

PSEG Long Island Operating Report

Report to the Board of Trustees

October 29, 2021

Agenda

- Operational Update
- Collections Resumption Plan Update
- Update on Negotiations, Metrics and PIPs

OSA Scorecard Results – September 2021 YTD

			September YTD				Month of September					
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	YTD Result Color
People	OSHA Recordable Incidence Rate	5	L	1.27	1.27	1.02	↑	1.27	0.51	+	At or Better than YTD Plan	
	OSHA Days Away Rate (Severity)	2.5	L	17.00	17.00	6.35	↑	17.00	4.59	+	At or Better than YTD Plan	
	Reduce Motor Vehicle Incidents	2.5	L	-5.8%	-5.8%	-33.8%	↑	-5.8%	-76.9%	+	At or Better than YTD Plan	
Safe, Reliable	JD Power Customer Satisfaction Survey (Residential)	5	H	730 or 8th	730 or 8th	681	→	730 or 8th	697	-	Meeting Target at risk	
	JD Power Customer Satisfaction Survey (Business)	5	H	789 or 6th	789 or 6th	732	→	789 or 6th	732	-	Meeting Target at risk	
	After Call Survey (Residential)	5	H	91.5%	91.5%	95.1%	↑	91.5%	95.1%	+	At or Better than YTD Plan	
	After Call Survey (Business)	5	H	91.5%	91.5%	96.3%	↑	91.5%	96.0%	+	At or Better than YTD Plan	
	Personal Contact Survey	5	H	92.0%	92.0%	97.7%	↑	92.0%	98.3%	+	At or Better than YTD Plan	
	Average Speed of Answer	5	L	19	19	10	↑	19	11	+	At or Better than YTD Plan	
	Customer Complaint Rate	5	L	6.5	6.5	2.8	↑	6.5	2.0	+	At or Better than YTD Plan	
	SAIFI (System Average Interruption Frequency Index)	5	L	0.76	0.56	0.56	→	0.06	0.06	-	Meeting Target at risk	
	CAIDI (Customer Average Interruption Duration Index)	5	L	85	85	80	↑	85	87	-	Meeting Target at risk	
	SAIDI (System Average Interruption Duration Index)	5	L	59.0	44.9	44.9	→	4.9	5.1	-	Meeting Target at risk	
	MAIFI (Momentary Average Interruption Frequency Index)	5	L	2.56	1.95	1.44	↑	0.25	0.17	+	At or Better than YTD Plan	
	AMI Installations	5	H	336,000	336,000	351,512	↑		5,409		At or Better than YTD Plan	
	First Call Resolution (FCR)	5	H	82.8%	82.8%	83.1%	↑	82.8%	83.7%	+	At or Better than YTD Plan	
Double Woods (Focus Areas)	1	L	9,110	9,327	7,054	↑	N/A	N/A	N/A	N/A		
Economic	Operating Budget (\$M)	N/A	L	562.0	423.7	407.8	↑	47.5	40.2	+	At or Better than YTD Plan	
	Capital Budget (\$M)	N/A	L	739.9	534.0	498.3	↑	54.1	41.2	+	At or Better than YTD Plan	
	Low to Moderate Income Program Participation (Focus Areas)	1	H	35,000	35,000	46,102	↑	N/A	N/A	N/A	N/A	
Green	Customer Self-Service	5	H	48.5%	44.9%	47.5%	↑	N/A	N/A	N/A	N/A	
	Energy Efficiency Annualized Energy Savings	5	H	1,099,976	840,092	916,571	↑	95,178	100,264	+	At or Better than YTD Plan	
	Electric Vehicles (Focus Areas)	1	H	1,000	775	1,832	↑	75	307	+	At or Better than YTD Plan	
Heat Pumps (Focus Areas)	1	H	4,447	3,690	4,969	↑	500	657	+	At or Better than YTD Plan		

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

Collections Resumption Plan Update

Customer Messaging/Education Strategy

- Objective: Support the resumption of collections activity post COVID; Encourage customers to contact PSEG Long Island for assistance.
- Audience: 204K Commercial and Residential customers with arrears > 30 days
- Channels: Press Release/Media, Targeted Emails, Direct Mail, Website, Social Media, Webinars, IVR

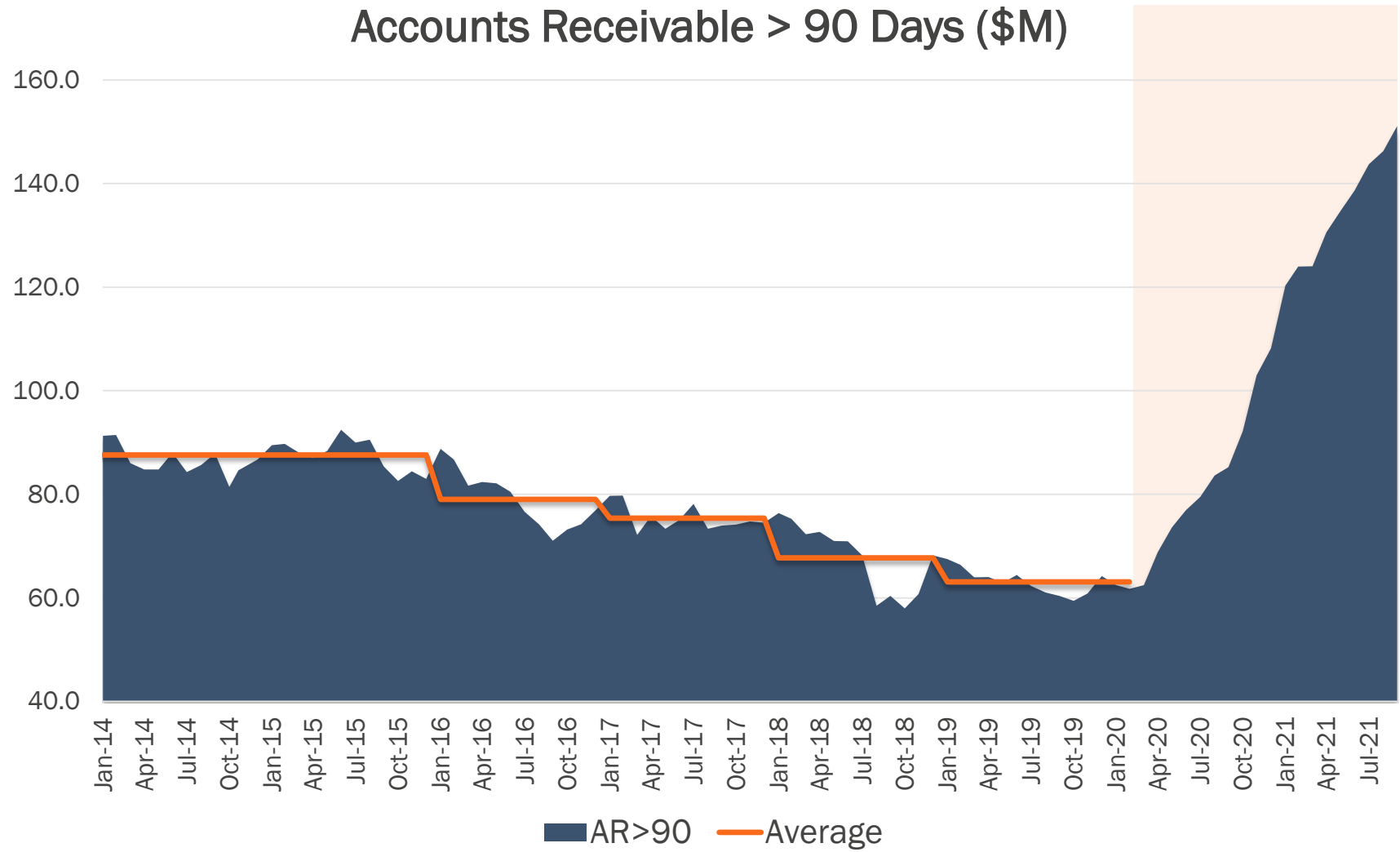
Key Dates

- **9/28/21** – Commercial customer visits began
- **10/20/21** – Residential customer visits began
- **11/1/21** – Commercial shutoffs resume
- **12/21/21** – NY State shutoff protections expire for residential and small business customers who attested
- **No residential shutoffs will occur in 2021**
- **2022**– residential shutoffs resume

- **Promotion of financial assistance and protections**, including NY State’s “Regular Arrears Supplement” (RAS) offering up to \$10,000 in utility bill relief to eligible low-income households
 - PSEG Long Island customer advocates made proactive calls to customers who received HEAP
 - Newsday story on 10/18/21
 - Press release on 10/19/21
 - Additional news coverage in CBS 2, LI Business News and Patch
 - 4 online webinars planned
 - Website homepage and social media promotion of assistance programs
- **Visits to residential and business customers** to discuss payment plans, financial assistance
 - 750+ residential accounts visited to date
 - 2,500+ commercial accounts visited to date

Historical Context – Accounts Receivable Balance

- Baseline average performance for AR>90 days was \$87.6M
- PSEG Long Island made process improvements resulting in an average AR>90 days balance of \$63.1M prior to the COVID-19 Moratorium
- COVID restrictions have driven A/R>90 days to a new peak of \$150.0M creating a gap to the new norm of \$87.0M
- It will take several years to get AR back to “normal” levels
- Payment support program participation (RAS, LIHEAP, etc.) will be crucial



Update on Contract Negotiations, Metrics and PIPs

- PSEG Long Island is 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
- We have completed 56 PIPS to date with the majority of remaining PIPs in progress and tied to 2022 performance goals and will be completed in 2022
- We are actively negotiating with LIPA in good faith to resolve all open contract issues in alignment with the executed term sheet
- Driving to complete agreement on 2nd Amended & Restated OSA by next Friday, November 5, 2021
- Tremendous progress has been made between the parties ensuring strategic alignment of budgets, performance improvement plans (PIPs), scope-specific performance metrics and future performance targets
- We are working to bring this to closure so we can refocus our management attention back on providing the people of Long Island and The Rockaways with exceptional service and continuously improving the operation of the Long Island Electric Grid