

PSEG Long Island Operating Report

Report to the Board of Trustees

September 22, 2021

Agenda

- August 2021 Scorecard
- Performance Heat Map
- Customer Services Performance
- JD Power – Residential Performance
- AMI Deployment Update
- Update on OSA Negotiations

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

			August YTD				Month of August				
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	1.08	↑	1.27	0.47	+
	OSHA Days Away Rate (Severity)		2.5	L	17.00	17.00	6.55	↑	17.00	0.00	+
	Reduce Motor Vehicle Incidents		2.5	L	-5.8%	-5.8%	-25.4%	↑	-5.8%	125.0%	-
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%	95.1%	+
	After Call Survey (Business)		5	H	91.5%	91.5%	96.4%	↑	91.5%	97.1%	+
	Personal Contact Survey		5	H	92.0%	92.0%	97.7%	↑	92.0%	98.5%	+
	Average Speed of Answer		5	L	19	19	10	↑	19	15	+
	Customer Complaint Rate		5	L	6.5	6.5	3.6	↑	6.5	2.2	+
	SAIFI (System Average Interruption Frequency Index)		5	L	0.76	0.50	0.50	➡	0.08	0.08	+
	CAIDI (Customer Average Interruption Duration Index)		5	L	85	85	79	↑	85	91	-
	SAIDI (System Average Interruption Duration Index)		5	L	59.0	40.1	39.7	➡	7.5	6.9	+
	MAIFI (Momentary Average Interruption Frequency Index)		5	L	2.56	1.70	1.27	↑	0.29	0.19	+
	AMI Installations		5	H	336,000	336,000	346,219	↑	42,000	30,851	-
	First Call Resolution (FCR)		5	H	82.8%	82.8%	83.0%	↑	82.8%	83.3%	+
	Double Woods (Focus Areas)		1	L	9,110	9,399	7,882	↑	N/A	N/A	N/A
Economic	Operating Budget (\$M)		N/A	L	562.0	376.1	367.7	↑	48.5	45.8	+
	Capital Budget (\$M)		N/A	L	712.3	480.0	457.1	↑	77.5	76.8	+
	Low to Moderate Income Program Participation (Focus Areas)		1	H	35,000	35,000	46,917	↑	N/A	N/A	N/A
Green	Customer Self-Service		5	H	48.5%	43.7%	40.0%	↑	N/A	N/A	N/A
	Energy Efficiency Annualized Energy Savings		5	H	1,099,976	744,914	816,307	↑	94,570	110,009	+
	Electric Vehicles (Focus Areas)		1	H	1,000	700	1,525	↑	75	305	+
	Heat Pumps (Focus Areas)		1	H	4,447	3,190	4,312	↑	500	680	+

PSEG Long Island – Performance Heat Map

Metric	2021 YTD Performance	2021 Forecasted Benchmark
OSHA Incidence Rate	1.08	Top 25% (Top Quartile)
OSHA Days Away Rate (Severity)	6.55	Top 10% (Top Decile)
System Average Interruption Duration Index (SAIDI)	39.7	Top 25% (Top Quartile)
System Average Interruption Frequency Index (SAIFI)	0.50	Top 25% (Top Quartile)
Customer Average Interruption Duration Index (CAIDI)	79	Top 10% (Top Decile)
Momentary Average Interruption Frequency Index (MAIFI)	1.27	Top 50% (2 nd Quartile)**
Sustained MCO (CEMI 4)	29,276	Top 25% (Top Quartile)
JD Power Residential Survey	681 (Syndicated)* 697 (Q3 Score)	Bottom 25% (4 th Quartile)
JD Power Business Survey	732 (Wave 1)	Bottom 25% (4 th Quartile)
After Call Residential Survey	95.1%	Internal Measure (TD)
After Call Business Survey	96.4%	Internal Measure (TD)
Personal Contact Survey	97.7%	Internal Measure (TD)
Average Speed of Answer	10	Top 10% (Top Decile)
Customer Complaint Rate	3.6	Lowest Electric Only or Combination in NYS (All Gas Companies in Q1)

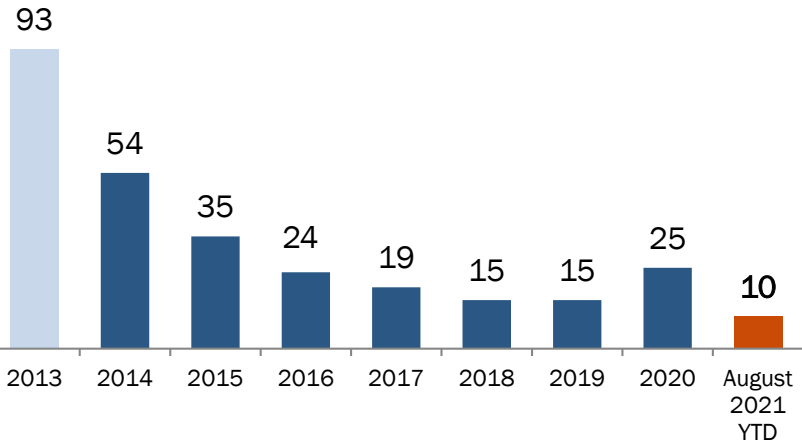
*Includes Q3 results just released

**Limited benchmarking panel (45% improvement/reduction in momentary outages over last 5 years)

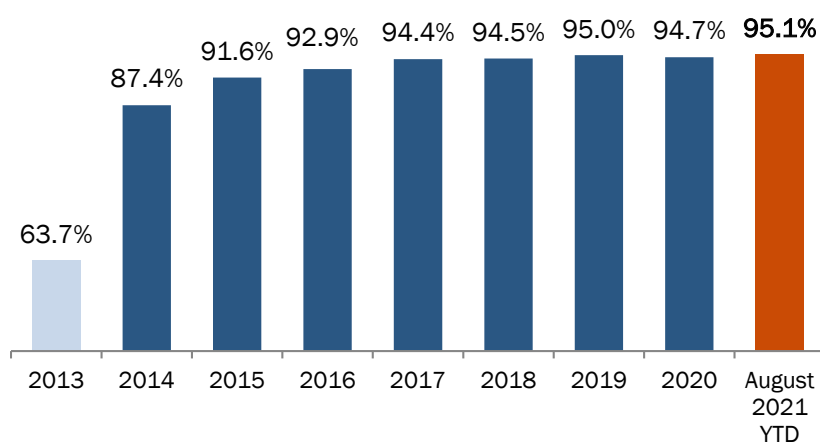
PSEG Long Island Performance

Customer Service Metrics Update

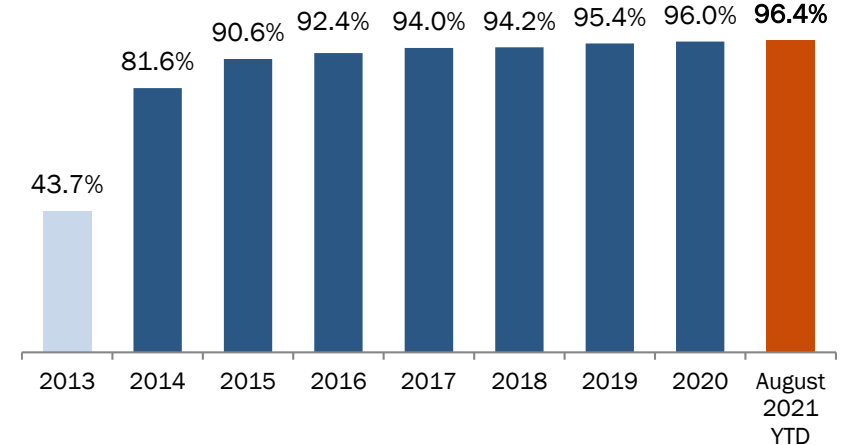
Average Speed of Answer (Seconds) ↓



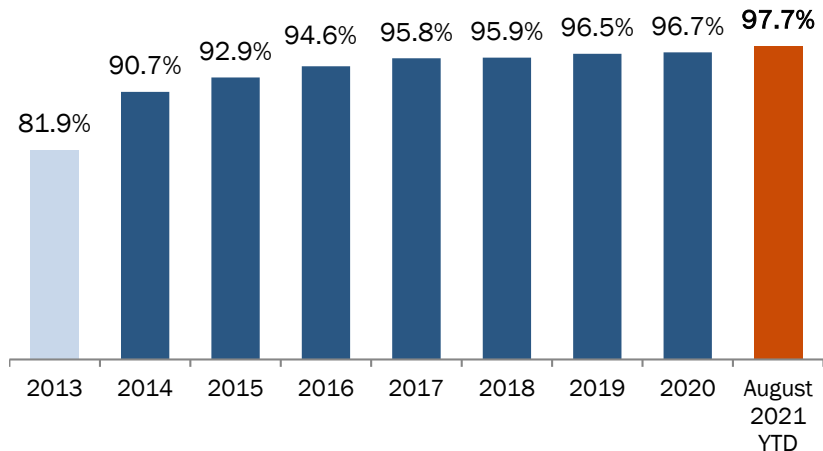
After Call Survey – Residential ↑



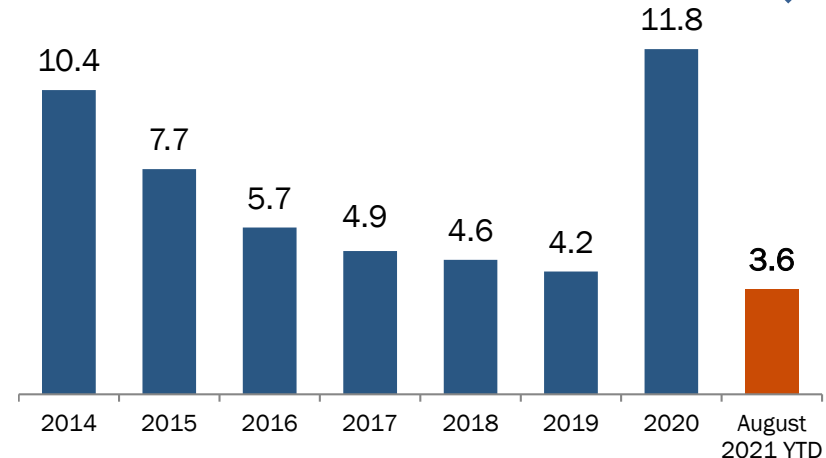
After Call Survey – Business ↑



Personal Contact Survey ↑

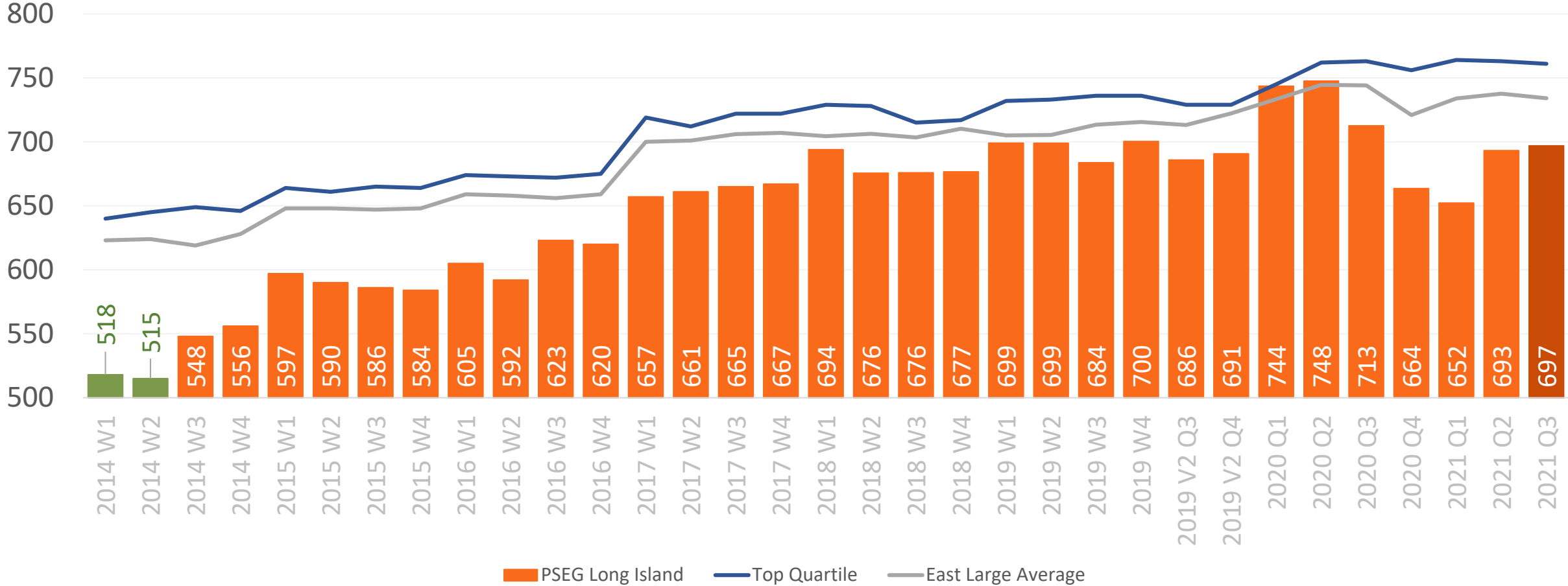


Customer Complaint Rate ↓



JD Power – Residential Performance

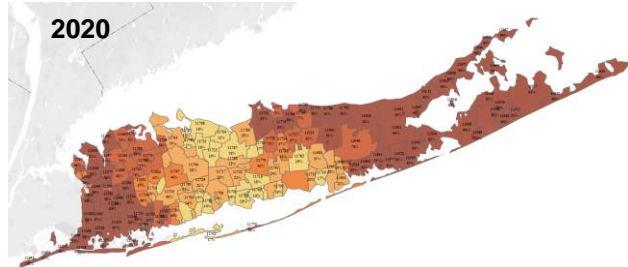
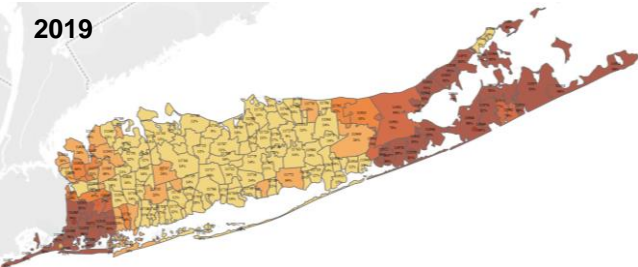
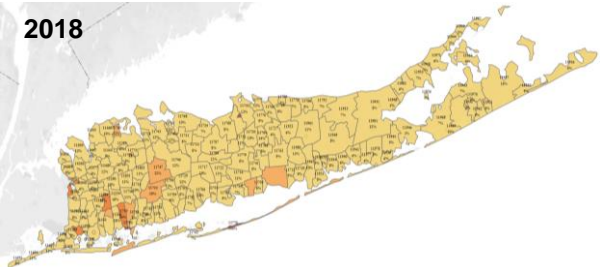
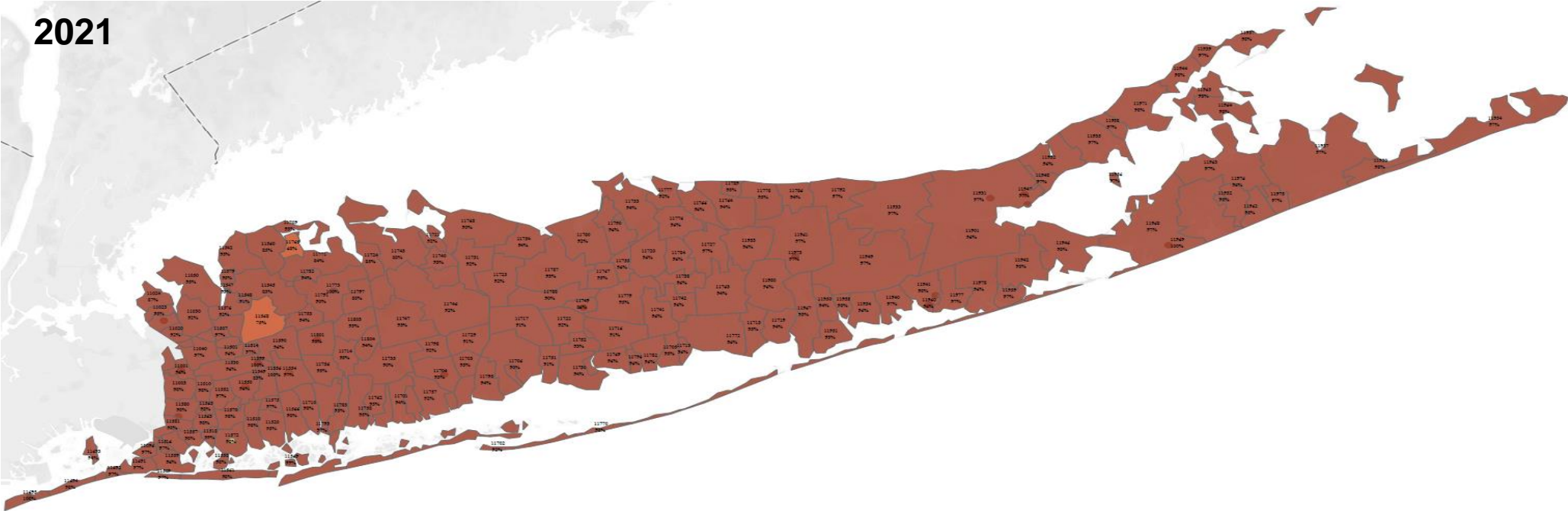
PSEG Long Island Performance vs. Top Quartile/East Large Average



AMI Deployment Update

Achieved 95% AMI Saturation

- Successfully achieved accelerated deployment goal of 95% by September 1st
- Remain below budget (cost/install) and 16 months ahead of schedule



OSA Negotiations Update

- PSEG Long Island is working to reach an agreement
- We remain committed to being the service provider for Long Island and the Rockaways, and maintain that a public-private partnership is the best option for customers
- PSEG Long Island has received LIPA's proposed metrics (September 10, 2021) and is reviewing them and preparing a response