

PSEG Long Island

Report to Board of Trustees

February 24, 2021

Agenda

- Recommendation and Project Plan Update
- Telephone System
- Outage Management System
- Business Continuity Plan Update
- Commitment to be Long Island Service Provider

Recommendation and Project Plan Update

- PSEG Long Island has submitted plans for **all 85 LIPA recommendations**
 - 39 project plans have been accepted by LIPA
 - 20 Tier 1 and 2 Information Technology recommendations accounted for in 16 project plans were resubmitted on February 22nd after considering LIPA's feedback
 - 17 Tier 3 project plans to be revised and re-submitted incorporating LIPA's feedback in March 2021
 - 7 recommendations to be discussed in confidential negotiations between LIPA and PSEG Long Island
 - 2 recommendations postponed by LIPA pending further storm hardening evaluation

Telephone System Update

- PSEG Long Island has implemented changes to the telephone system that have removed congestion and increased capacity of the telephony solutions that caused the problems customers experienced during Isaias
- We have made multiple design changes in concert with vendors and our third party subject matter experts/advisors
- We have conducted seven comprehensive major tests:
 - 5,000 concurrent callers, call volume and connectivity to on-premise call center – the system functioned properly without any delays
 - Wire down test that met expectations and functioned without incident with 575 concurrent callers
- We will conduct End to End testing by the end of March
- Working with vendor to confirm daytime capacity

Outage Management System Update

Outage Management System challenges are being addressed in two parallel paths:

1. Reverted to previous version of OMS v5.5 and made critical enhancements
 - The 90% Customer Outage test results were positive
 - Improved testing practices which have been incorporated into system upgrades and annual plans
 - Identified lessons learned and implemented changes in production that have been thoroughly studied in the test environment
2. End to End testing by the end of March to cover OMS and Communication Systems
3. Obtained new infrastructure for the OMS system to re-platform and standup OMS v6.7
 - Configuring new hardware, upload software and connect interfaces to supporting systems
 - Thorough testing prior to release upgrade into production
 - 90% Test and End to End testing
 - Targeting May 2021 for implementation

Business Continuity Plan

- Updated Business Continuity Plans for loss of Outage Management and Communication Systems
- Integrated the lessons learned from Isaias, LIPA and outside consultants into storm system continuity processes
- Conducted all day drill/training program on January 26, 2021 of new Business Continuity Plan storm procedure – 145 participants, trainees and observers
- All PSEG Long Island process owners have signed off on the new storm system continuity processes
- Next Steps:
 - March 1 – Meet with LIPA to provide additional details on how their feedback was incorporated
 - April 15 – Complete second continuity plan drill
 - July 31 – Complete business continuity plans for additional non-storm mission critical systems

PSEG Long Island Commitment

PSEG Long Island is committed to continuous improvement, transparency and accountability

PSEG Long Island is working with LIPA in good faith to address LIPA's proposed changes to our contract. PSEG Long Island's goal has always been to provide the most value for our Long Island and Rockaways customers and stakeholders

We remain committed to serving Long Island through our key business imperatives:

- Safety
- Customer service
- Electric reliability and storm response
- Energy efficiency and renewables
- Community involvement

Serving Long Island is a privilege and we will earn that privilege by delivering the service our customers deserve