

PSEG Long Island Operating Report

Report to the Board of Trustees

March 30, 2022

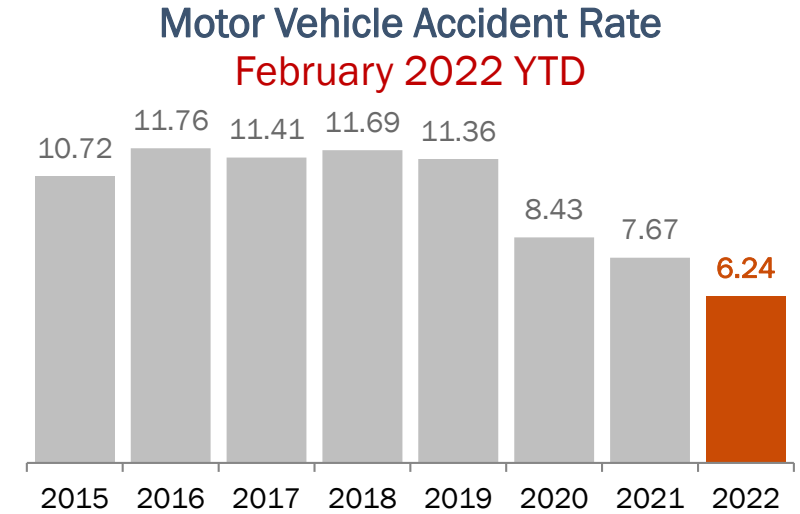
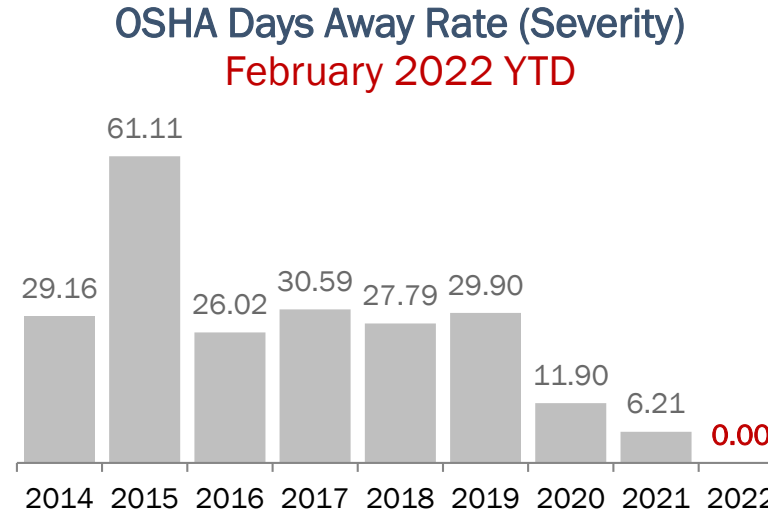
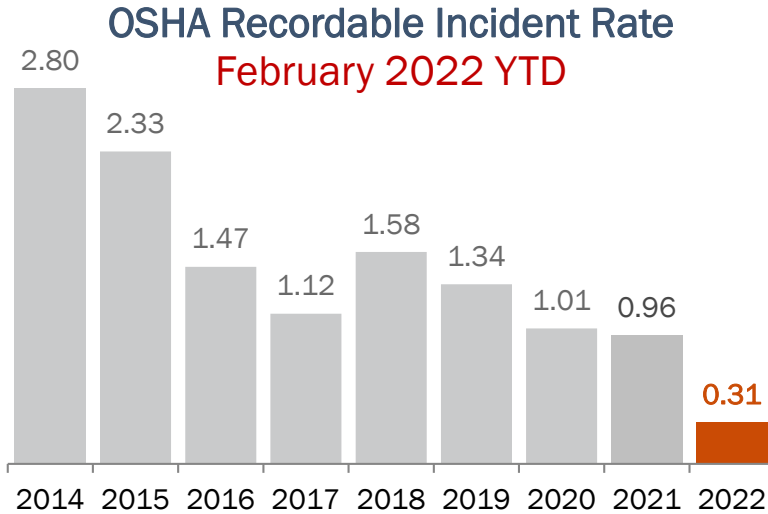
Peggy Keane

Mg Dir & VP Construction & Ops Svcs

Agenda

- Operations Update
 - Safety Performance
 - Scorecard/Operating Results
 - JD Power Residential Q1 Residential Results
 - Project Implementation Plan Update

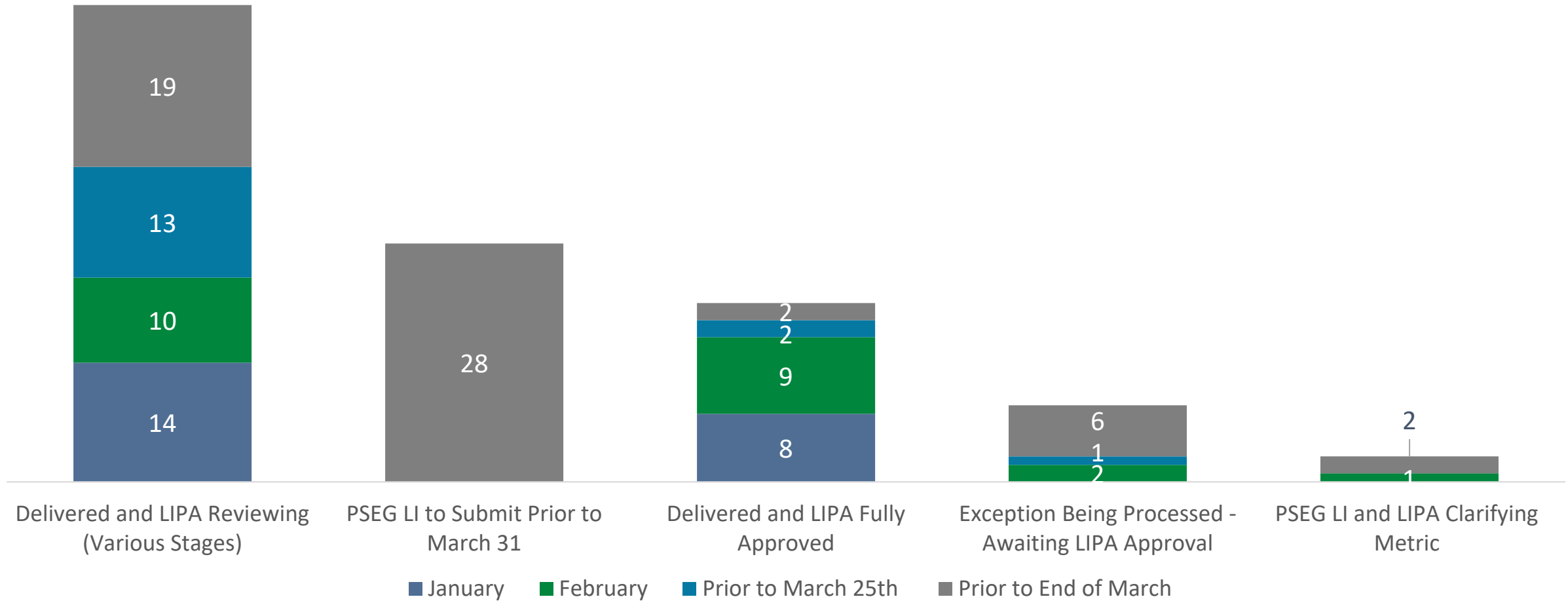
Safety Performance



Safety Results through March 27, 2022

Incident Type	Month to Date 3/27/2022	2022 YTD	2021 YTD	% Change
ALL OSHA Cases	3	4	9	-56%
OSHA Days Away From Work Cases	1	1	4	-75%
OSHA Days Away From Work	8	8	75	-89%
First Aids	0	1	5	-80%
Motor Vehicle Incidents	8	16	13	23%

Scorecard Performance – Project Based Metric Deliverables



Scorecard Performance – High-Level Summary Overview

Electric T&D - 40% (\$8M)

Metric #	Metric Name	YTD Status	YE Forecast
T&D-1	Asset Inventory		↑
T&D-2	Asset Management Governance		↑
T&D-3	Enterprise Asset Management (EAM) Implementation Plan	May	
T&D-4	T&D System - Relay Mis-Operations		↑
T&D-5	T&D System - Inadvertent Operating Events		↑
T&D-6	PTCC/ATCC Replacement	Jun	
T&D-7	SAIDI		↔
T&D-8	SAIFI		↑
T&D-9	MAIFI		↑
T&D-10	Sustained Multiple Customer Outages (S-MCOs)		↑
T&D-11	Repeat Customer S-MCO Outages		↑
T&D-12	Momentary Multiple Customer Outages (M-MCOs)		↑
T&D-13	Serious Injury Incident Rate (SIIR)		↑
T&D-14	OSHA Recordable Incidence Rate		↑
T&D-15	OSHA Days Away Rate		↑
T&D-16	Motor Vehicle Accident (MVA) Rate		↑
T&D-17	Work Management (WM) - Short-Term Scheduling		↑
T&D-18	WM - Workforce Management Plans		↑
T&D-19	WM - Improve Planning and Tracking of Work	Jun	
T&D-20	WM - Improve and Standardize Compatible Unit Estimating (CUEs)	Jun	

Metric #	Metric Name	YTD Status	YE Forecast
T&D-21	WM - Work Management KPIs and Dashboards	July	
T&D-22	WM - Clarify and Rationalize Work Management Roles	Mar	
T&D-23	Employee Overtime		↑
T&D-24	Vegetation Management - Cycle Tree Trim		↑
T&D-25	Vegetation Management - Trim-To-Sky (TTS) Circuits		↑
T&D-26	Vegetation Management - Hazard Tree Removal		↑
T&D-27	Storm Hardening - Overhead Hardening		↑
T&D-28	Storm Hardening - Underground Hardening	Mar	
T&D-29	Storm Hardening - Transmission Load Pockets		↑
T&D-30	Storm Hardening - ACRV Commissioning Program		↑
T&D-31	Storm Hardening - LT5H (ASUV) Program		↑
T&D-32	Estimated Time of Restoration (ETR)	Mar	
T&D-33	Real Estate Strategy	Mar	
T&D-34	Construction – Quality and Timely Completion of PJDs	Jul	
T&D-35	Construction – Project Milestone Achievement		↑
T&D-36	Construction – Cost Estimating Accuracy		↑
T&D-37	Completion of Program Planned Units Per Workplan	WIP	
T&D-38	Program Unit Cost Variance	WIP	
T&D-39	Project Completion Consistent with Project Design	Mar	
T&D-40	Double Wood Pole Reduction		↑

Customer Services - 20% (\$4M)

Metric #	Metric Name	YTD Status	YE Forecast
CS-1	Delivery of Strategic Customer Projects		↑
CS-2	JD Power - Residential		↔
CS-3	JD Power - Business	Jul	
CS-4	CIS Modernization - Phase 1		↑
CS-5	Customer Transactional Performance		↑
CS-6	Inactive Accounts Long Term Estimated (LTES)	Clarifying w/ LIPA	
CS-7	Active Accounts Long Term Estimated (LTES)		
CS-8	Unauthorized Use/Advanced Consumption		↑
CS-9	Billing Exception Cycle Time		↑
CS-10	Billing Cancel Rebills		↑
CS-11	Contact Center Service Level w/ Live Agent		↔
CS-12	Customer E-mail Closure Rate		↔
CS-13	First Call Resolution (FCR)		↑
CS-14	Net Write-Offs per \$100 Billed Revenue		↑
CS-15	AR>90 (No Exclusions)		↑
CS-16	Days Sales Outstanding		↑
CS-17	Low to Moderate Income Program Participation		↑
CS-18	Low to Moderate Income Program Automation		↑
CS-19	Customer Complaint Rate		↑

Scorecard Performance – High-Level Summary Overview

Business Services - 15% (\$3M)

Metric #	Metric Name	YTD Status	YE Forecast
BS-1	ERM Report	Jun	
BS-2	ERM Key Risk Indicators	Dec	
BS-3	Human Resources Employee Engagement - Participation Rate	Q3	
BS-4	Human Resources Employee Engagement - Score	Q3	
BS-5	Human Resources Full Time Vacancy Rate	1 of 5	↔
BS-6	CAM Completion	Mar	
BS-7	Affiliate Cost Benefit Justification	Mar	
BS-8	Capital Project Impact Analysis	Jun	
BS-9	Property Tax Module	Q2-Q4	
BS-10	Substation Property Tax Update	Q2-Q4	
BS-11	Long Island Choice Reform		↑
BS-12	AMI Opt Out Rate	Jun	
BS-13	Information Request (IR) Responses		↑
BS-14	Legal Staffing	Jun	
BS-15	Contractor Performance Evaluation System	Mar	
BS-16	Government & Legislative Affairs		↑
BS-17	Project Outreach		↑
BS-18	Customer Segmentation		↑
BS-19	Reputation Management - Positive Media Sentiment		↑
BS-20	Reputation Management - Share of Voice		↑
BS-21	Social Media Engagement and Following	WIP	

Information Technology - 15% (\$3M)

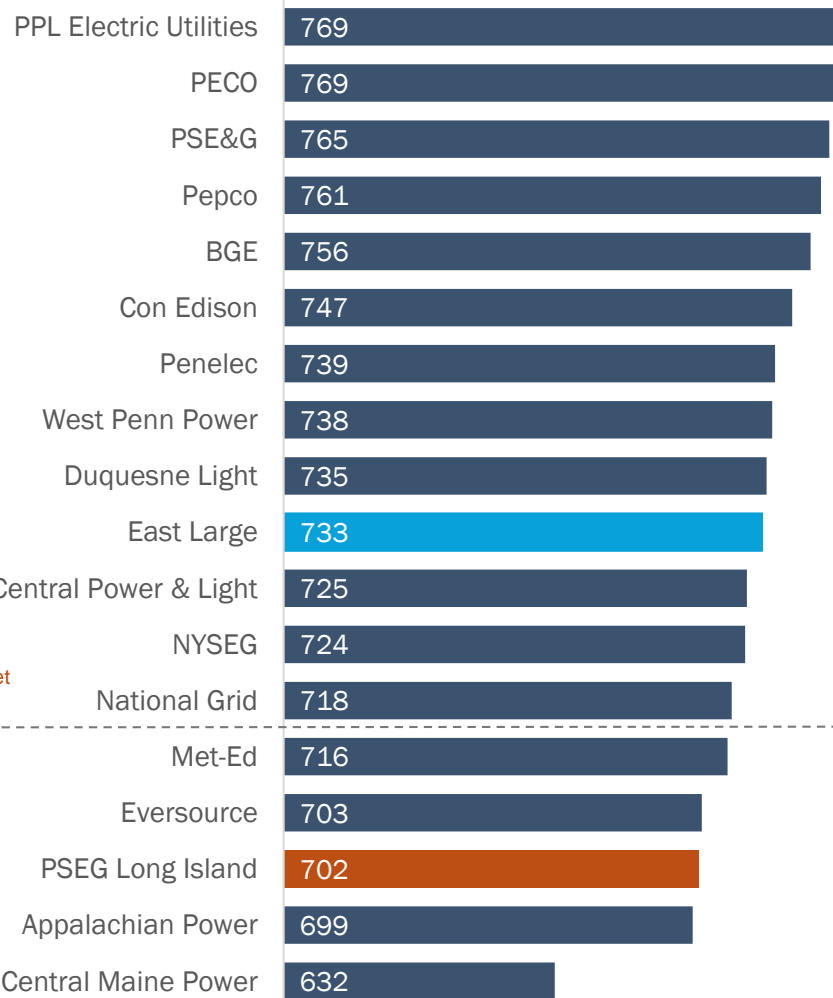
Metric #	Metric Name	YTD Status	YE Forecast
IT-1	Organizational Maturity Level - Doing	Oct	
IT-2	Organizational Maturity Level - Managing	Oct	
IT-3	System Resiliency	Jun	
IT-4	System and Software Lifecycle Management	Mar	
IT-5	System Implementation - 2022 Budget Projects		↑
IT-6	System Implementation - Board PIPs		↑
IT-7	System Segregation	Apr	

Power Supply & Clean Energy - 10% (\$2M)

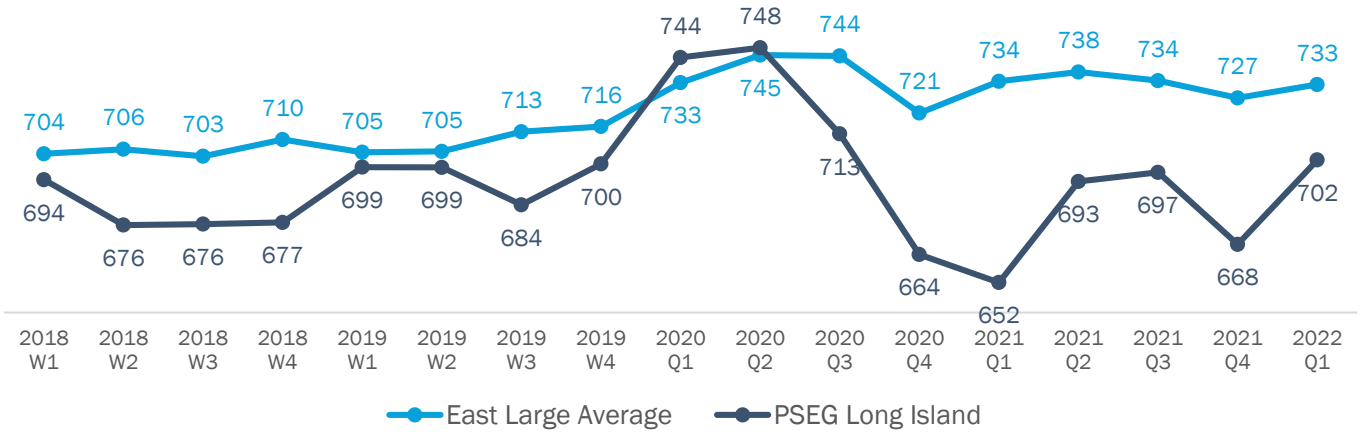
Metric #	Metric Name	YTD Status	YE Forecast
PS&CE-1	Integrated Resource Plan (IRP)		↑
PS&CE-2	Energy Storage Request for Proposal (RFP)		↑
PS&CE-3	Energy Efficiency Annualized Energy Savings		↑
PS&CE-4	Utility 2.0 - DER Hosting		↑
PS&CE-5	Beneficial Electrification	2 of 4	↔
PS&CE-6	Electric Vehicle (EV) Make Ready	3 of 4	↔
PS&CE-7	DER Interconnection Process		↑
PS&CE-8	TOU Pricing Options - Space Heating & Large Commercial		↑
PS&CE-9	TOU Pricing Pilot - Year 1 Marketing		↑

JD Power Residential

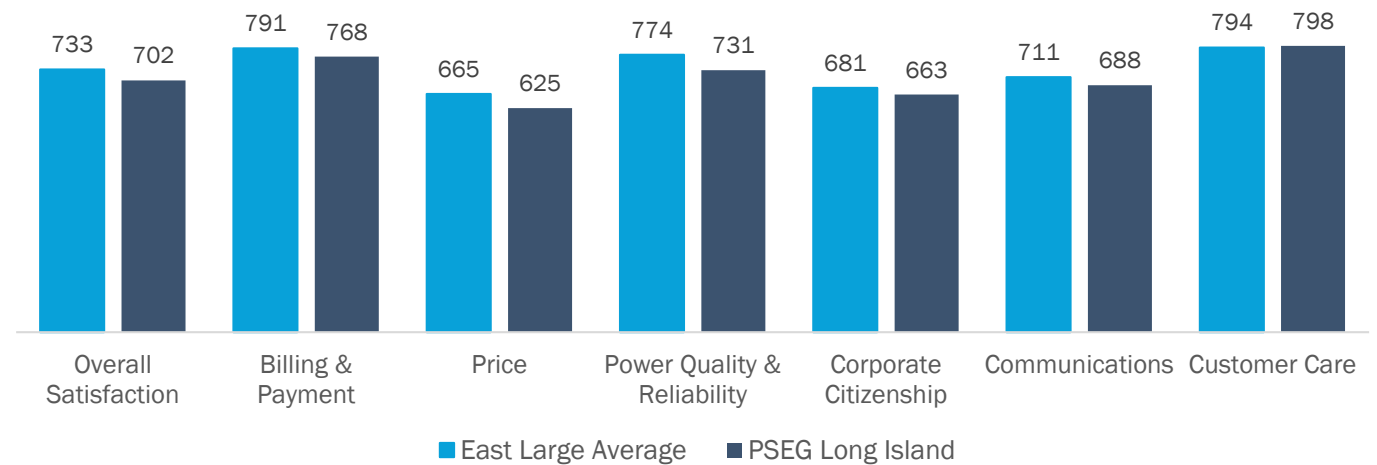
Q1 2022 Results



Overall Satisfaction Trend versus East Large Average



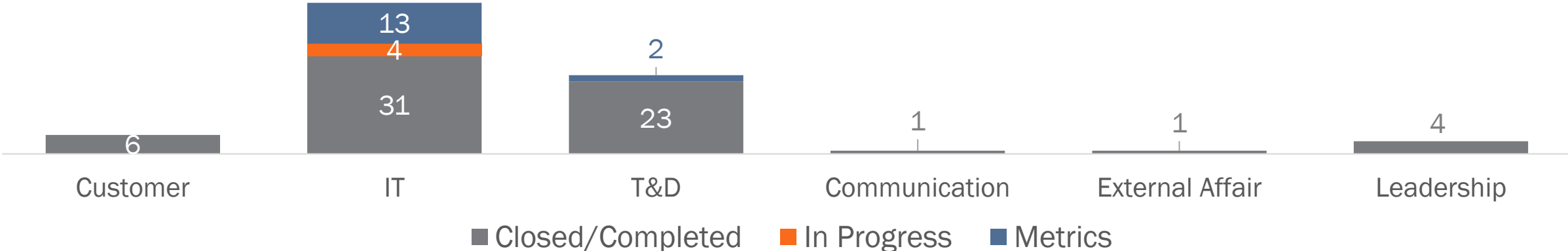
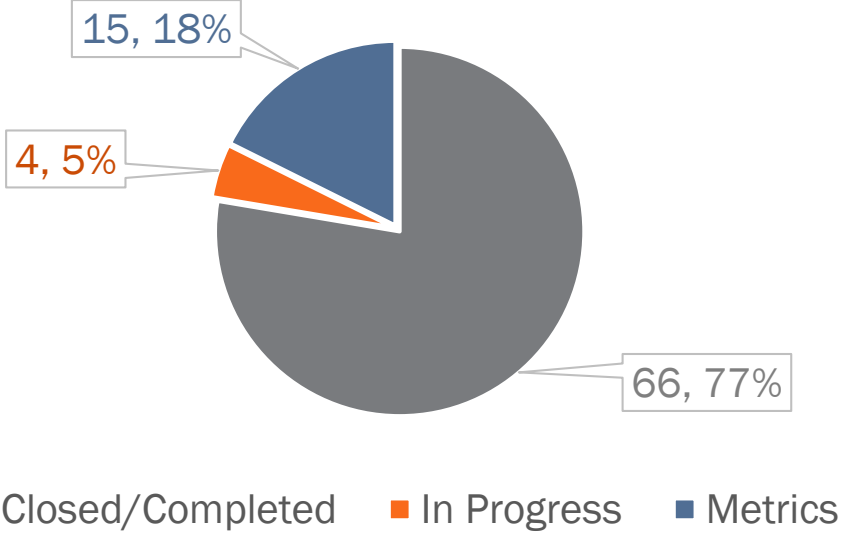
Factor Breakdown and Comparison versus East Large Average



LIPA ITF Recommendation/ Project Implementation Plan (PIP) Overview

PROGRESS UPDATE

- **85** Recommendations from Isaias Task Force (ITF) 30 & 90 Reports
 - **66** have been “Closed/Completed”
 - **4** are “In Progress”
 - **15** are in the “2022 Scope Specific Performance Metrics”



Non-ITF Recommendations Overview

PROGRESS UPDATE

- **81 LIPA Board Recommendations**
 - **33** have been “Closed/Completed”
 - **15** are “In Progress”
 - **32** are in the “2022 Scope Specific Performance Metrics”
 - **1** portion of scope in “2022 Scope Specific Performance Metrics” – remainder deferred

