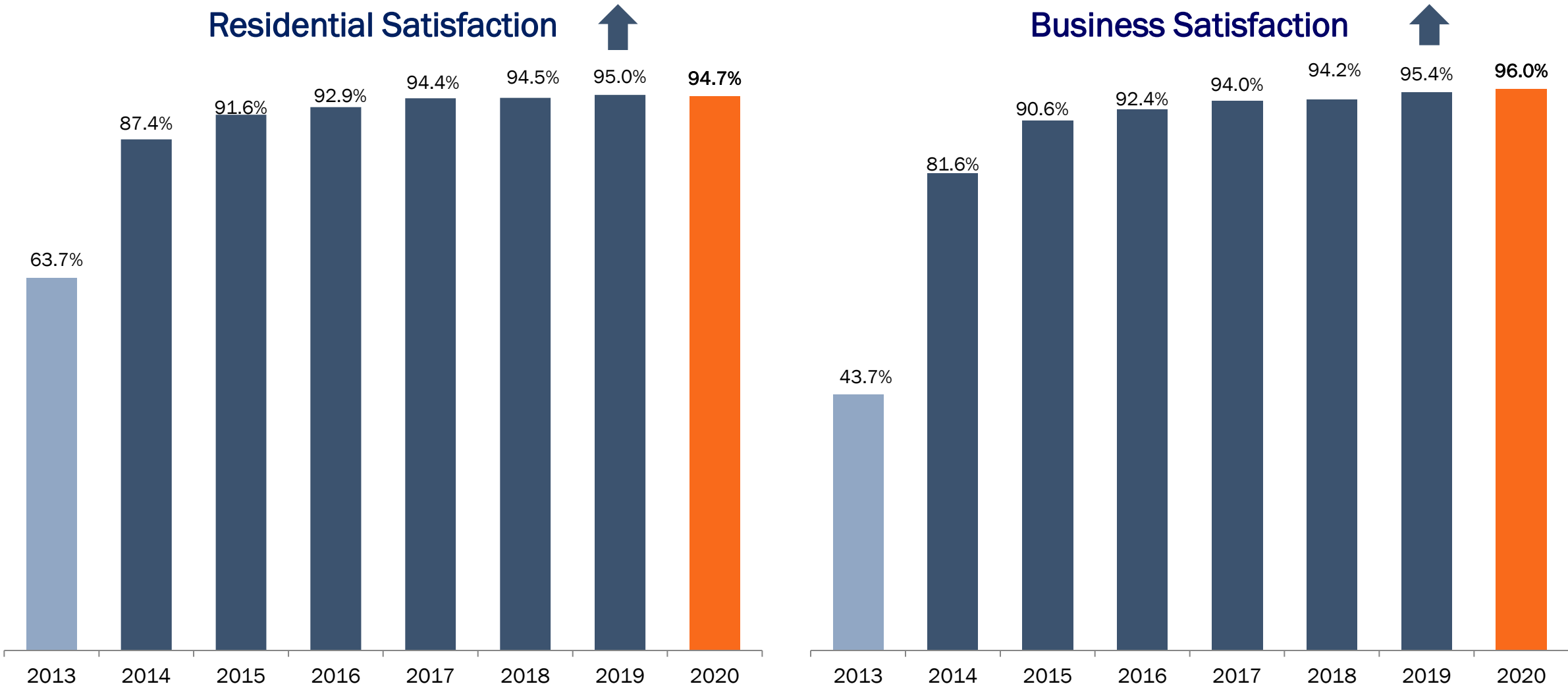
Business Satisfaction ↑



Call Center: Average Speed of Answer and FCR



Call Center Surveys: Residential & Business Satisfaction



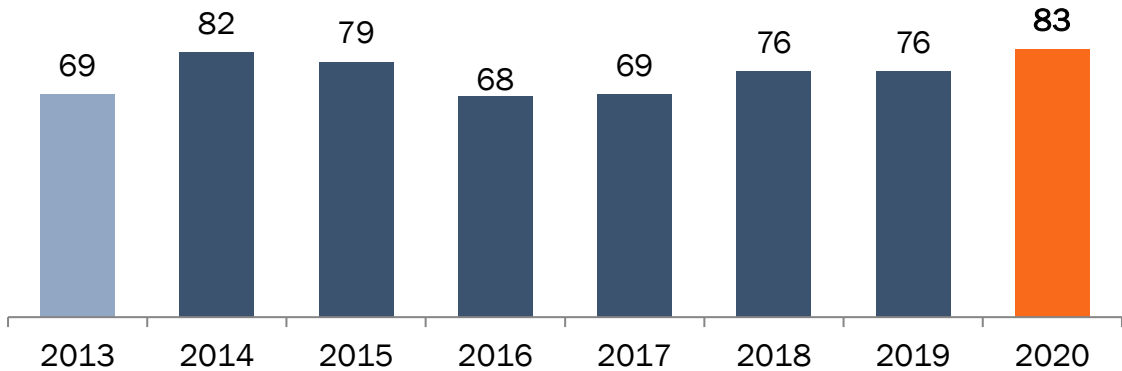
Personal Contact Satisfaction Survey

**(1) Energy Efficiency, (2) Customer Walk-In Centers,
(3) Major Accounts, (4) Electric Service Reps**

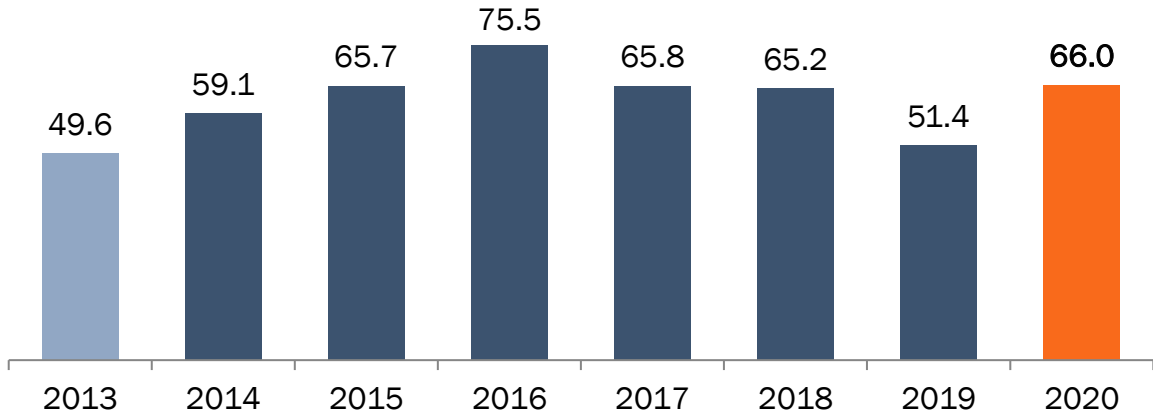


Reliability Metrics

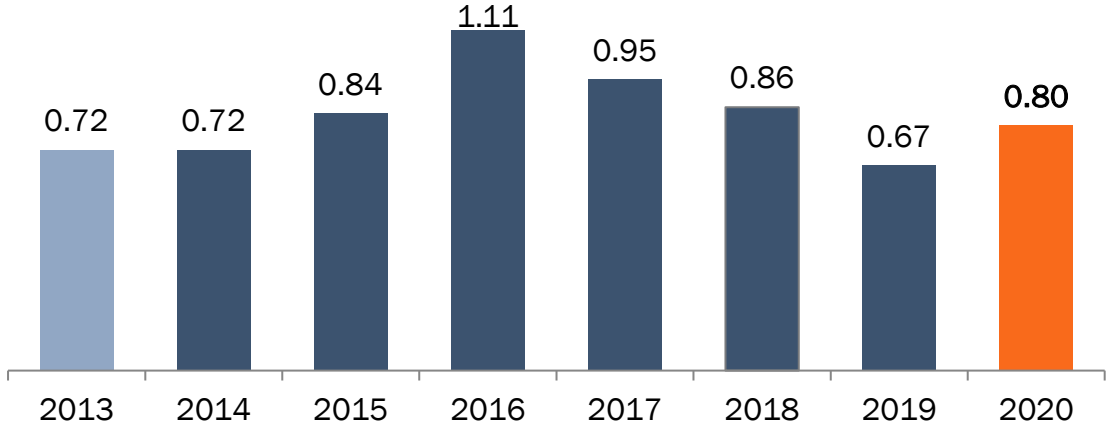
CAIDI



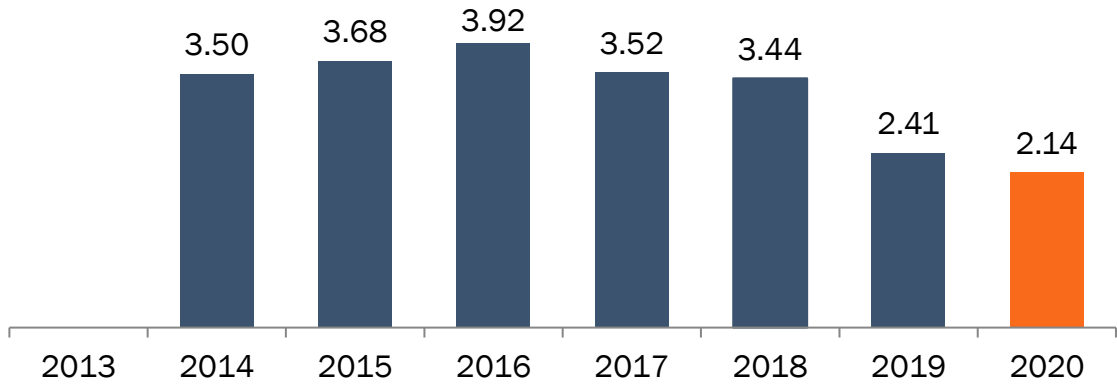
SAIDI



SAIFI

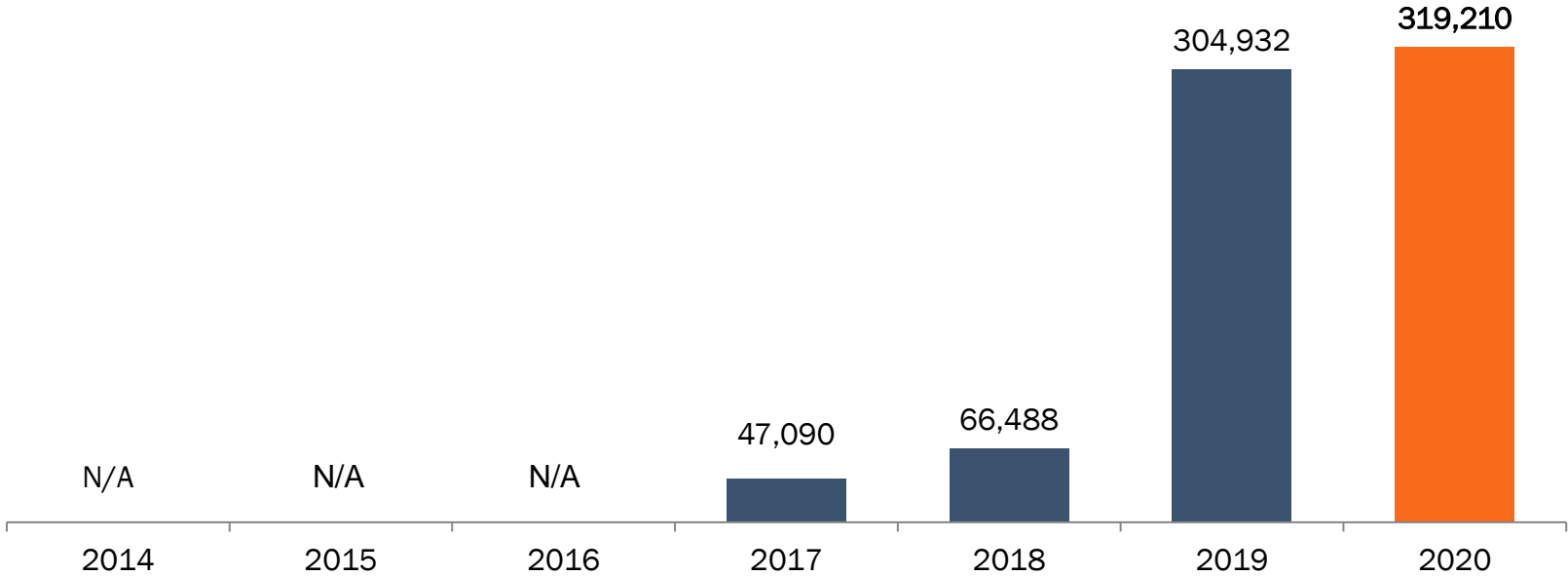


MAIFI



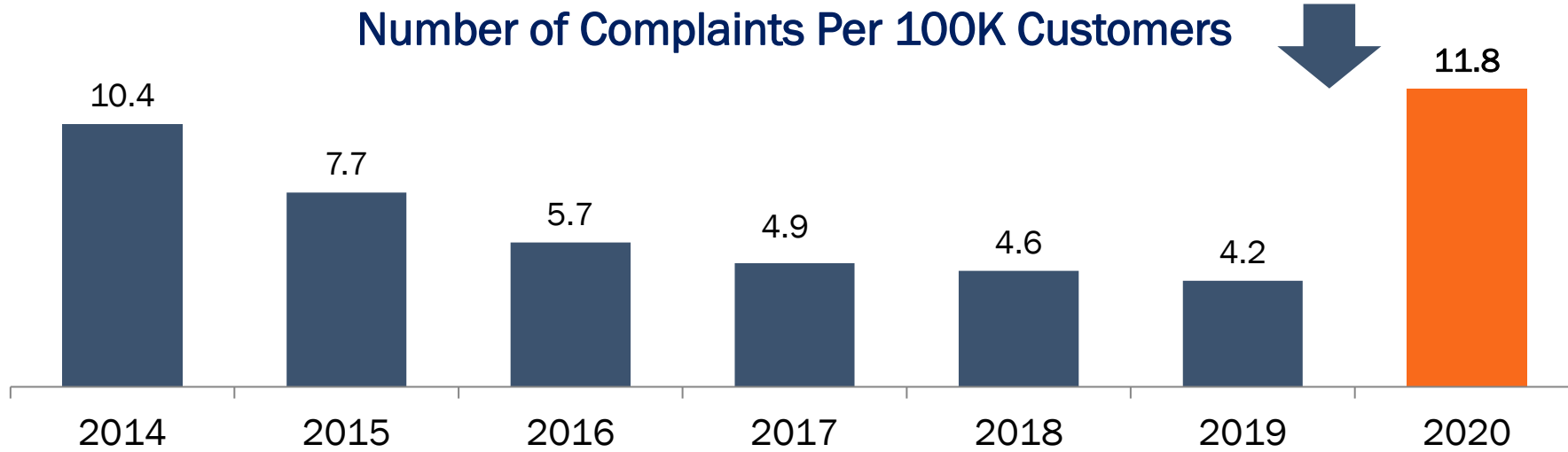
AMI Installations

AMI Installations

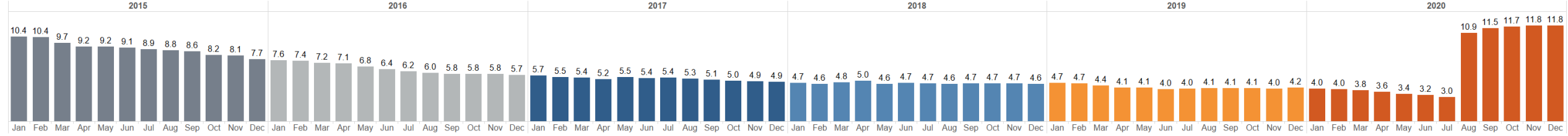


Number of Customer Complaints

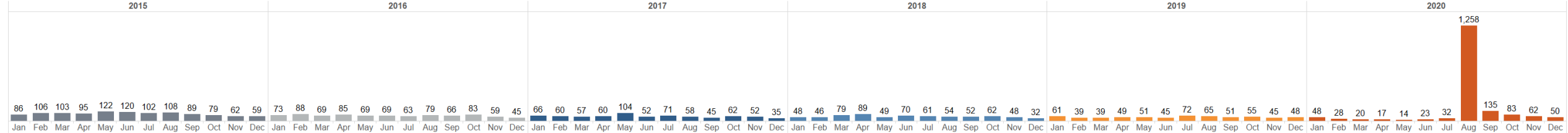
Number of Complaints Per 100K Customers



PSEG Long Island YTD Complaints/100,000 Customers

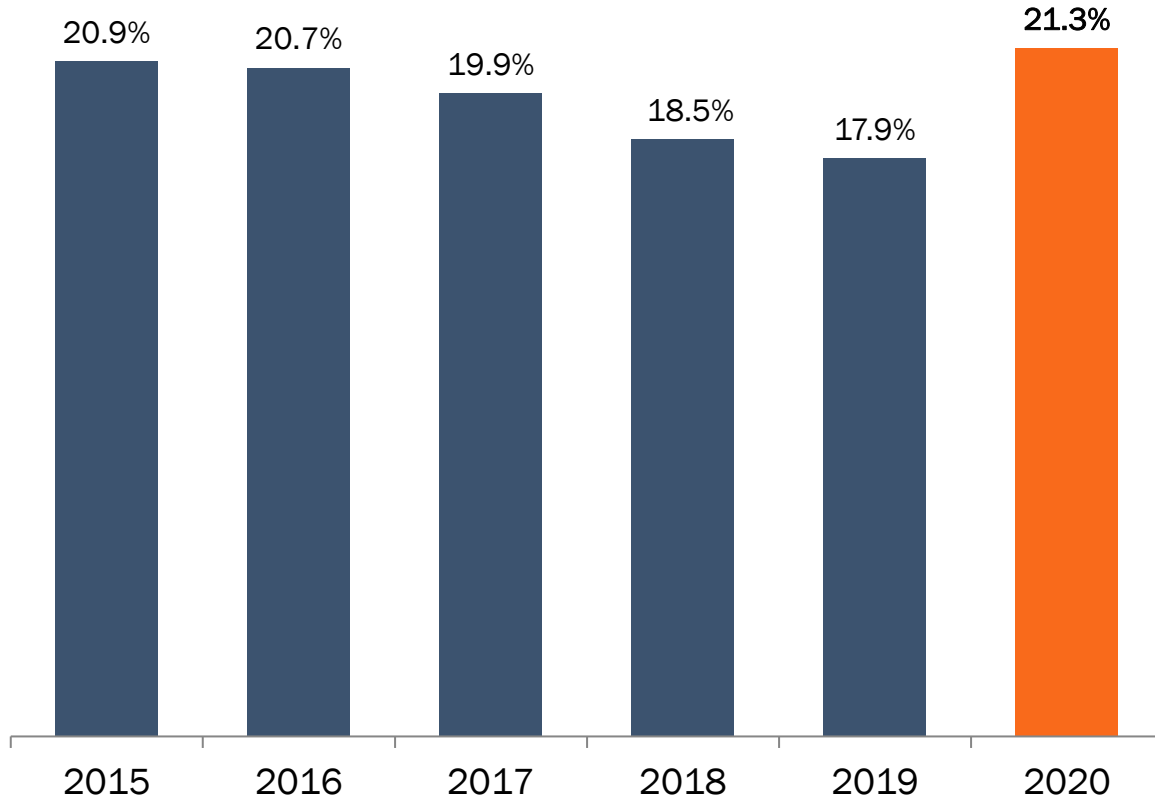


PSEG Long Island Monthly Complaints

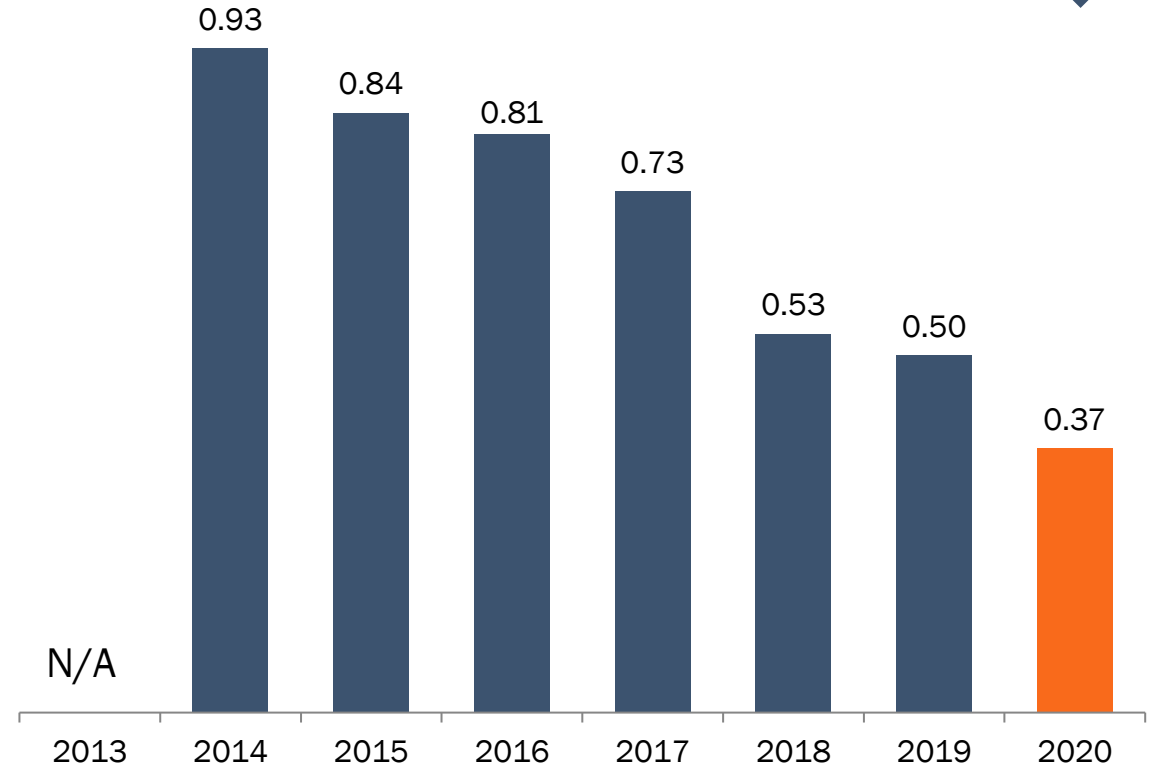


AR>90 & Net Write-Offs

**AR > 90
(No Exclusions)**
(Negative Impact from COVID)



**Net Write-Offs
(\$/Billed Rev)**
(positive impact from COVID)



*Results reflect write-off procedural changes and 2017 metric target methodology change. Prior year results reflect new target calculation.