



PSEG Long Island

Operating Report

LIPA Board of Trustees
September 28, 2022

OMS CAD Testing Progress Update (as of 9.23.22)

PSEG LI completed our Blue Storm and Red Storm AMI testing. Both tests passed our testing criteria.

PSEG LI: AMI Performance Testing

Test Type	OMS CAD System Function	Customers Impacted	Reported Outages / PONs / PRNs	Issue / Observation
Blue Storm	<ul style="list-style-type: none">Operator able to perform system functions as desired. No performance degradation observed during all test runs	325,159	149,406 / 123,204 / 18,166	None
Red Storm		497,460	1,020,636 / 439,331 / 41,104	<ul style="list-style-type: none">No IssuesReported outages backlog observed in hour 1 and recovered in hour 2

LIPA's IV&V: Performance Testing

Test Date	OMS CAD System Function	Issue / Observation
8/19 Dry Run Test	<ul style="list-style-type: none">Operator able to perform system functions as desired. No performance degradation observed during all test runs	<ul style="list-style-type: none">No IssuesReported outages were backlogged and processed within 3-5 hours post test simulation
8/23 Dry Run Test		
9/13 Formal Test		

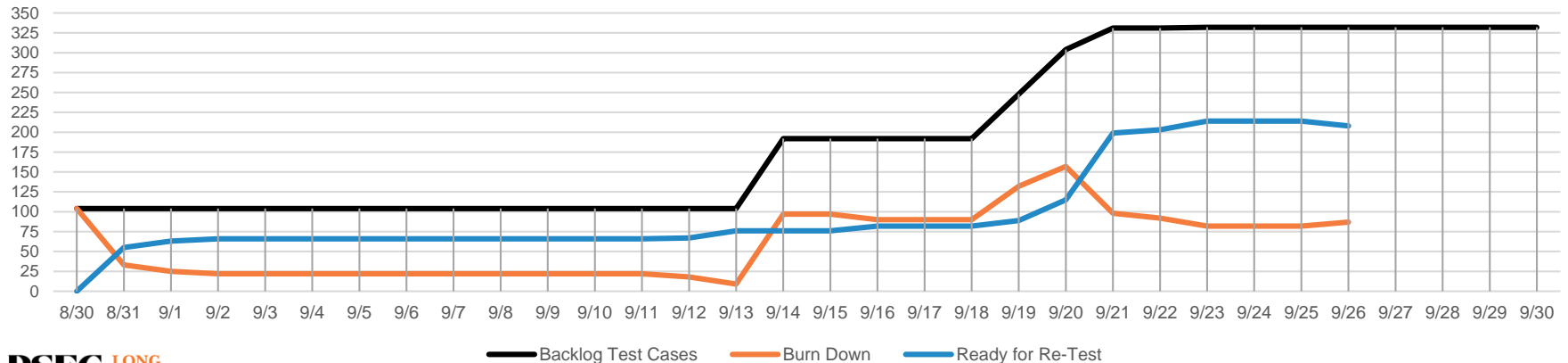
OMS CAD Testing Progress Update (as of 9.26.22)

LIPA's IV&V Functional Testing

Overall 642 Test Cases

- **557 test cases ran (86%)**
 - **304 Completed**
 - 253 LIPA test team unable to execute test script
 - **130 – Ready for IV&V team to re-test**
 - 71 – Pending with PSEGLI for test case revision
 - 13 – Rejected during retest
 - 3 – Assigned to CGI as a known defect
 - 36 – Functionality not used by operations
- **85 remaining**
 - **55 testing in progress**
 - 30 PFIELD functional tests
 - Training completed on 9/22 & testing yet to start.
- **Week of 9/26 – IV&V team to focus on test cases submitted for retest**

PSEG Long Island has successfully completed all of functional tests and is adding more detail on the testing scripts so that the LIPA IV&V team can run the tests without PSEG Long Island support.



2022 OSA Performance Metric Overview

53 Qualitative Metrics that are project-oriented and incorporate one or more required deliverables with defined target dates.

- **Of the 53 Qualitative Metrics**

- There was 403 Deliverables through the end of Q3 – based on data in Smartsheet system below is the current status:
 - 277 deliverables have been approved by LIPA Project Managers
 - 226 of those have been assigned that PSEG LI achieved metric by the LIPA Project Manager
 - 187 have been fully signed off by LIPA executive staff
 - 34 deliverables have been approved are in the exception review process
 - 20 have been approved
 - 14 are in the exception review process
 - 43 are in a review phase because they have recently been submitted or reject/resubmission state where we have received LIPA's feedback
 - 18 are overdue deliverables
 - 17 have a deliverable date after this meeting
 - 8 LIPA has not provided status
 - 6 deliverables have been declined by LIPA

There are ~225 deliverables still pending in the 4th Quarter

43* Quantitative Metrics that specify predefined numerical measurements of performance.

- **Of the 43* Quantitative Metrics – PSEG LI is tracking to achieve 29 of the 43***

- 16 of 20 Electric T&D metrics are tracking to meet the YE target
- 7 of 15 Customer Services metrics are tracking to meet the YE target
- 4 of 5 Business Services are tracking to meet the YE target with 2 that will be measured with the Employee Engagement survey which will take place in Q4
- 2 of 4 Power Supply & Clean Energy metrics are tracking to meet YE target
 - For 2 PS&CE metric – PSEG LI is expecting to meet 50-75% of the sub components or beneficial electrification and EV make ready

Select Quantitative Metric Review



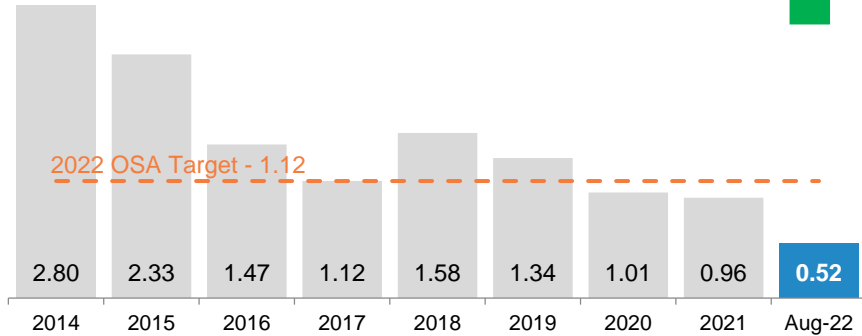
Electric T&D

(Select metrics highlighted)

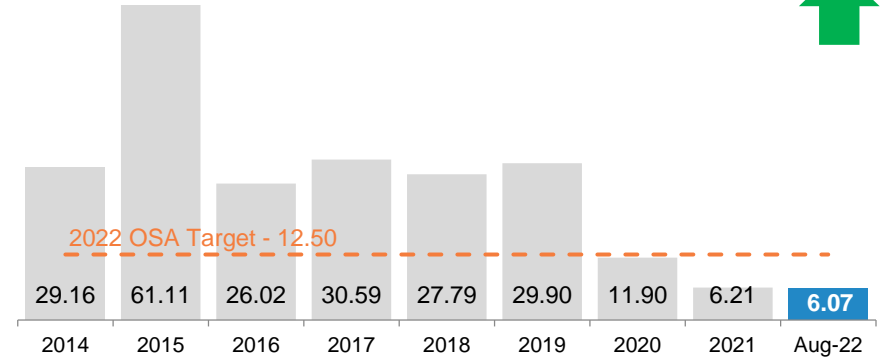
Safety Performance

🟢 On Target 🟡 At Risk 🔴 Not Expected to Meet

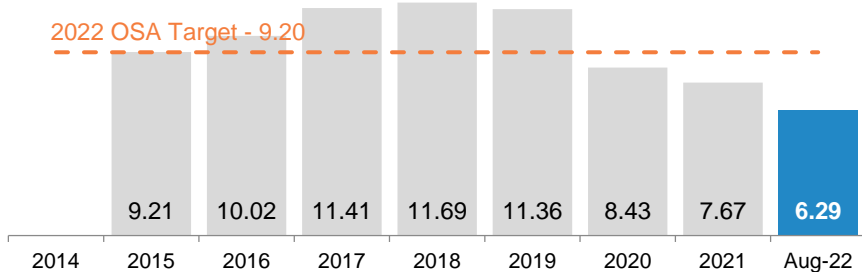
OSHA Recordable Incident Rate



OSHA Days Away Rate (Severity)



Motor Vehicle Accident Rate



Serious Injury Incident Rate (SIIR) Employees and Contractors



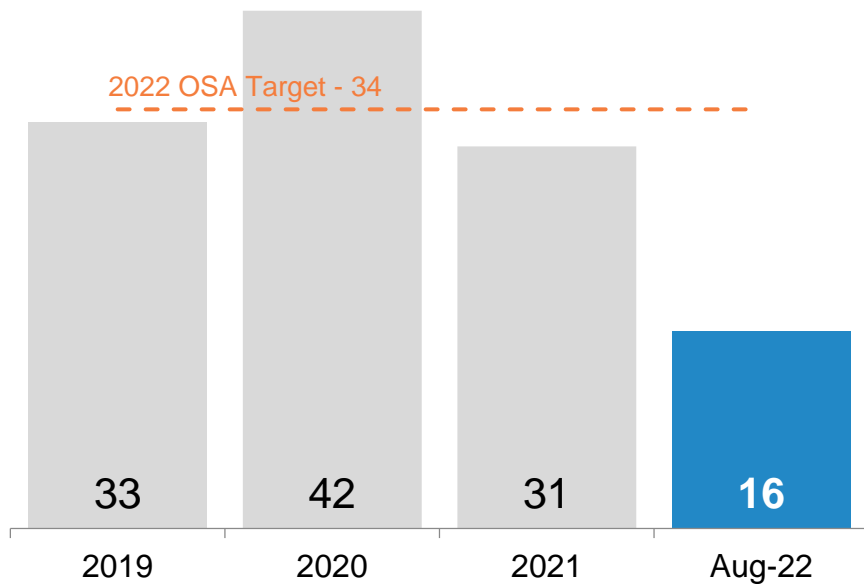
On August 23, 2022, A PSEG LI vegetation management contractor was clearing vegetation. The foreman was working from an aerial lift and fell approximately 30' to the ground. Unfortunately, the contractor succumbed to the injuries.

T&D System Operations

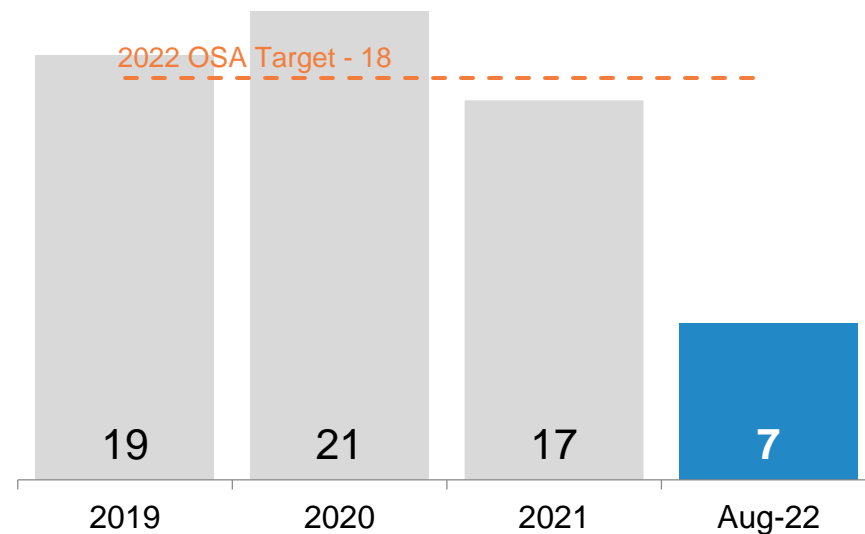
Inadvertent Operational Events and Relay Mis-Operations

🟢 On Target 🟡 At Risk 🔴 Not Expected to Meet

Inadvertent Operational Events



Relay Mis-Operations

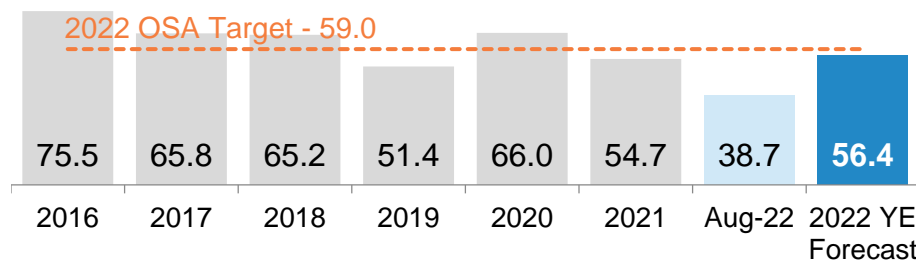


Electric Reliability

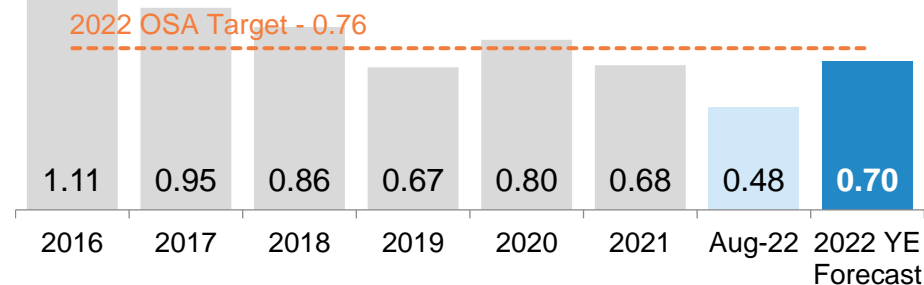
Index Performance – SAIDI, SAIFI, MAIFI

🟢 On Target 🟡 At Risk 🔴 Not Expected to Meet

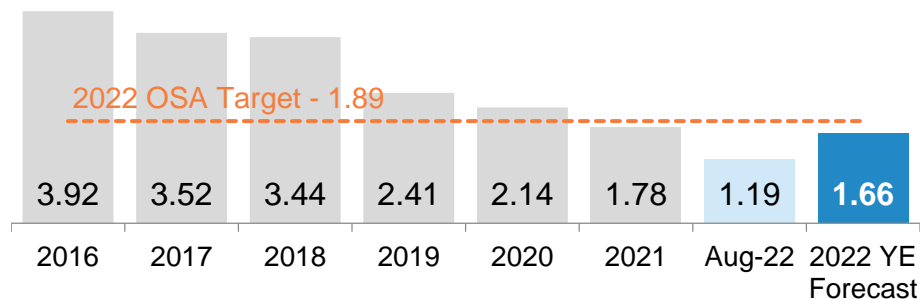
System Average Interruption Duration Index (SAIDI)



System Average Interruption Frequency Index (SAIFI)



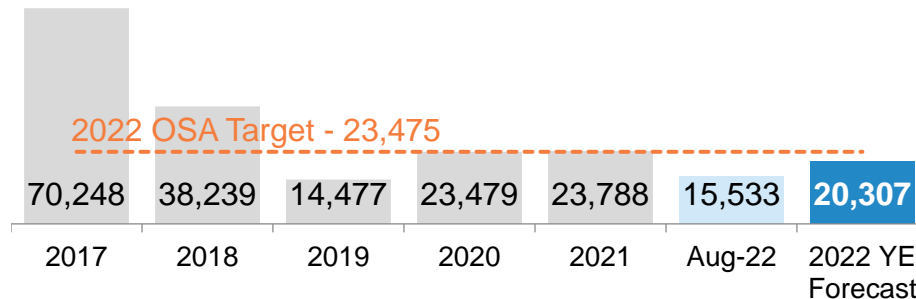
Momentary Average Interruption Frequency Index (MAIFI)



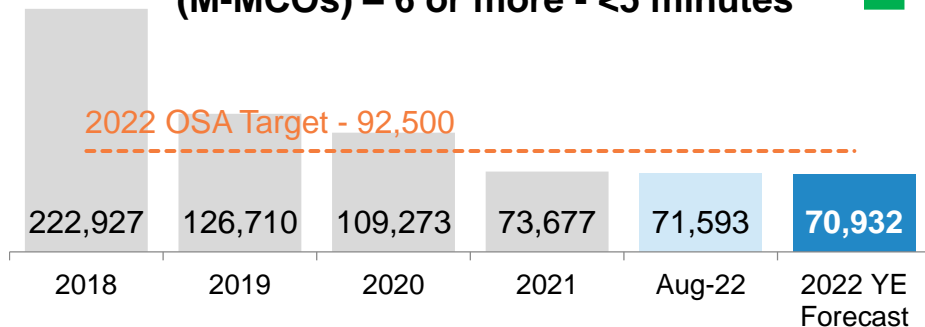
Electric Reliability

Multiple Customer Outages – Sustained, Momentary and Repeat MCO

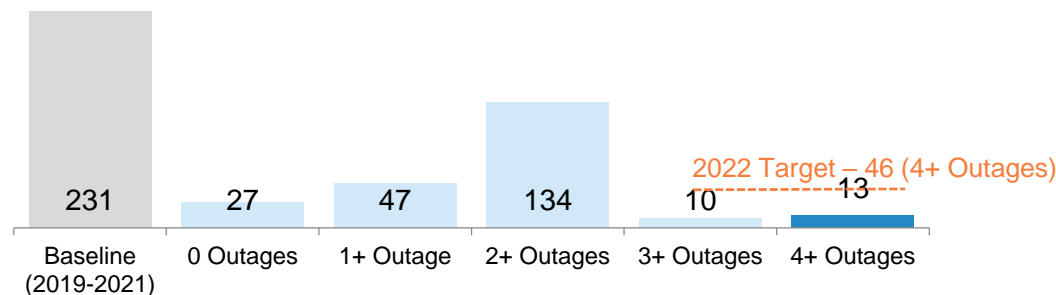
Sustained Multiple Customer Outages (S-MCOs) 4 or more - >5 Minutes



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



Repeat Customer Sustained Multiple Customer Outages (S-MCOs)





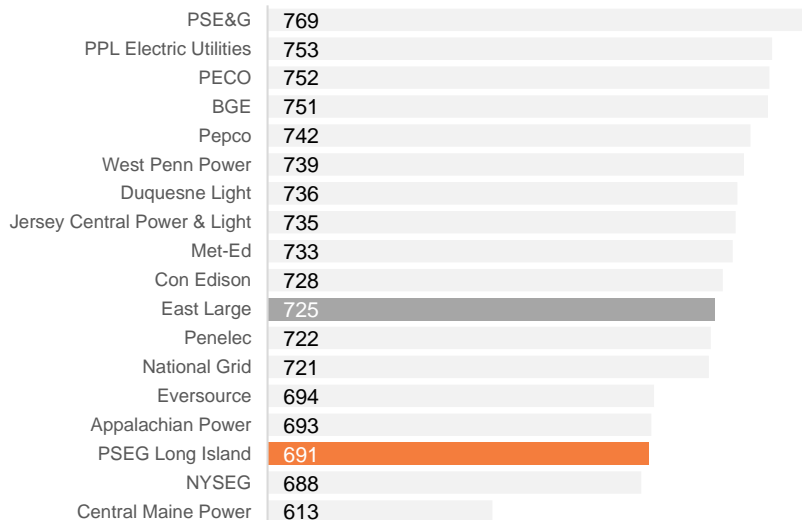
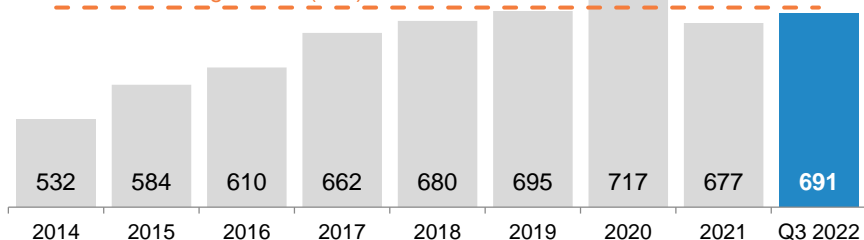
Customer Services

(Select metrics highlighted)

J.D. Power – Residential



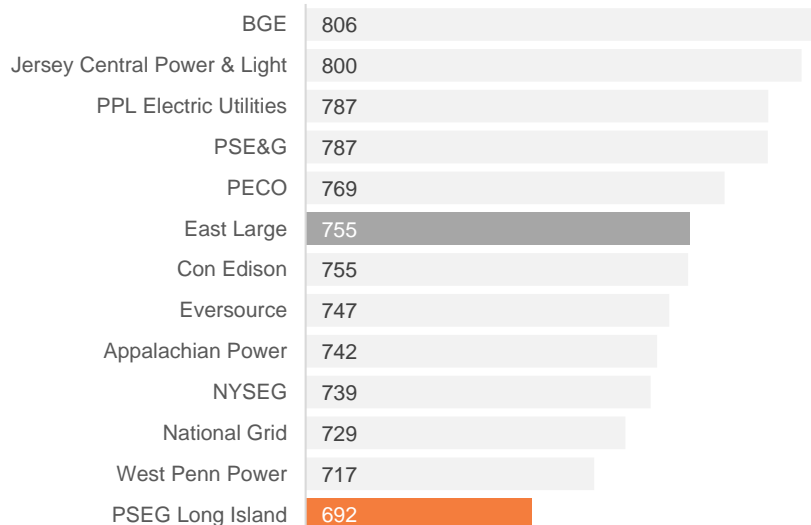
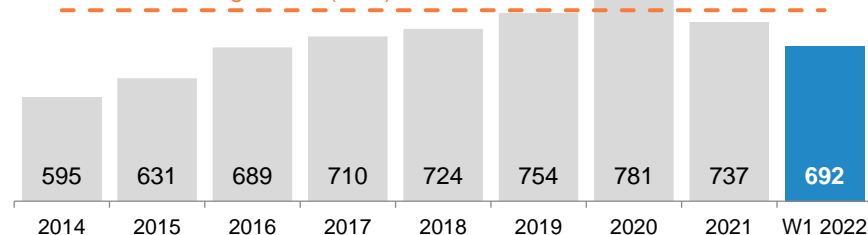
2022 OSA Target – Q3 (700)



J.D. Power – Business



2022 OSA Target – Q3 (TBD)

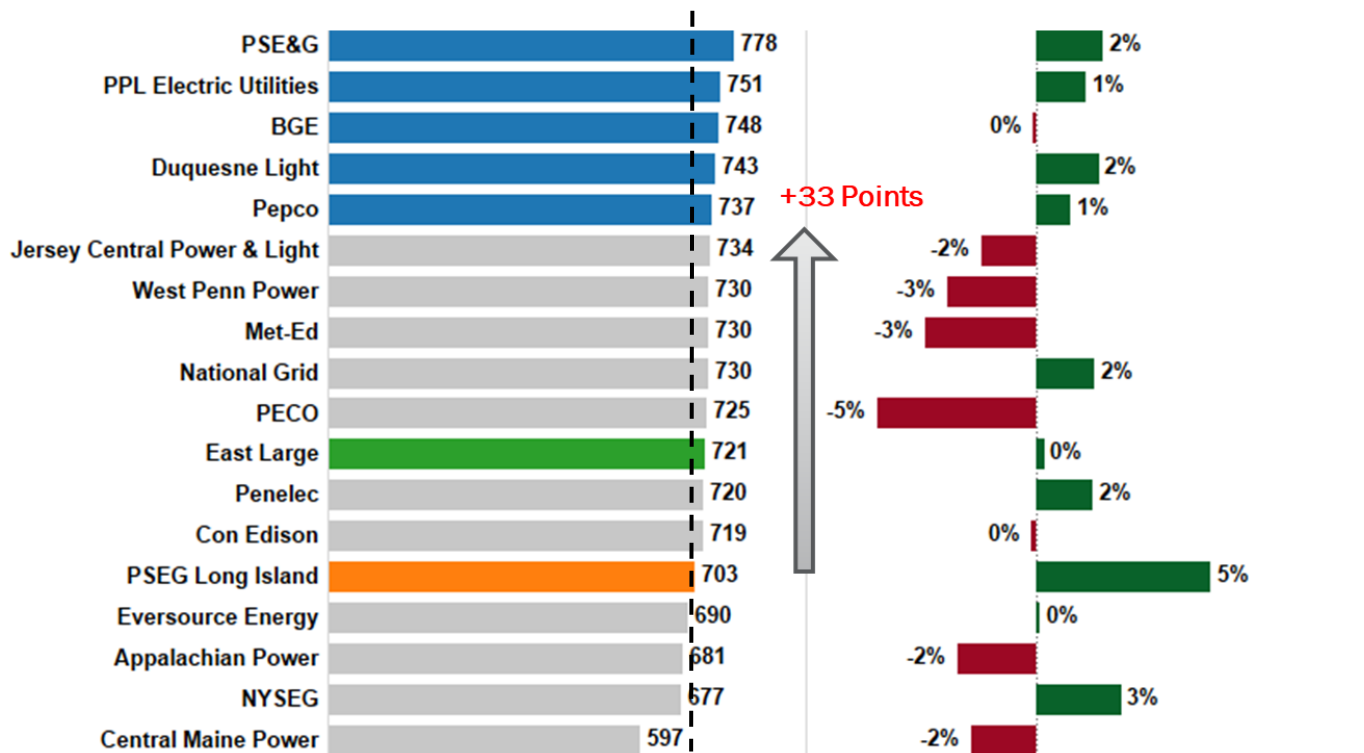


J.D. Power Residential 3rd Quarter Results

2022 Q3 Ranking

3rd Quartile - 703

Change in CSI from 2022 Q2



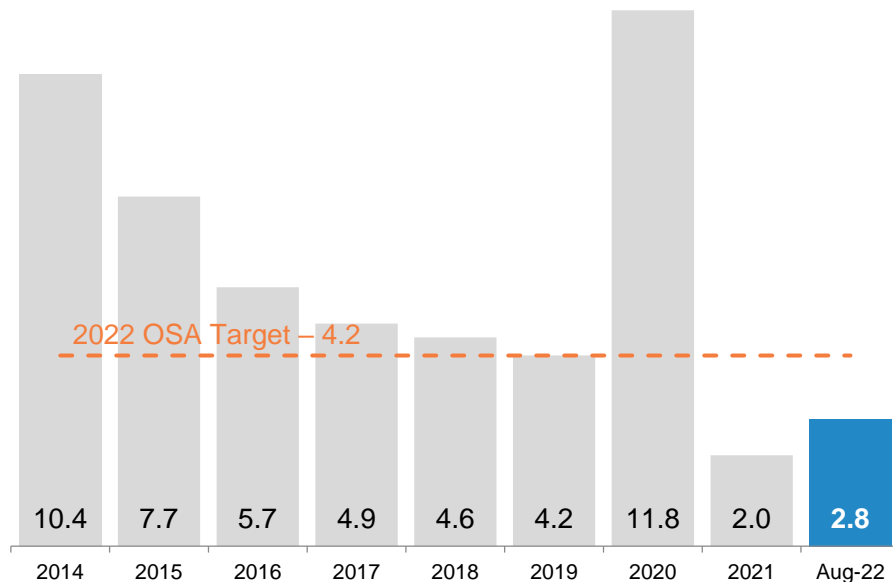
PSEG Long Island
Sample size = 292

■ Top Quartile
■ PSEG LI

NYS DPS Customer Complaint Rate

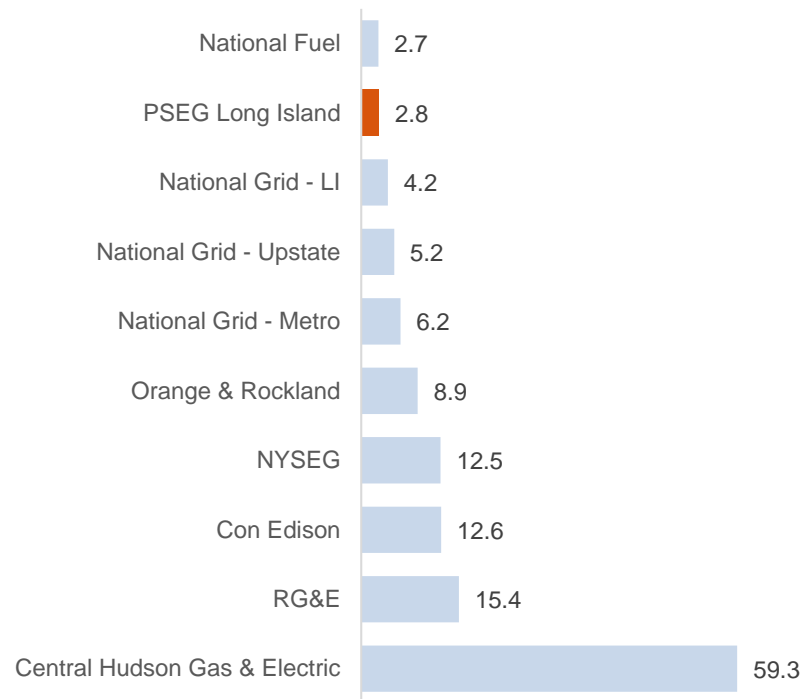
🟢 On Target 🟡 At Risk 🔴 Not Expected to Meet

Customer Complaint Rate



Rolling 12 Month DPS

Complaint Rate per 100,000 Customers

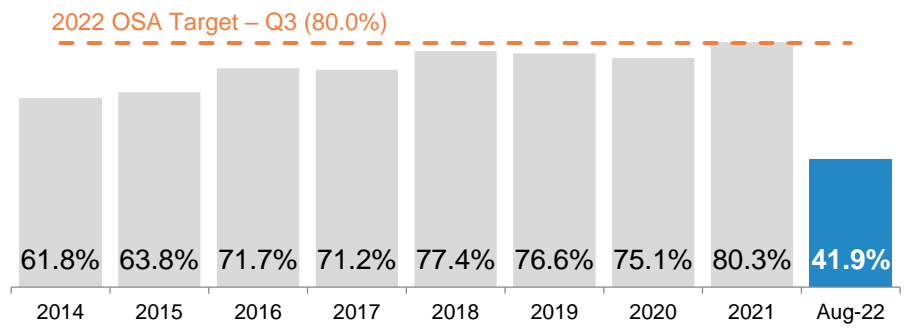


Customer Contact

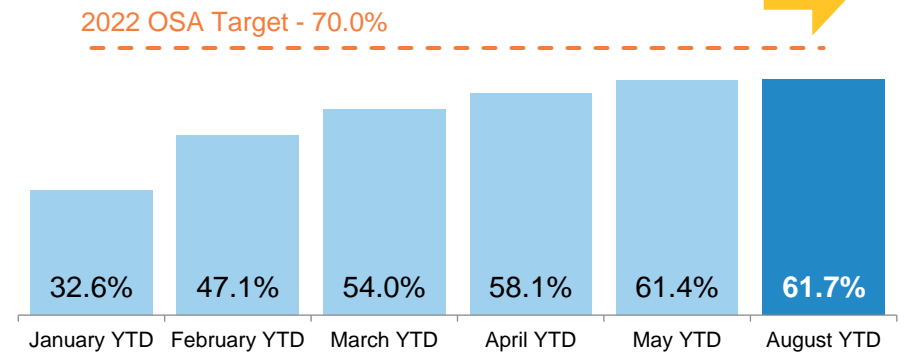
Service Level with Live Agent Calls, E-mail Closure Rate and First Call Resolution

Service Level w/ Live Agent

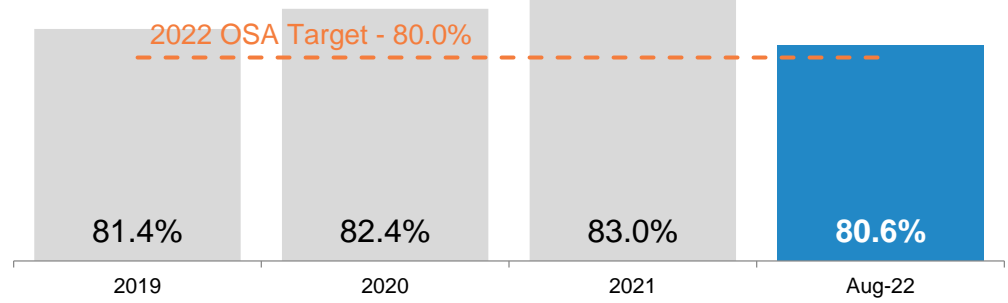
% of calls answered in 30 secs



E-mail Closure Rate



First Call Resolution



Appendix

Detailed Scorecard Results



Electric T&D Scope Function Scorecard

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

							August YTD		August
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	12	7	↑	1
T&D-05	T&D Inadvertent Operation Events	\$105,127	Quantitative	L	34	23	16	↑	2
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	41.0	38.7	→	5.9
T&D-08	SAIFI (System Average Interruption Frequency Index)	\$210,254	Quantitative	L	0.76	0.52	0.48	↑	0.07
T&D-09	MAIFI (Momentary Average Interruption Frequency Index)	\$210,254	Quantitative	L	1.89	1.28	1.19	↑	0.17
T&D-10	Sustained Multiple Customer Outages (MCO) - 4 or more	\$157,691	Quantitative	L	23,475	23,475	15,533	↑	N/A
T&D-11	Reduce Repeat Customer Sustained MCOs	\$210,254	Quantitative	L	46	31	13	↑	N/A
T&D-12	Momentary MCO (6 or more)	\$157,691	Quantitative	L	92,500	92,500	71,593	↑	N/A
T&D-13	Serious Injury Incident Rate (SIIR)	\$210,254	Quantitative	L	0.11	0.11	0.04	↓	0.35
T&D-14	OSHA Recordable Incidence Rate	\$262,818	Quantitative	L	1.12	1.12	0.52	↑	0.95
T&D-15	OSHA Days Away Rate (Severity)	\$262,818	Quantitative	L	12.50	12.50	6.07	↑	4.29
T&D-16	Motor Vehicle Accident Rate	\$105,127	Quantitative	L	9.20	9.20	6.29	↑	6.08
T&D-17	Work Mgmt Enhancements - Short-Term Scheduling	\$157,691	Project	H	See Smartsheet		1	↑	1
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



Electric T&D Scope Function Scorecard

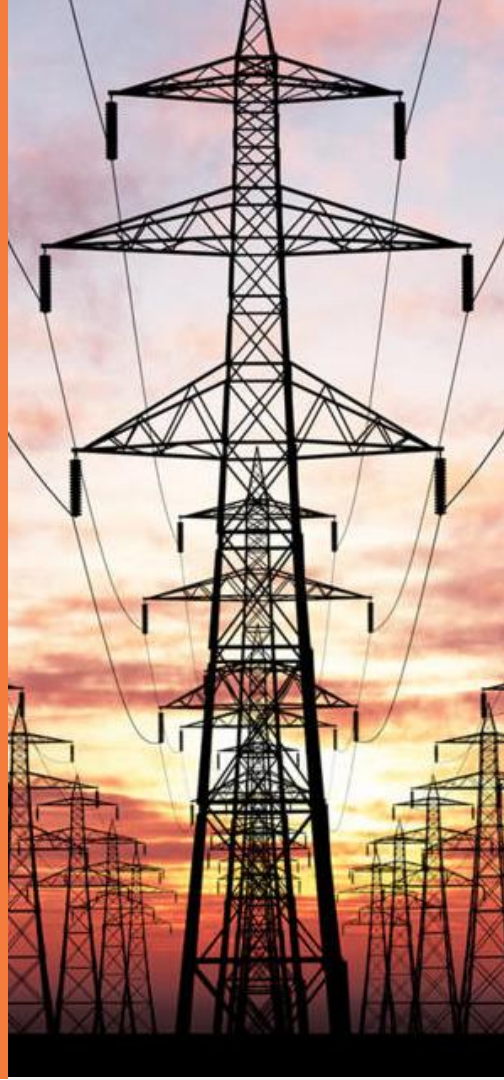
PSEG Long Island OSA 2022 Scope Specific Function - Electric T&D

							August YTD		August
Metric #	Operations Services Agreement Metrics	\$ 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		1	↑	1
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
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%	72.1%	↑	64.6%
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			1	↑	1
T&D-35	Construction - Project Milestones Achieved	\$210,254	Quantitative	H	85.0%	85.0%	87.8%	↑	78.3%
T&D-36	Construction - Cost Estimating Accuracy	\$210,254	Quantitative	H	85.0%	85.0%	99.6%	↑	97.5%
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	6,909	→	N/A

Customer Services Scope Function Scorecard

PSEG Long Island OSA 2022 Scope Specific Function - Customer Services

Metric #	Operations Services Agreement Metrics	\$ Allocation	Metric Type	Low/ High	August YTD		YTD Result	OSA Forecast	August
					OSA YE Target	OSA YTD Target			
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	3,442		↑	N/A
CS-07	Active Accounts Long Term Estimates (LTEs)	\$105,127	Quantitative	L	700	1,509		↑	N/A
CS-08	Unauthorized Use/Advanced Consumption Resolution	\$105,127	Quantitative	L	400	512	358	↑	N/A
CS-09	Billing Exception Cycle Time	\$210,254	Quantitative	H	95.0%	95.0%	98.0%	↑	91.3%
CS-10	Billing Cancelled Rebill	\$210,254	Quantitative	L	0.50%	0.50%	0.23%	↑	0.25%
CS-11	Contact Center Service Level with Live Agent Calls	\$183,972	Quantitative	H	80.0%	80.0%	41.9%	↓	20.6%
CS-12	Customer Email Closure Rate	\$78,845	Quantitative	H	70.0%	70.0%	61.7%	→	50.5%
CS-13	First Call Resolution (FCR)	\$105,127	Quantitative	H	80.0%	80.0%	80.6%	↑	77.7%
CS-14	Net Write-Offs per \$100 Billed Revenue	\$262,818	Quantitative	L	0.77	0.77	0.43	↑	0.43
CS-15	AR > 90 (No Exclusions)	\$315,381	Quantitative	L	27.50%	27.50%	31.63%	→	22.68%
CS-16	Days Sales Outstanding	\$210,254	Quantitative	L	37.34	37.34	42.07	→	32.41
CS-17	Low to Moderate Income Program Participation	\$105,127	Quantitative	H	55,000	45,493	36,643	→	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	2.8	↑	6.8



Business Services Scope Function Scorecard

PSEG Long Island OSA 2022 Scope Specific Function - Business Services

					August YTD				August
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%	Q4	↑	Q4
BS-04	Employee Engagement Score	\$210,254	Quantitative	H	66.7%	66.7%	Q4	↑	Q4
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			1	↑	1
BS-13	Information Request (IR) Responses	\$157,691	Quantitative	H	90.0%	90.0%	98.0%	↑	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%	61.4%	↑	54.5%
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

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	August YTD		YTD Result	OSA Forecast	August
					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			1	↑	1

Power Supply and Clean Energy Scope Function Scorecard

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

					August YTD					August
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	753,596	783,093	↑	116,780	
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	8,000	7,765	→	1,396	