

# PSEG Long Island Operating Report

Report to the Board of Trustees

December 15, 2021

# Agenda

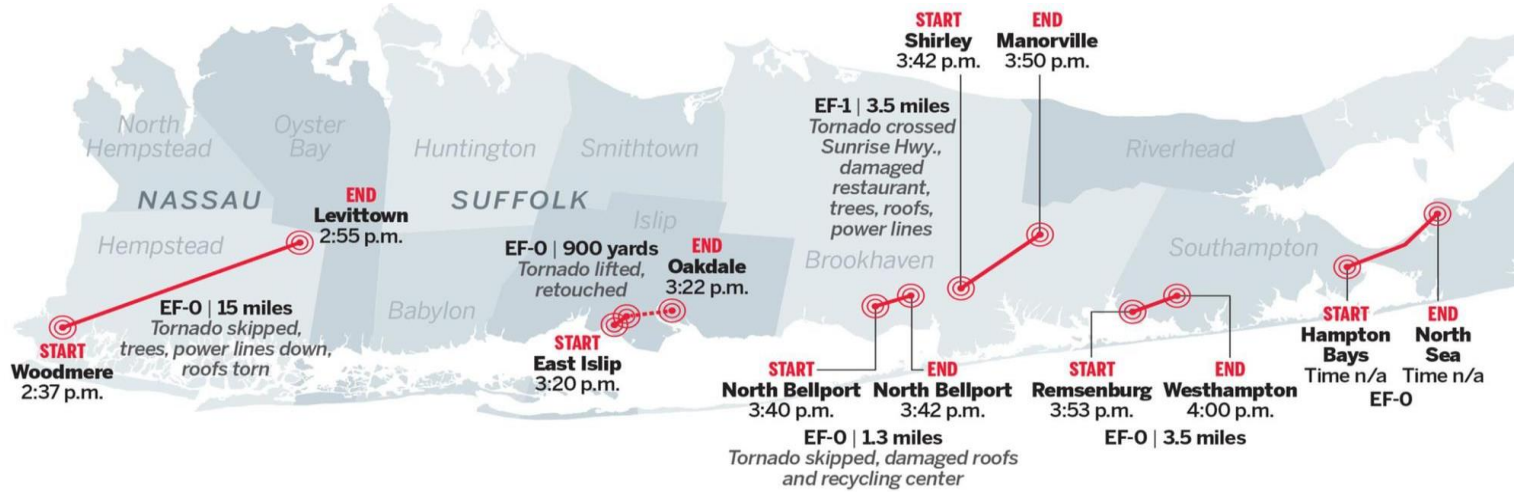
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- Scorecard Review
- November 13<sup>th</sup> Storm Response
- Organizational Preparations for 2022
- Safety
- Reliability
- Closing Remarks

				November YTD - Draft				Month of November			YTD Result Color		
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	<div>At or Better than YTD Plan</div> <div>Worse than YTD Plan</div>
People	OSHA Recordable Incidence Rate	5	L	1.27	1.27	0.97*	↑	1.27					YE Forecast ↑ On track to meet Target → Meeting Target at risk ↓ Not expected to meet Target
	OSHA Days Away Rate (Severity)	2.5	L	17.00	17.00	8.79*	↑	17.00					
	Reduce Motor Vehicle Incidents	2.5	L	-5.8%	-5.8%	-40.8%	↑	-5.8%	-81.8%	+			
Safe, Reliable	JD Power Customer Satisfaction Survey (Residential)	5	H	730 or 8th	730 or 8th	681	↓	730 or 8th	697	—			Month Status + At or Better than Plan — Worse than Plan N/A
	JD Power Customer Satisfaction Survey (Business)	5	H	789 or 6th	789 or 6th	737	↓	789 or 6th	741	—			
	After Call Survey (Residential)	5	H	91.5%	91.5%	95.1%	↑	91.5%	94.7%	+			
	After Call Survey (Business)	5	H	91.5%	91.5%	96.3%	↑	91.5%	96.5%	+			
	Personal Contact Survey	5	H	92.0%	92.0%	97.6%	↑	92.0%	97.2%	+			
	Average Speed of Answer	5	L	19	19	11	↑	19	29	—			
	Customer Complaint Rate	5	L	6.5	6.5	2.2	↑	6.5	1.6	+			
	SAIFI (System Average Interruption Frequency Index)	5	L	0.76	0.70	0.64	↑	0.07	0.03	+			
	CAIDI (Customer Average Interruption Duration Index)	5	L	85	85	81	↑	85	103	—			
	SAIDI (System Average Interruption Duration Index)	5	L	59.0	54.5	52.4	↑	5.5	3.4	+			
	MAIFI (Momentary Average Interruption Frequency Index)	5	L	2.56	2.37	1.69	↑	0.22	0.11	+			
	AMI Installations	5	H	336,000	336,000	358,880	↑		3,190				
	First Call Resolution (FCR)	5	H	82.8%	82.8%	83.1%	↑	82.8%	82.8%	—			
	Double Woods (Focus Areas)	1	L	9,110	9,182	6,570	↑	N/A	N/A	N/A			
Economic	Operating Budget (\$M)	N/A	L	562.0	515.6	492.6	↑	45.7	44.7	+			
	Capital Budget (\$M)	N/A	L	720.4	621.1	559.9	↑	36.9	23.4	+			
	Net Write-Offs per \$100 Billed Revenue	5	L	0.54	0.54	0.26	↑	0.54	0.42	+			
	AR > 90 (No Exclusions)	5	L	31.6%	31.6%	30.0%	↑	31.6%	36.9%	—			
	Low to Moderate Income Program Participation (Focus Areas)	1	H	35,000	35,000	43,144	↑	N/A	N/A	N/A			
Green	Customer Self-Service	5	H	48.5%	47.3%	51.0%	↑	N/A	N/A	N/A			
	Energy Efficiency Annualized Energy Savings	5	H	1,099,976	1,023,305	1,141,749	↑	90,466	126,846	+			
	Electric Vehicles (Focus Areas)	1	H	1,000	925	2,276	↑	75	172	+			
	Heat Pumps (Focus Areas)	1	H	4,447	4,620	6,329	↑	430	589	+			

\*November preliminary results – scorecard not finalized

# November 13th Storm Response



- Six tornadoes touched down in the PSEG Long Island service area
- 38,000 customer outages occurred
- No operational or technology issues
- Severe localized damage
- Call out challenges
- No mutual aid
- Zero regulatory complaints



# Organizational Preparations for 2022

- Adjusted organizational design in support of contractual obligations, organizational effectiveness and delivery of Scope Function Specific operating standards. Staffing of vacancies to get to targeted headcount levels in approved budget.
  - New organizational design will strengthen operational decision-making to local management team, increase leadership in critical areas, position organization for continuous improvement and to embrace change and, promote/encourage new ideas.
- Developed and actively posting enhanced leadership roles that were identified in the term sheet (Emergency Preparedness, Business Services, Chief Information Security Officer and Human Resources leaders).
- Planning/strategy sessions with scope-specific function area's leadership to management and employees on contractual changes and operating changes associated with revised OSA. Meeting with leadership and management to set expectations, drive accountability and ownership in the organization. Working with leadership and management to identify drivers, interdepartmental dependencies, initiatives and risks for each of the 96 Scope Specific performance metrics.
- Establishing internal and stakeholder governance with policies, roles, responsibilities and processes to describe how the performance metrics process and activities are directed, administrated, and controlled.
- PSEG Long Island is ready to sign the amended OSA once it is delivered for signature to start the review process



# PSEG Long Island – Health and Safety Councils

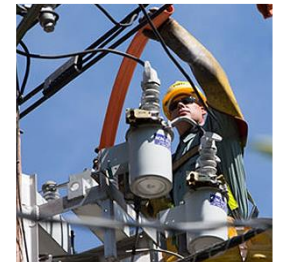
- PSEG Long Island has health and safety councils at the local, department, line of business and company level.
- These union/management, grass-roots councils are the backbone of the entire Health & Safety (H&S) System. Employees on the councils dedicate their time, effort and expertise to transforming the safety culture and performance of the organization.
- Recent Level III Council Meeting – Great feedback from employees and Union on PSEG Long Island commitment and call to action for recommended safety improvements
  - Examples: Canopies in Riverhead and Vac Trucks
- Direct feedback from Local 1049 Safety Council lead stating that management and supervision are working very well with the safety council and safety advocates to address issues at the grass roots Level I so they are not brought up at level 2 or 3 safety meetings.

## PSEG Long Island Safety Council Structure



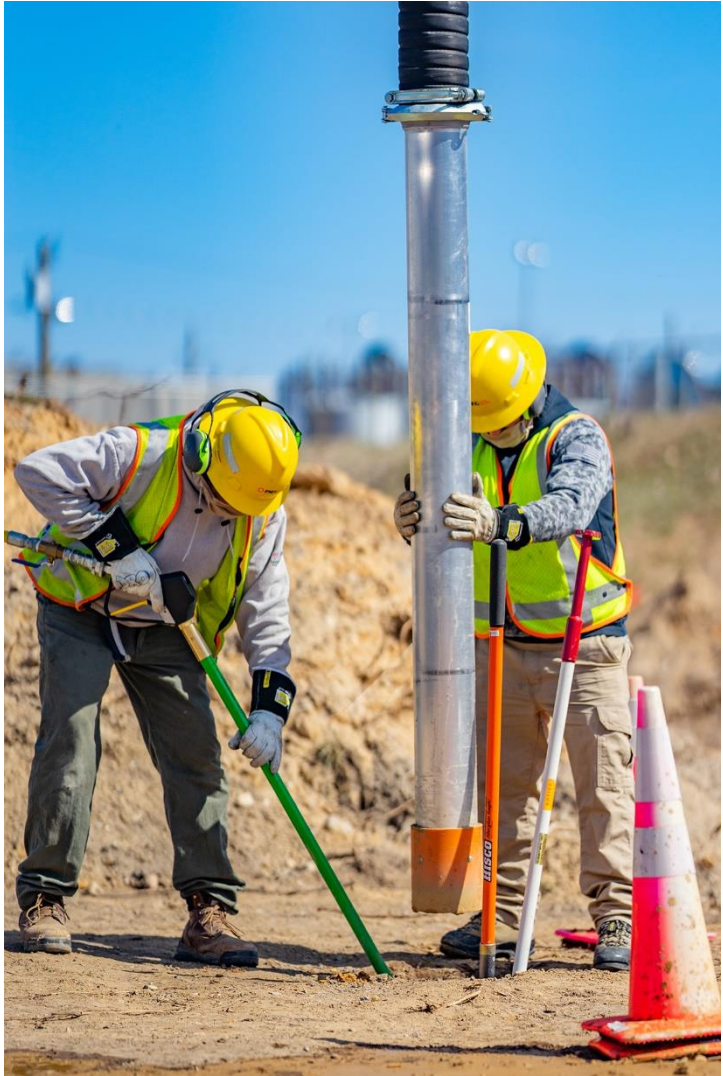
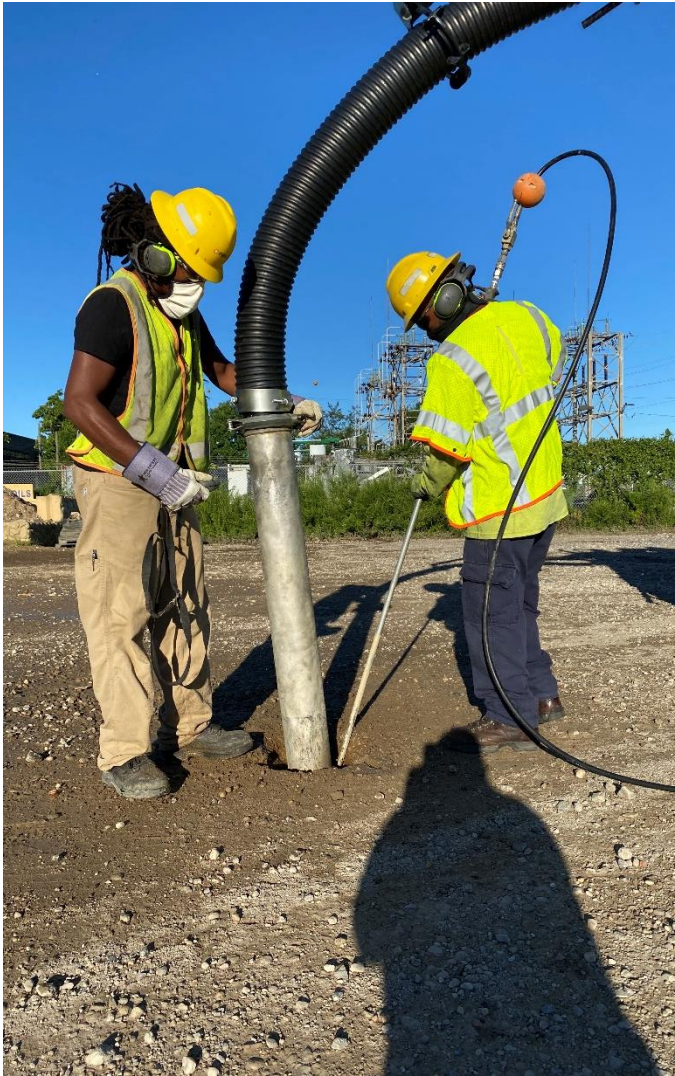
Level III  
PSEG Long Island  
Executive Safety Council

Level II  
Department/Functional  
Safety Councils



Level I  
Local Functional Safety  
Councils w/ Union  
Advocates

# Riverhead Parking Canopies and Vac Truck

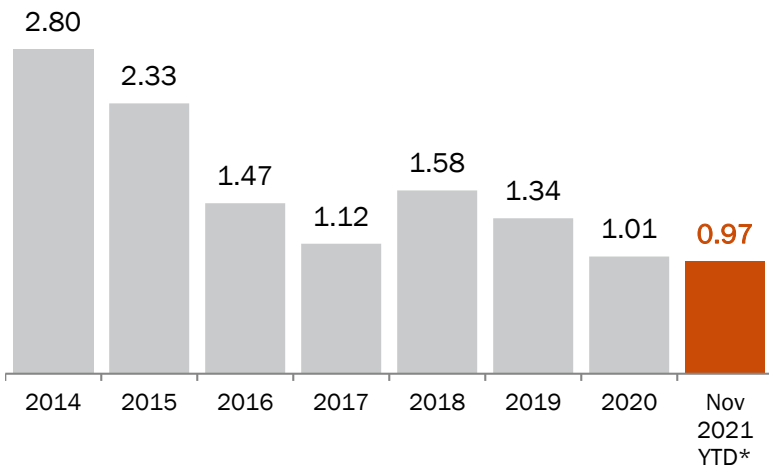




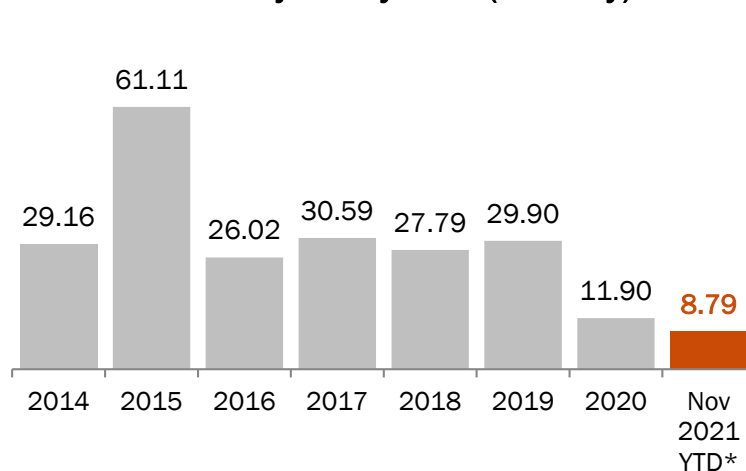
# Safety Performance Review

Incident Type	Month to Date 12/12/21	2021 YTD	2020 YTD	% Change (Year over Year)
All OSHA Cases	0	22	28	-21%
OSHA Days Away from Work Cases	0	6	13	-54%
OSHA Days Away from Work	0	199	317	-37%
First Aids	1	15	19	-21%
Motor Vehicle Accidents	2	60	66	-9%

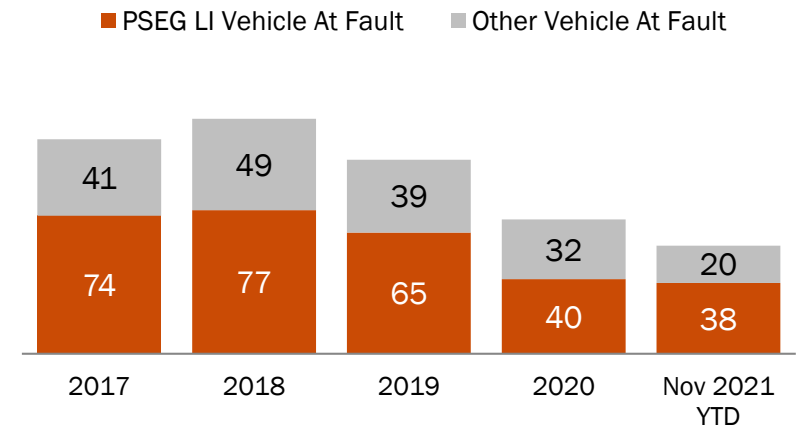
OSHA Recordable Incident Rate



OSHA Days Away Rate (Severity)



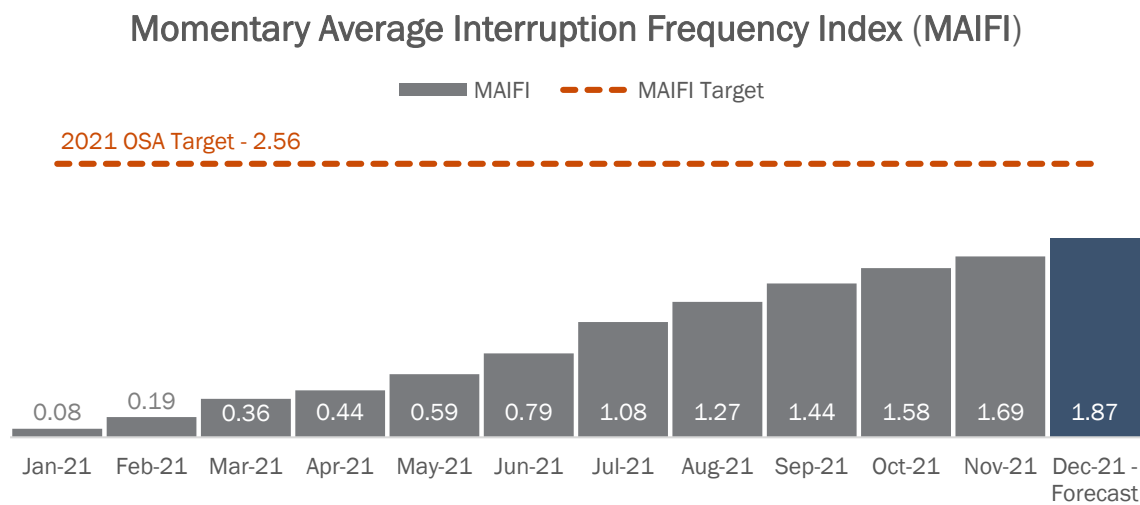
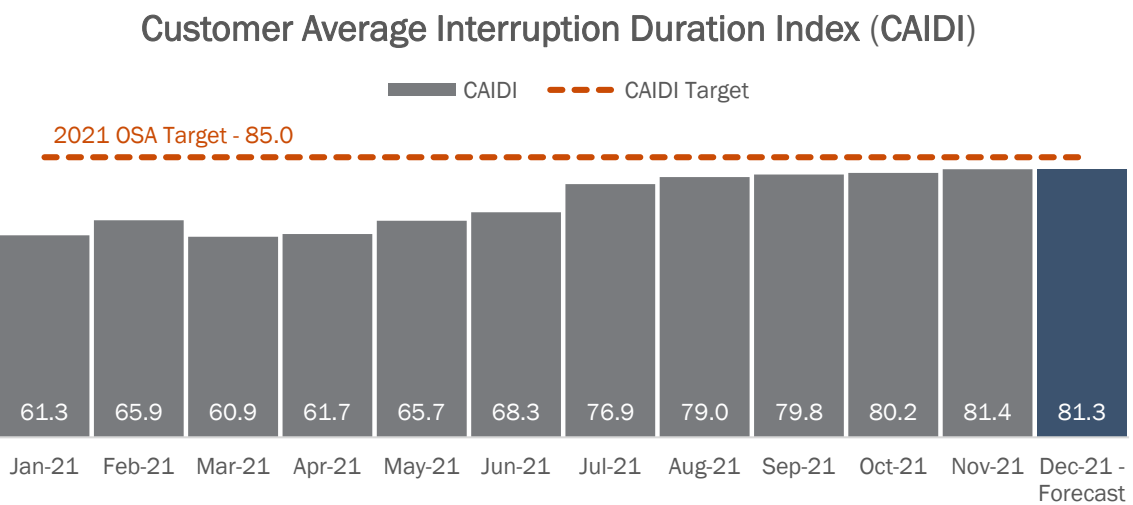
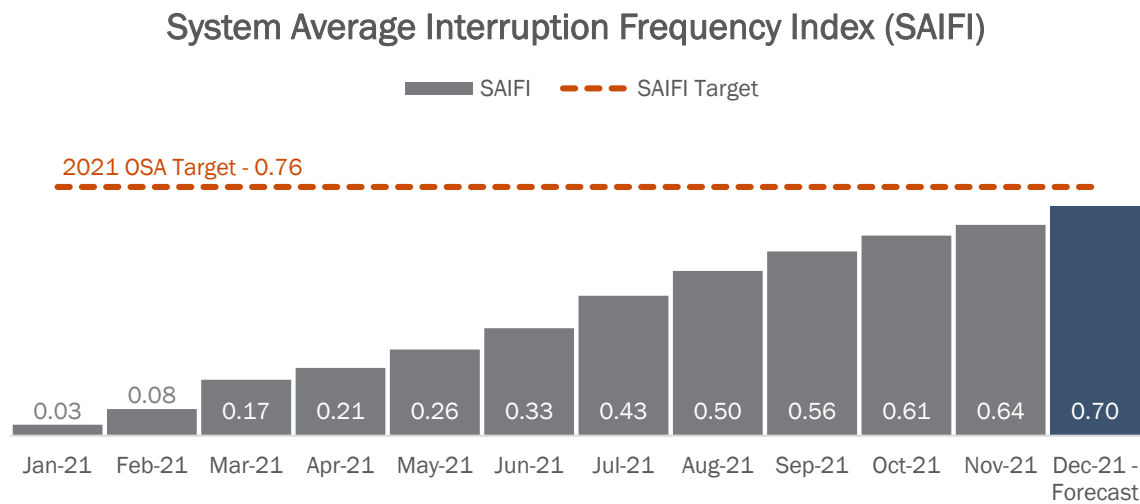
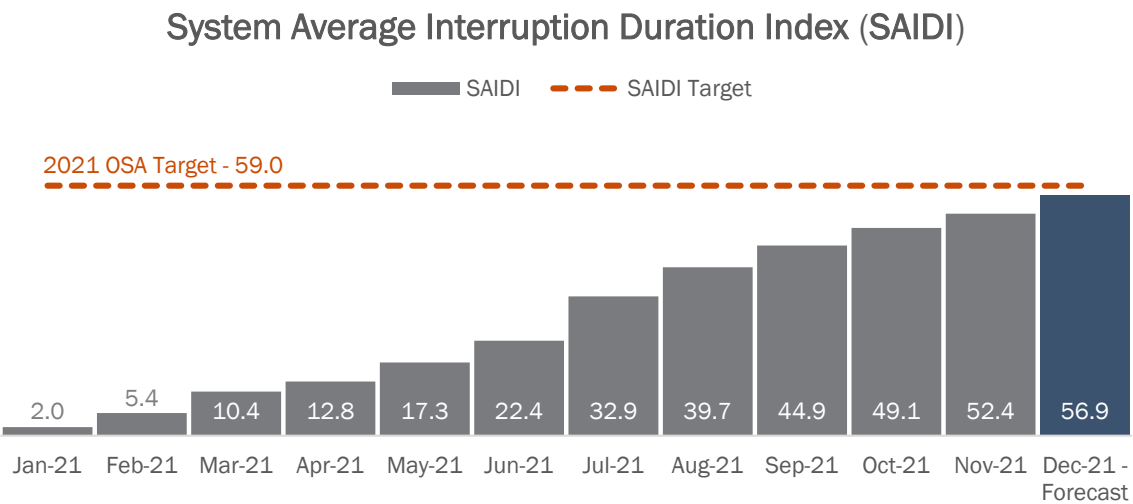
MVA Count by Accident Responsibility



\*Data based on estimated exposure hours – results not final

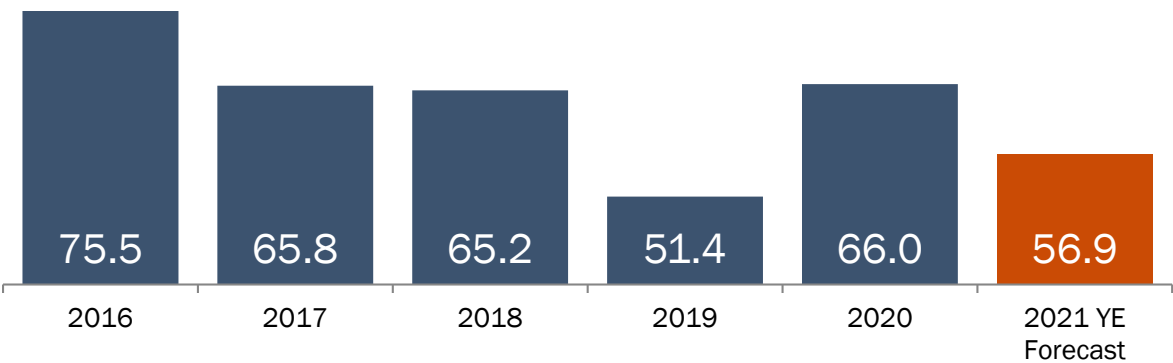


# Reliability 2021 Projections

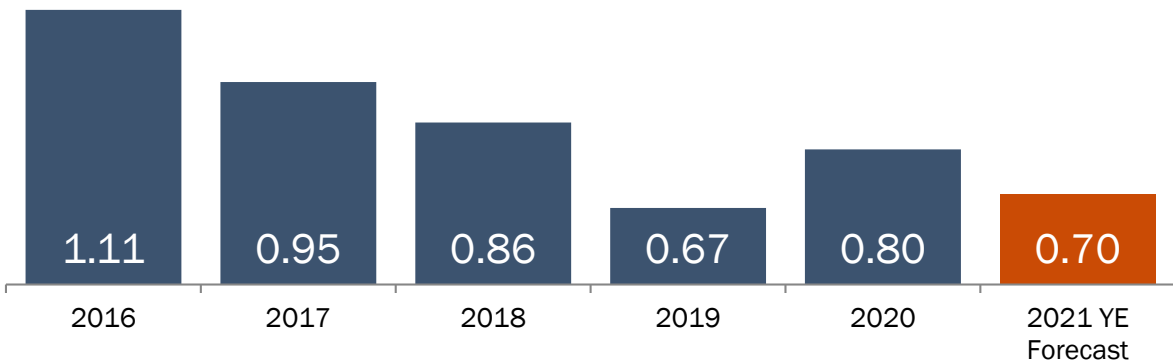


# Reliability Performance Trends

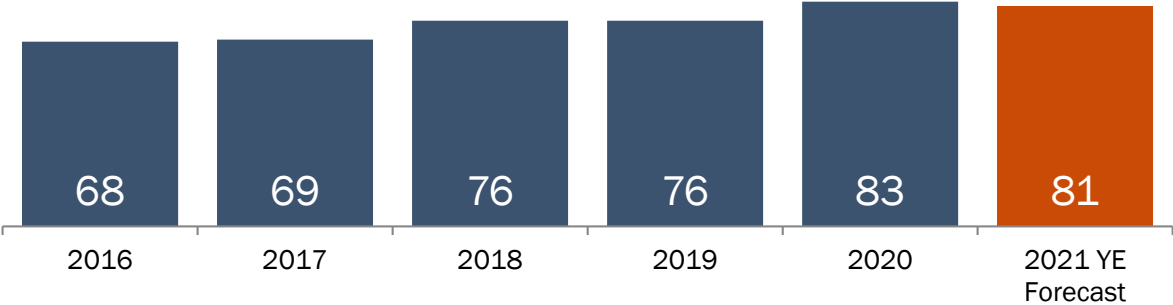
System Average Interruption Duration Index (SAIDI)



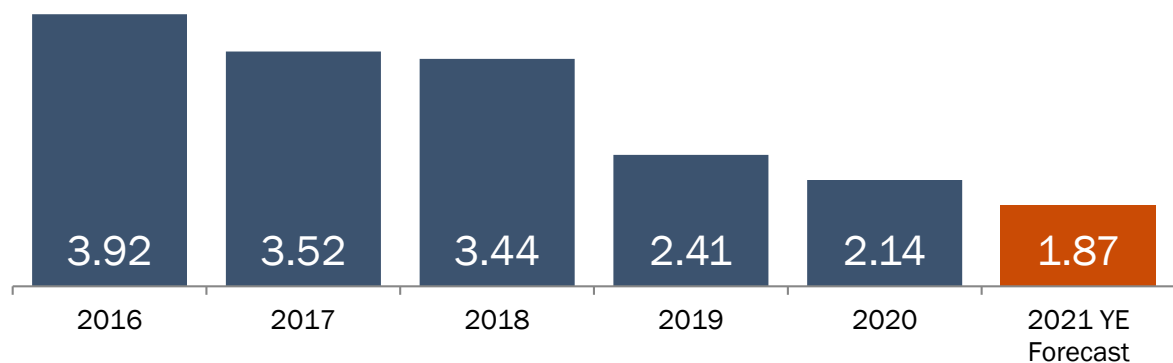
System Average Interruption Frequency Index (SAIFI)



Customer Average Interruption Duration Index (CAIDI)



Momentary Average Interruption Frequency Index (MAIFI)



# Closing Remarks