



PSEG Long Island

Operating Report

LIPA Board of Trustees

May 18, 2022

Select Quantitative Metric Review



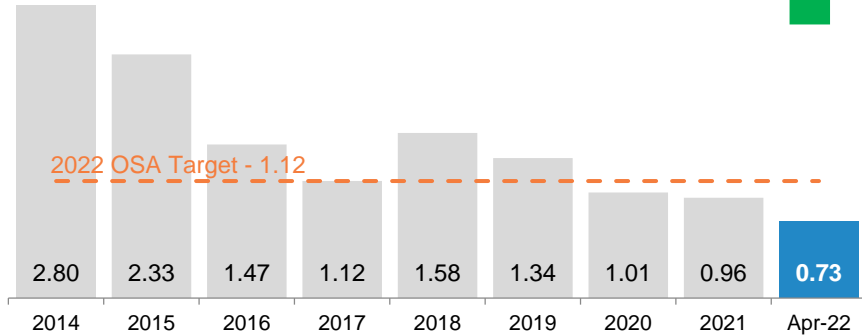
Electric T&D

(Select metrics highlighted)

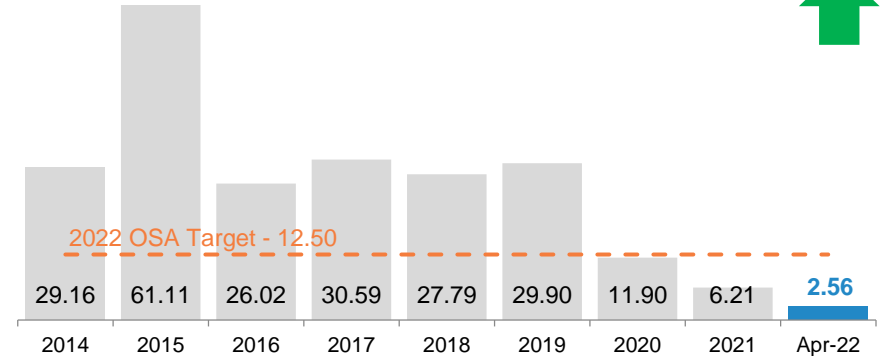
Safety Performance

🟢 On Target 🟡 At Risk 🔴 Not Expected to Meet

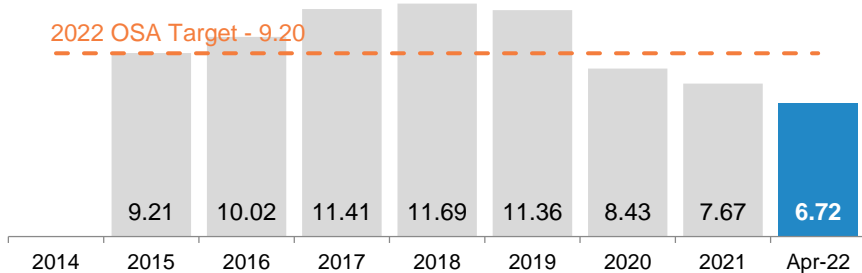
OSHA Recordable Incident Rate



OSHA Days Away Rate (Severity)



Motor Vehicle Accident Rate



Serious Injury Incident Rate (SIIR) Employees and Contractors



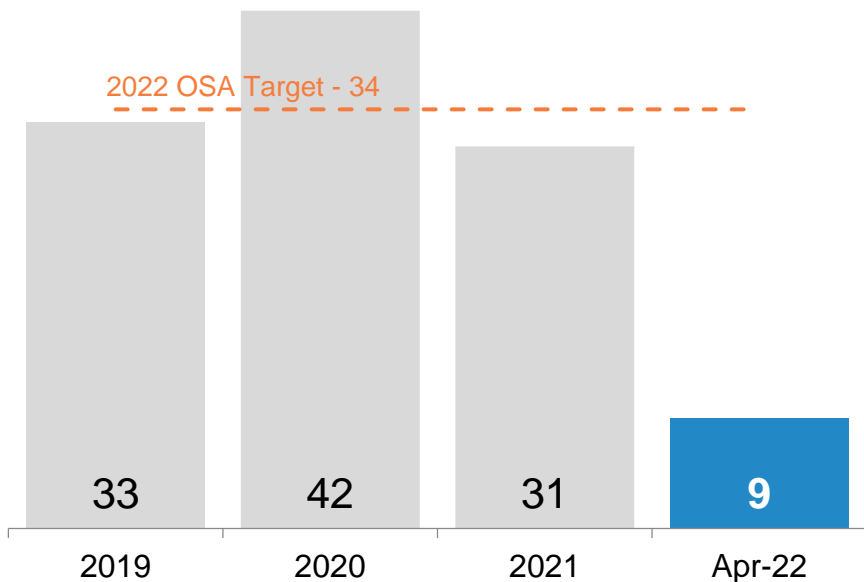
No Incidents to Date

T&D System Operations

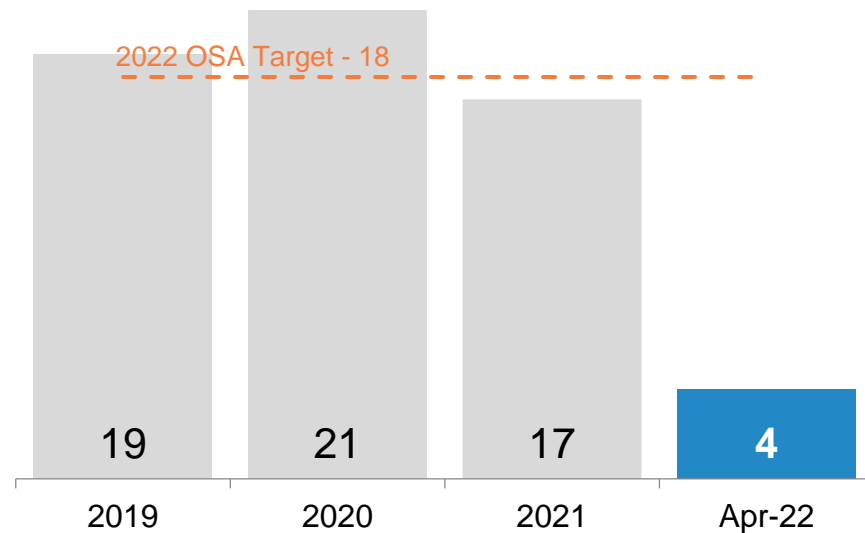
Relay Mis-Operations and Inadvertent Operational Events

🟢 On Target 🟡 At Risk 🔴 Not Expected to Meet

Relay Mis-Operations



Inadvertent Operational Events

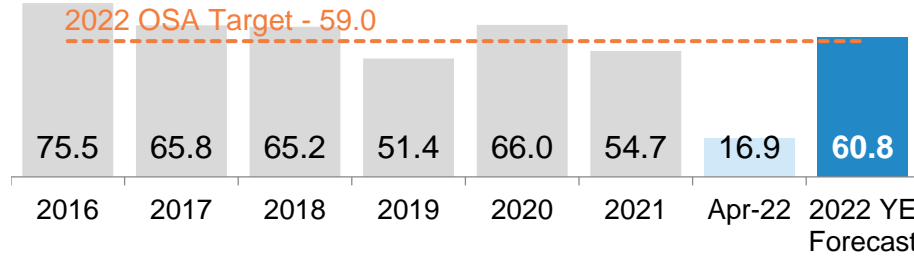


Electric Reliability

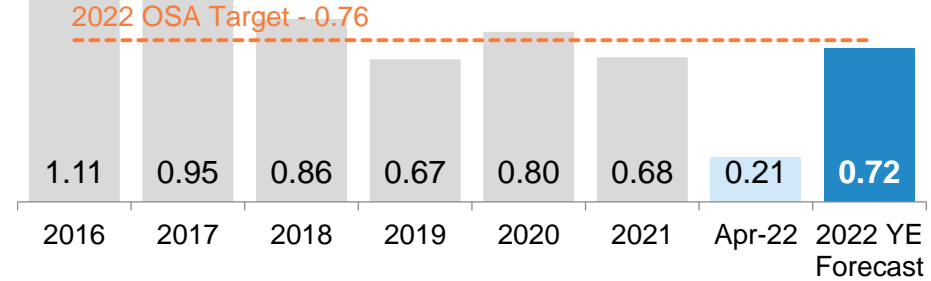
Index Performance – SAIDI, SAIFI, MAIFI

🟢 On Target ➡ At Risk 🟡 Not Expected to Meet

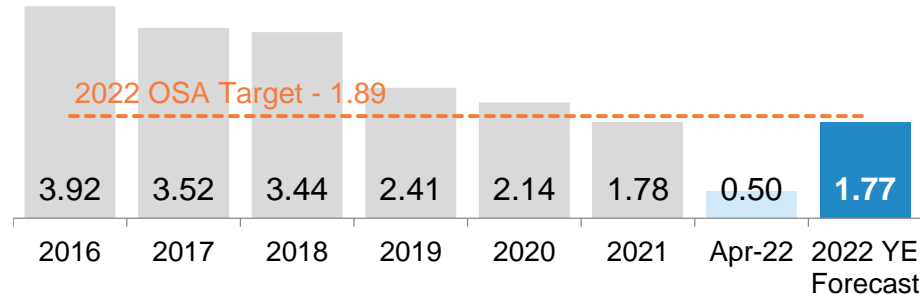
System Average Interruption Duration Index (SAIDI)



System Average Interruption Frequency Index (SAIFI)



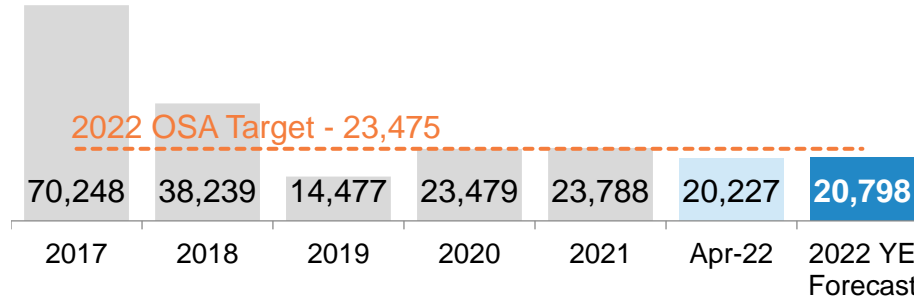
Momentary Average Interruption Frequency Index (MAIFI)



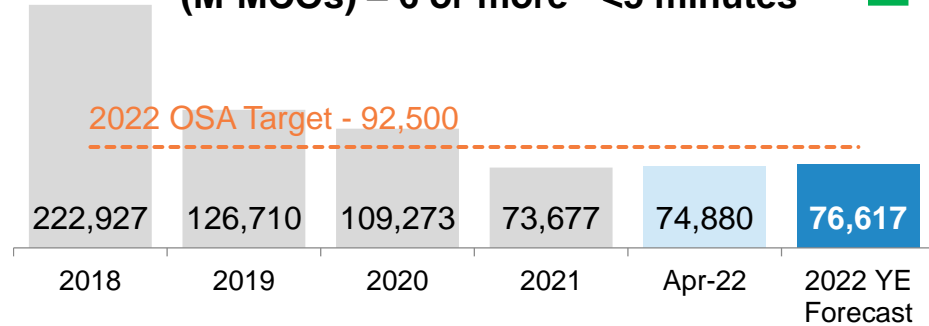
Electric Reliability

Multiple Customer Outages – Sustained, Momentary and Repeat MCO

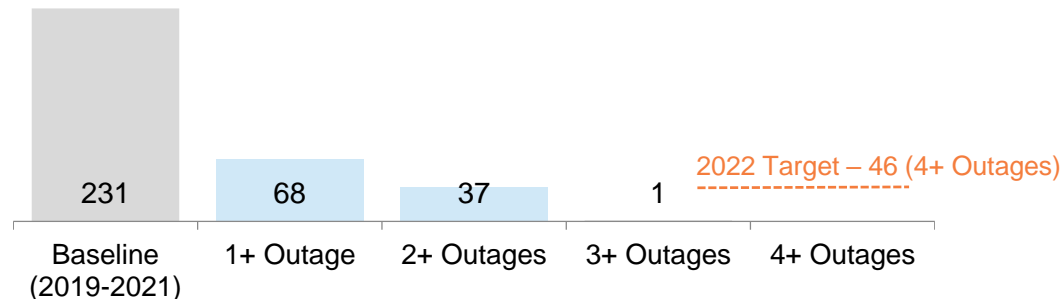
Sustained Multiple Customer Outages (S-MCOs) 4 or more - >5 Minutes



Momentary Multiple Customer Outages (M-MCOs) – 6 or more - <5 minutes



Repeat Customer Sustained Multiple Customer Outages (S-MCOs)





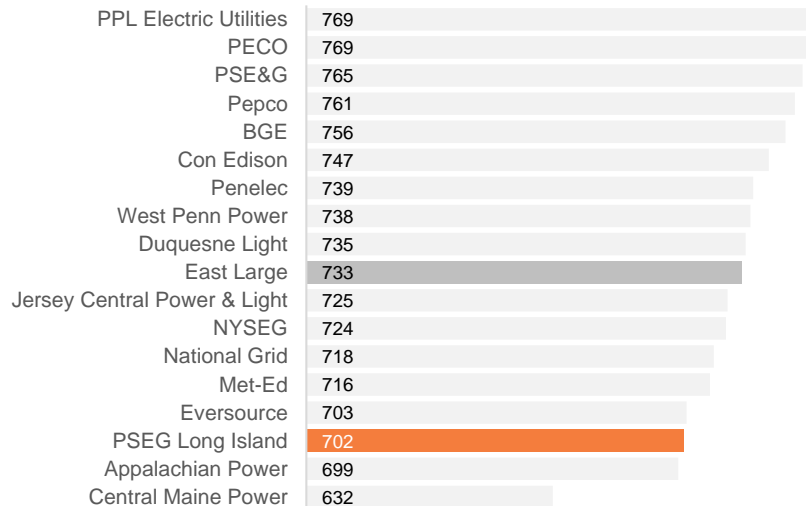
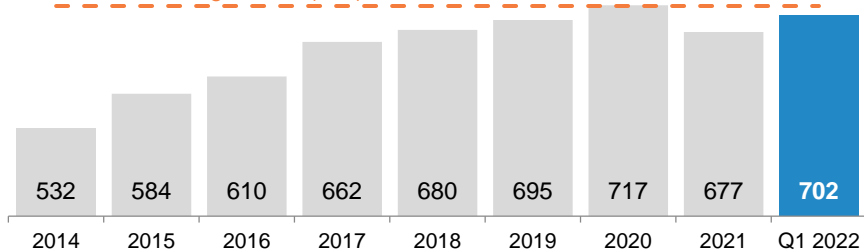
Customer Services

(Select metrics highlighted)

J.D. Power – Residential

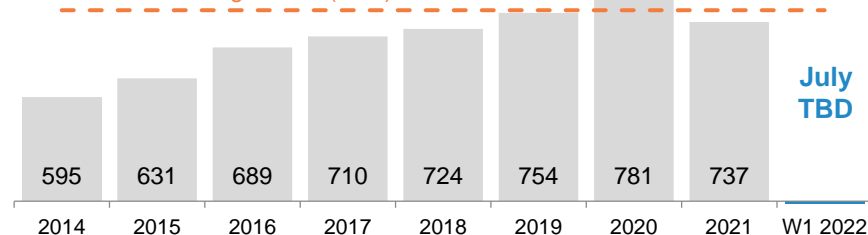


2022 OSA Target – Q3 (716)



J.D. Power – Business

2022 OSA Target – Q3 (TBD)

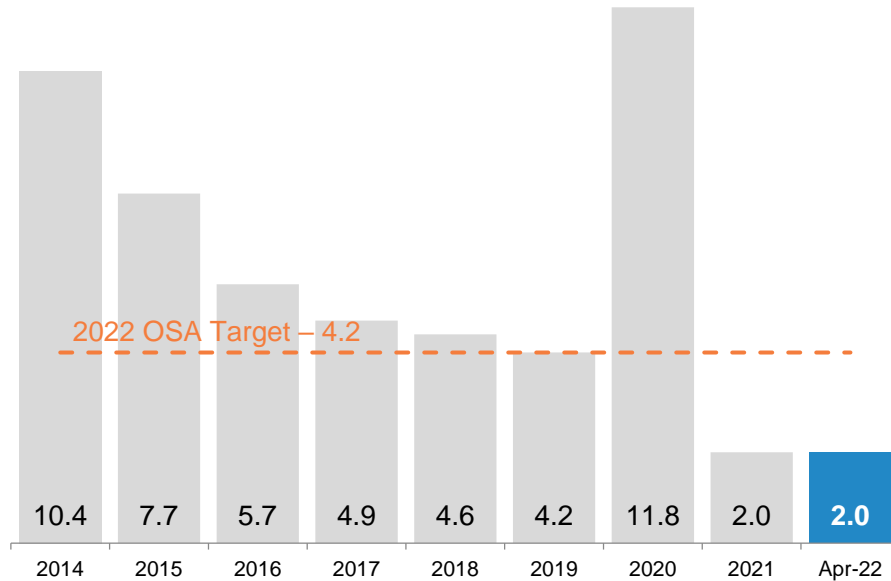


Initial results released July 2022

Customer Complaint Rate

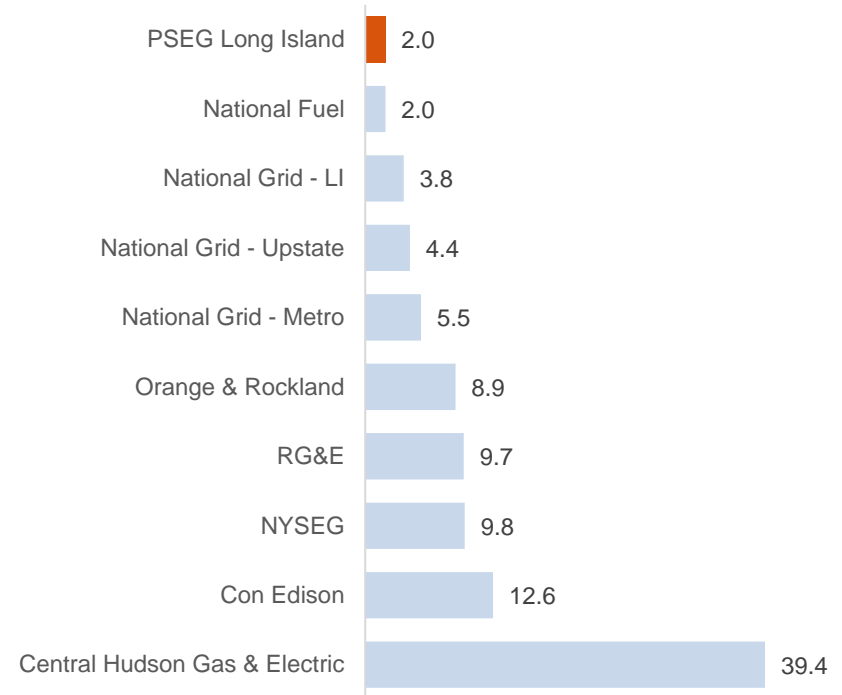
🟢 On Target 🟡 At Risk 🔴 Not Expected to Meet

Customer Complaint Rate



Rolling 12 Month DPS

Complaint Rate per 100,000 Customers

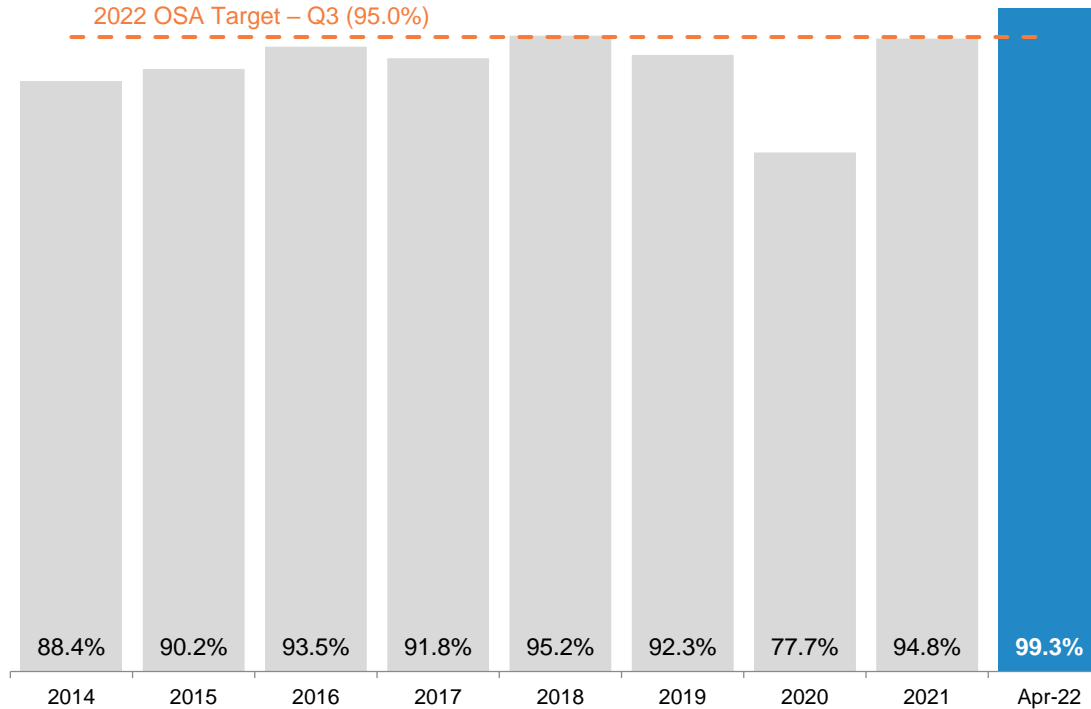


Billing Performance

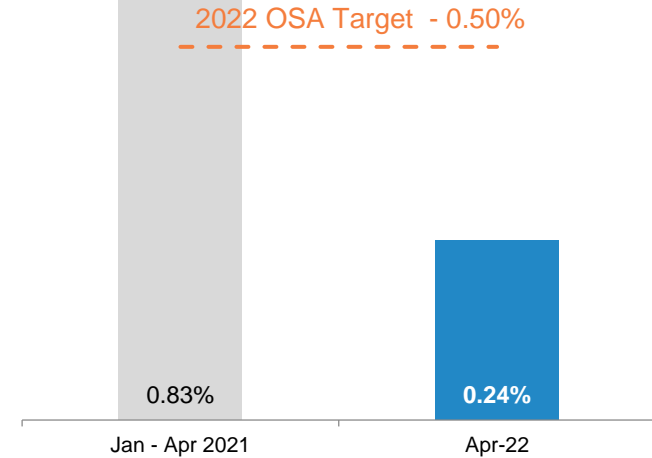
Exception Cycle Time and Cancel Rebills

🟢 On Target 🟡 At Risk 🔴 Not Expected to Meet

Billing Exception – Cycle Time



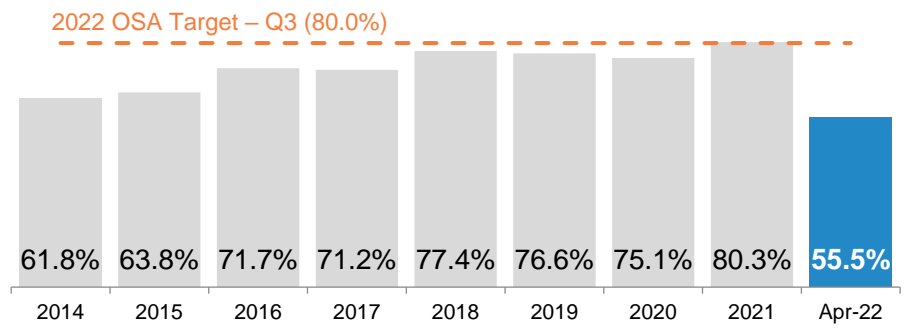
Billing – Cancel Rebills



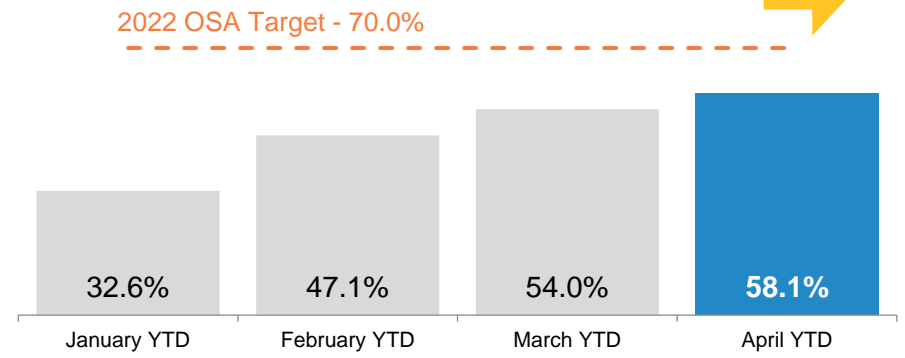
Customer Contact

Service Level with Live Agent Calls, E-mail Closure Rate and First Call Resolution

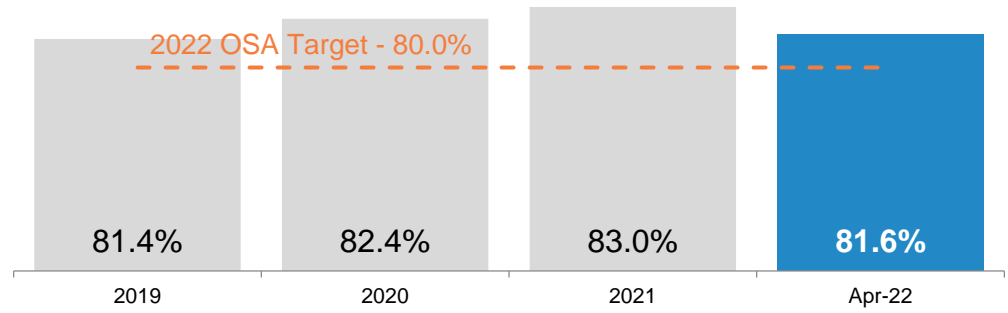
Service Level w/ Live Agent



E-mail Closure Rate



First Call Resolution



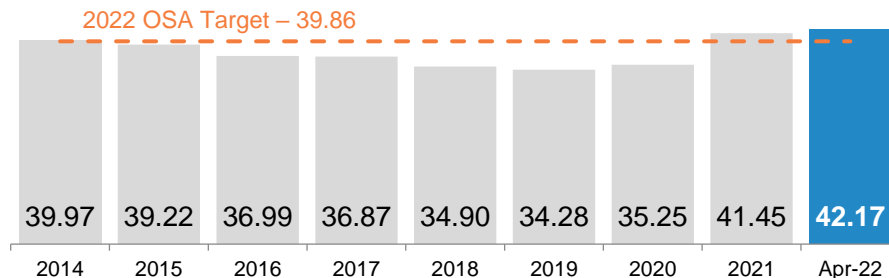
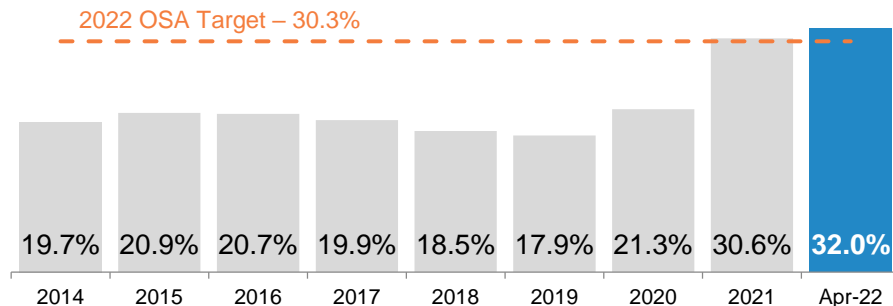
Collection Metrics

Accounts Receivable > 90%, Days Sales Outstanding and Net Write-Offs/\$100 Billed Revenue

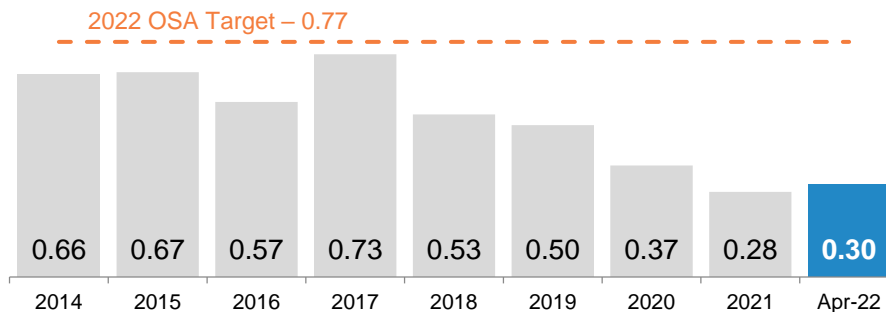
AR > 90



Days Sales Outstanding



Net Write-Offs/\$100 Billed Revenue



Appendix

Detailed Scorecard Results



Electric T&D Scope Function Scorecard

PSEG Long Island OSA 2022 Scope Specific Function - Electric T&D

		March YTD							March
Metric #	Operations Services Agreement Metrics	\$ Allocation	Metric Type	Low/ High	OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	Month Result
T&D-01	Asset Management Program Implementation - Asset Inventory	\$157,691	Hybrid	H	1	1	1	⬆️	1
T&D-02	Asset Management Program Implementation - AM Governance	\$210,254	Project	H	See Smartsheet		1	⬆️	1
T&D-03	Enterprise Asset Management System Implementation Plan	\$630,762	Project	H			May	⬆️	May
T&D-04	T&D System Relay Operations - Relay Mis-Operations	\$105,127	Quantitative	L	18	5	1	⬆️	1
T&D-05	T&D Inadvertent Operation Events	\$105,127	Quantitative	L	34	9	4	⬆️	1
T&D-06	PTCC/ATCC Replacement	\$262,818	Project	H	See Smartsheet		Jun	⬆️	Jun
T&D-07	SAIDI (System Average Interruption Duration Index)	\$420,508	Quantitative	L	59.0	10.4	13.6	➡️	3.2
T&D-08	SAIFI (System Average Interruption Frequency Index)	\$210,254	Quantitative	L	0.76	0.17	0.16	⬆️	0.05
T&D-09	MAIFI (Momentary Average Interruption Frequency Index)	\$210,254	Quantitative	L	1.89	0.35	0.40	⬆️	0.11
T&D-10	Sustained Multiple Customer Outages (MCO) - 4 or more	\$157,691	Quantitative	L	23,475	23,475	18,356	⬆️	N/A
T&D-11	Reduce Repeat Customer Sustained MCOs	\$210,254	Quantitative	L	46	12	0	⬆️	N/A
T&D-12	Momentary MCO (6 or more)	\$157,691	Quantitative	L	92,500	92,500	68,893	⬆️	N/A
T&D-13	Serious Injury Incident Rate (SIIR)	\$210,254	Quantitative	L	0.11	0.11	0.00	⬆️	0.00
T&D-14	OSHA Recordable Incidence Rate	\$262,818	Quantitative	L	1.12	1.12	0.74	⬆️	1.36
T&D-15	OSHA Days Away Rate (Severity)	\$262,818	Quantitative	L	12.50	12.50	1.47	⬆️	3.63
T&D-16	Motor Vehicle Accident Rate	\$105,127	Quantitative	L	9.20	9.20	7.48	⬆️	9.65
T&D-17	Work Mgmt Enhancements - Short-Term Scheduling	\$157,691	Project	H	See Smartsheet		Jul	⬆️	Jul
T&D-18	Work Mgmt Enhancements - Workforce Mgmt Plans	\$262,818	Project	H			1	⬆️	1
T&D-19	WME - Improve Planning & Tracking of Work	\$105,127	Project	H			Jun	⬆️	Jun
T&D-20	WME - Improve and Standardize Compatible Unit Estimating	\$105,127	Project	H			Jun	⬆️	Jun

Notes:

- Color Coding in YTD Result column represents current status versus YTD Plan.
 - YE Forecast is a subjective estimate of whether each metric is expected to meet the YE Target.
 * For Project and Hybrid metrics, 1= Pass and 0 =Fail

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



Electric T&D Scope Function Scorecard

PSEG Long Island OSA 2022 Scope Specific Function - Electric T&D

Metric #	Operations Services Agreement Metrics	March YTD						March	
		\$ Allocation	Metric Type	Low/High	OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	Month Result
T&D-21	WME - Work Mgmt KPIs & Dashboards	\$105,127	Project	H	See Smartsheet		Jul	↑	Jul
T&D-22	WME - Clarify and Rationalize Work Mgmt Roles	\$52,564	Project	H	See Smartsheet		1	↑	1
T&D-23	Employee Overtime	\$315,381	Quantitative	H	100.0%	100.0%	50.0%	→	N/A
T&D-24	Veg Mgmt Work Plan - Cycle Tree Trim With Veg Intelligence	\$210,254	Hybrid	H	1	1	1	↑	1
T&D-25	Veg Mgmt Work Plan - Trim-To-Sky (TTS) Circuits	\$262,818	Hybrid	H	1	1	1	→	1
T&D-26	Veg Mgmt Work Plan - Hazard Tree Removal	\$420,508	Hybrid	H	1	1	1	→	1
T&D-27	Storm Hardening Work Plan - Overhead Hardening	\$262,818	Hybrid	H	1	1	1	↑	1
T&D-28	Storm Hardening Work Plan - Underground Hardening	\$157,691	Hybrid	H	1	1	1	↑	1
T&D-29	Storm Hardening Work Plan - Transmission Load Pockets	\$157,691	Project	H	See Smartsheet		1	↑	1
T&D-30	Storm Hardening Work Plan - ACRV Commissioning Program	\$262,818	Hybrid	H	1	1	1	↑	1
T&D-31	Storm Hardening Work Plan - LT5H (ASUV) Program	\$157,691	Hybrid	H	1	1	1	→	1
T&D-32	Estimated Time of Restoration (ETR)	\$210,254	Quantitative	H	65.0%	65.0%	75.7%	↑	75.7%
T&D-33	Real Estate Strategy	\$105,127	Project	H	See Smartsheet		1	↑	1
T&D-34	Construction – Quality and Timely Completion of PJDs	\$210,254	Project	H	See Smartsheet		Jul	↑	Jul
T&D-35	Construction - Project Milestones Achieved	\$210,254	Quantitative	H	85.0%	85.0%	100.0%	↑	100.0%
T&D-36	Construction - Cost Estimating Accuracy	\$210,254	Quantitative	H	85.0%	85.0%	97.7%	↑	97.8%
T&D-37	Completion of Program Planned Units Per Workplan	\$420,508	Quantitative	H	87.5%	87.5%	WIP	↑	N/A
T&D-38	Program Unit Cost Variance	\$210,254	Quantitative	L	87.5%	87.5%	WIP	↑	N/A
T&D-39	Project Completion Consistent with Project Design	\$105,127	Quantitative	H	100.0%	100.0%	100.0%	↑	N/A
T&D-40	Double Woods	\$52,564	Quantitative	L	6,295	6,295	6,532	→	N/A

Notes:

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- * For Project and Hybrid metrics, 1= Pass and 0 =Fail

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

Customer Services Scope Function Scorecard

PSEG Long Island OSA 2022 Scope Specific Function - Customer Services

Metric #	Operations Services Agreement Metrics	March YTD						March	
		\$ Allocation	Metric Type	Low/High	OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	Month Result
CS-01	Delivery of Strategic Customer Experience & Billing Projects	\$525,635	Project	H	See Smartsheet		1	↑	1
CS-02	JD Power Customer Satisfaction Survey (Residential)	\$210,254	Quantitative	H	3rd Quartile	3rd Quartile	702	→	702
CS-03	JD Power Customer Satisfaction Survey (Business)	\$210,254	Quantitative	H	3rd Quartile	3rd Quartile	Jul	↑	Jul
CS-04	CIS Modernization – Phase 1	\$630,762	Project	H	See Smartsheet		Apr	↑	Apr
CS-05	Customer Transactional Performance	\$420,508	Hybrid	H	1	1	1	↑	1
CS-06	Inactive Accounts Long Term Estimates (LTEs)	\$105,127	Quantitative	L	Clarifying w/ LIPA		5,323	↑	N/A
CS-07	Active Accounts Long Term Estimates (LTEs)	\$105,127	Quantitative	L			2,499	↑	N/A
CS-08	Unauthorized Use/Advanced Consumption Resolution	\$105,127	Quantitative	L	400	653	469	↑	N/A
CS-09	Billing Exception Cycle Time	\$210,254	Quantitative	H	95.0%	95.0%	99.5%	↑	99.2%
CS-10	Billing Cancelled Rebill	\$210,254	Quantitative	L	0.50%	0.50%	0.23%	↑	0.29%
CS-11	Contact Center Service Level with Live Agent Calls	\$183,972	Quantitative	H	80.0%	80.0%	58.3%	→	52.9%
CS-12	Customer Email Closure Rate	\$78,845	Quantitative	H	70.0%	70.0%	54.0%	→	66.6%
CS-13	First Call Resolution (FCR)	\$105,127	Quantitative	H	80.0%	80.0%	82.1%	↑	82.1%
CS-14	Net Write-Offs per \$100 Billed Revenue	\$262,818	Quantitative	L	0.77	0.77	0.30	↑	0.48
CS-15	AR > 90 (No Exclusions)	\$315,381	Quantitative	L	30.25%	30.25%	31.75%	→	35.87%
CS-16	Days Sales Outstanding	\$210,254	Quantitative	L	39.86	39.86	41.99	→	46.07
CS-17	Low to Moderate Income Program Participation	\$105,127	Quantitative	H	55,000	41,329	40,650	→	N/A
CS-18	Low to Moderate Income Program Automation	\$105,127	Project	H	See Smartsheet		Apr	↑	Apr
CS-19	Customer Complaint Rate	\$105,127	Quantitative	L	4.2	4.2	2.0	↑	2.7

Notes:

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 - YE Forecast is a subjective estimate of whether each metric is expected to meet the YE Target.
 * For Project and Hybrid metrics, 1= Pass and 0 = Fail
 ** For CS-6 & CS-7, we are actively clarifying the definition with LIPA

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

Business Services Scope Function Scorecard

PSEG Long Island OSA 2022 Scope Specific Function - Business Services

Metric #	Operations Services Agreement Metrics	\$ Allocation	Metric Type	Low/ High	March YTD		March	
					OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast
BS-01	Enterprise Risk Management (ERM) Report	\$157,691	Hybrid	H	1	1	Jun	↑
BS-02	ERM Key Risk Indicators (KRIs)	\$157,691	Project	H	See Smartsheet		Dec	↑
BS-03	Employee Engagement - Participation Rate	\$105,127	Quantitative	H	100.0%	100.0%	Q3	↑
BS-04	Employee Engagement Score	\$210,254	Quantitative	H	66.7%	66.7%	Q3	↑
BS-05	Full Time Vacancy Rate	\$210,254	Quantitative	H	100.0%	100.0%	20.0%	↔
BS-06	Contract Administration Manual (CAM) Completion	\$52,564	Project	H	See Smartsheet		1	↑
BS-07	Affiliate Cost Benefit Justification	\$262,818	Project	H			1	↑
BS-08	Capital Project Impact Analysis	\$105,127	Project	H			Jun	↑
BS-09	Substation Property Tax Report	\$157,691	Project	H			Q2 - Q4	↑
BS-10	Substation Property Tax Module Plan	\$52,564	Project	H			Q2 - Q4	↑
BS-11	Long Island Choice Reform	\$157,691	Project	H			1	↑
BS-12	Advanced Metering Infrastructure (AMI) Opt Out Fees	\$105,127	Project	H			Jun	↑
BS-13	Information Request (IR) Responses	\$157,691	Quantitative	H	90.0%	90.0%	96.8%	↑
BS-14	Legal Staffing	\$157,691	Project	H	See Smartsheet		Jun	↑
BS-15	Contractor Performance Evaluation System	\$262,818	Project	H			1	↑
BS-16	Government & Legislative Affairs	\$105,127	Hybrid	H	1	1	1	↑
BS-17	Project Outreach	\$210,254	Hybrid	H	1	1	1	↑
BS-18	Customer Segmentation	\$105,127	Project	H	See Smartsheet		1	↑
BS-19	Reputation Management – Positive Media Sentiment	\$105,127	Quantitative	H	28.0%	28.0%	60.9%	↑
BS-20	Reputation Management – Share of Voice	\$105,127	Quantitative	H	50.0%	50.0%	100.0%	↑
BS-21	Social Media Engagement and Following	\$210,254	Quantitative	H	100.0%	100.0%	100.0%	↑

Notes:

- Color Coding in YTD Result column represents current status versus YTD Plan.
- YE Forecast is a subjective estimate of whether each metric is expected to meet the YE Target.
- * For Project and Hybrid metrics, 1= Pass and 0 =Fail
- ** For BS-5 & BS-21, the YTD result is calculated on pass/fail for each of the components of the metric..

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

Information Technology Scope Function Scorecard

PSEG Long Island OSA 2022 Scope Specific Function - Information Technology

Metric #	Operations Services Agreement Metrics	March YTD							March
		\$ Allocation	Metric Type	Low/ High	OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	Month Result
IT-1	Organizational Maturity Level – Doing	\$262,818	Project	H	See Smartsheet		Oct	↑	Oct
IT-2	Organizational Maturity Level – Managing	\$525,635	Project	H			Oct	↑	Oct
IT-3	System Resiliency	\$420,508	Project	H			Jun	↑	Jun
IT-4	System and Software Lifecycle Management	\$315,381	Project	H			1	↑	1
IT-5	System Implementation – 2022 Budget Projects	\$841,016	Project	H			1	↑	1
IT-6	System Implementation – Board PIPs	\$525,635	Project	H			1	↑	1
IT-7	System Segregation	\$262,818	Project	H			Jul	↑	Jul

Notes:

- Color Coding in YTD Result column represents current status versus YTD Plan.
 - YE Forecast is a subjective estimate of whether each metric is expected to meet the YE Target.
 * For Project metrics, 1= Pass and 0 = Fail

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

Power Supply and Clean Energy Scope Function Scorecard

PSEG Long Island OSA 2022 Scope Specific Function - Power Supply & Clean Energy

Metric #	Operations Services Agreement Metrics	March YTD							March
		\$ Allocation	Metric Type	Low/ High	OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	Month Result
PS&CE-1	Integrated Resource Plan (IRP)	\$394,226	Project	H	See Smartsheet		1	↑	1
PS&CE-2	Energy Storage Request for Proposal (RFP)	\$394,226	Project	H	See Smartsheet		1	↑	1
PS&CE-3	Energy Efficiency Annualized Energy Savings	\$210,254	Quantitative	H	1,147,670	263,756	299,261	↑	95,615
PS&CE-4	Utility 2.0 - DER Hosting	\$157,691	Project	H	See Smartsheet		1	↑	1
PS&CE-5	Beneficial Electrification	\$210,254	Quantitative	H	100.0%	100.0%	50.0%	↑	N/A
PS&CE-6	Electric Vehicle (EV) Make Ready	\$105,127	Quantitative	H	100.0%	100.0%	50.0%	↑	N/A
PS&CE-7	DER Interconnection Process	\$210,254	Project	H	See Smartsheet		1	↑	1
PS&CE-8	TOU Pricing Options - Space Heating & Large Commercial	\$210,254	Project	H	See Smartsheet		1	↑	1
PS&CE-9	Time of Use Pricing Pilot - Year 1 Marketing	\$210,254	Quantitative	H	12,000	2,000	2,108	↑	468

Notes:

- Color Coding in YTD Result column represents current status versus YTD Plan.

- YE Forecast is a subjective estimate of whether each metric is expected to meet the YE Target.

* For Project metrics, 1= Pass and 0 = Fail

** For PS&CE-5 & PS&CE-6, the YTD result is calculated on pass/fail status of each of the 4 targets..

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