

PSEG Long Island Operating Report

Report to the Board of Trustees

May 19, 2021

Agenda

- April 2021 OSA Scorecard
- Tropical Storm Isaias Update

PSEG Long Island OSA 2021 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

		April YTD					Month of April			
		Base Points	Low/High	OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	OSA Month Target	Month Result	Month Status
Operations Services Agreement Metrics										
People	OSHA Recordable Incidence Rate	5	L	1.27	1.27	1.08	↑	1.27	0.00	+
	OSHA Days Away Rate (Severity)	2.5	L	17.00	17.00	11.36	↑	17.00	6.71	+
	Motor Vehicle Accident Rate	2.5	L	9.00	9.00	5.72	↑	9.00	3.29	+
Safe, Reliable	JD Power Customer Satisfaction Survey (Residential)	5	H	730 or 8th	730 or 8th	652	→	730 or 8th	652	-
	JD Power Customer Satisfaction Survey (Business)	5	H	789 or 6th	789 or 6th	Jul	↑	789 or 6th	Jul	
	After Call Survey (Residential)	5	H	92.0%	92.0%	95.1%	↑	92.0%	94.7%	+
	After Call Survey (Business)	5	H	92.0%	92.0%	96.1%	↑	92.0%	95.2%	+
	Personal Contact Survey	5	H	93.0%	93.0%	97.6%	↑	93.0%	98.3%	+
	Average Speed of Answer	5	L	19	19	9	↑	19	9	+
	Customer Complaint Rate	5	L	5.0	5.0	11.7	→	5.0	1.6	+
	SAIFI (System Average Interruption Frequency Index)	5	L	0.76	0.20	0.21	→	0.05	0.04	+
	CAIDI (Customer Average Interruption Duration Index)	5	L	85	85	62	↑	85	66	+
	SAIDI (System Average Interruption Duration Index)	5	L	59.0	13.8	12.8	→	3.6	2.4	+
	MAIFI (Momentary Average Interruption Frequency Index)	5	L	2.00	0.49	0.44	↑	0.13	0.08	+
	AMI Installations	5	H	95% by Sept.		152,423	↑		47,430	
	First Call Resolution (FCR)	5	H	83.0%	83.0%	82.9%	→	83.0%	82.3%	-
Econo..	Operating Budget (\$M)	N/A	L	562.0	184.9	172.2	↑	47.2	46.6	+
	Capital Budget (\$M)	N/A	L	712.3	246.1	208.7	↑	59.0	57.4	+
Green	Energy Efficiency Annualized Energy Savings	5	H	1,091,000	364,090	400,181	↑	87,531	92,257	+
	Electric Vehicles (Focus Areas)	5	H	1,200	400	802	↑	100	178	+
	Heat Pumps (Focus Areas)	5	H	5,000	1,550	2,066	↑	350	496	+

Note: *Targets Pending - Preliminary 2021 targets presented to LIPA on 3/31/2021, awaiting formal response from LIPA

Tropical Storm Isaias Update

- Project Plans
- Outage Management System
- Telephony Systems
- Business Continuity