



PSEG Long Island

Operating Report



LIPA Board of Trustees

December 14, 2022

Agenda

- OMS CAD Testing Progress Update
- 2022 OSA Performance Metric Overview
- Select Metric Overview – Electric T&D, Customer Services
- Call Center Get Well Plan
- Energy Efficiency Review

OMS CAD Testing Progress Update (as of 12.13.22)

Test For	Test Type	Test Results
New York State Department of Public Service	Bi-Annual Test ISAIAS Model [12 Hours]	 Completed and Passed (12/1)
New York State Department of Public Service	Bi-Annual Test 90% Customers OUT [24 Hours]	 Completed and Passed (12/13)
Long Island Power Authority	<ul style="list-style-type: none">• Dry Run Test by 12/14• Formal Test by 12/16	IV&V Test Design in Progress

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 494 Deliverables through the end of November – based on data in Smartsheet system below is the current status:
 - 361 deliverables have been approved by LIPA Project Managers
 - 47 are in a review phase because they have recently been submitted or reject/resubmission state where we have received LIPA's feedback
 - 31 deliverables have exceptions granted
 - 27 are overdue deliverables
 - 19 have pending exceptions
 - 9 deliverables have been declined by LIPA

There are ~135 deliverables still pending

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

- **Of the 43* Quantitative Metrics – PSEG Long Island is tracking to achieve 30 of the 43***

- 17 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 Long Island is expecting to meet 50-75% of the sub components or beneficial electrification and EV make ready

Select Quantitative Metric Review



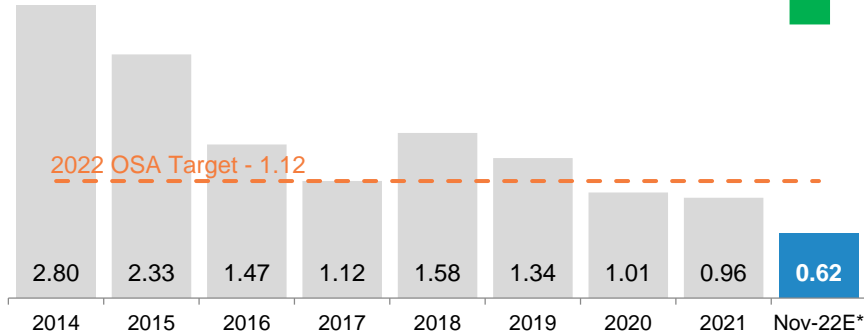
Electric T&D

(Select metrics highlighted)

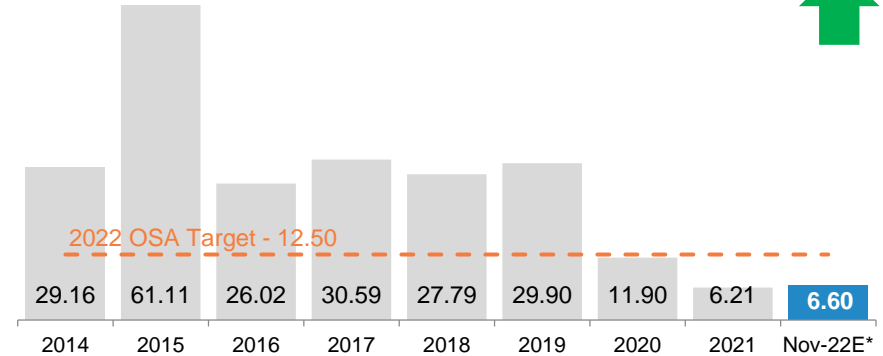
Safety Performance

🟢 On Target 🟡 At Risk 🔴 Not Expected to Meet

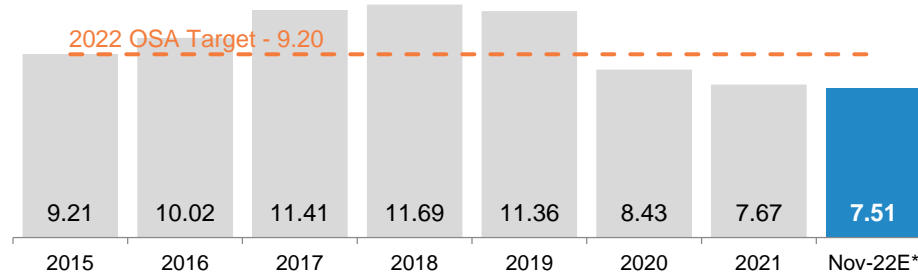
OSHA Recordable Incident Rate



OSHA Days Away Rate (Severity)



Motor Vehicle Accident Rate

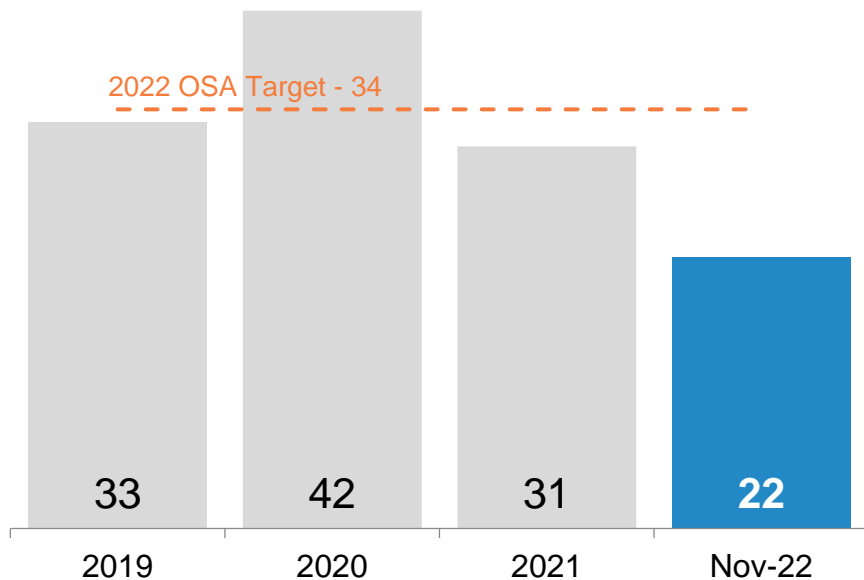


T&D System Operations

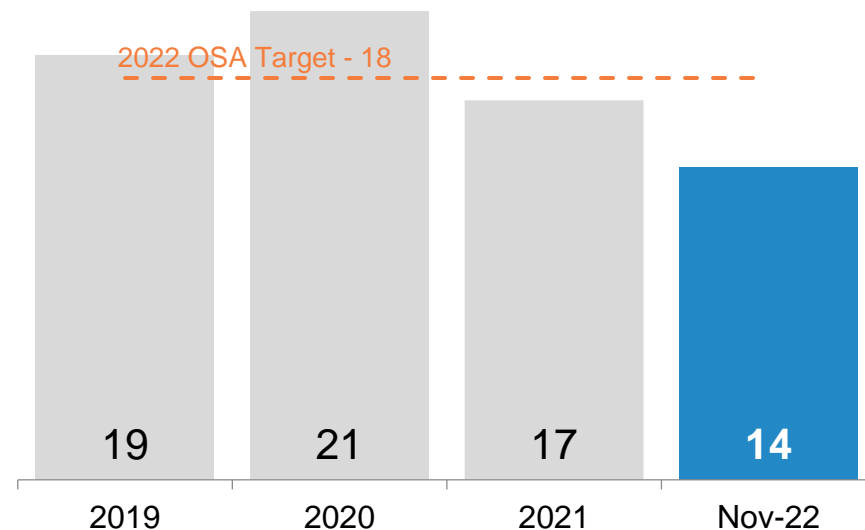
Inadvertent Operational Events and Relay Mis-Operations

🟢 On Target 🟡 At Risk 🔴 Not Expected to Meet

Inadvertent Operational Events



Relay Mis-Operations

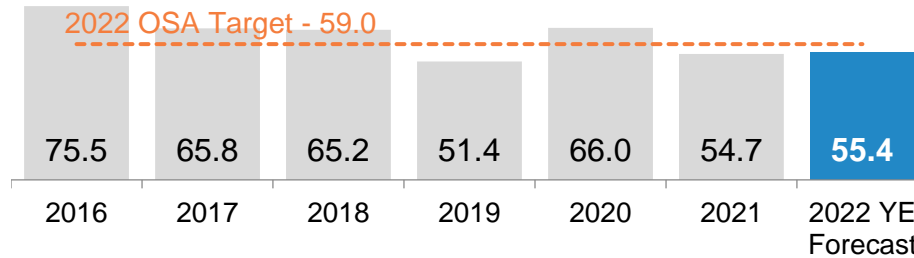


Electric Reliability

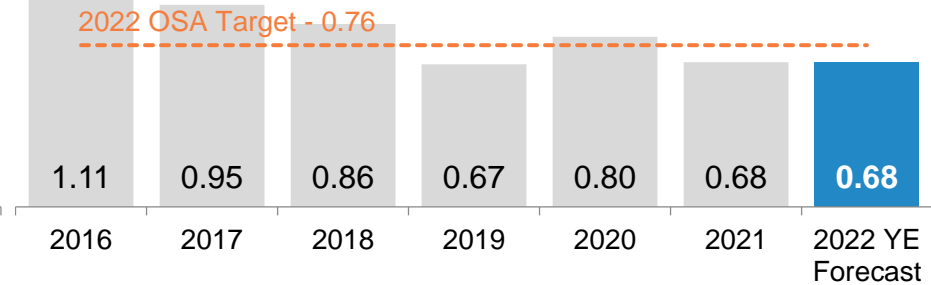
Index Performance – SAIDI, SAIFI, MAIFI

🟢 On Target 🟡 At Risk 🔴 Not Expected to Meet

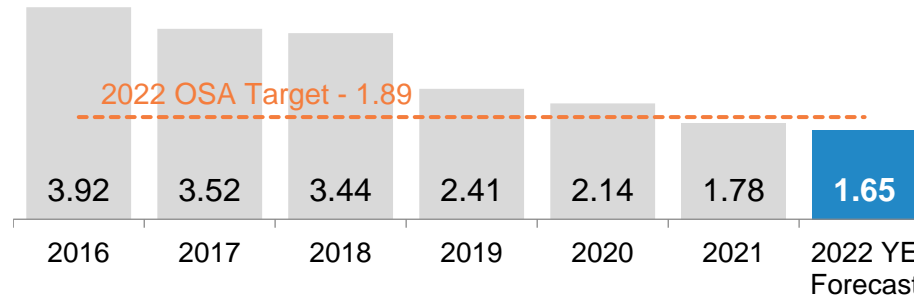
System Average Interruption Duration Index (SAIDI)



System Average Interruption Frequency Index (SAIFI)

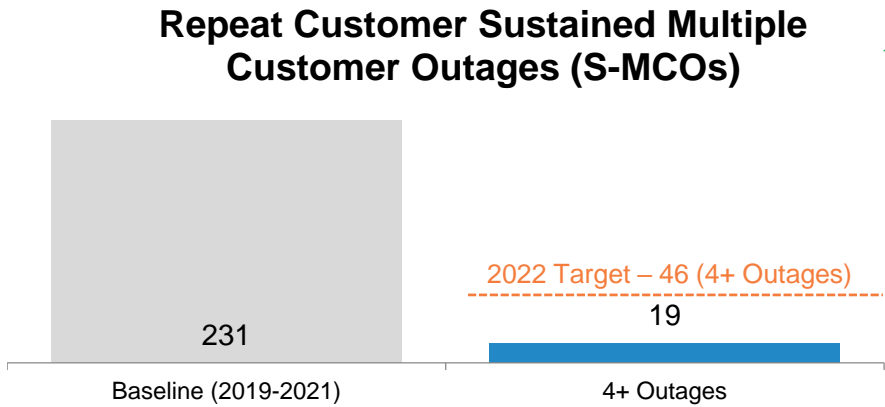
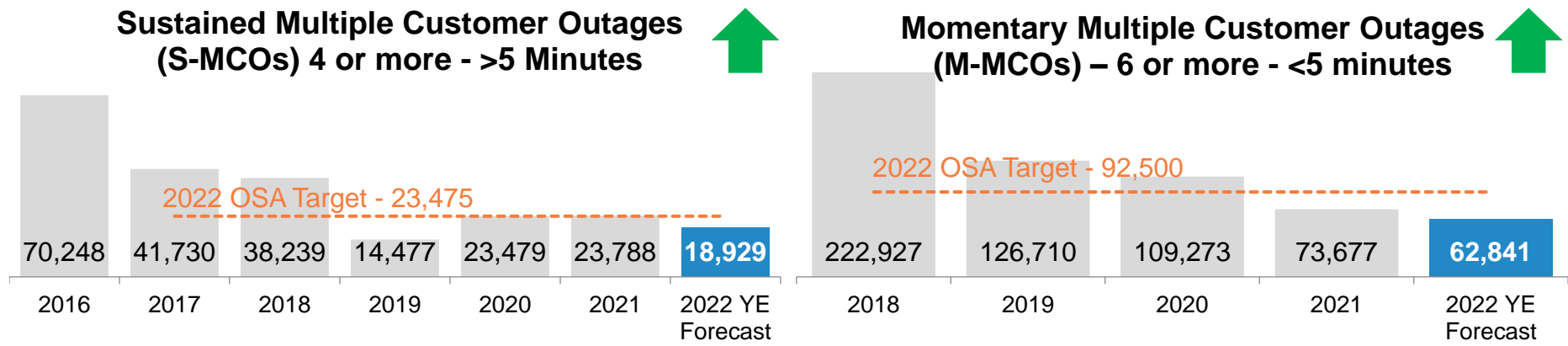


Momentary Average Interruption Frequency Index (MAIFI)



Electric Reliability

Multiple Customer Outages – Sustained, Momentary and Repeat MCO





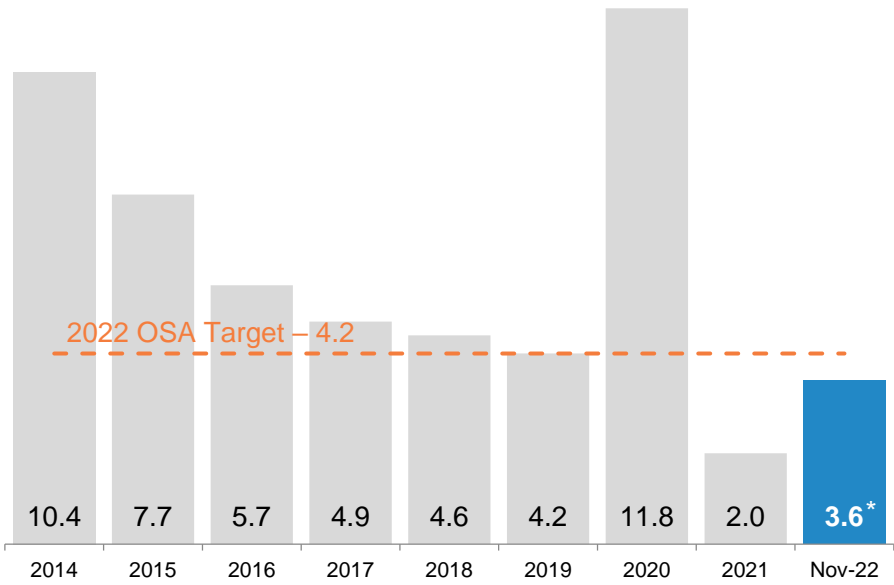
Customer Services

(Select metrics highlighted)

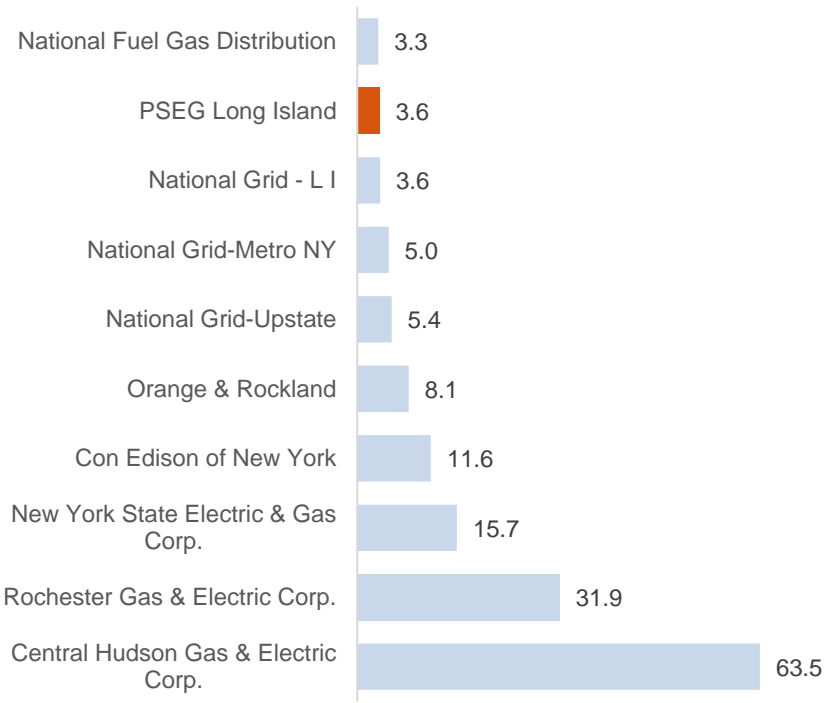
NYS DPS Customer Complaint Rate

On Target At Risk Not Expected to Meet

Customer Complaint Rate



Rolling 12 Month DPS Complaint Rate per 100,000 Customers



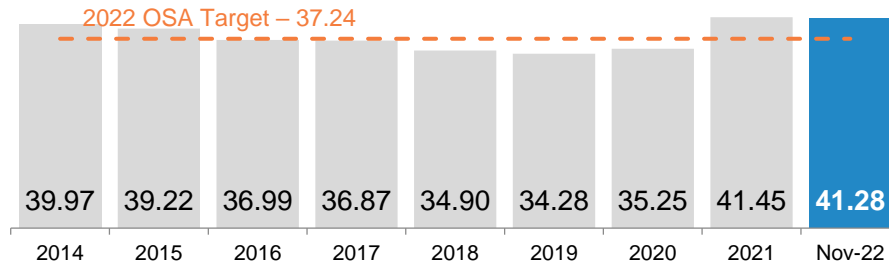
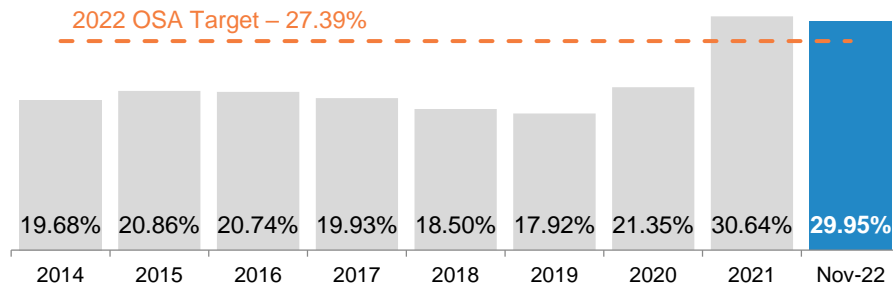
Collection Metrics

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

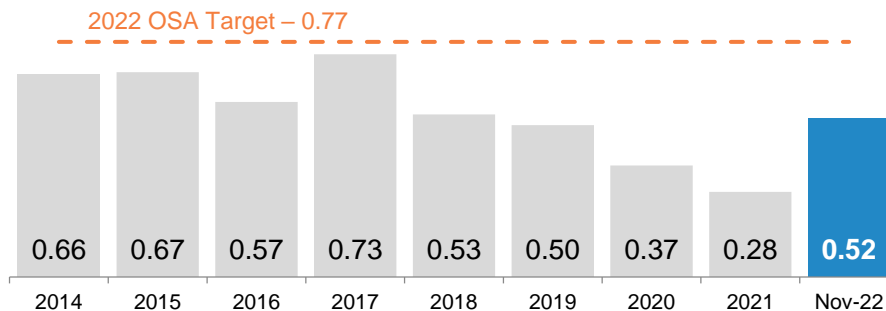
AR > 90



Days Sales Outstanding



Net Write-Offs/\$100 Billed Revenue

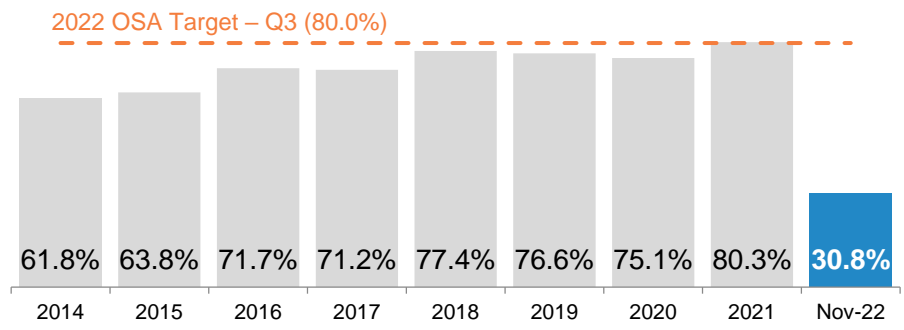


Customer Contact

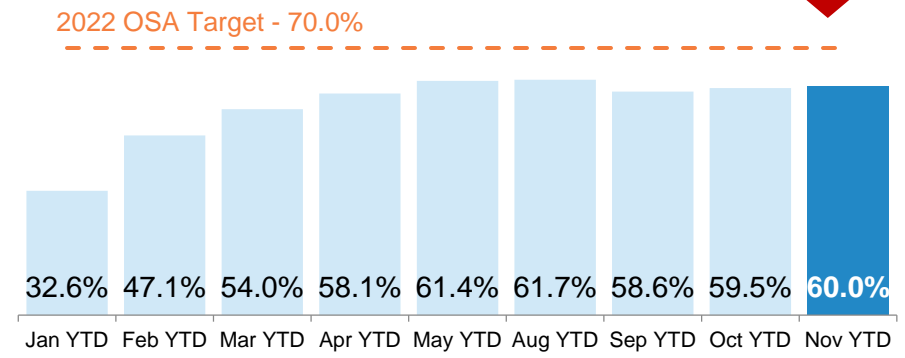
Service Level with Live Agent Calls, E-mail Closure Rate and First Call Resolution

Service Level w/ Live Agent

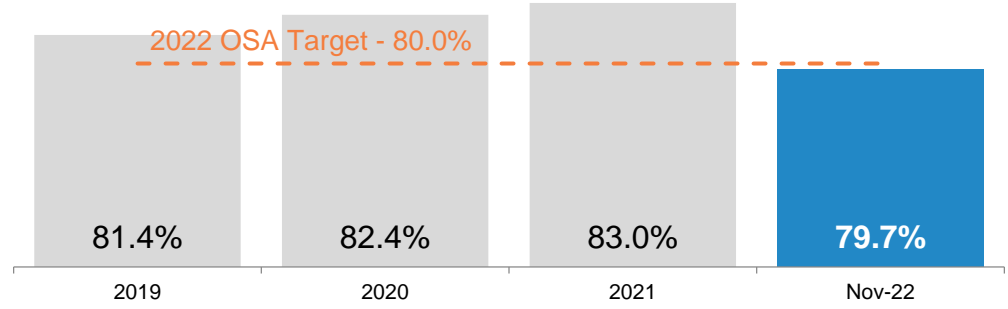
% of calls answered in 30 secs



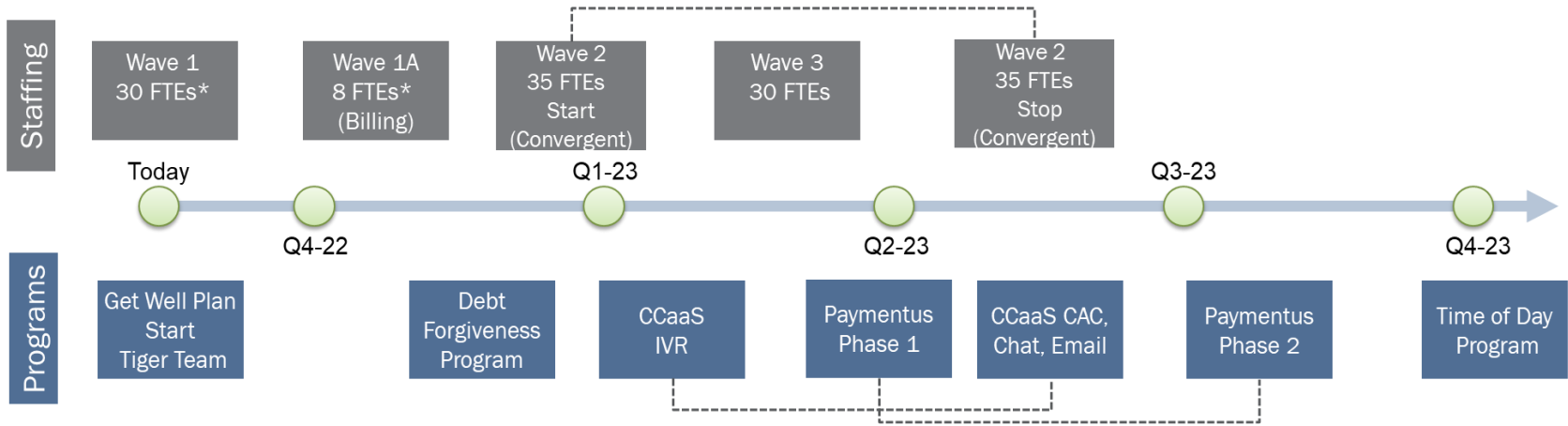
E-mail Closure Rate



First Call Resolution



The “Get Well” Plan Produces Immediate Improvements



- **Improvements in Staffing:**

- 60 additional permanent FTEs
 - 30 new call center agents on the phone January 2nd
 - 30 additional call center agents on the phone in May 1st (In training January thru April)
- 35 Flex FTEs starting mid-February 2023 to June 2023 (In training Mid-December thru Mid-February)

- **Improved Performance:**

- Customer Hold Times reduced to 5 minutes by end of Q1, 3 minutes by end of Q2, and 1 minute by end of Q4 vastly improving the customer wait times and experience

A photograph of a renewable energy farm. In the foreground, there are several rows of solar panels mounted on metal frames, tilted towards the sun. In the background, several large white wind turbines are visible against a blue sky with some light clouds. The ground is covered in green grass.

Energy Efficiency Update

(Select metrics highlighted)

Energy Efficiency and Beneficial Electrification

- **Energy Efficiency has achieved 105% of the YTD MMBtu goal as of November 2022.** ✓
- **3 of 4 Beneficial Electrification goals have been achieved.**
 - **Heat Pumps**
 - 1,886 Heat Pumps installed, 22,264 MMBtu for November
 - Over 100% of the goal, numbers increased drastically in November ✓
 - Exceeded the Heat Pump Year End Goal of 6,000 HPs with 6,945 YTD
 - **REAP Program**
 - 5,557 Total MMBtu's YTD ✓
 - 102% of YTD goal
 - **All Electric Homes**
 - 4 buildings enrolled in AEH Program
 - Under year end goal of 20 homes
 - **Multi-Family**
 - 22 multifamily buildings enrolled
 - Significantly over goal with 18,763 MMBtu YTD ✓

EV Make Ready Program

- PSEG Long Island offers incentives to developers to install public and private EV charging stations to promote adoption of electric vehicles on Long Island

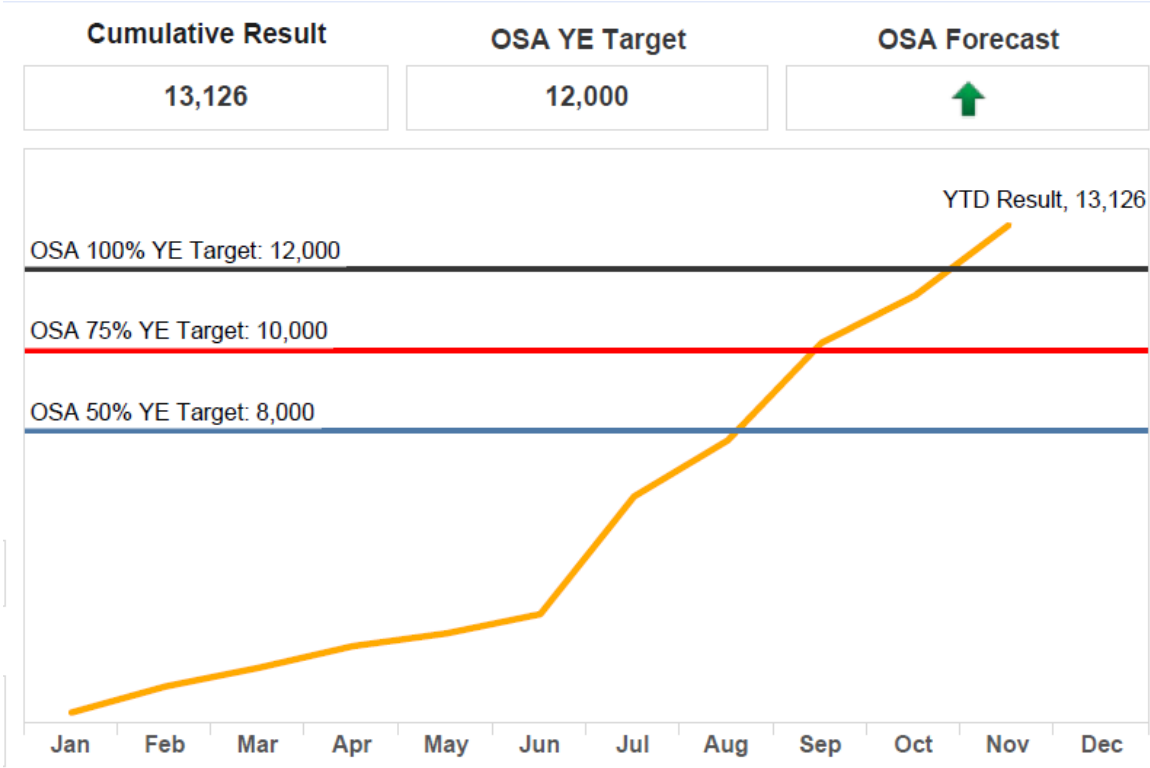
DCFC (Ports) 2022 LIPA Metrics		2022												Totals	
		Q1			Q2			Q3			Q4				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Pre-Approved	75	27	20	21	12	14	2	12	0	0	0	0	0	108	✓
Energized	50	0	0	12	32	2	0	12	0	0	0	0	0	58	✓

Level 2 (Ports) 2022 LIPA Metrics		2022												Totals
		Q1			Q2			Q3			Q4			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Pre-Approved	637	10	20	10	10	32	20	24	0	14	9	10	8	167
Energized	450	2	0	0	2	14	4	0	18	4	0	2	13	59

As of 12/9/2022

Time of Day Rates

Exceeds 12,000 Residential Customers Target, with 13,126 YTD



2022 Budget Review



Energy Efficiency Budget

- **Energy Efficiency spending**

- YTD EE spending is \$72.0 million compared to a budget of \$83.1 million
 - 87% of budget

- **Spending increased significantly in November**

- \$10.9 million in November due to closing of several large Commercial projects including \$1 mil to IRS for their building renovation and 1,200 heat pumps in Far Rockaway multifamily project.
- Increased rebates announced from June – October are now bearing fruit

- **Heat pump spending for low income customers increased almost 400%**

- In 2021 we spent \$569,866 on LMI HP Rebates
- In 2022 we spent \$2,056,324 on LMI ASHP Rebates (as of November 2022)

**Spending is based on customer demand and
all customer requests have been fulfilled**

Utility 2.0



DPS Recommendation Letter Summary

*The DPS Recommendation Letter on the 2022 Utility 2.0 Filing was sent to PSEG-LI on 11/17 and **all three** projects that were proposed in the Filing were recommended by the DPS.*

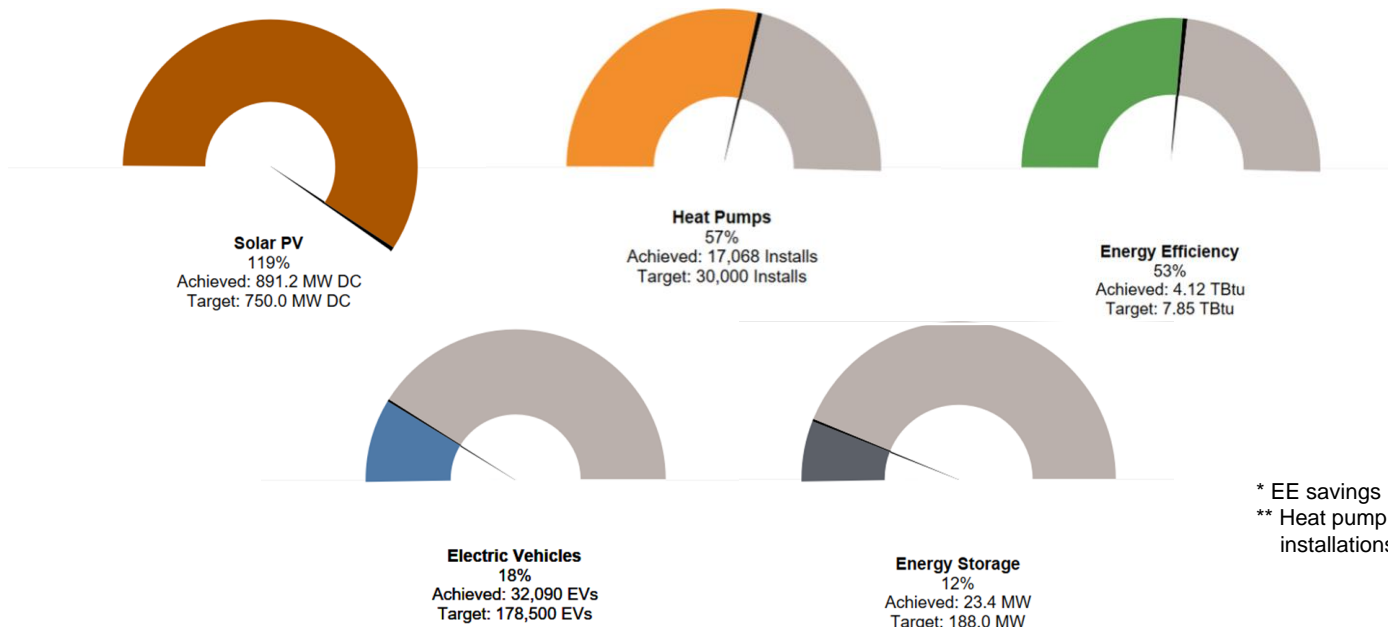
Project Name	DPS Recommendation	DPS Comments
Electric Vehicle Program	Recommend with Modification	\$0.93M reduction in 2023 and a \$4.06M reduction through 2025. The budget should be adjusted to eliminate the Smart Charge Rebate program
EV Make-Ready Program	Recommend with Modification	\$0.43M reduction in 2023 and a \$1.76M reduction through 2025. The DPS Staff recommends removing 20% of R&C costs to applied materials
DER Visibility Platform	Recommend with Modification	\$0.425M Capital (R&C) budget reduction is recommended by DPS Staff because PSEG-LI has finalized contracts with the product vendor and integrator (which include R&C costs)
Residential Energy Storage Incentive	Recommend with Modification	\$0.2M O&M budget reduction is recommended by DPS Staff based on estimated monthly spend of \$110K in incentive payments
Storage & EV Hosting Capacity Maps	Recommend	No adjustment to proposed \$2.14M budget and DPS Staff agrees that a BCA is not necessary and should integrate features proposed by NYPA (e.g., voltage of each circuit)
Connected Buildings	Recommend	No adjustment to proposed \$0.65M budget and DPS agrees with PSEG-LI's proposed changes to the pilot (e.g., outreach, rebate methodology)
Super Savers	Recommend	No adjustments to proposed \$0.79M budget. The redirection of unused funds from 2021 (\$0.33M) should be move to Patchogue project for 2023
IEDR	Recommend	No adjustment to proposed \$9.37M budget
Utility-Scale Storage – MP	Recommend	No adjustments to proposed \$9.60M budget (2023-2025)
Suffolk County Bus	Recommend	No adjustments to proposed \$0.85M budget (2022-2025)
C&I Demand Alert Pilot	Do Not Recommend	DPS recommends to <u>not proceed with the pilot in 2023</u>

CLCPA Goals Review



Contributing To 2025 New York State Clean Energy Goals

PSEG Long Island contributes to New York State clean energy goals defined by the State's climate laws and policies. Utility 2.0 initiatives that are underway and planned do and will directly contribute to the achievement of goals in areas such as EE, energy storage, beneficial electrification (heating and transport), and renewable energy. The below charts reflect PSEG Long Island's progress towards its share of **statewide goals for 2025**.



* EE savings reflects savings since 2019

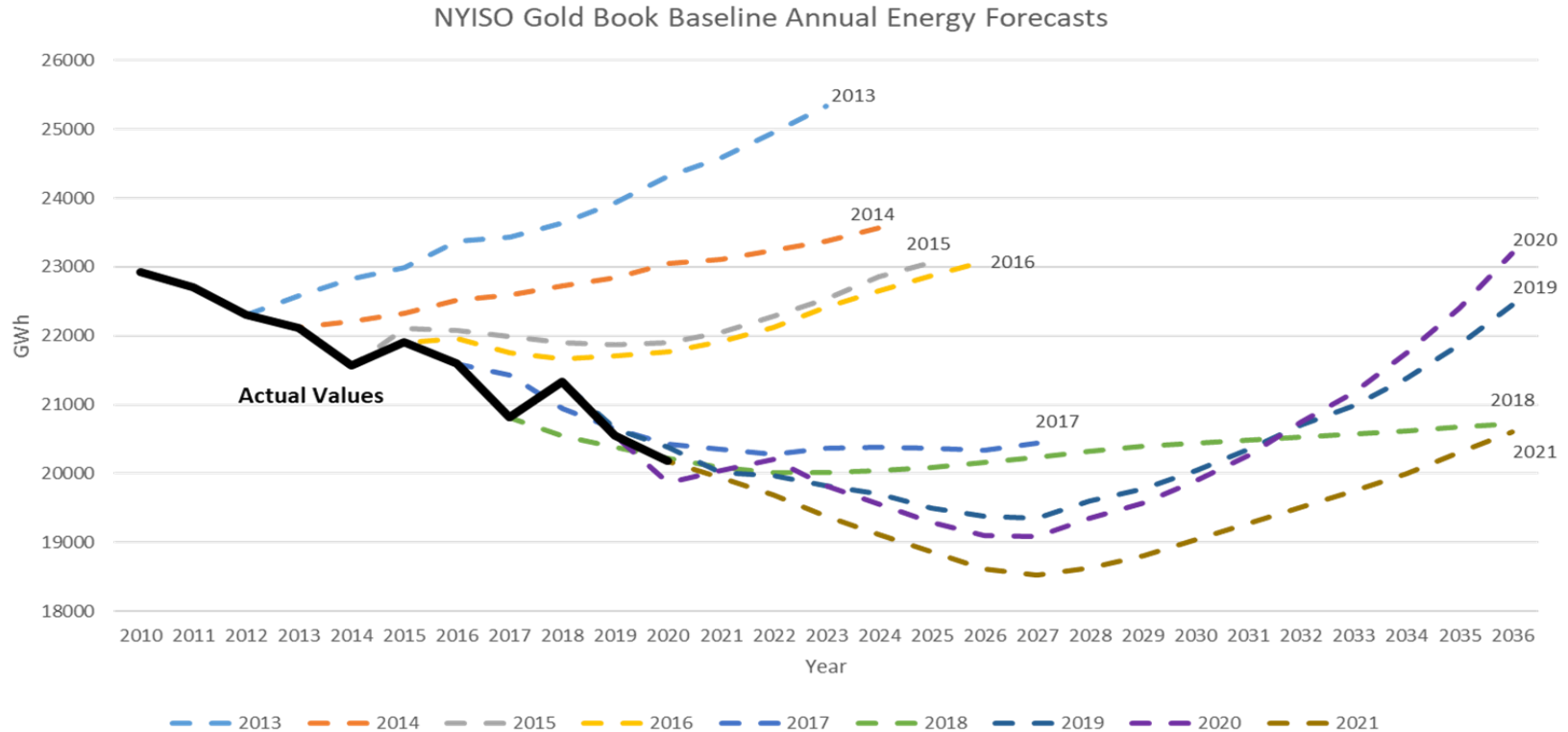
** Heat pump installations reflect installations since 2020

Current as of: September (Electric Vehicles, EE, and Heat Pumps) and August (Solar PV and Energy Storage), based on data availability

Note: See the [Appendix](#) for the 2030 New York State Clean Energy Goals. The Solar PV Goal for 2025 has been accomplished.

Dramatic Reduction in Annual Load Forecast

- Long Island's Annual Energy Forecast increases after 2027 (heat pumps and EVs)



Appendix

Detailed Scorecard Results – October Scorecards



Electric T&D Scope Function Scorecard

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

						October YTD		October	
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	15	11	↑	2
T&D-05	T&D Inadvertent Operation Events	\$105,127	Quantitative	L	34	28	20	↑	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	49.5	47.9	↔	4.3
T&D-08	SAIFI (System Average Interruption Frequency Index)	\$210,254	Quantitative	L	0.76	0.63	0.58	↑	0.05
T&D-09	MAIFI (Momentary Average Interruption Frequency Index)	\$210,254	Quantitative	L	1.89	1.60	1.45	↑	0.14
T&D-10	Sustained Multiple Customer Outages (MCO) - 4 or more	\$157,691	Quantitative	L	23,475	23,475	16,491	↑	N/A
T&D-11	Reduce Repeat Customer Sustained MCOs	\$210,254	Quantitative	L	46	38	19	↑	N/A
T&D-12	Momentary MCO (6 or more)	\$157,691	Quantitative	L	92,500	92,500	65,727	↑	N/A
T&D-13	Serious Injury Incident Rate (SIIR)	\$210,254	Quantitative	L	0.11	0.11	0.03	↓	0.00
T&D-14	OSHA Recordable Incidence Rate	\$262,818	Quantitative	L	1.12	1.12	0.59	↑	0.95
T&D-15	OSHA Days Away Rate (Severity)	\$262,818	Quantitative	L	12.50	12.50	5.90	↑	5.70
T&D-16	Motor Vehicle Accident Rate	\$105,127	Quantitative	L	9.20	9.20	6.96	↑	12.13
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

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

				October YTD					October
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	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%	71.8%	⬆️	71.8%
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%	90.3%	⬆️	100.0%
T&D-36	Construction - Cost Estimating Accuracy	\$210,254	Quantitative	H	85.0%	85.0%	99.6%	⬆️	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	6,771	➡️	N/A

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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	\$ Allocation	Metric Type	Low/High	October YTD		YTD Result	OSA Forecast	October Month Result
					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	691	→	703
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		Submitting Exception	→	Submitting Exception
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	2,152	1,232	↑	N/A
CS-07	Active Accounts Long Term Estimates (LTEs)	\$105,127	Quantitative	L	700	1,104	1,183	↑	N/A
CS-08	Unauthorized Use/Advanced Consumption Resolution	\$105,127	Quantitative	L	400	456	339	↑	N/A
CS-09	Billing Exception Cycle Time	\$210,254	Quantitative	H	95.0%	95.0%	98.4%	↑	99.9%
CS-10	Billing Cancelled Rebill	\$210,254	Quantitative	L	0.50%	0.50%	0.23%	↑	0.16%
CS-11	Contact Center Service Level with Live Agent Calls	\$183,972	Quantitative	H	80.0%	80.0%	33.2%	↓	9.7%
CS-12	Customer Email Closure Rate	\$78,845	Quantitative	H	70.0%	70.0%	59.5%	↓	67.5%
CS-13	First Call Resolution (FCR)	\$105,127	Quantitative	H	80.0%	80.0%	79.8%	→	76.9%
CS-14	Net Write-Offs per \$100 Billed Revenue	\$262,818	Quantitative	L	0.77	0.77	0.49	↑	0.69
CS-15	AR > 90 (No Exclusions)	\$315,381	Quantitative	L	27.38%	27.38%	30.52%	→	24.90%
CS-16	Days Sales Outstanding	\$210,254	Quantitative	L	37.23	37.23	41.53	→	43.78
CS-17	Low to Moderate Income Program Participation	\$105,127	Quantitative	H	55,000	50,668	42,528	→	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	3.3	↑	3.9

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- 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	October YTD		YTD Result	OSA Forecast	October Month Result
					OSA YE Target	OSA YTD Target			
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%	Nov	↑	Nov
BS-04	Employee Engagement Score	\$210,254	Quantitative	H	66.7%	66.7%	Nov	↑	Nov
BS-05	Full Time Vacancy Rate	\$210,254	Quantitative	H	100.0%	100.0%	60.0%	↔	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			1	↑	1
BS-10	Substation Property Tax Module Plan	\$52,564	Project	H			1	↑	1
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%	97.3%	↑	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%	63.1%	↑	68.5%
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	October YTD		YTD Result	OSA Forecast	October Month Result
					OSA YE Target	OSA YTD Target			
IT-1	Organizational Maturity Level – Doing	\$262,818	Project	H	See Smartsheet		1	↑	1
IT-2	Organizational Maturity Level – Managing	\$525,635	Project	H			1	↑	1
IT-3	System Resiliency	\$420,508	Project	H			0	↓	0
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

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

				October YTD					October
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	955,517	990,569	↑	112,423
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%	75.0%	→	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	10,750	11,373	↑	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 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