Isaias Task Force Status Update

January 27, 2021

STATUS UPDATE

- LIPA Board has adopted **nearly 100 recommendations** for PSEG Long Island to address deficiencies in leadership, management, emergency and storm restoration, and information technology.

- LIPA Board directed PSEG Long Island to provide Project Implementation Plans (PIPs) for each recommendation.

- LIPA received **38 PIPs** in December and January.

  - **18 proposals accepted**

  - **15 proposals rejected 3 times**

  - **5 proposals rejected once**

- **15 projects marked "complete"** by PSEG pending independent verification and validation (IV&V) by LIPA.

PROJECT IMPLEMENTATION PLAN REVIEW PROCESS

Expectations from the PIP was clearly communicated.
- Recommendation text was supplemented by a description of the "expected end-state" and "key deliverables."
- LIPA provided a structured template to PSEG Long Island.
- When requested, LIPA met with the PSEG Long Island staff several times to provide explanations, assistance, and guidance on PIP requirements.

Upon submission, a team of 4 experts reviewed the proposed PIPs. We looked for (a) understanding of the recommendation, (b) proposed technical approach, (c) timeliness of execution, and (d) responsiveness to prior comments.

Based upon this review the PIP team recommended "accept," "accept with comments," or "reject, please resubmit in February."

KEY ISSUES WITH REJECTED PIPS

- Project completion timeline is too long.

- Inadequate technical approach or insufficient articulation of the technical approach.

- Project objectives described in project plan inconsistent with Board recommendation.

Long Island Power Authority

Field Mobile App

Recommendations:

- 3.2.6.1 "Test and Deploy the Field Mobile App…"

- 4.14 "Accelerate the deployment of the Field Mobile App"

Why: Productivity of the 4,500 foreign crews were below expectations.

PSEG Long Island represents that the recommendation must be delayed until August because the current outage management system does not have the ability to do 2-way communication.

LIPA confirmed with CGI that OMS/PCAD has had the ability to do 2-way communication for more than 10 years.

"Applications proved functional with jobs assigned, information collected in the field and communicated back electronically"

New Mobile App for Job Assignment and Damage Assessment

New Mobile Application Rolled-out during October 27 Nor'easter

- Utilized on a limited basis to begin to collect actual field experience
  - Internal damage assessment personnel and external construction crews

Application proved functional with jobs assigned, information collected in the field and communicated back electronically

- Some challenges with time to download application and assign user IDs and passwords
  - Efforts going forward to include "pre-push" of application to cross section of internal personnel that will utilize application if activated for storm duty

Field Mobility

PSEG LONG ISLAND

1

EXAMPLE ISSUES WITH PIPS

Chief Information Security Officer

Recommendation:
- 7.02   Appoint a dedicated CISO

Why: Growing threat of cyber-attacks and cyber-damage could be next Isaias or worse.

December PSEG Long Island Response: Reported as complete by PSEG Long Island (hired a Manager, not a CISO)

January PSEG Long Island Response: "Contract does not provide LIPA decision-making authority on reporting relationship or governance…"

CURRENT STATUS

Telephone lines for storm reporting still need to be fully tested.

- PSEG Long Island has been making changes to the system and conducting partial system tests.

- To date, PSEG Long Island has not completed the following tests requested by LIPA which would be patterned against real-life scenarios:

    - End-to-end stress testing for call reporting wire-down or other emergencies.

    - End-to-end stress test for trouble call from customer to OMS system.

    - Daytime stress tests that simulate calls originating from LIPA territory.

OMS is still failing when stress-tested under the "Isaias" scenario

- PSEG Long Island moved to an older version (v 5.5) of the OMS system after the storm. In the meantime, it has been testing a newer version (v 6.7).

- PSEG Long Island reported that they have successfully tested the older version (5.5) on January 24. We are waiting for a complete report of the test conditions, test scenarios, etc.

- For the current version (6.7), PSEG Long Island is now planning to pursue a "re-platform" strategy.

- Lack of strong internal capability have resulted in several false starts and over-reliance on vendor solutions.

- Continued deficiencies in project management, vendor management, and problem resolution skills impeding progress.

QUESTIONS?