



# PSEG Long Island

## *Operating Report*

LIPA Board of Trustees

July 27, 2022

# Outage Management System (OMS)

- **OMS version 6.7.8 was put into production after passing testing criteria that meets or exceeds industry best practices.**
  - 1) **Functional/Regression Testing** – meaning that we make sure the system functionality that was in V5.5 still works and any new functional in V6.7.8 works properly. **(Passed)**
  - 2) **Performance Testing** - PSEG LI executed two DPS required performance tests that simulates a 12 hour storm based on the events of Tropical Storm Isaias, and that simulates a 90% Customer Outage over a 24 hour period. **(Passed)**
  - LIPA, LIPA consultants, and DPS staff observed and participated in each of the performance tests.
- **LIPA's IV&V functional testing of OMS did not demonstrate that the OMS system was not functional but rather that the LIPA testers could not execute the test scripts without assistance.**
  - During our OMS v6.7.8 testing in 2021, LIPA did not have any requirements regarding IV&V functional testing. It is only recently in 2022, that LIPA has introduced functional testing objectives.
  - The test scripts for OMS that were developed in 2021 were designed to be executed by individuals with strong knowledge of business processes and OMS system functionality.
  - LIPA testers were not able to run the test scripts because they lacked this knowledge

**PSEG LI will continue to support and provide OMS training to LIPA and their consultants and respond to specific feedback and questions.**

**Finally, it should be noted that the OMS system performed well the past two weeks during the Heat Storms.**

# Select Quantitative Metric Review



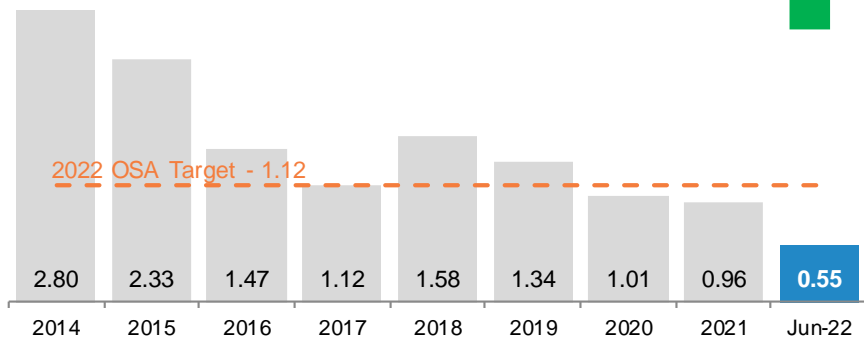
# Electric T&D

(Select metrics highlighted)

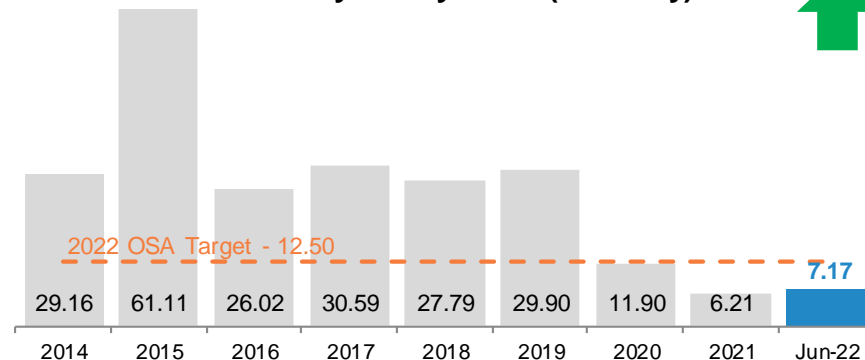
# Safety Performance

🟢 On Target   ➡ At Risk   🔴 Not Expected to Meet

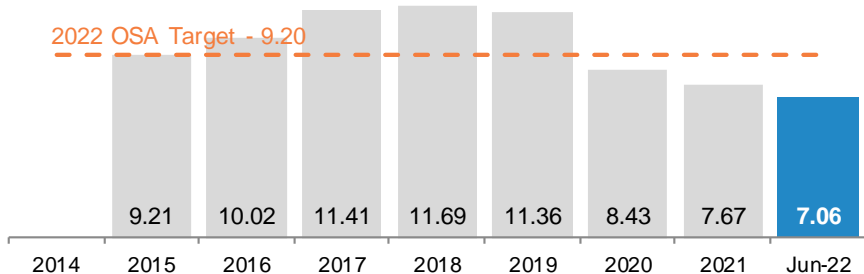
## OSHA Recordable Incident Rate



## OSHA Days Away Rate (Severity)



## Motor Vehicle Accident Rate



## Serious Injury Incident Rate (SIIR) Employees and Contractors



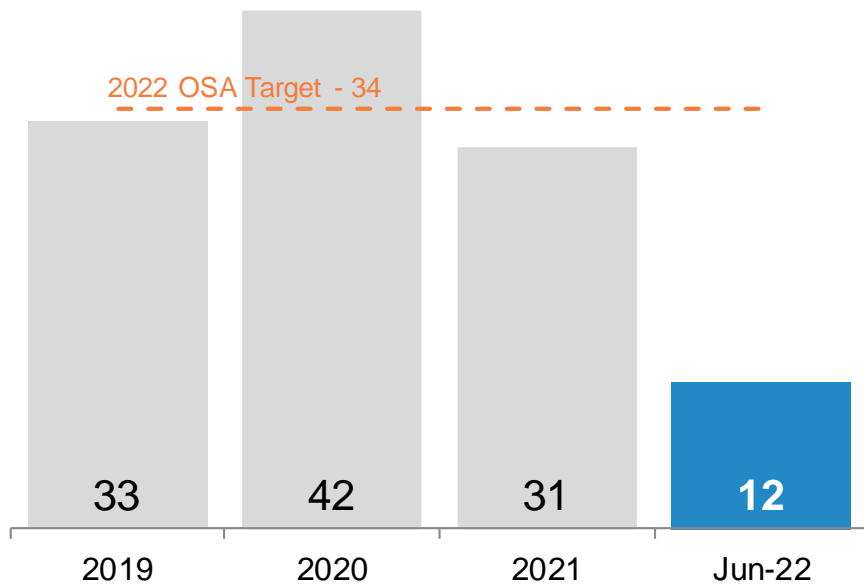
**No Incidents to Date**

# T&D System Operations

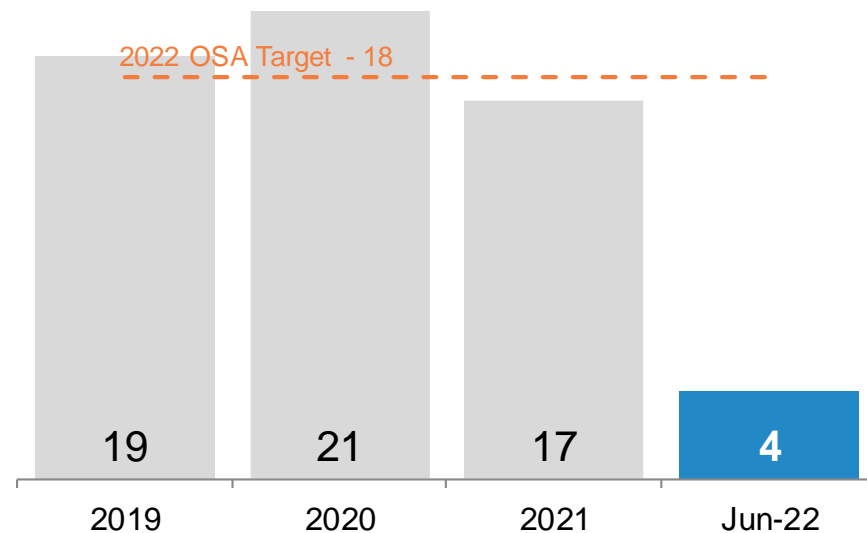
*Relay Mis-Operations and Inadvertent Operational Events*

↑ On Target → At Risk ↓ Not Expected to Meet

## Relay Mis-Operations



## Inadvertent Operational Events

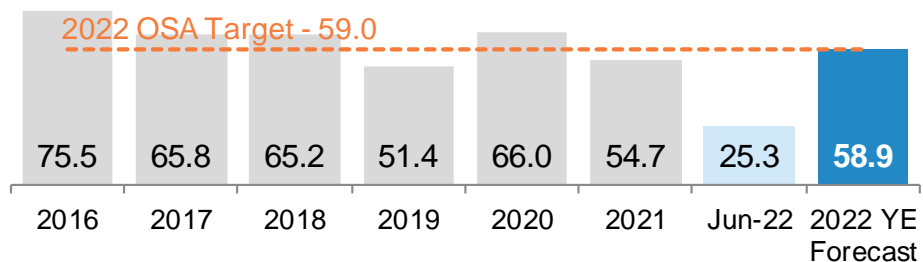


# Electric Reliability

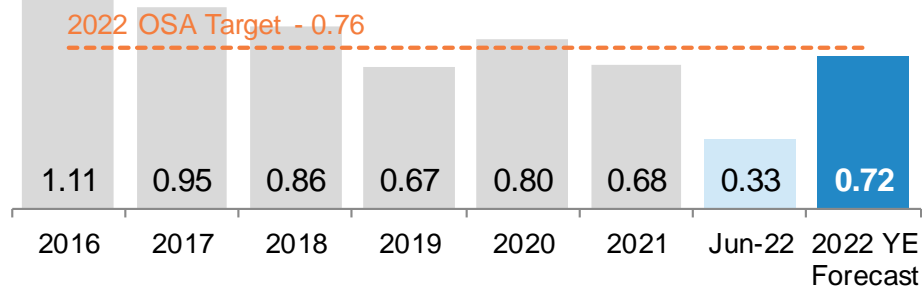
Index Performance – SAIDI, SAIFI, MAIFI

🟢 On Target   ➡ At Risk   🟡 Not Expected to Meet

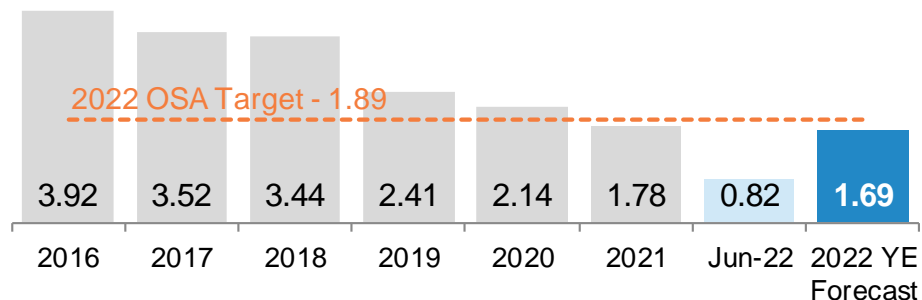
## System Average Interruption Duration Index (SAIDI)



## System Average Interruption Frequency Index (SAIFI)



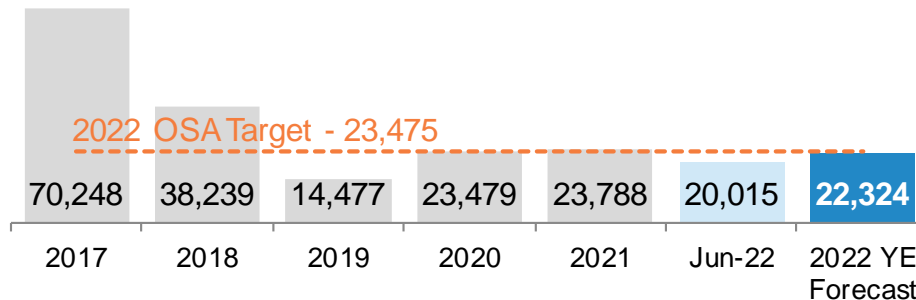
## Momentary Average Interruption Frequency Index (MAIFI)



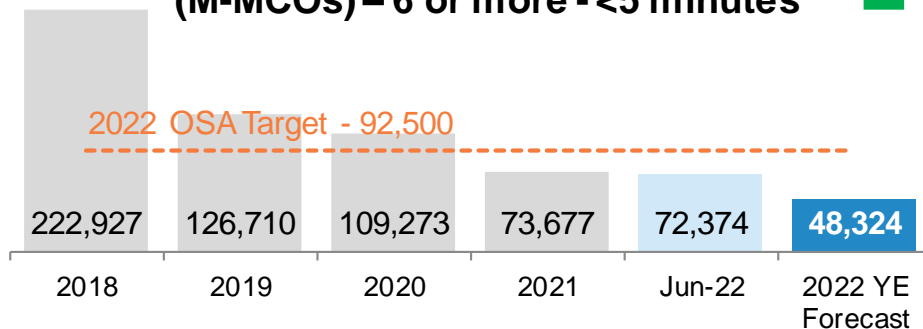
# Electric Reliability

*Multiple Customer Outages – Sustained, Momentary and Repeat MCO*

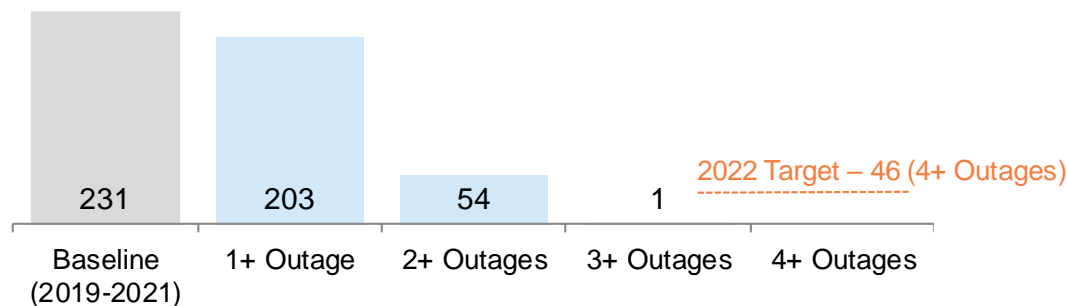
## Sustained Multiple Customer Outages (S-MCOs) 4 or more - >5 Minutes



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



## Repeat Customer Sustained Multiple Customer Outages (S-MCOs)







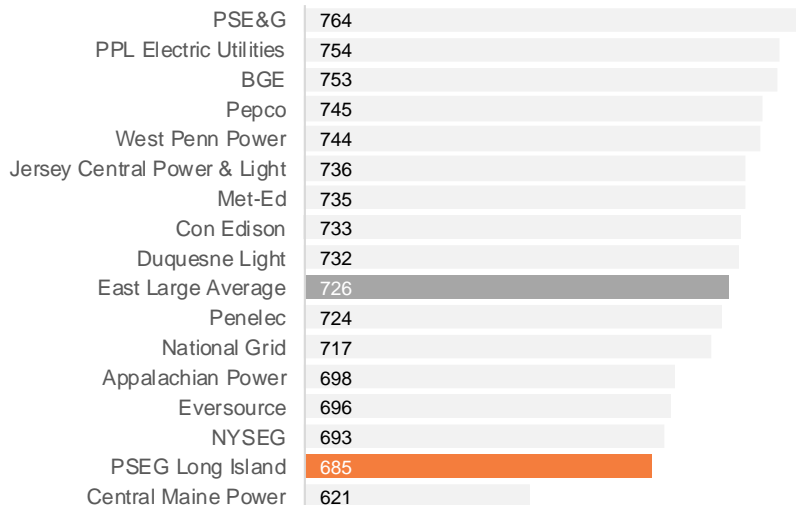
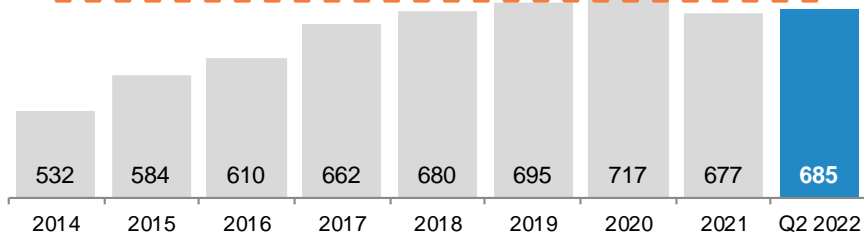
# Customer Services

(Select metrics highlighted)

## J.D. Power – Residential



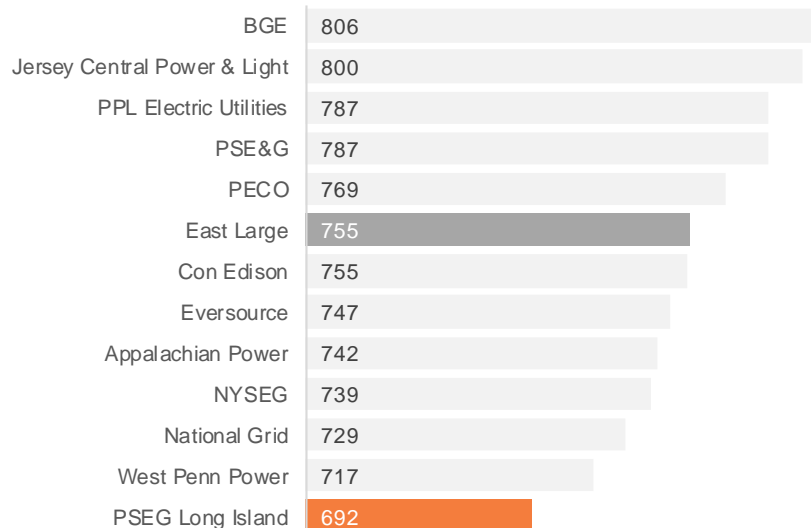
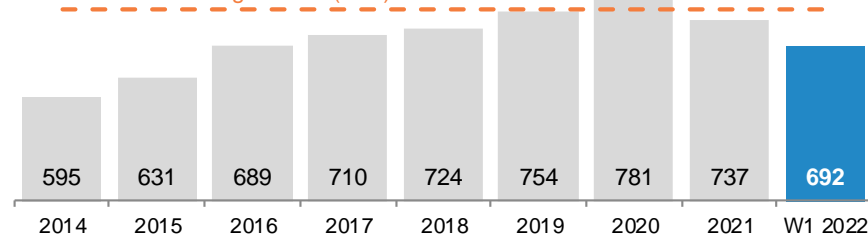
2022 OSA Target – Q3 (698)



## J.D. Power – Business



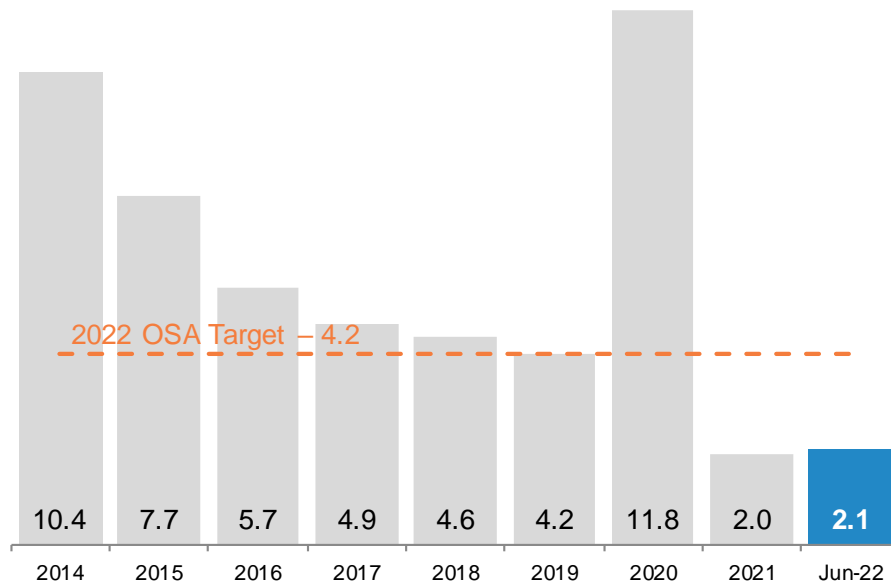
2022 OSA Target – Q3 (TBD)



# Customer Complaint Rate

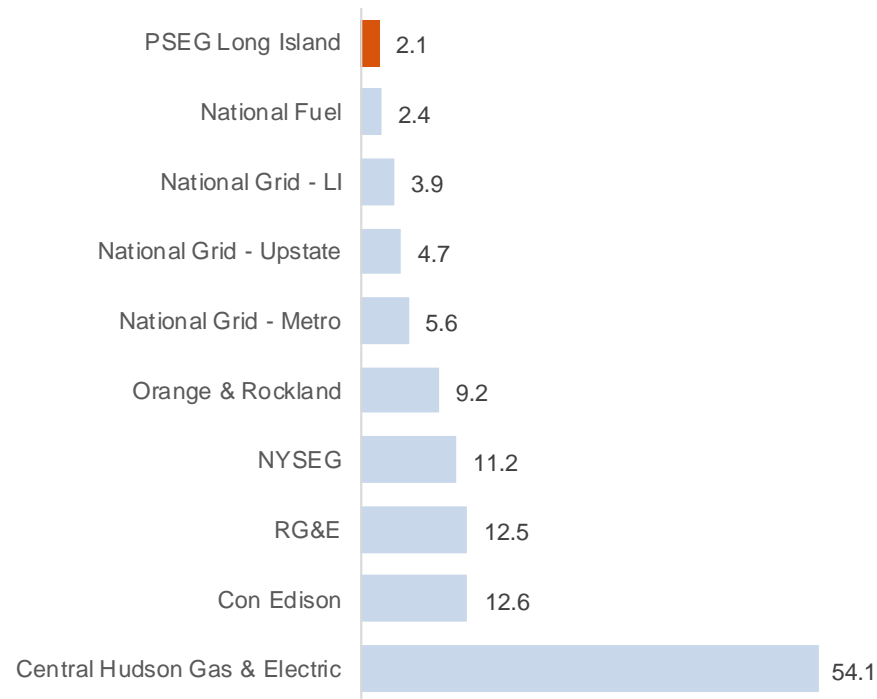
🟢 On Target    🟡 At Risk    🔴 Not Expected to Meet

## Customer Complaint Rate



## Rolling 12 Month DPS

Complaint Rate per 100,000 Customers

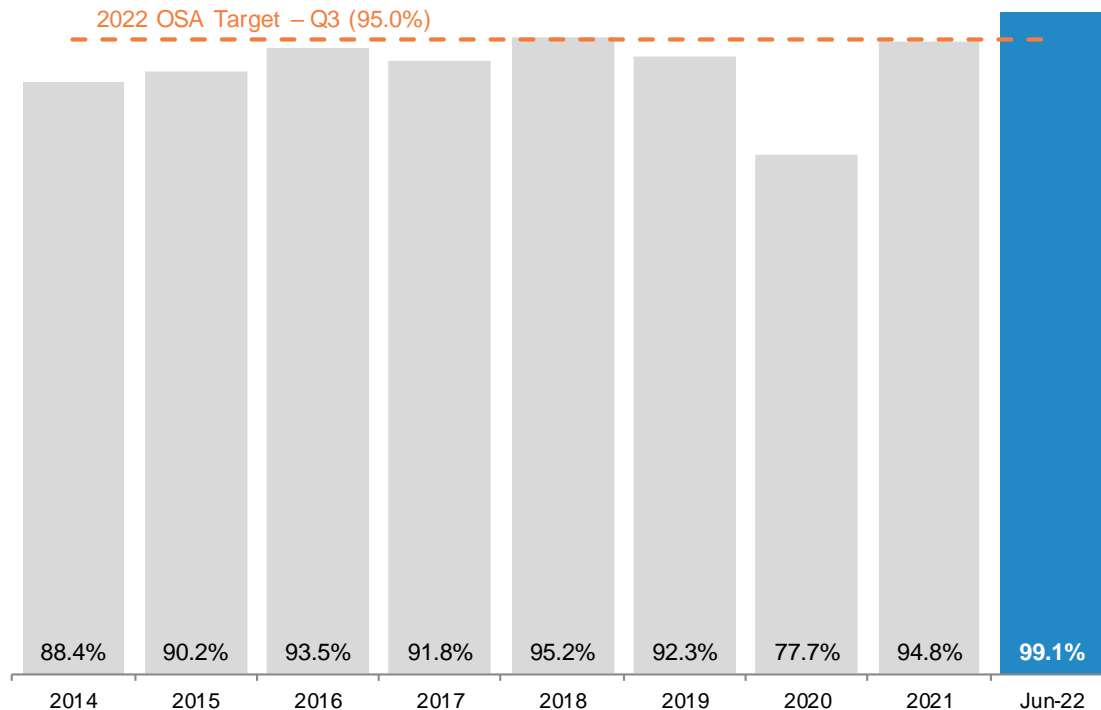


# Billing Performance

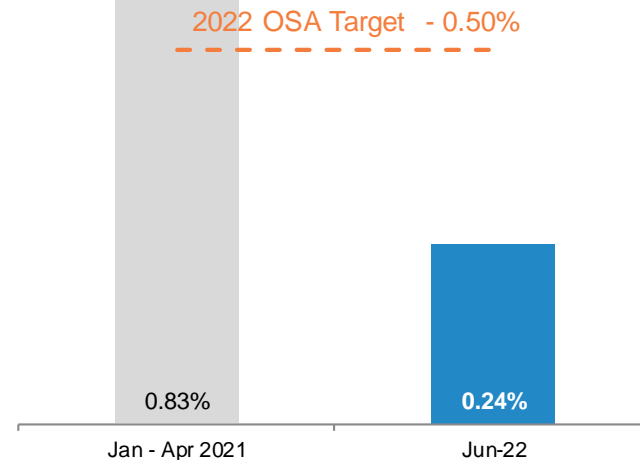
## Exception Cycle Time and Cancel Rebills

🟢 On Target   ➡ At Risk   🔴 Not Expected to Meet

### Billing Exception – Cycle Time



### Billing – Cancel Rebills



# Customer Contact

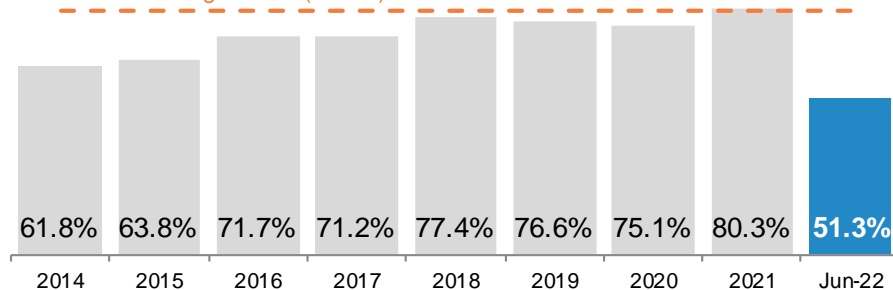
Service Level with Live Agent Calls, E-mail Closure Rate and First Call Resolution

🟢 On Target    ➡ At Risk    ⬇ Not Expected to Meet

## Service Level w/ Live Agent



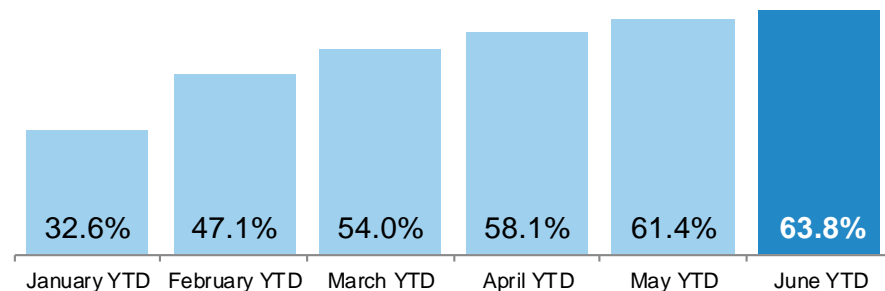
2022 OSA Target – Q3 (80.0%)



## E-mail Closure Rate



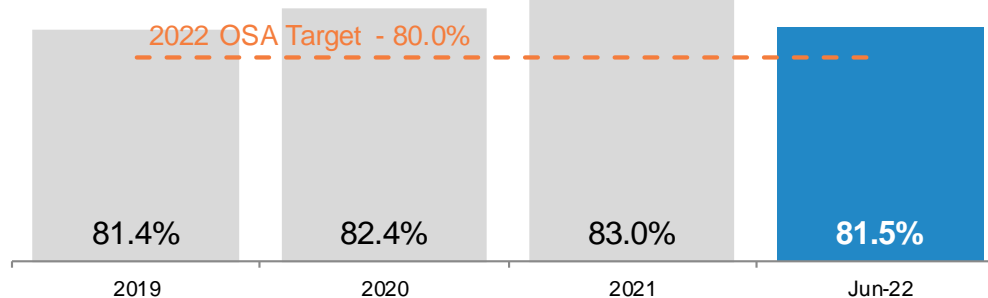
2022 OSA Target - 70.0%



## First Call Resolution



2022 OSA Target - 80.0%



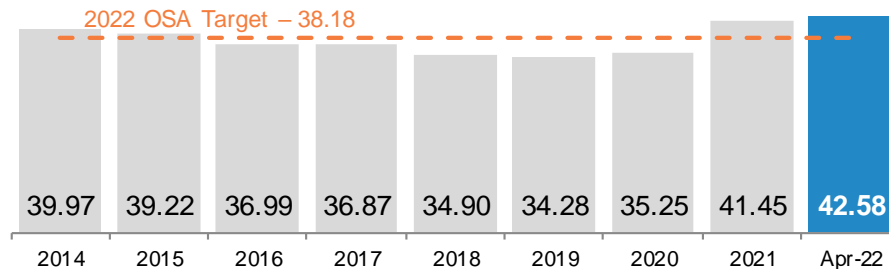
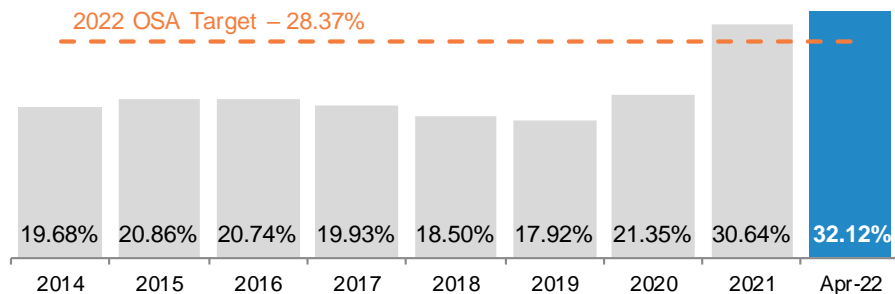
# Collection Metrics

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

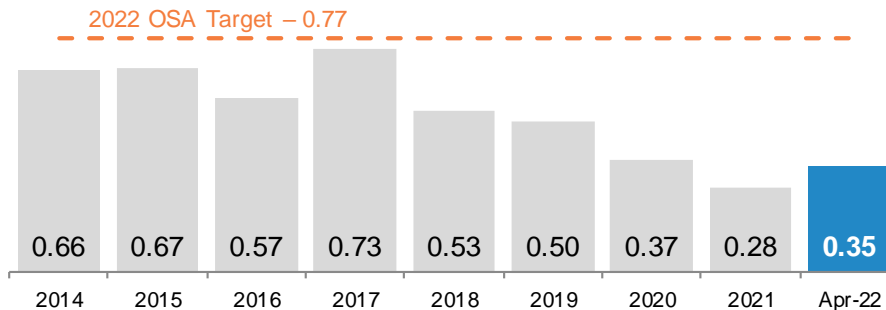
AR > 90



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

					June YTD				June
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			1	⬆️	1
T&D-04	T&D System Relay Operations - Relay Mis-Operations	\$105,127	Quantitative	L	18	9	4	⬆️	1
T&D-05	T&D Inadvertent Operation Events	\$105,127	Quantitative	L	34	17	12	⬆️	1
T&D-06	PTCC/ATCC Replacement	\$262,818	Project	H	See Smartsheet		1	⬆️	1
T&D-07	SAIDI (System Average Interruption Duration Index)	\$420,508	Quantitative	L	59.0	22.4	25.3	➡️	5.4
T&D-08	SAIFI (System Average Interruption Frequency Index)	\$210,254	Quantitative	L	0.76	0.33	0.33	⬆️	0.07
T&D-09	MAIFI (Momentary Average Interruption Frequency Index)	\$210,254	Quantitative	L	1.89	0.81	0.82	⬆️	0.18
T&D-10	Sustained Multiple Customer Outages (MCO) - 4 or more	\$157,691	Quantitative	L	23,475	23,475	20,015	⬆️	N/A
T&D-11	Reduce Repeat Customer Sustained MCOs	\$210,254	Quantitative	L	46	23	0	⬆️	N/A
T&D-12	Momentary MCO (6 or more)	\$157,691	Quantitative	L	92,500	92,500	72,374	⬆️	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	0.55	⬆️	0.50
T&D-15	OSHA Days Away Rate (Severity)	\$262,818	Quantitative	L	12.50	12.50	7.17	⬆️	14.93
T&D-16	Motor Vehicle Accident Rate	\$105,127	Quantitative	L	9.20	9.20	7.06	⬆️	6.88
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			1	⬆️	1
T&D-20	WME - Improve and Standardize Compatible Unit Estimating	\$105,127	Project	H			1	⬆️	1

### 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

					June YTD		YTD Result	OSA Forecast	June
Metric #	Operations Services Agreement Metrics	\$ Allocation	Metric Type	Low/ High	OSA YE Target	OSA YTD Target			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			1	↑	1
T&D-23	Employee Overtime	\$315,381	Quantitative	H	100.0%	100.0%	100.0%	↑	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%	77.4%	↑	75.4%
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			Jul	↑	Jul
T&D-35	Construction - Project Milestones Achieved	\$210,254	Quantitative	H	85.0%	85.0%	90.7%	↑	84.4%
T&D-36	Construction - Cost Estimating Accuracy	\$210,254	Quantitative	H	85.0%	85.0%	98.4%	↑	N/A
T&D-37	Completion of Program Planned Units Per Workplan	\$420,508	Quantitative	H	87.5%	87.5%	100.0%	↑	N/A
T&D-38	Program Unit Cost Variance	\$210,254	Quantitative	H	87.5%	87.5%	100.0%	↑	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	6,854	→	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

					June YTD				June
Metric #	Operations Services Agreement Metrics	\$ 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	685	→	668
CS-03	JD Power Customer Satisfaction Survey (Business)	\$210,254	Quantitative	H	3rd Quartile	3rd Quartile	692	→	692
CS-04	CIS Modernization – Phase 1	\$630,762	Project	H	See Smartsheet		Discussing w/ LIPA	→	Discussing w/ LIPA
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	861	4,733	3,196	↑	N/A
CS-07	Active Accounts Long Term Estimates (LTEs)	\$105,127	Quantitative	L	700	1,913	1,772	↑	N/A
CS-08	Unauthorized Use/Advanced Consumption Resolution	\$105,127	Quantitative	L	400	569	364	↑	N/A
CS-09	Billing Exception Cycle Time	\$210,254	Quantitative	H	95.0%	95.0%	99.1%	↑	97.8%
CS-10	Billing Cancelled Rebill	\$210,254	Quantitative	L	0.50%	0.50%	0.24%	↑	0.22%
CS-11	Contact Center Service Level with Live Agent Calls	\$183,972	Quantitative	H	80.0%	80.0%	51.3%	↓	34.0%
CS-12	Customer Email Closure Rate	\$78,845	Quantitative	H	70.0%	70.0%	63.8%	→	74.8%
CS-13	First Call Resolution (FCR)	\$105,127	Quantitative	H	80.0%	80.0%	81.5%	↑	80.8%
CS-14	Net Write-Offs per \$100 Billed Revenue	\$262,818	Quantitative	L	0.77	0.77	0.35	↑	0.58
CS-15	AR > 90 (No Exclusions)	\$315,381	Quantitative	L	28.37%	28.37%	32.12%	→	30.29%
CS-16	Days Sales Outstanding	\$210,254	Quantitative	L	38.18	38.18	42.58	→	41.80
CS-17	Low to Moderate Income Program Participation	\$105,127	Quantitative	H	55,000	44,411	38,304	→	N/A
CS-18	Low to Moderate Income Program Automation	\$105,127	Project	H	See Smartsheet		1	↑	1
CS-19	Customer Complaint Rate	\$105,127	Quantitative	L	4.2	4.2	2.1	↑	3.7

### 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

# Business Services Scope Function Scorecard

## PSEG Long Island OSA 2022 Scope Specific Function - Business Services

						June YTD		June	
Metric #	Operations Services Agreement Metrics	\$ Allocation	Metric Type	Low/ High	OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	Month Result
BS-01	Enterprise Risk Management (ERM) Report	\$157,691	Hybrid	H	1	1	1	↑	1
BS-02	ERM Key Risk Indicators (KRIs)	\$157,691	Project	H	See Smartsheet		Dec	↑	Dec
BS-03	Employee Engagement - Participation Rate	\$105,127	Quantitative	H	100.0%	100.0%	Q3	↑	Q3
BS-04	Employee Engagement Score	\$210,254	Quantitative	H	66.7%	66.7%	Q3	↑	Q3
BS-05	Full Time Vacancy Rate	\$210,254	Quantitative	H	100.0%	100.0%	40.0%	→	N/A
BS-06	Contract Administration Manual (CAM) Completion	\$52,564	Project	H	See Smartsheet		1	↑	1
BS-07	Affiliate Cost Benefit Justification	\$262,818	Project	H			1	↑	1
BS-08	Capital Project Impact Analysis	\$105,127	Project	H			1	↑	1
BS-09	Substation Property Tax Report	\$157,691	Project	H			Q2 - Q4	↑	Q2 - Q4
BS-10	Substation Property Tax Module Plan	\$52,564	Project	H			Q2 - Q4	↑	Q2 - Q4
BS-11	Long Island Choice Reform	\$157,691	Project	H			1	↑	1
BS-12	Advanced Metering Infrastructure (AMI) Opt Out Fees	\$105,127	Project	H	90.0%    90.0%		Jul	↑	Jul
BS-13	Information Request (IR) Responses	\$157,691	Quantitative	H			97.6%	↑	N/A
BS-14	Legal Staffing	\$157,691	Project	H	See Smartsheet		1	↑	1
BS-15	Contractor Performance Evaluation System	\$262,818	Project	H			1	↑	1
BS-16	Government & Legislative Affairs	\$105,127	Hybrid	H	1	1	1	↑	1
BS-17	Project Outreach	\$210,254	Hybrid	H	1	1	1	↑	1
BS-18	Customer Segmentation	\$105,127	Project	H	See Smartsheet		1	↑	1
BS-19	Reputation Management – Positive Media Sentiment	\$105,127	Quantitative	H	28.0%	28.0%	64.9%	↑	66.5%
BS-20	Reputation Management – Share of Voice	\$105,127	Quantitative	H	50.0%	50.0%	100.0%	↑	N/A
BS-21	Social Media Engagement and Following	\$210,254	Quantitative	H	100.0%	100.0%	100.0%	↑	N/A

### 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	\$ Allocation	Metric Type	Low/ High	June YTD		YTD Result	OSA Forecast	June
					OSA YE Target	OSA YTD Target			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			1	→	1
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

					June YTD				June
Metric #	Operations Services Agreement Metrics	\$ 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			1	↑	1
PS&CE-3	Energy Efficiency Annualized Energy Savings	\$210,254	Quantitative	H	1,147,670	550,798	577,339	↑	110,628
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			1	↑	1
PS&CE-9	Time of Use Pricing Pilot - Year 1 Marketing	\$210,254	Quantitative	H	12,000	4,750	3,441	→	479

### 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