

PSEG Long Island Operating Report

Report to the Board of Trustees

February 17, 2021

Agenda

- 2021 OSA Results Review
 - Safety, Reliability and Customer Satisfaction Performance Updates
- Outage Management System Update
- 2022 OSA Preparations and Change Management Activities
- 2022 OSA Performance Metrics
- January 2022 Deliverable Review
- Closing Remarks

PSEG Long Island OSA 2021 Balanced Scorecard

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

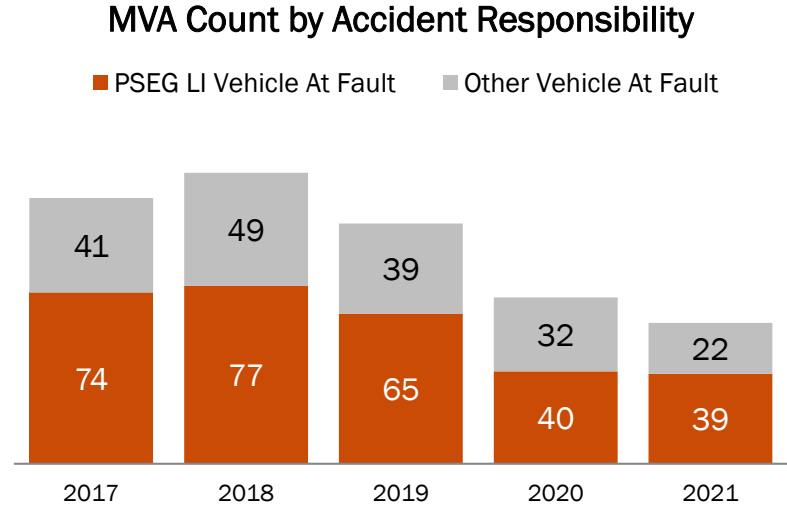
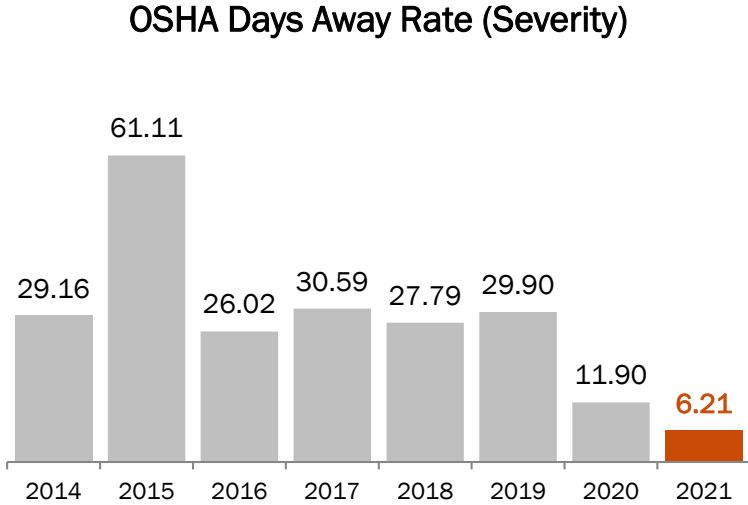
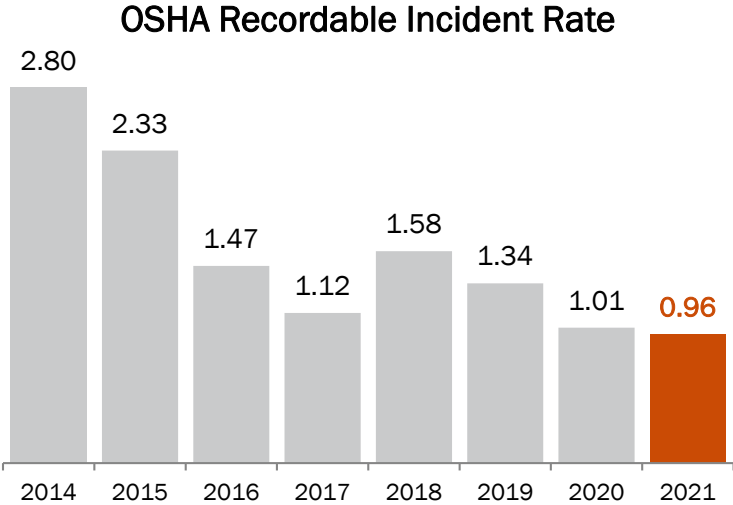
YE Forecast
↑ On track to meet Target
→ Meeting Target at risk
↓ Not expected to meet Target

Month Status
+ At or Better than Plan
- Worse than Plan
 N/A

Operations Services Agreement Metrics		December YTD				Month of December				
		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	0.96	↑	1.27	0.00	+
	OSHA Days Away Rate (Severity)	2.5	L	17.00	17.00	6.21	↑	17.00	0.00	+
	Reduce Motor Vehicle Incidents	2.5	L	-5.8%	-5.8%	-41.3%	↑	-5.8%	-50.0%	+
Safe, Reliable	JD Power Customer Satisfaction Survey (Residential)	5	H	730 or 8th	730 or 8th	677	↓	730 or 8th	668	-
	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%	95.4%	+
	After Call Survey (Business)	5	H	91.5%	91.5%	96.3%	↑	91.5%	96.2%	+
	Personal Contact Survey	5	H	92.0%	92.0%	97.6%	↑	92.0%	97.5%	+
	Average Speed of Answer	5	L	19	19	12	↑	19	24	-
	Customer Complaint Rate	5	L	6.5	6.5	2.0	↑	6.5	1.8	+
	SAIFI (System Average Interruption Frequency Index)	5	L	0.76	0.76	0.68	↑	0.06	0.04	+
	CAIDI (Customer Average Interruption Duration Index)	5	L	85	85	81	↑	85	65	+
	SAIDI (System Average Interruption Duration Index)	5	L	59.0	59.0	54.7	↑	4.5	2.3	+
	MAIFI (Momentary Average Interruption Frequency Index)	5	L	2.56	2.56	1.78	↑	0.19	0.09	+
	AMI Installations	5	H	336,000	336,000	361,219	↑		2,367	
	First Call Resolution (FCR)	5	H	82.8%	82.8%	83.0%	↑	82.8%	81.2%	-
	Double Woods (Focus Areas)	1	L	9,110	9,110	6,295	↑	N/A	N/A	N/A
Economic	Operating Budget (\$M)	N/A	L	568.1	568.1	546.5	↑	52.5	53.9	-
	Capital Budget (\$M)	N/A	L	697.0	697.0	630.9	↑	75.9	71.0	+
	Net Write-Offs per \$100 Billed Revenue	5	L	0.54	0.54	0.28	↑	0.54	0.45	+
	AR > 90 (No Exclusions)	5	L	31.6%	31.6%	30.6%	↑	31.6%	36.9%	-
	Low to Moderate Income Program Participation (Focus Areas)	1	H	35,000	35,000	41,942	↑	N/A	N/A	N/A
Green	Customer Self-Service	5	H	48.5%	48.5%	51.2%	↑	N/A	N/A	N/A
	Energy Efficiency Annualized Energy Savings	5	H	1,099,976	1,099,976	1,266,176	↑	76,671	124,426	+
	Electric Vehicles (Focus Areas)	1	H	1,000	1,000	2,441	↑	75	165	+
	Heat Pumps (Focus Areas)	1	H	4,447	4,447	6,722	↑	380	392	+

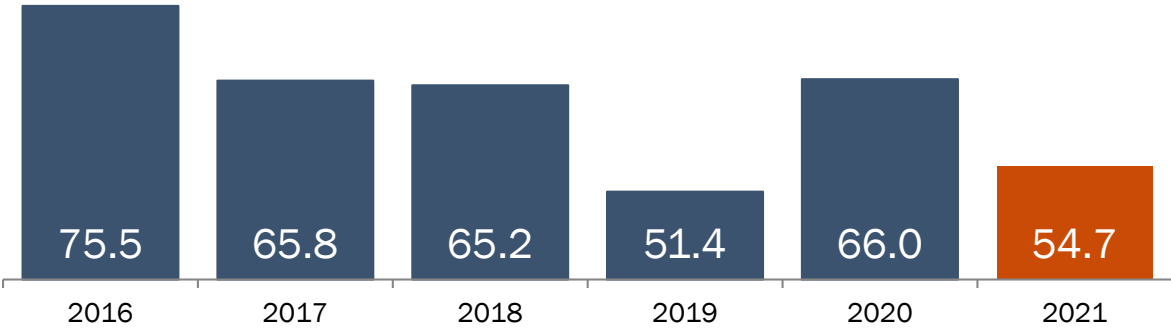
Safety Performance Review

Incident Type	2021 YE	2020 YE	% Change (Year over Year)
All OSHA Cases	23	29	-21%
OSHA Days Away from Work Cases	6	14	-57%
OSHA Days Away from Work	149	317	-53%
First Aids	14	20	-30%
Motor Vehicle Accidents	61	71	-14%

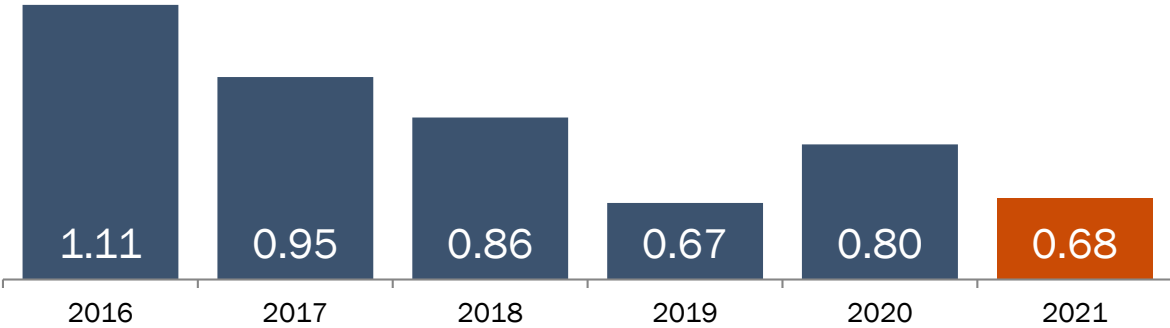


Reliability Performance Trends

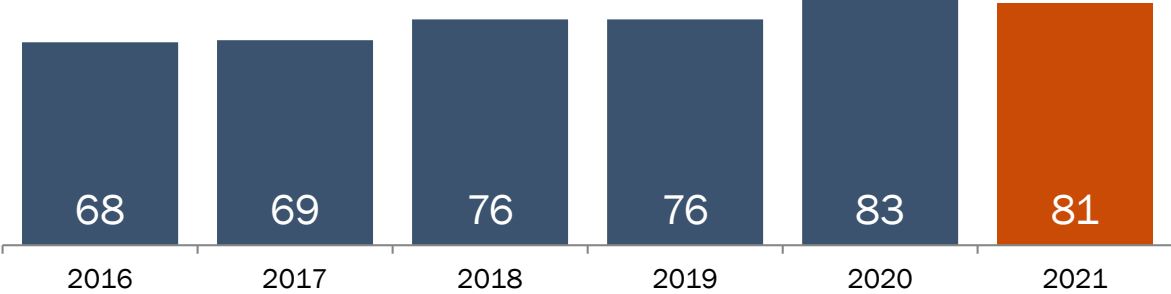
System Average Interruption Duration Index (SAIDI)



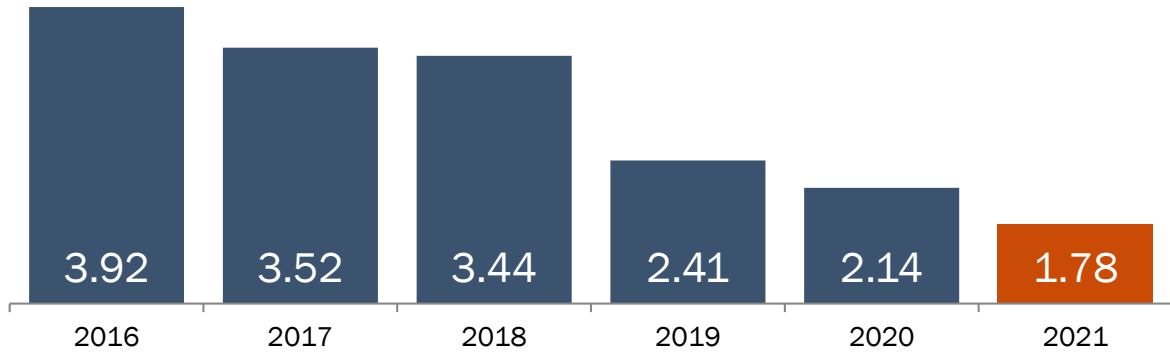
System Average Interruption Frequency Index (SAIFI)



Customer Average Interruption Duration Index (CAIDI)

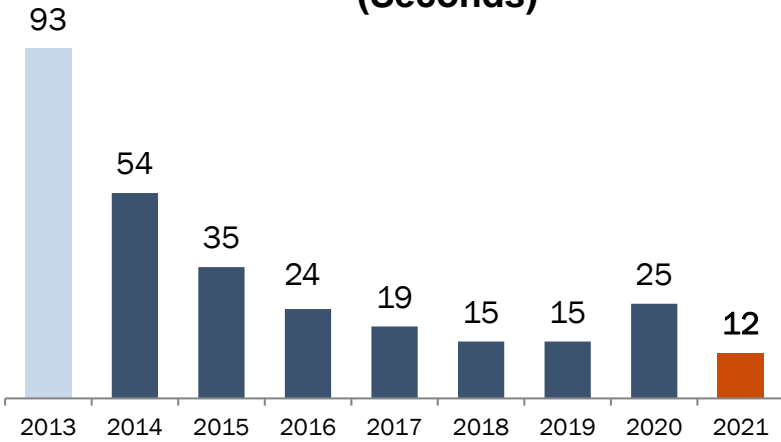


Momentary Average Interruption Frequency Index (MAIFI)

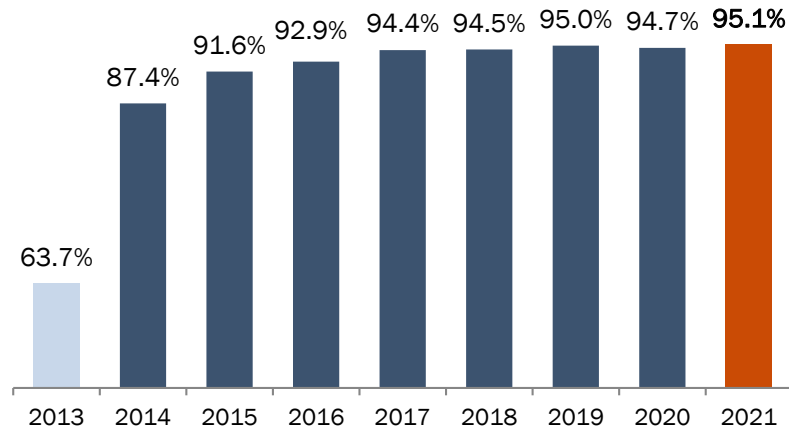


2021 Customer Satisfaction Update

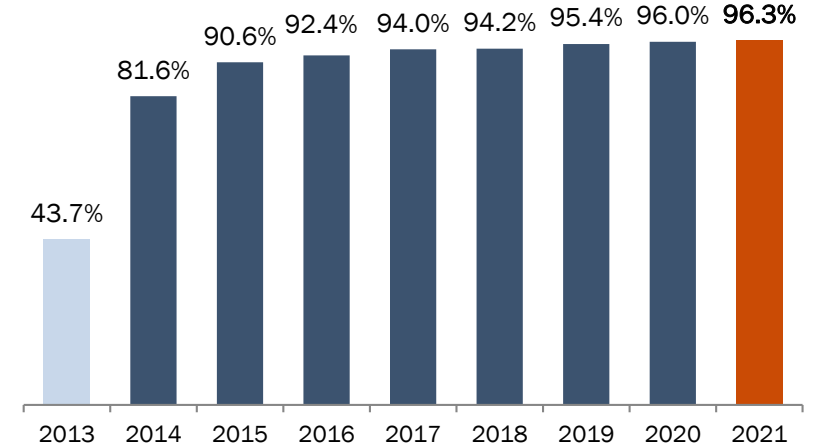
Average Speed of Answer (Seconds) ↓



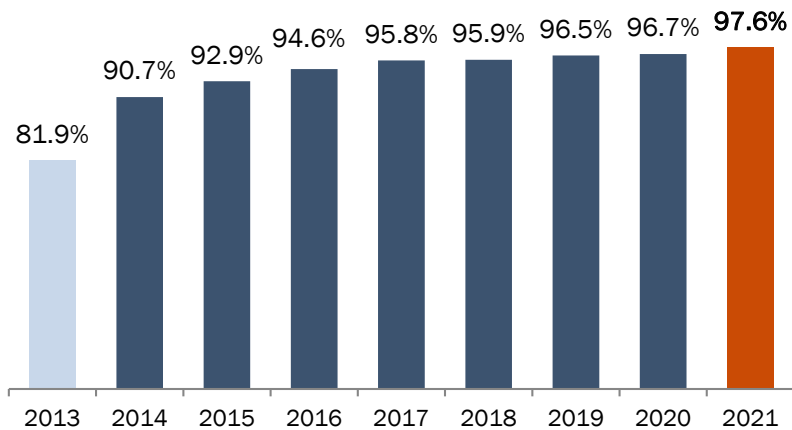
After Call Survey – Residential ↑



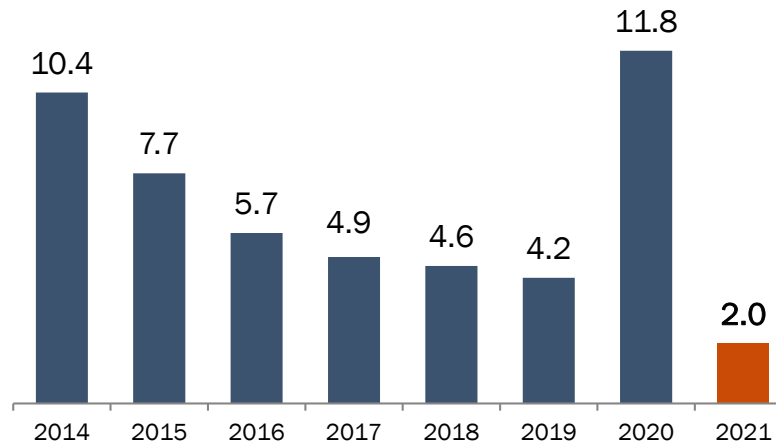
After Call Survey – Business ↑



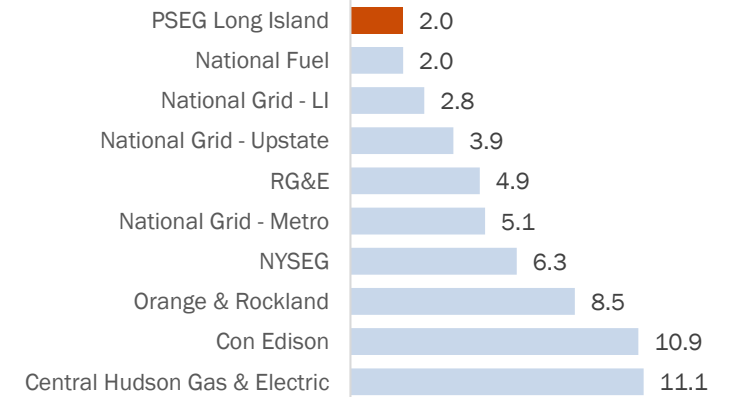
Personal Contact Survey ↑



Customer Complaint Rate ↓



Rolling 12 Month DPS Complaint Rate per 100,000 Customers



Outage Management System Update

- PSEG Long Island Outage Management System (OMS) upgrade from version 5.5 version 6.7.8 was put into production over the weekend of February 5.
- The upgrade to OMS version 6.7.8 replaces an earlier version of OMS, version 5.5, which included many enhancements that addressed the issues that occurred during Tropical Storm Isaias.
- The upgrade to OMS version 6.7.8, improves the quality of the reporting data, and the scheduling and dispatching of work. It will help provide a more reliable and efficient storm response.
- We completed multiple tests (extensive regression and stress) and readiness reviews to ensure the Outage Management System version 6.7.8 is able to pass our stringent validation criteria and handle severe storm conditions.
- We successfully completed two separate performance stress tests that simulated call volumes experienced during Tropical Storm Isaias and call volumes that would simulate an outage impacting 90% of PSEG Long Island's customers.

2022 OSA Performance Metrics

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OSA Performance Metrics

Electric T&D	Customer Services	Information Technology	Business Services	Power Supply & Clean Energy
<u>40</u> Metrics	<u>19</u> Metrics	<u>7</u> Metrics	<u>21</u> Metrics	<u>9</u> Metrics

<u>14</u> Hybrid Metrics have project/qualitative based components as well as quantitative components	<u>33</u> Project/Qualitative Metrics have specific milestones that need to be delivered timely and of quality	<u>49</u> Quantitative Metrics have binary performance outcomes that are measured numerically versus established targets
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OSA Scope Specific Metrics Review

- PSEG Long Island has provided timely documentation for January and February project based metric deliverables – details on the following slides
 - 22 deliverables provided to LIPA for review in January
 - 18 have been reviewed and approved by LIPA
 - 3 are being reviewed by LIPA
 - 1 did not have a status update
 - 12 deliverables provided to LIPA for review in February
 - 10 have been reviewed and approved by LIPA
 - 2 are being reviewed by LIPA
- Working collaboratively with LIPA executives, SMEs and Project Managers in reviewing materials provided in support of project/qualitative deliverables
- Preparing data for monthly quantitative measures and will be providing reporting updates at future meetings of progress towards scope specific metric targets
- PSEG Long Island is off to a strong start and needs to remain focused on effectively delivering on planned activities and performance levels

OSA YTD Project Deliverables

Scope Function	Metric #	Deliverable	% Comp.	PSEG-LI Approval	Target Due Date	Date Artifacts Received	LIPA PM Approval	Actual Completion Date	Was Metric Achieved	LIPA Executive Approval
Electric T&D	T&D-24.1	• The 2022 Vegetation Work Plans identifying the minimum of 225 circuits (or approximately ¼ of the total circuit miles) and budgets shall be provided to LIPA for approval, which shall not be unreasonably withheld, by January 31, 2022. Work plans shall include annual and monthly work and resource plans. Work plans should be coordinated with maintenance and construction work plans, where possible.	100%	Approved & Ready for LIPA Review	01/31/22	01/25/22	Approved	01/31/22	Yes	
Electric T&D	T&D-25.1	• The 2022 Vegetation Work Plans identifying the minimum of 225 circuits (or approximately ¼ of the total circuit miles) and budgets shall be provided to LIPA for approval, which shall not be unreasonably withheld, by January 31, 2022. Work plans shall include annual and monthly work and resource plans. Work plans should be coordinated with maintenance and construction work plans, where possible.	100%	Approved & Ready for LIPA Review	01/31/22	01/25/22	Approved	01/31/22	Yes	
Electric T&D	T&D-26.1	• The 2022 Vegetation Work Plans identifying the costs and resources associated with a workplan of 12,000 hazard trees. Workplan and associated budgets shall be provided to LIPA for approval, which shall not be unreasonably withheld, by January 31, 2022	100%	Approved & Ready for LIPA Review	01/31/22	01/25/22	Approved	01/31/22	Yes	
Electric T&D	T&D-27.1	• Development of the 2022 Storm Hardening Work Plan – Overhead Hardening for LIPA approval, which shall not be unreasonably withheld, by January 31, 2022.	100%	Approved & Ready for LIPA Review	01/31/22	01/26/22	Approved	01/26/22	Yes	
Electric T&D	T&D-31.1	• By January 31, 2022, submit a 2022 Storm Hardening Work Plan – LT5H (ASUV) that identifies installation locations, schedules, and cost estimates, and creates PJDs for ~150 ASUVs to be installed and commissioned in 2022.	100%	Approved & Ready for LIPA Review	01/31/22	01/28/22	Approved	01/28/22	Yes	
Electric T&D	T&D-2.2	• The RFP for the Strategic Asset Management Plan (SAMP) to be issued by January 31, 2022.	100%	Approved & Ready for LIPA Review	01/31/22	01/31/22	Approved	01/25/22	Yes	
Electric T&D	T&D-29.1	• By January 31, 2022, submit a 2022 Storm Hardening Work Plan for a minimum of 8 load pockets	100%	Approved & Ready for LIPA Review	01/31/22	01/31/22	Approved	01/31/22	Yes	
Electric T&D	T&D-30.1	• By January 31, 2022, submit a 2022 Storm Hardening Work Plan for operationalizing ASUVs for a minimum of 10 circuits	100%	Approved & Ready for LIPA Review	01/31/22	01/31/22	Approved	01/31/22	Yes	
Electric T&D	T&D-18.1	• Submission of 2022 Workforce Management Plan for LIPA Approval by February 1, 2022 (Approval not to be unreasonably withheld). The Workforce Management Plan shall include monthly and annual resource plans for all Capital and O&M work to be completed.	100%	Approved & Ready for LIPA Review	02/01/22	02/01/22	Approved	02/03/22	Yes	
Customer Services	CS-6 1	• Master excel list of existing inactive estimates as of 12/31/21 to establish target	100%	Approved & Ready for LIPA Review	01/27/22	01/21/22	Approved	02/02/22	Yes	TRUE
Customer Services	CS-5.1	• Develop a five (5) question monthly survey for the following customer transactions: payments, billing move in/move out (MIMO) and deferred payment agreements. The fifth survey is around outage reporting and we will continue to utilize the Chartwell Outage Communication Benchmarking.	100%	Approved & Ready for LIPA Review	01/31/22	12/13/21	Approved	12/15/21	Yes	
Customer Services	CS-1.4	• Project Implementation Plan (including expected outcomes) is submitted for LIPA approval-KUBRA Bill Print	100%	Approved & Ready for LIPA Review	01/31/22	01/24/22	Approved	02/11/22	Yes	
Customer Services	CS-1.1	• Project Implementation Plan (including expected outcomes) is submitted for LIPA approval-Advanced Metering Infrastructure (AMI) field remote disconnect (Phase 1)	100%	Approved & Ready for LIPA Review	01/31/22	01/26/22	Approved	02/14/22	Yes	
Customer Services	CS-18.1	• Provide the current resource requirement utilized to process LMI enrollments by January 31, 2022	100%	Approved & Ready for LIPA Review	01/31/22	01/28/22	Reviewing		Reviewing	

OSA YTD Project Deliverables

Scope Function	Metric #	Deliverable	% Comp.	PSEG-LI Approval	Target Due Date	Date Artifacts Received	LIPA PM Approval	Actual Completion Date	Was Metric Achieved	LIPA Executive Approval
Information Technology	IT-5-T1.01.01	• GIS - Detailed Project Implementation Plan, as described in the attached "LIPA-PSEG-2022-IT-5 System Implementation - 2022 Budget Projects (Tier 1 and Tier 2)" metric document, submitted to LIPA for approval.	100%	Approved & Ready for LIPA Review	01/05/22	12/21/21	Approved	02/03/22	Yes	TRUE
Information Technology	IT-5-T1.06.01	• CCaaS - Detailed Project Implementation Plan, as described in the attached "LIPA-PSEG-2022-IT-5 System Implementation - 2022 Budget Projects (Tier 1 and Tier 2)" metric document, submitted to LIPA for approval.	100%	Approved & Ready for LIPA Review	01/31/22	01/26/22	Reviewing		Reviewing	
Information Technology	IT-6 T1.5.1	• DIA-01 - Project Implementation Plan (DIA-01), as described in the attached "LIPA-PSEG-2022-IT-6 System Implementation Board Project Improvement Plans (PIPs) (Tier 1 and 2)" metric document, is submitted to LIPA for approval: Develop a Standardized Data Access Platform consisting of an enterprise-wide data warehouse, a broader data lake, and provisioning and development of tools to support reporting and analytics.	100%	Approved & Ready for LIPA Review	02/04/22	09/11/21	Reviewing		Reviewing	
Information Technology	IT-6 T2.4.1	• 3.2.2.4 - Project Implementation Plan (PIP 3.2.2.4) is submitted to : Automate monitoring of OMS and CAD performance at the application level to detect application failures and give administrators an opportunity to adjust the configuration settings that affect performance.	100%	Approved & Ready for LIPA Review	02/04/22	01/25/22	Approved	01/25/22	Yes	TRUE
Information Technology	IT-6 T2.1.1	• 4.13 - Project Implementation Plan (PIP 4.13) is submitted to LIPA: After the OMS faults are diagnosed and repaired, thoroughly stress-test the CAD system and the ESB to ensure there are no independent defects affecting either system.	100%	Approved & Ready for LIPA Review	02/04/22	02/02/22	Approved	02/02/22	Yes	TRUE
Information Technology	IT-6 T2.2.1	• 4.15 - Project Implementation Plan (PIP 4.15)) is submitted to LIPA: Performance test OMS and feeder systems to establish peak capacity.	100%	Approved & Ready for LIPA Review	02/04/22	02/02/22	Approved	02/02/22	Yes	TRUE
Information Technology	IT-6 T2.3.1	• 4.18 - Project Implementation Plan (PIP 4.18) is submitted to LIPA: Monitor application performance and error logs of all mission critical application systems, such as OMS, CAD, SCADA, ESB, etc.	100%	Approved & Ready for LIPA Review	02/04/22	02/02/22	Approved	02/02/22	Yes	TRUE
Information Technology	IT-6 T1.1.1	• 3.2.2.3 - Project Implementation Plan (PIP 3.2.2.3) is submitted to LIPA : Work with CGI to obtain and implement fixes for identified application defects, including upgrading to a more recent version of the OMS software.	100%	Approved & Ready for LIPA Review	02/04/22	02/03/22	Approved	02/03/22	Yes	TRUE
Information Technology	IT-6 T1.4.1	• 5.4.2b - Project Implementation Plan (PIP 5.4.2b), as described in the attached "LIPA-PSEG-2022-IT-6 System Implementation Board Project Improvement Plans (PIPs) (Tier 1 and 2)" metric document, and incorporating end-state and all deliverables specified in said document, is submitted to LIPA for approval: AMI Integration and Operation with OMS (Integration component of 5.4.2	100%	Approved & Ready for LIPA Review	02/04/22	02/04/22	Approved	02/04/22	Yes	TRUE
Business Services	BS-16.4	• Track status of "mutual state legislative priorities" and provide an accurate bi-weekly update, if updates occur, beginning on January 14, 2022 and continuing until the end of scheduled legislative session. Provide monthly reports after scheduled legislative session until December 31, 2022 unless needed more frequent.	100%	Approved & Ready for LIPA Review	01/14/22	01/13/22	Approved	01/14/22	Yes	
Business Services	BS-16.1	• Develop mutually agreed upon legislative watch list with LIPA prior to start of 2022 legislative session.	100%	Approved & Ready for LIPA Review	01/14/22	01/14/22	Approved	01/14/22	Yes	TRUE
Business Services	BS-16.5	• Track status of "mutual state legislative priorities" and provide an accurate bi-weekly update, if updates occur, beginning on January 14, 2022 and continuing until the end of scheduled legislative session. Provide monthly reports after scheduled legislative session until December 31, 2022 unless needed more frequent.	100%	Approved & Ready for LIPA Review	01/28/22	01/28/22	Approved	02/02/22	Yes	
Business Services	BS-18.1	• Deliver customer segmentation research analysis by January 31, 2022.	100%	Approved & Ready for LIPA Review	01/31/22	01/05/22	Approved	01/05/22	Yes	
Business Services	BS-6.1	• 1. Appointment of dedicated staff member no later than January 31, 2022. Appointment is communicated to LIPA's CAM lead within that same time period.	100%	Approved & Ready for LIPA Review	01/31/22	01/19/22	Approved	01/19/22	Yes	

OSA YTD Project Deliverables

Scope Function	Metric #	Deliverable	% Comp.	PSEG-LI Approval	Target Due Date	Date Artifacts Received	LIPA PM Approval	Actual Completion Date	Was Metric Achieved	LIPA Executive Approval
Business Services	BS-17.1	<ul style="list-style-type: none"> By February 1, 2022, modify and finalize survey tool developed in accordance with DPS Management Audit Rec #36 to include the questions to gauge the following: <ul style="list-style-type: none"> - Was the project information easily accessible? - Was the information provided timely? - Was the information provided clear and easy to understand? - Was the utility contact information made available to submit inquiries about this project? 	100%	Approved & Ready for LIPA Review	02/01/22	01/27/22	Approved	02/02/22	Yes	
Business Services	BS-17.2	<ul style="list-style-type: none"> By February 1, 2022, develop and submit to LIPA a plan to increase awareness and participation in the survey referenced in #1 	100%	Approved & Ready for LIPA Review	02/01/22	01/27/22	Approved	02/02/22	Yes	
Business Services	BS-16.6	<ul style="list-style-type: none"> Track status of "mutual state legislative priorities" and provide an accurate bi-weekly update, if updates occur, beginning on January 14, 2022 and continuing until the end of scheduled legislative session. Provide monthly reports after scheduled legislative session until December 31, 2022 unless needed more frequent. 	100%	Approved & Ready for LIPA Review	02/11/22	02/11/22	Reviewing		Reviewing	
Power Supply & Clean Energy	PS&CE-1.1	<ul style="list-style-type: none"> 2. Base assumptions on or about January 15, 2022. 	100%	Approved & Ready for LIPA Review	01/14/22	01/14/22	Reviewing		Reviewing	
Power Supply & Clean Energy	PS&CE-8.1	<ul style="list-style-type: none"> The draft rate designs and draft tariff leaves will be provided to LIPA staff by January 31, 2022. 	100%	Approved & Ready for LIPA Review	01/31/22	01/26/22	Approved		No Status	
Power Supply & Clean Energy	PS&CE-7.1	<ul style="list-style-type: none"> PSEG Long Island should ensure an independent review of escalated interconnection cases by changing the organizational placement of the Interconnection Ombudsperson to be outside of the group that administers the SGIP, and for this activity will report directly to the VP – Power Markets. PSEG Long Island to develop a process for escalated interconnection cases, consistent with other NYS utility practices and in agreement with LIPA, and provide to LIPA by February 28,2022. Once agreed upon, will be included in the SGIP. 	100%	Approved & Ready for LIPA Review	02/28/22	02/03/22	Approved	02/03/22	Yes	

Closing Remarks