

# PSEG Long Island Operating Report

## Report to the Board of Trustees

August 11, 2021

# Agenda

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- June 2021 Scorecard
- Safety Performance Review
- Electric Reliability Update
- JD Power Update and Plan
- Customer Services Metrics Update
- Energy Efficiency Performance
- Power Supply Discussion

PSEG Long Island OSA  
2021 Balanced Scorecard

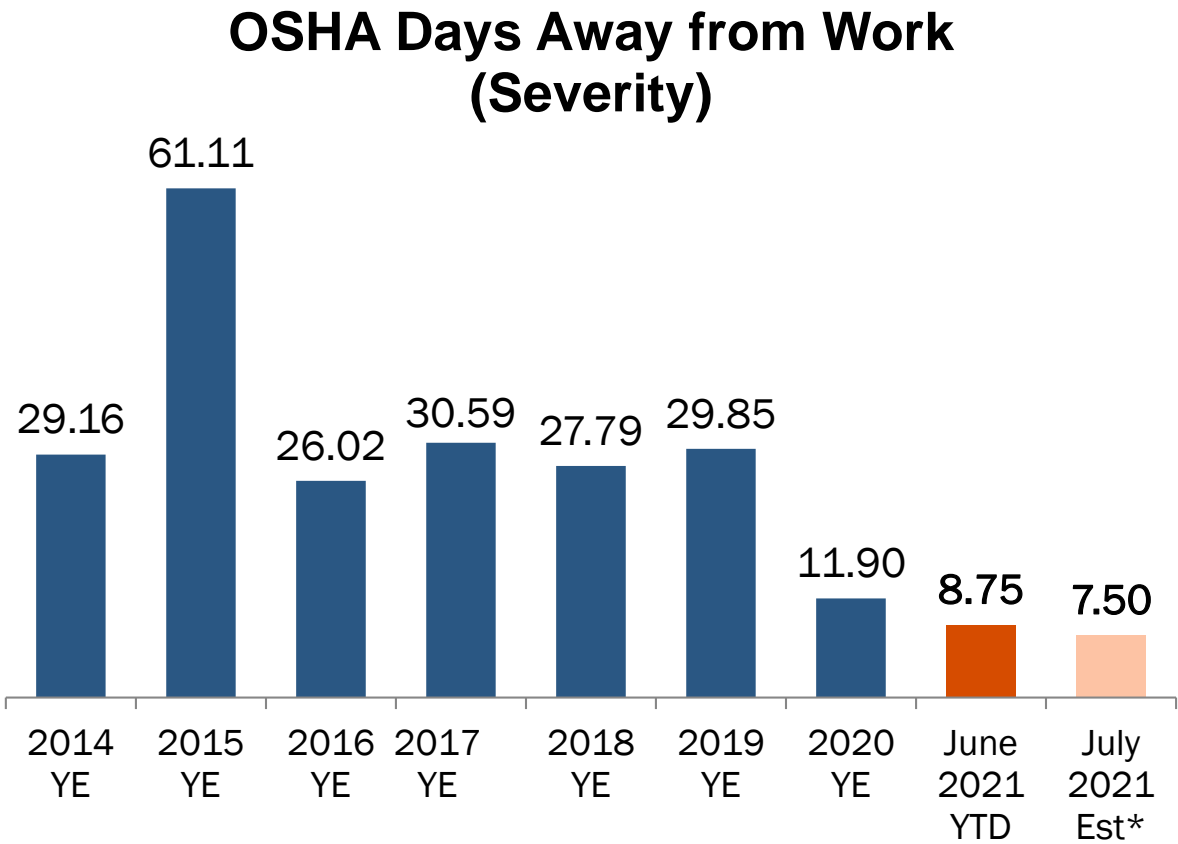
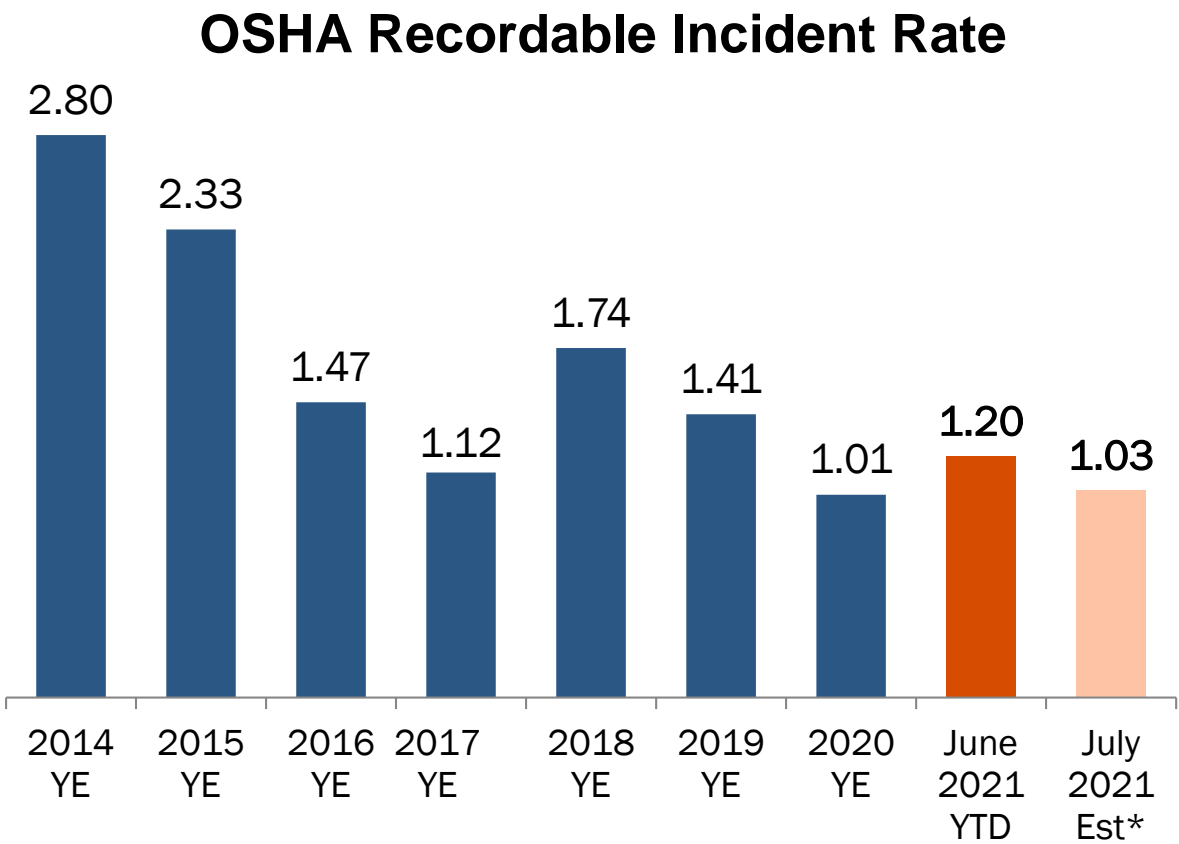
YTD Result Color  
At or Better than YTD Plan  
Worse than YTD Plan

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

				June YTD				Month of June				
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	1.20	↑	1.27	1.43	–		
	OSHA Days Away Rate (Severity)	2.5	L	17.00	17.00	8.75	↑	17.00	0.48	+		
	Reduce Motor Vehicle Incidents	2.5	L	-5.8%	-5.8%	-46.0%	↑	-5.8%	-45.5%	+		
Safe, Reliable	JD Power Customer Satisfaction Survey (Residential)	5	H	730 or 8th	730 or 8th	673	→	730 or 8th	693	–		
	JD Power Customer Satisfaction Survey (Business)	5	H	789 or 6th	789 or 6th	732	→	789 or 6th	732	–		
	After Call Survey (Residential)	5	H	91.5%	91.5%	95.1%	↑	91.5%	95.2%	+		
	After Call Survey (Business)	5	H	91.5%	91.5%	96.2%	↑	91.5%	96.6%	+		
	Personal Contact Survey	5	H	92.0%	92.0%	97.5%	↑	92.0%	96.2%	+		
	Average Speed of Answer	5	L	19	19	9	↑	19	11	+		
	Customer Complaint Rate	5	L	6.5	6.5	11.8	↑	6.5	1.9	+		
	SAIFI (System Average Interruption Frequency Index)	5	L	0.76	0.31	0.33	→	0.06	0.07	–		
	CAIDI (Customer Average Interruption Duration Index)	5	L	85	85	68	↑	85	79	+		
	SAIDI (System Average Interruption Duration Index)	5	L	59.0	22.4	22.4	→	5.0	5.1	–		
	MAIFI (Momentary Average Interruption Frequency Index)	5	L	2.56	1.05	0.79	↑	0.25	0.20	+		
	AMI Installations	5	H	95% by Sept.		241,181	↑		46,953			
	First Call Resolution (FCR)	5	H	82.8%	82.8%	82.9%	↑	82.8%	83.0%	+		
	Double Woods (Focus Areas)	1	L	9,110	9,544	8,282	↑	N/A	N/A	N/A		
Economic	Operating Budget (\$M)	N/A	L	562.0	279.6	267.7	↑	48.2	46.3	+		
	Capital Budget (\$M)	N/A	L	712.3	352.3	329.7	↑	52.4	57.4	–		
	Low to Moderate Income Program Participation (Focus Areas)	1	H	35,000	35,000	46,445	↑	N/A	N/A	N/A		
Green	Customer Self-Service	5	H	48.5%	41.3%	38.0%	↑	N/A	N/A	N/A		
	Energy Efficiency Annualized Energy Savings	5	H	1,099,976	555,912	596,974	↑	93,962	92,683	–		
	Electric Vehicles (Focus Areas)	1	H	1,000	550	894	↑	75	103	+		
	Heat Pumps (Focus Areas)	1	H	4,447	2,155	2,934	↑	286	437	+		

# PSEG Long Island Performance

Safety Performance – OSHA Recordable Incidents and Days Away (Severity)



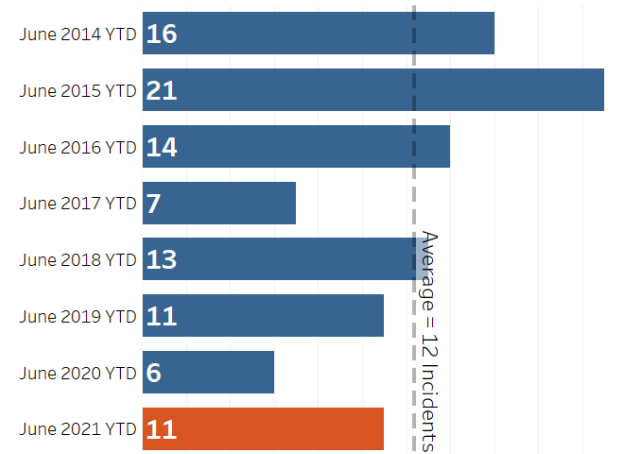
PSEG Long Island was OSHA free in July of 2021

\*July data is an estimate based on average exposure hours

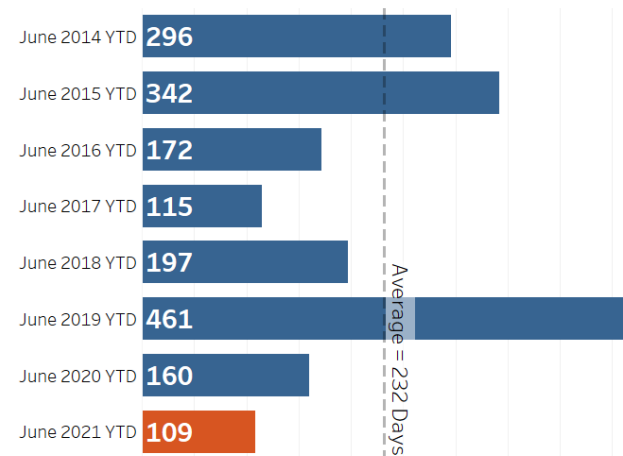
# PSEG Long Island Performance

## Electric T&D Safety Update/Focus

Electric T&D - OSHA Recordable Incidents



Electric T&D - OSHA Days Away



- **Partnering with Local IBEW 1049**

- Union Safety Advocate conducting ongoing conversations with employees
- Established Union Safety Advocate a reporting meeting on ongoing cadence
- Piloting a “Technical Advocate”
- Crew Leaders conducting meetings with the physical workers to reinforce our commitment to safety

- **Enhanced and Increased Management Focus/Visibility**

- Increased field visits from Operating Managers and Supervision
- Employees who have had a Motor Vehicle Accident or an OSHA recordable injury will have a meeting with the Director/Division Manager and Vice President – meetings are to be engaging and drive accountability
- Leveraging AVLS scorecard to meet monthly to recognize their “best” drivers and address issues with their “worst” drivers

- **Enhanced Safety Communications**

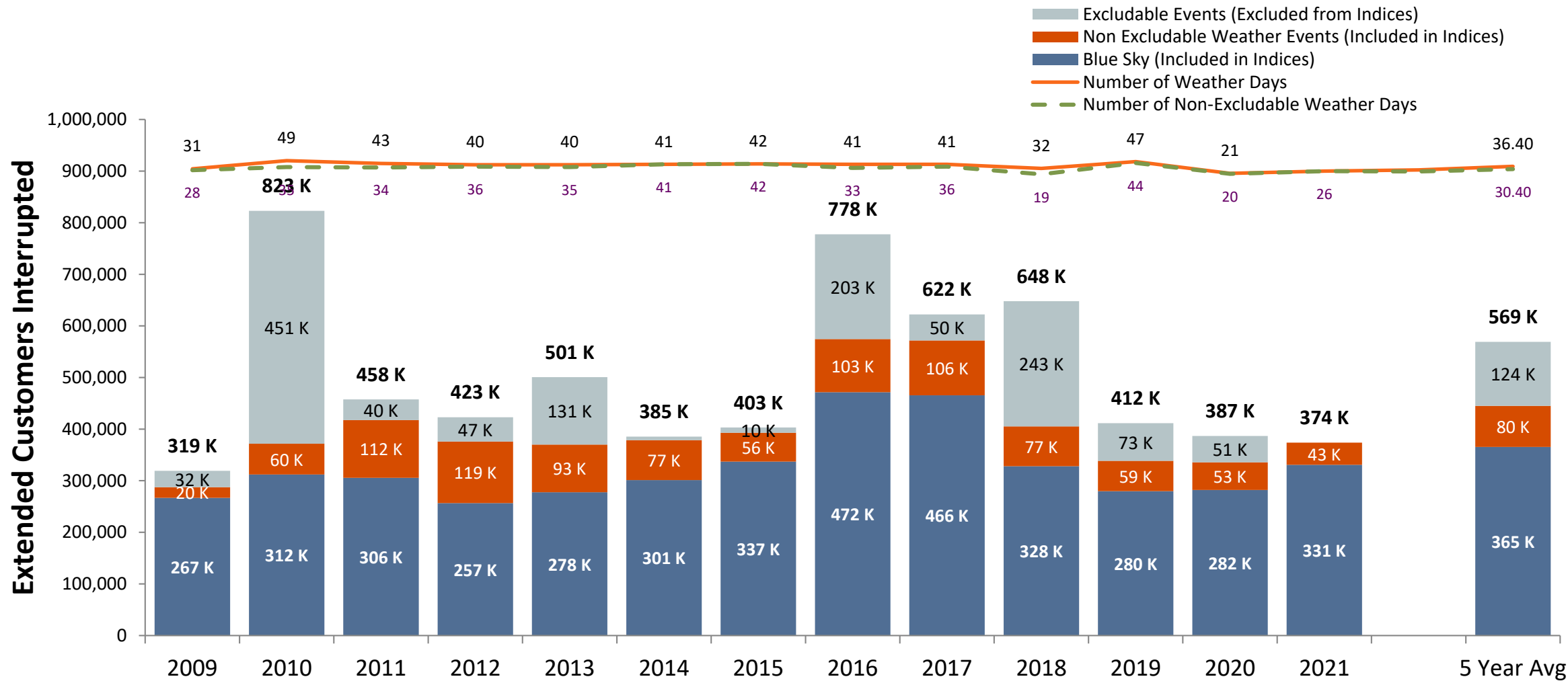
- Increasing out bound communications to employees to raise awareness – focusing on recent significant event, injuries, motor vehicle incidents, OSHA reportable events, COVID 19 protocol changes
- Utilize T&D employee stand downs to highlight areas of concern with our safety performance

- **Focused Trainings**

- Briotix – Stretching and Soft Tissue
- Tick Prevention

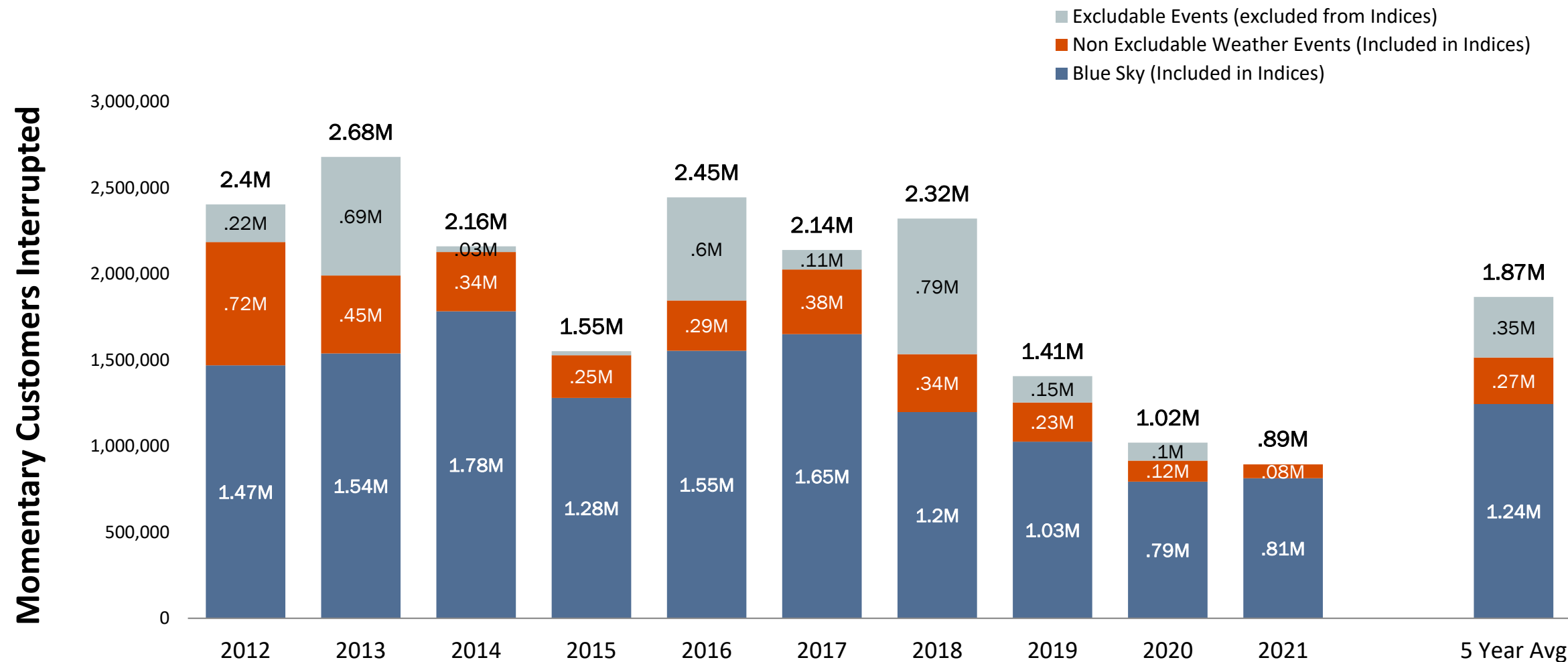
# PSEG Long Island Performance

## Electric Reliability – SAIDI – Customer Minutes Interrupted



# PSEG Long Island Performance

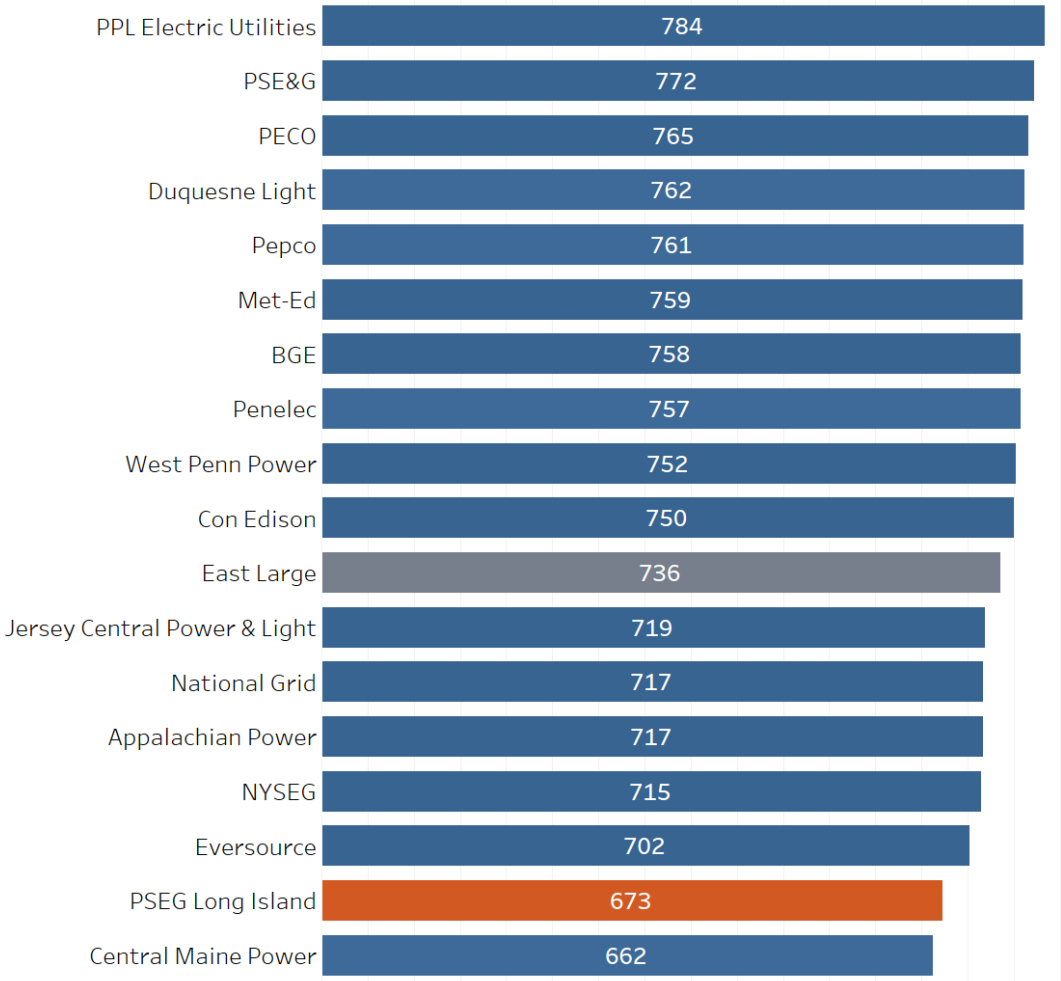
## Electric Reliability – MAIFI – Customer Momentaries



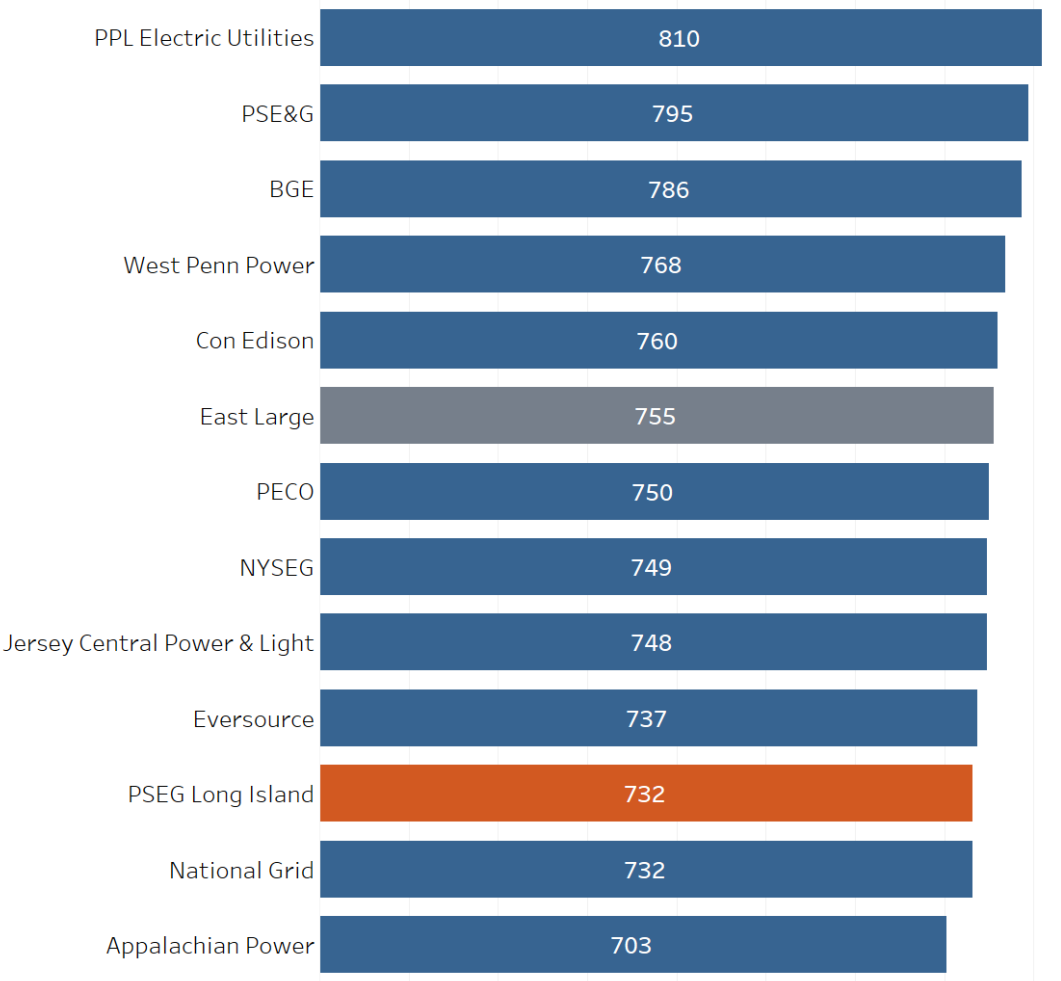
# PSEG Long Island Performance

## JD Power – Customer Perception

JD Power - Electric Residential - East Large Mid-Year Results



JD Power - Electric Business - East Large Wave 1 Results





# PSEG Long Island Performance

*Customer Education and Targeted Messaging*

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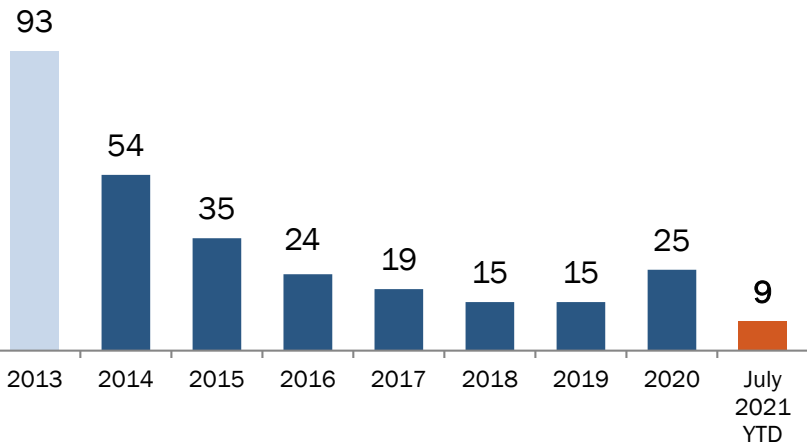
## PSEG Long Island's campaigns focus on a “Four Pillars” approach for 2021

1. Promoting Energy Efficiency
2. Provide Financial Support for Customers
3. Focus on Corporate Citizenship
4. “Proud to Power” Campaign

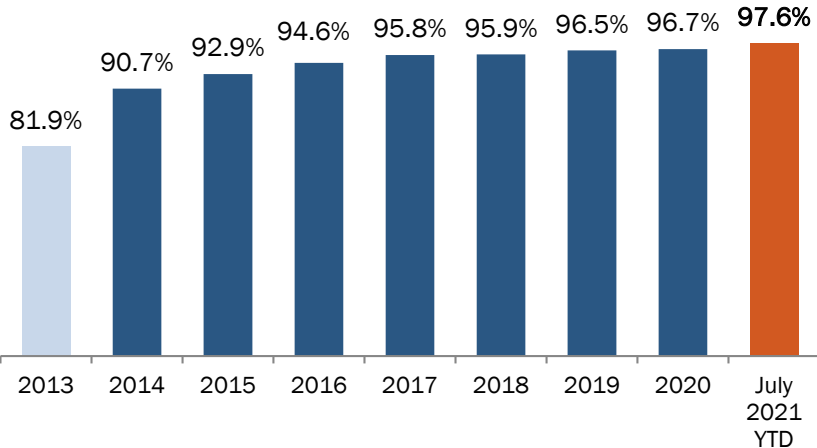
# PSEG Long Island Performance

## Customer Service Metrics Update

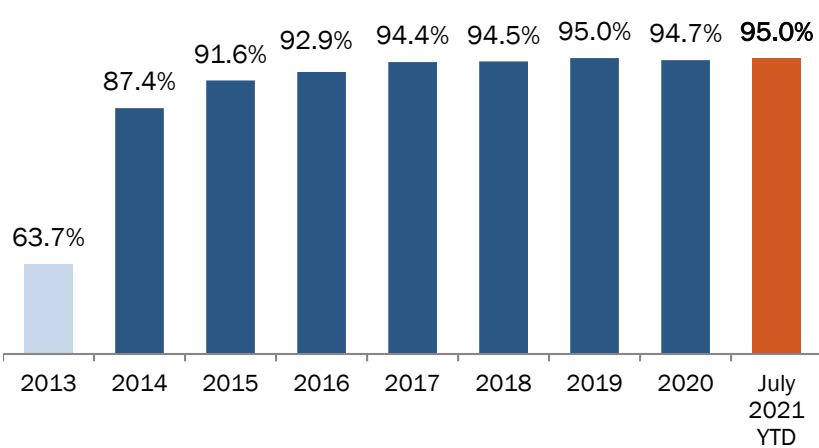
Average Speed of Answer  
(Seconds) ↓



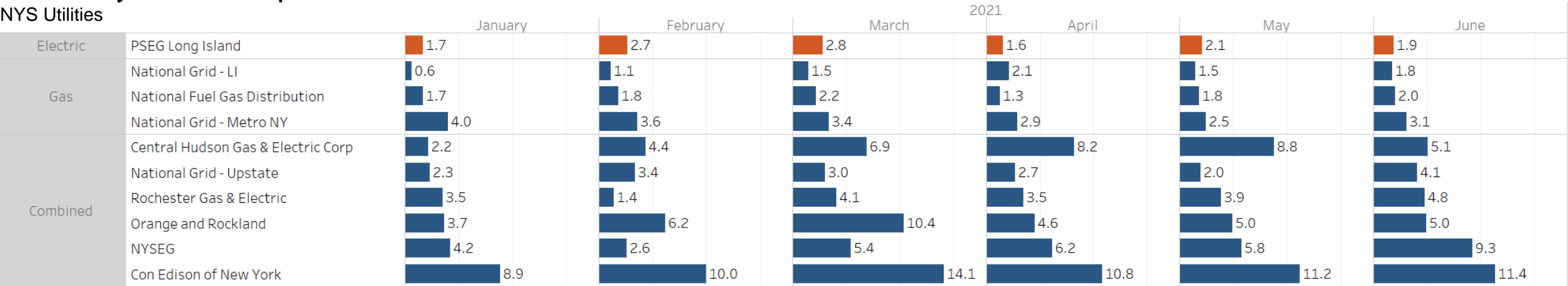
Personal Contact Survey ↑



After Call Survey – Residential ↑



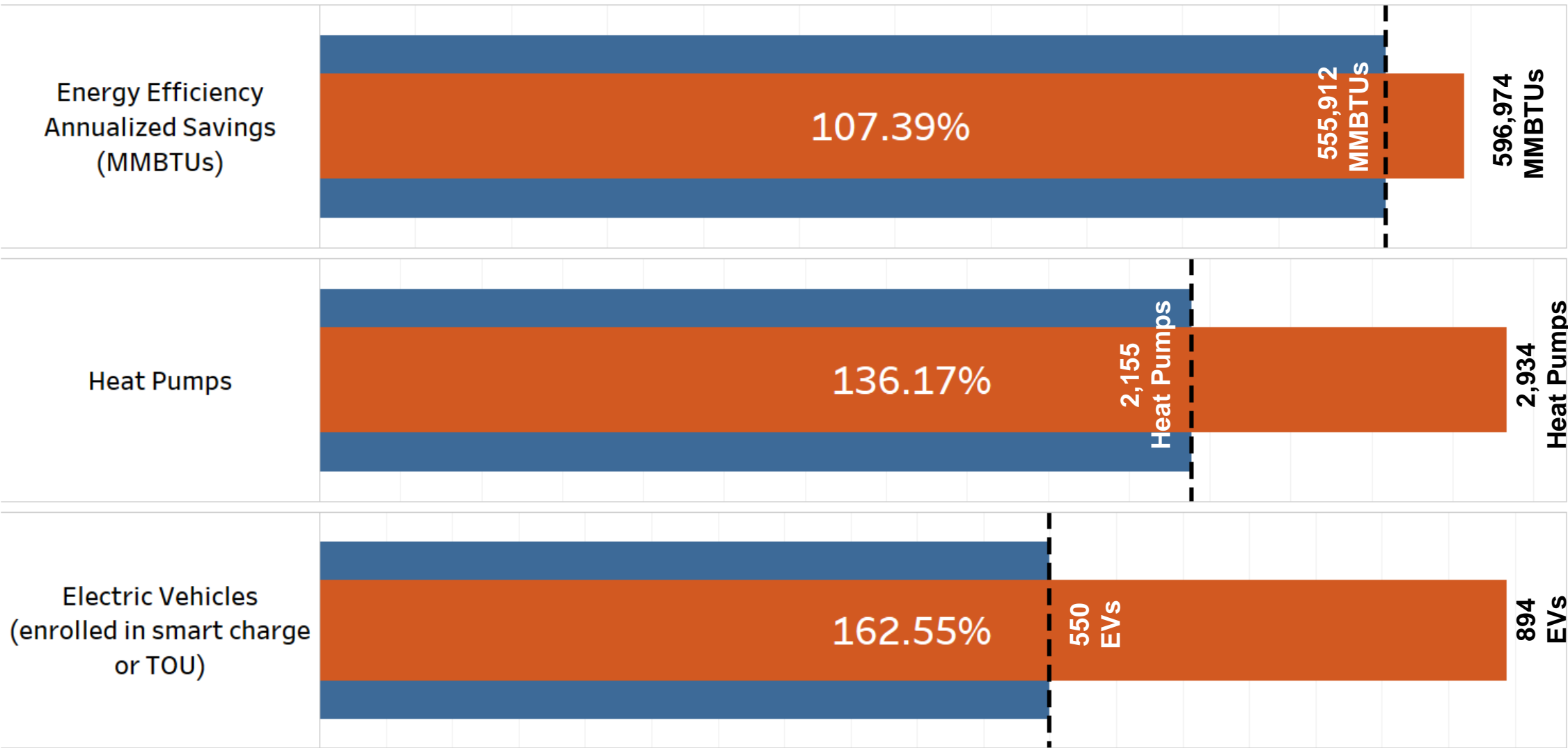
2021 Monthly Customer Complaint Rate  
NYS Utilities



# PSEG Long Island Performance

## Energy Efficiency Update

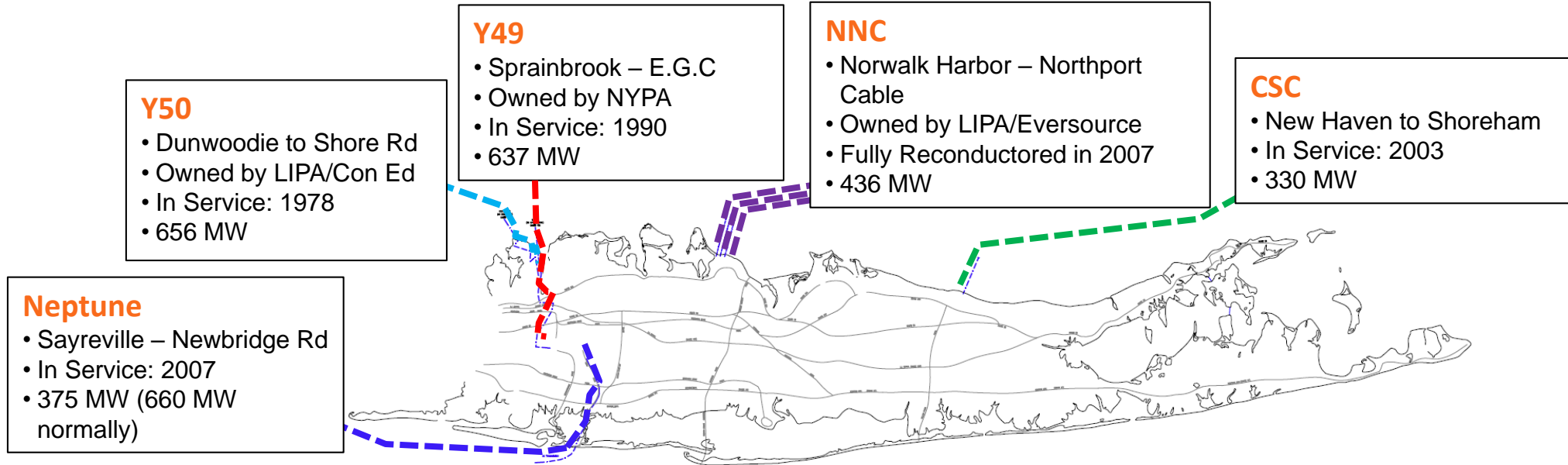
■ June YTD Goal  
■ June YTD Performance



# Power Supply Discussion

## LIPA System Update

- LIPA owns the electric Transmission and Distribution (T&D) system on Long Island but does not own any generation on Long Island
- Power supply is obtained through on Island generating units and interconnection lines from neighboring states and utilities



- Y49, Y50, CSC & Neptune experienced recent failures
- Some of these failures can likely be attributed to age (e.g., Y49, Y50)
- Y-50 experienced a cable fault and is planned to be back in service by September 10, 2021
- Neptune failed transformer will be replaced by Spring of 2022, but is currently available at 50% capacity
- Y-49 experienced a cable failure on August 6th and the expected repair/replace time is ~ 8-10 weeks
- CSC is currently available at full capacity

# Power Supply Actions

## *Loss of Interconnection Capacity/Generation and Risk Mitigation*

- PSEG Long Island has taken the following actions to prepare for the high forecasted loads this week and the potential risk of losing additional generation and/or interconnection resources:
  - Brought back generation that was previously scheduled to retire
  - Notified major local generators and remaining intertie owners of the need for their availability this week and going forward while Y-49 and Y-50 remain out of service
  - Communicated with the NYISO and neighboring utilities regarding the need to maintain the availability of interconnections and energy supply into Long Island
  - Increased the number of inspections of interconnection substations
  - Limited the work on any transmission facility affecting an interconnection or a major generation site to emergency conditions only
  - Notified all major generators to be ready to run at their maximum output if required
- This week's forecast has load peaking between 4,800 and 5,000 MWs. At this level of demand there is still have enough capacity to supply Long Island.
- If needed, the additional emergency actions can increase supply to 5,948MW. The all-time peak for Long Island was 5,915MW reached in July of 2011.
- NYPA, LIPA and PSEG LI will continue to work towards a long term solution on the Y-49 line. All parties agree the line needs to be replaced due to its repeated failures and poor original design.

**Available Margin at Peak without  
Emergency Actions based on forecasted  
loads and projected capacity**

