



PSEG Long Island Update

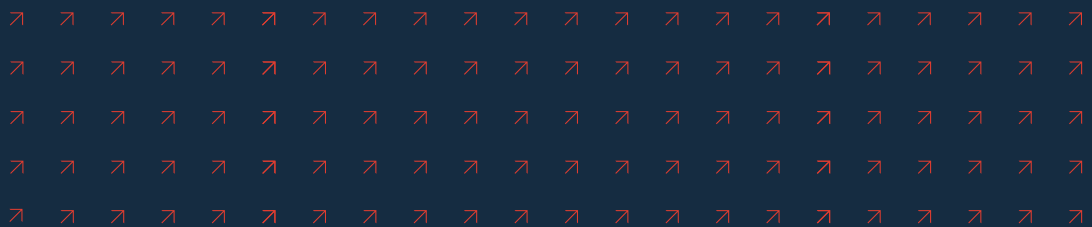
Operating Report – May LIPA Board of Trustees Meeting



May 10, 2023

Agenda

- ↗ **Community and Employee Engagement**
- ↗ **Operations Update**
- ↗ **Call Center Get Well Plan**
- ↗ **2022 Metric Performance**



Community and Employee Engagement

National Lineworker Appreciation Day



- April 18 - National Lineworker Appreciation Day is a day to show our gratitude for electric workers who light the way for all of us every day.
- Thank you to all of our dedicated workers for always showing up, especially when others are hunkered down. Thank you for powering Long Island and the Rockaways.
- We're so lucky to have so many powerful heroes on our team.

Thank You

Community and Employee Engagement

Take Your Kids to Work Day



- April 27 – First Take Your Kids To Work Day after the pandemic.
- PSEG Long Island employees took their children to work to expose them to future job possibilities and the value of hard work and education.
- Kids visited the five different training academies in Hicksville and learned all about electric safety through various activities throughout the day!

Community and Employee Engagement

National Small Business Week



- National Small Business Week is April 30 - May 6, 2023 which coincides with the 5th Anniversary of our Main Street Revitalization program.
- To celebrate, we attended the official ribbon cutting of our most recent grant recipient, Hunter & Thief, located in the heart of Lindenhurst's downtown business district, which qualified for an \$18,750 grant.
- For five years, our grants have supported renovation projects for nearly 50 local businesses with more than \$1 million dollars given out. These new businesses have also created more than 900 local jobs, further enhancing the local economy.



Small Business

Community and Employee Engagement

American Red Cross – Sound the Alarm



- April 12, 2023 - PSEG Long Island partnered with the American Red Cross “Sound the Alarm” campaign.
- Helps to save lives by installing free smoke alarms in homes that don't have them and by educating people about home fire safety.
- PSEG Long Island provided customers with energy efficiency information and LED bulbs to help save money and energy.
- Lou DeBrino, vice president of Customer Operations named to the Board of Directors at the American Red Cross.

Community and Employee Engagement

Environmental Conservation



- PSEG Long Island continued to monitor the infrastructure for nest building activity to mitigate damage to the system from osprey and other birds.
- Developed relationships with local environmental groups to assist in identifying locations and providing environmental expertise.
- Partnered with Group for the East End to enhance the nonprofit's environmental conservation efforts, including monitoring and protecting the osprey from building nests where they might be harmed or cause outages.
- Osprey Camera:
<https://youtu.be/vR7QDsZeXNI>

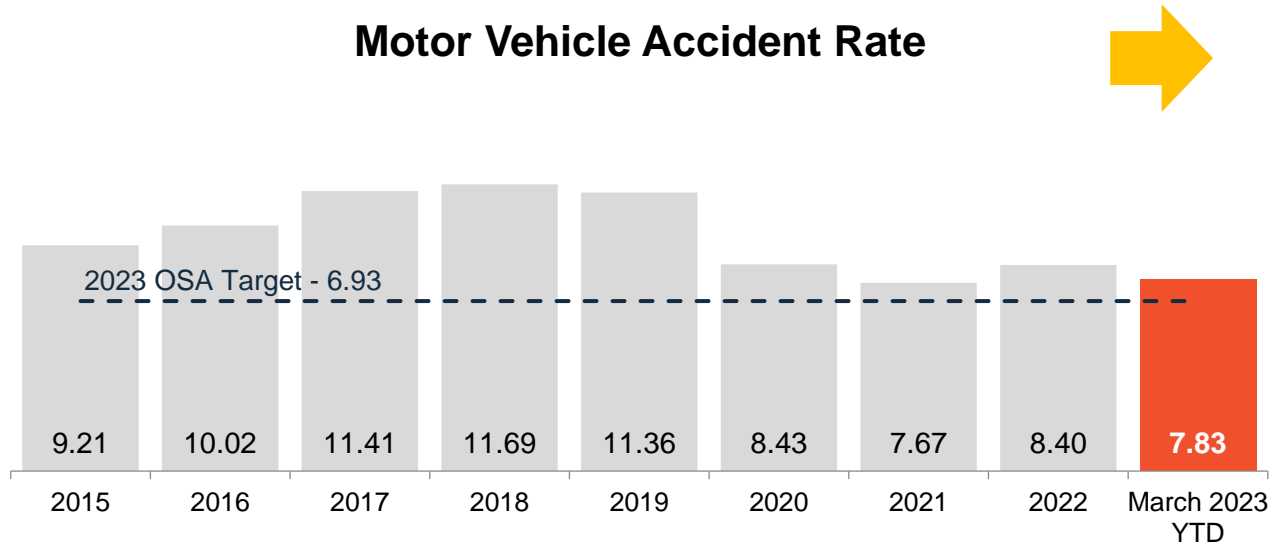
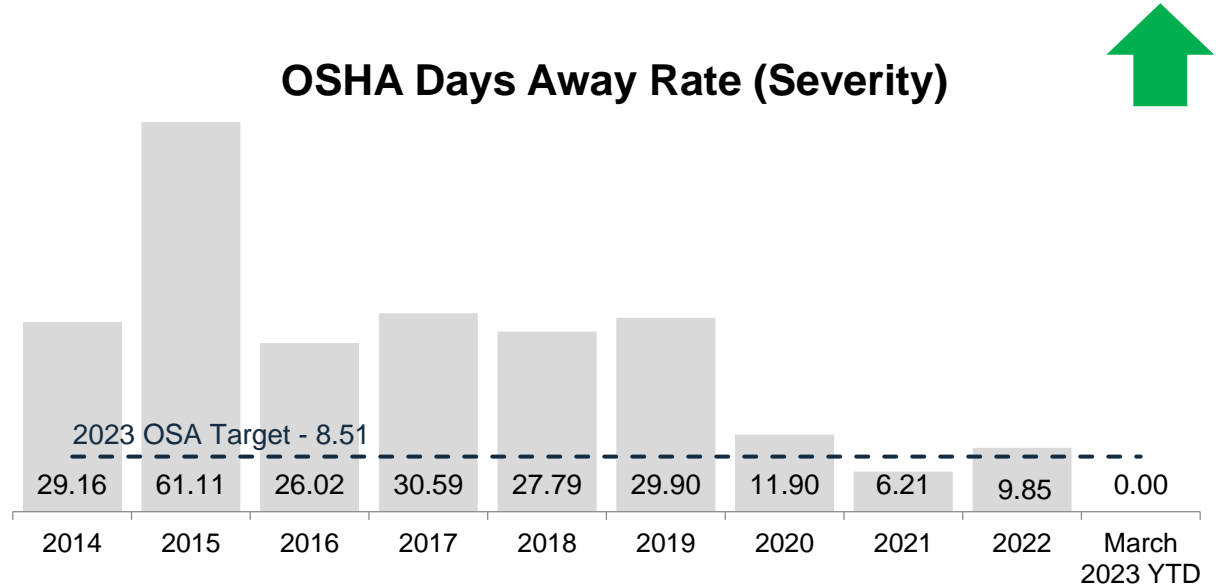
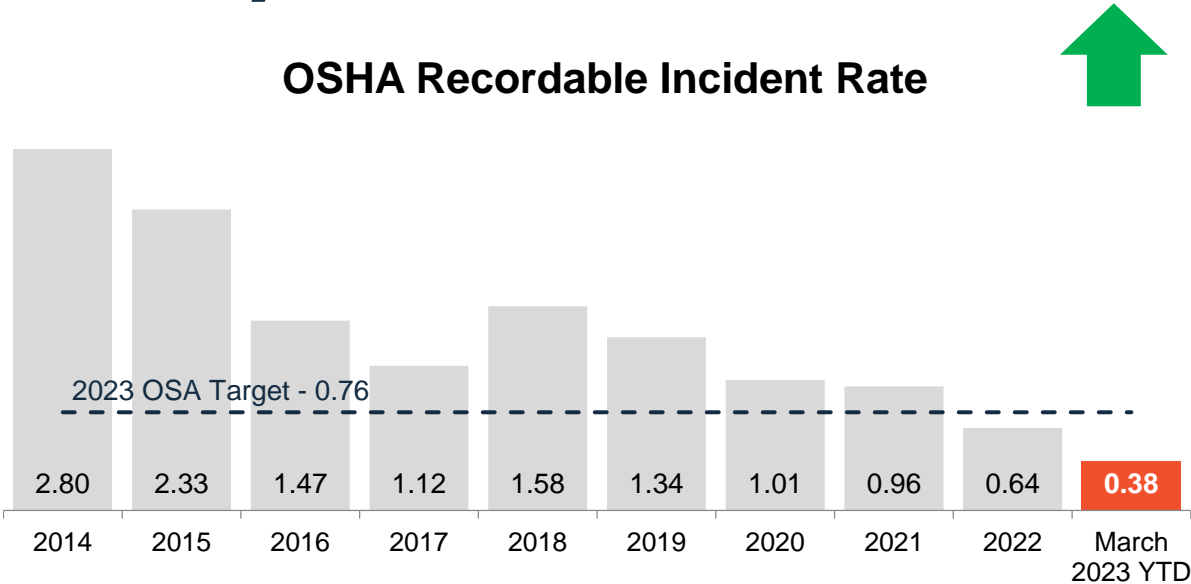
Community and Employee Engagement

Earth Day/ Arbor Day



- PSEG Long Island partnered with Suffolk County, Nassau County, and Rise, in partnership with the New York State Forestry Council and the Arbor Day Foundation to provide 500 customers with a free tree through the Energy-Saving Trees program.
- The program showcases how planting the right trees in the right location can reduce utility bills and promote ongoing system reliability.
- PSEG Long Island employees were on hand to distribute information about PSEG Long Island energy efficiency and financial assistance programs.

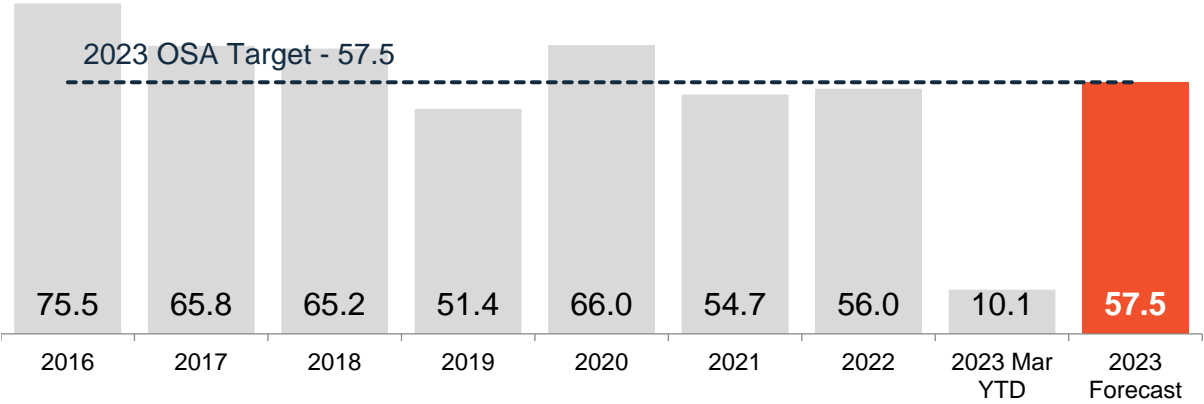
Safety Performance



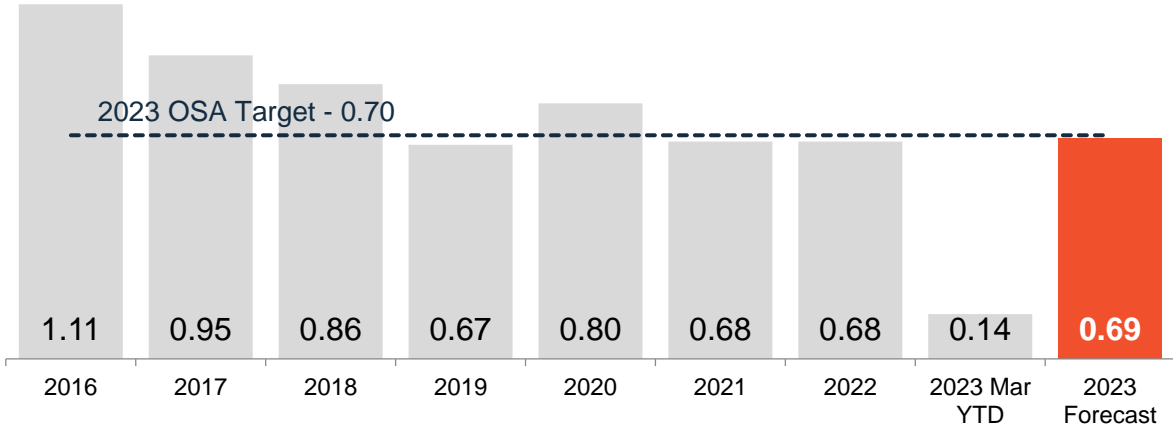
Electric Reliability

Index Performance – SAIDI, SAIFI, MAIFI

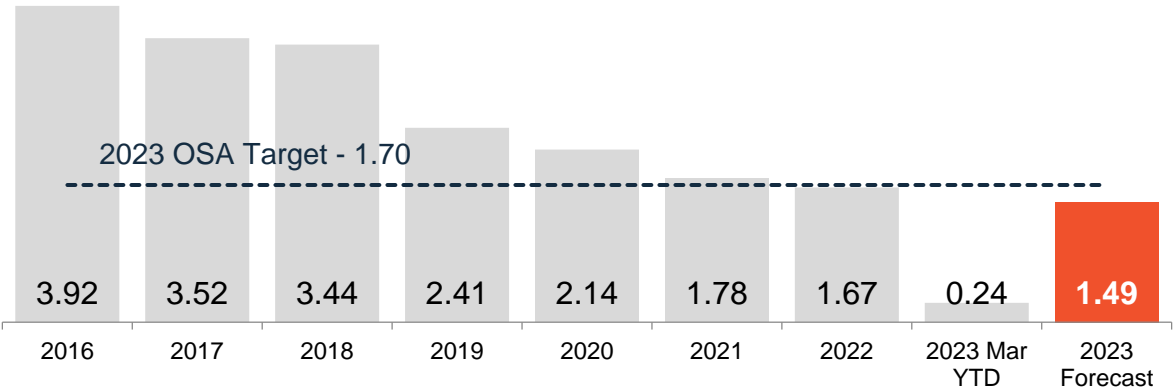
System Average Interruption
Duration Index (SAIDI)



System Average Interruption
Frequency Index (SAIFI)

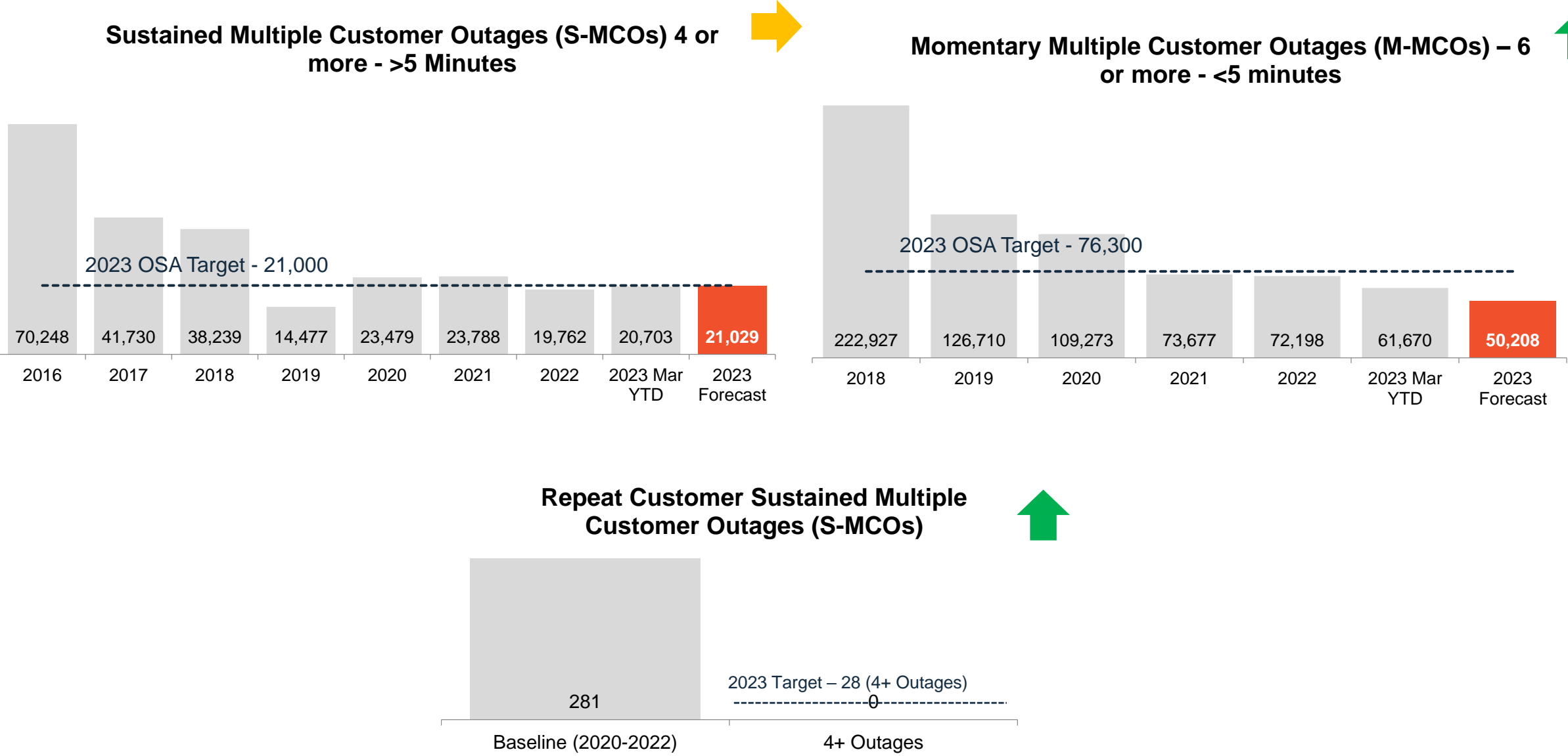


Momentary Average Interruption Frequency
Index (MAIFI)



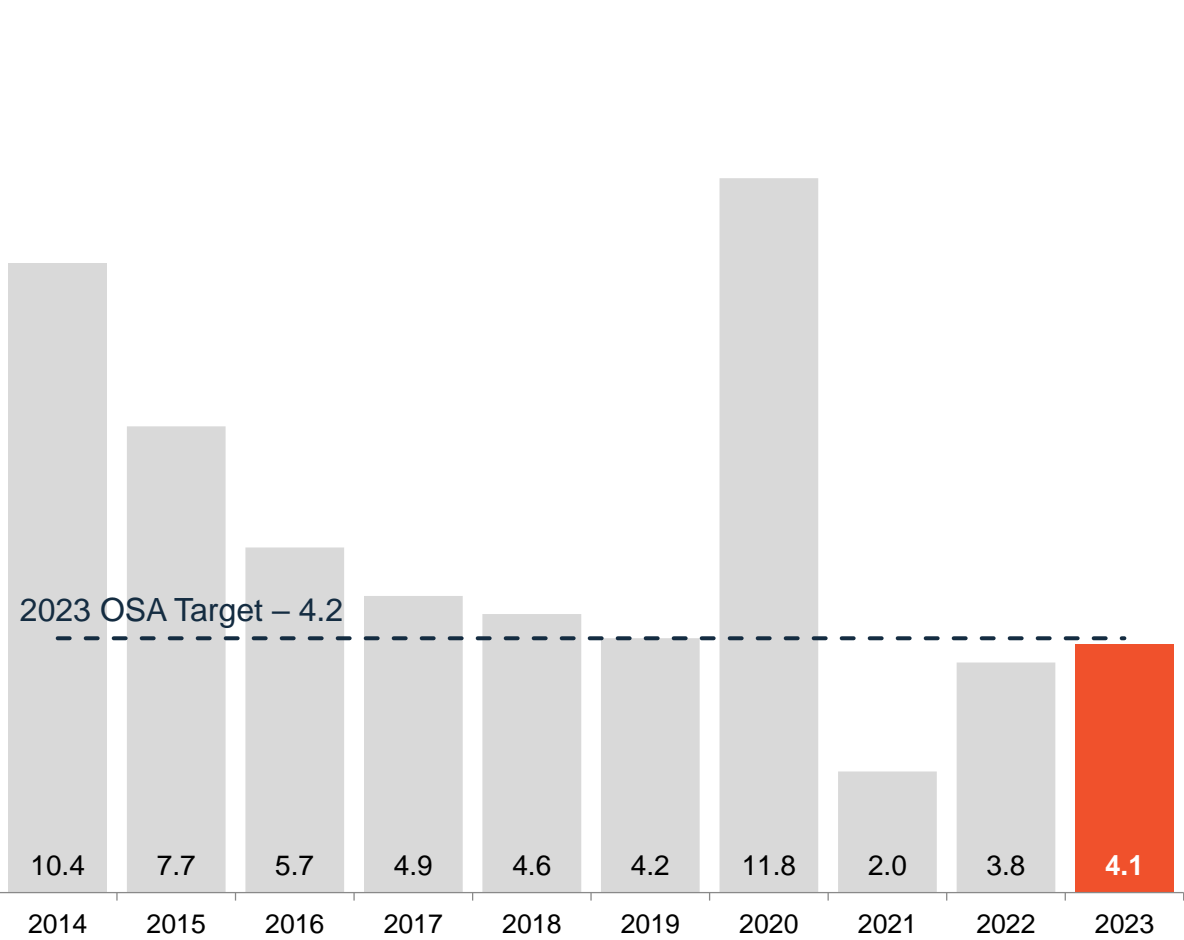
Electric Reliability

Multiple Customer Outages – Sustained, Momentary and Repeat MCO

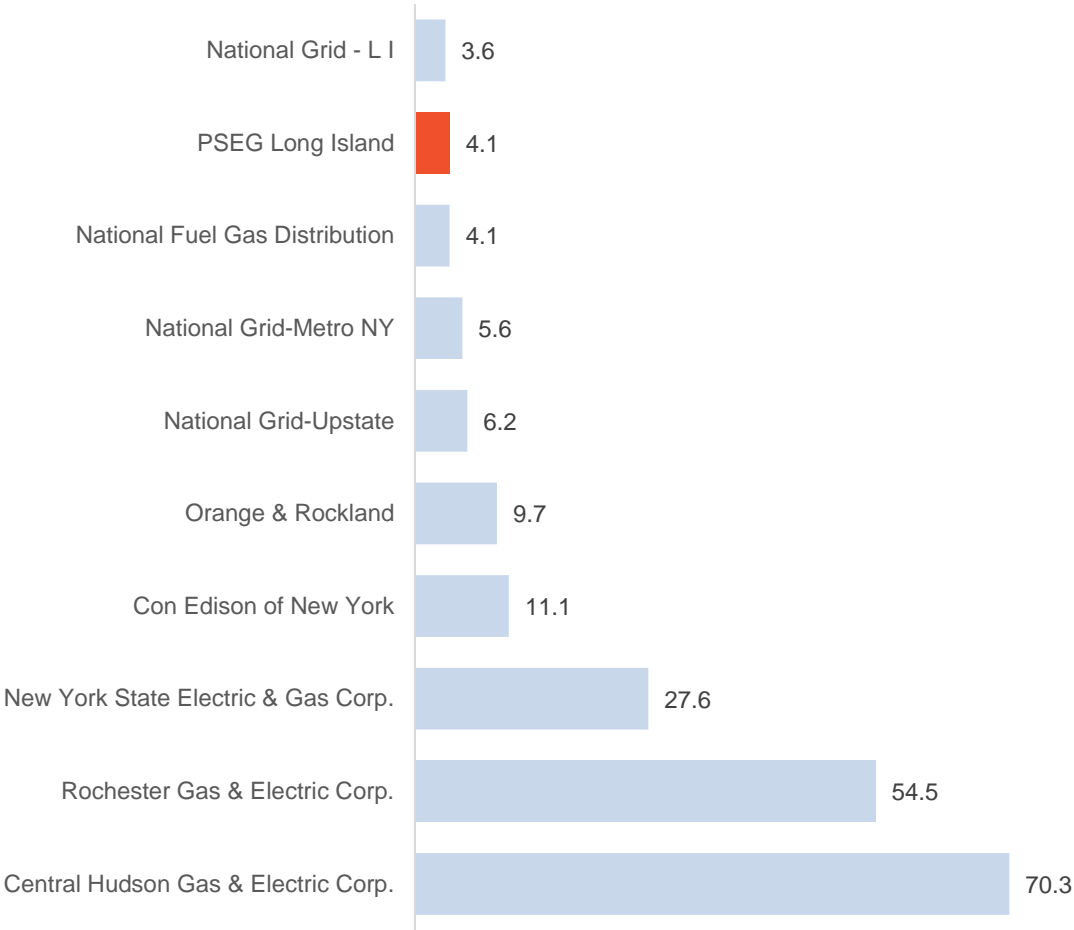


NYS DPS Customer Complaint Rate

Customer Complaint Rate



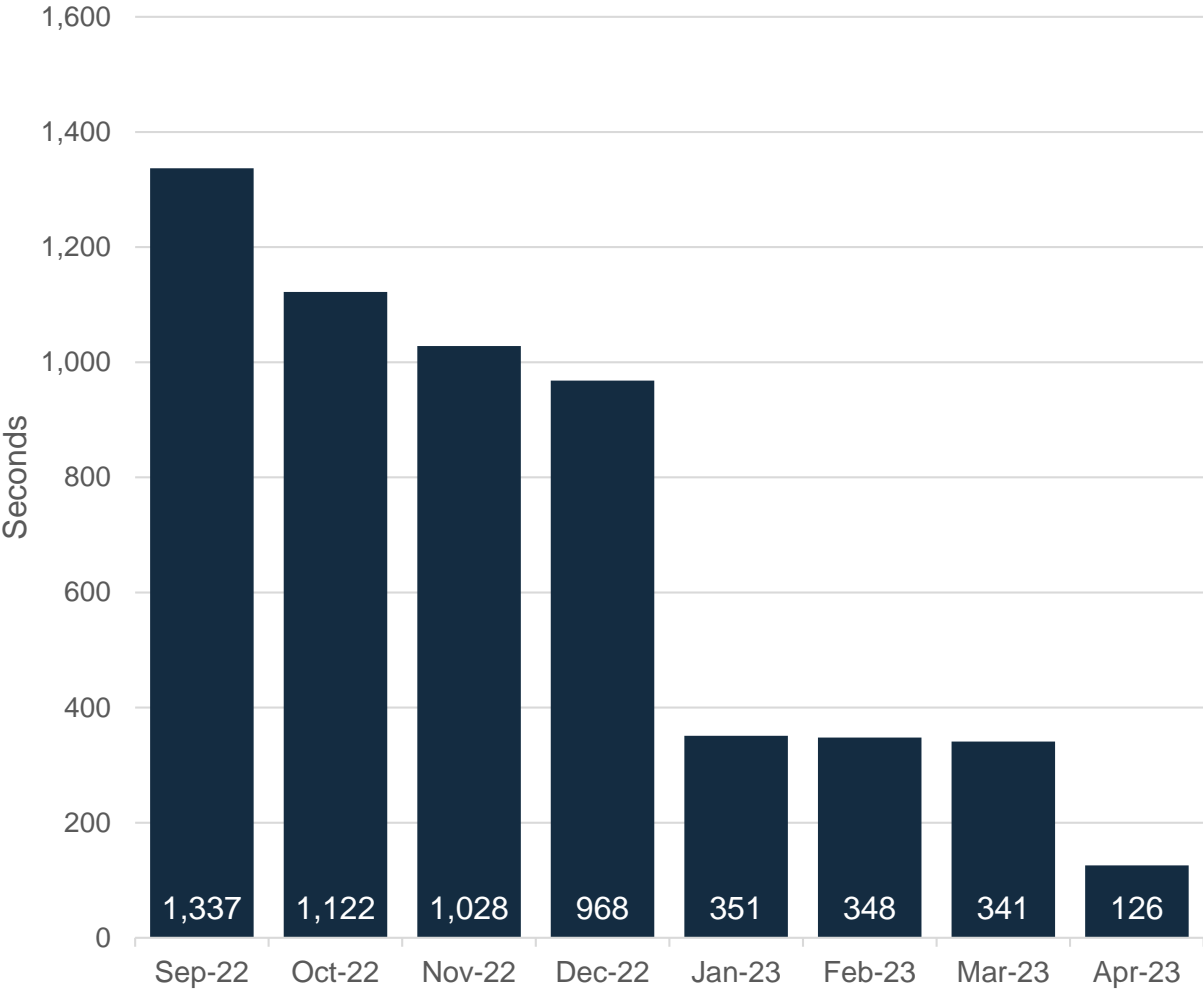
Rolling 12 Month DPS
Complaint Rate per 100,000 Customers



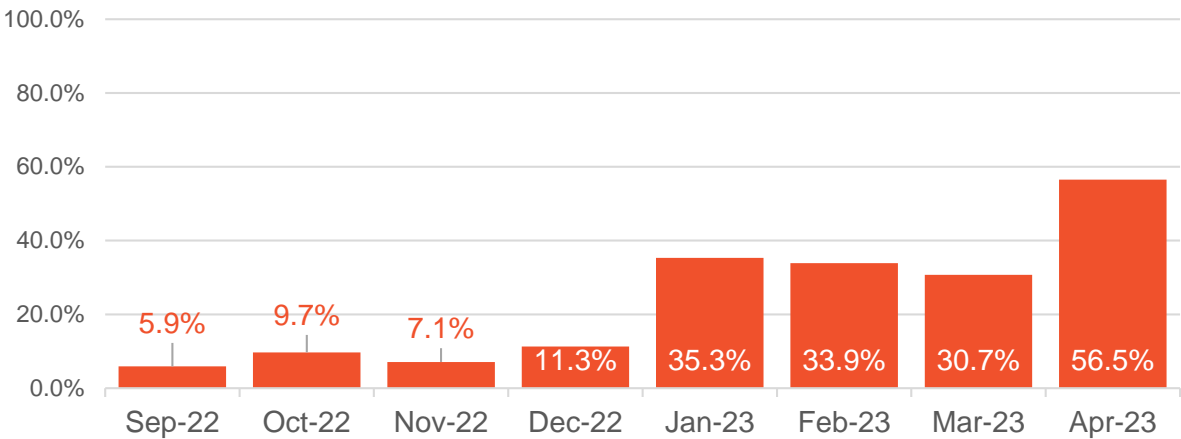
Customer Contact

Performance Trends

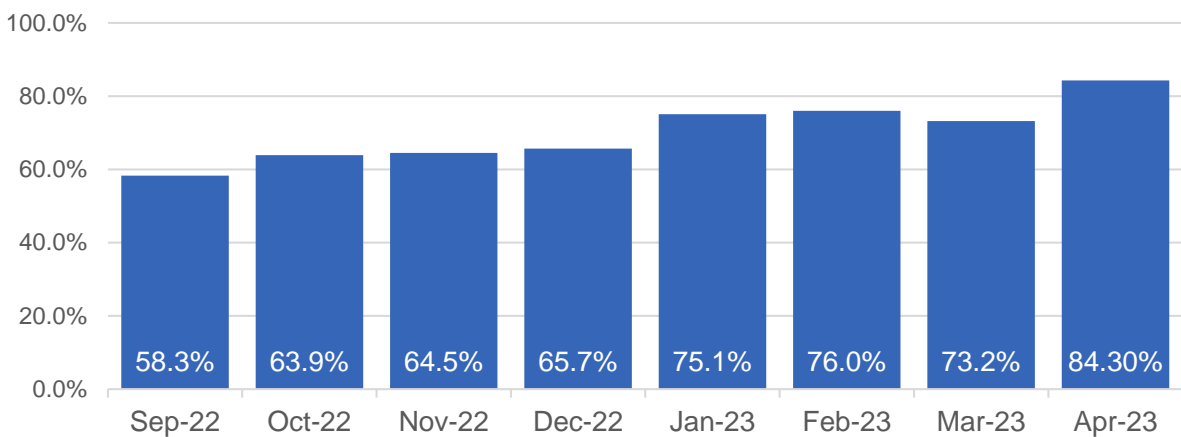
Average Hold Time -
To Speak to a Live Agent (in seconds)



% of Calls Answered in 30 seconds or less,
Excluding IVR/HVCA



% of Calls Answered in 30 seconds or less,
Including IVR/HVCA



Call Center

Get Well Plan – Q1 Initiatives Update

Improve Recruitment, Hiring, Training, and Retention

- Hired 30 PSEG agents (currently in training)
- Trained and On boarded 31 Convergent Contractor Agents
- Recruitment, hiring training, and retention (RHTR) committee formed

Improve Agent and Supervisor Performance

- Implemented supervisor coaching sessions (twice a week)
- Detailed scorecard walkthroughs with each supervisor (Director-led)
- Developed and implemented “best practices” guidelines document
- Established “daily open chat session” by team – required
- Assigned additional Workforce Management team resources to enhance real time monitoring of “High Average Handle Time” calls

Lower Incoming Call Volume

- Executed debt forgiveness policies
- Formed cross-company coordination team to proactively identify activities that drive call volume
- Detailed review of field disconnect forecast to ensure “alignment” and optimize call center staffing



Call Center

Get Well Plan – Q2 Initiatives Summary

Improve Recruitment, Hiring, Training, and Retention

- 30 new agents hired will be transitioned from training to taking calls
- Begin recruitment for next call center class
- Decision on Convergent call overflow support continuation
- Recruitment, Hiring, Training, and Retention (RHTR) committee will finalize recommendations report

Improve Agent and Supervisor Performance

- Return to in-office training 3 days a week for new hires
- Dedicated additional manager level resource assigned to finalize additional performance recommendation reports

Lower Incoming Call Volume

- Call center task force to continue to identify, suspend or reengineer processes that drive repeat call volume



2022 Performance Metric Summary

Incentive Claim by the Numbers

Scope	# of Metrics	Incentive \$ Potential	\$ of Incentive Claimed	% of \$ Claimed	Met	Missed	Partial
Electric T&D	40	\$8,410,163.73	\$7,516,583.86	89.4%	35	5	0
Power Supply & Clean Energy	9	\$2,102,540.93	\$1,997,413.88	95.0%	7	0	2
Business Services	21	\$3,153,811.40	\$2,890,993.80	91.7%	19	1	1
Customer Services	19	\$4,205,081.87	\$2,207,668.00	52.5%	9	8	2
Information Technology	7	\$3,153,811.40	\$2,207,667.98	70.0%	5	2	0
Total	96*	\$21,025,409.33	\$16,820,327.51	80.0%	75	16	5

*96 Metrics - contains 634 targets/deliverables

Metric Overview in Detail

Scope	Quantitative				Qualitative			
	Total Quantitative Metrics	Total Quantitative Sub Metrics	Sub Metrics Achieved	% of Sub Metrics Achieved	Total Qualitative Metrics	Total Qualitative Metric Deliverables	Total Qualitative Deliverables Met	% of Deliverables Met
Electric T&D	22	33	30	90.9%	18	106	96	90.6%
Power Supply & Clean Energy	6	10	7	70.0%	3	27	27	100.0%
Business Services	13	20	15	75.0%	8	91	91	100.0%
Customer Services	15	15	7	46.7%	4	68	65	95.6%
Information Technology	0	0	0	N/A	7	276	250	90.6%
Total	56	78	59	75.6%	40	556	529	95.7%

Pending evaluation and recommendation from New York State Department of Public Service



Appendix

Electric T&D Scorecard

PSEG Long Island OSA 2023 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	\$167,140	Hybrid	H	1	1	1	⬆️	1	
T&D-02	Asset Management Program Implementation - AM Governance	\$167,140	Project	H	See Smartsheet		1	⬆️	1	
T&D-03	Enterprise Asset Management System Implementation	\$668,560	Project	H			1	⬆️	1	
T&D-04	T&D System Relay Operations - Relay Mis-Operations	\$111,427	Quantitative	L	13	3	1	⬆️	0	
T&D-05	T&D Inadvertent Operation Events	\$111,427	Quantitative	L	26	7	8	⬆️	2	
T&D-06	Primary and Alternative Trans Control Center Replacement	\$278,567	Project	H	See Smartsheet		1	⬆️	1	
T&D-07	SAIDI (System Average Interruption Duration Index)	\$334,280	Quantitative	L	57.5	11.1	10.1	➡️	3.4	
T&D-08	SAIFI (System Average Interruption Frequency Index)	\$222,853	Quantitative	L	0.70	0.16	0.14	⬆️	0.05	
T&D-09	MAIFI (Momentary Average Interruption Frequency Index)	\$167,140	Quantitative	L	1.70	0.35	0.24	⬆️	0.08	
T&D-10	Sustained Multiple Customer Outages (MCO) - 4 or more	\$139,283	Quantitative	L	21,000	21,000	20,703	⬆️	N/A	
T&D-11	Reduce Repeat Customer Sustained MCOs	\$83,570	Quantitative	L	28	7	0	⬆️	N/A	
T&D-12	Momentary MCO (6 or more)	\$111,427	Quantitative	L	76,300	76,300	61,670	⬆️	N/A	
T&D-13	Serious Injury Incident Rate (SIIR)	\$222,853	Quantitative	L	0.00	0.00	0.00	⬆️	0.00	
T&D-14	OSHA Recordable Incidence Rate	\$222,853	Quantitative	L	0.76	0.76	0.38	⬆️	0.30	
T&D-15	OSHA Days Away Rate (Severity)	\$222,853	Quantitative	L	8.51	8.51	0.00	⬆️	0.00	
T&D-16	Motor Vehicle Accident Rate	\$167,140	Quantitative	L	6.93	6.93	7.83	➡️	8.34	
T&D-17	Work Mgmt Enhancements - Short-Term Scheduling	\$111,427	Project	H	See Smartsheet		1	⬆️	1	
T&D-18	Work Mgmt Enhancements - Workforce Mgmt Plans	\$278,567	Project	H			1	⬆️	1	
T&D-21	WME - Work Mgmt KPIs & Dashboards	\$111,427	Project	H			1	⬆️	1	
T&D-23	Employee Overtime	\$167,140	Quantitative	H	100.0%	100.0%	50.0%	⬆️	N/A	
T&D-24	Veg Mgmt Work Plan - Cycle Tree Trim With Veg Intelligence	\$222,853	Hybrid	H	1	1	1	⬆️	1	

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

Electric T&D Scorecard

PSEG Long Island OSA 2023 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-25	Veg Mgmt Work Plan - Trim-To-Sky (TTS) Circuits	\$278,567	Hybrid	H	1	1	1	↑	1
T&D-26	Veg Mgmt Work Plan - Hazard Tree Removal	\$334,280	Hybrid	H	1	1	1	↑	1
T&D-27	Storm Hardening Work Plan - Overhead Hardening	\$278,567	Hybrid	H	1	1	1	↑	1
T&D-28	Storm Hardening Work Plan - Underground Hardening	\$167,140	Hybrid	H	1	1	1	↑	1
T&D-29	T&D System Enhancements	\$167,140	Project	H	See Smartsheet		1	↑	1
T&D-30	Storm Hardening Work Plan - ACRV Commissioning Program	\$278,567	Hybrid	H	1	1	1	↑	1
T&D-31	Storm Hardening Work Plan - LT5H (ASUV) Program	\$167,140	Hybrid	H	1	1	1	↑	1
T&D-33	Execute Real Estate Strategy	\$139,283	Project	H	See Smartsheet		1	↑	1
T&D-34	Construction – Quality and Timely Completion of PJDs	\$222,853	Project	H	See Smartsheet		July	↑	July
T&D-35	Construction - Project Milestones Achieved	\$222,853	Quantitative	H	90.0%	90.0%	93.9%	↑	93.8%
T&D-36	Construction - Cost Estimating Accuracy	\$222,853	Quantitative	H	90.0%	90.0%	87.0%	↑	N/A
T&D-37	Completion of Program Planned Units Per Workplan	\$445,707	Quantitative	H	100.0%	100.0%	100.0%	↑	N/A
T&D-38	Program Unit Cost Variance	\$222,853	Quantitative	L	100.0%	100.0%	100.0%	↑	N/A
T&D-39	Project Completion Consistent with Project Design	\$111,427	Quantitative	H	100.0%	100.0%	100.0%	↑	N/A
T&D-40	Double Woods	\$55,713	Quantitative	L	5,829	6,315	7,043	➡	N/A
T&D-41	Program Effectiveness - Vegetation Management	\$194,997	Quantitative	L	-50.0%	-50.0%	-23.9%	➡	-37.3%
T&D-42	Estimated Time of Restoration (ETR) Process Enhancements	\$278,567	Project	H	See Smartsheet		1	↑	1
T&D-44	Regulatory Compliance	\$167,140	Hybrid	H	1	1	1	↑	1
T&D-45	Physical Security	\$278,567	Project	H	See Smartsheet		1	↑	1
T&D-46	Root Cause Analysis (RCA) Execution and Compliance	\$194,997	Project	H	See Smartsheet		1	↑	1
T&D-48	Program Effectiveness - Storm Hardening	\$194,997	Quantitative	L	8	2	0	↑	0

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YTD Result Color

- At or Better than YTD Plan
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YE Forecast

- On track to meet Target
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Customer Services Scorecard

PSEG Long Island OSA 2023 Scope Specific Function - Customer Services

				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	
CS-01	Delivery of Strategic Customer Experience & Billing Projects	\$334,280	Project	H	See Smartsheet		1	⬆️	1	
CS-02	JD Power Customer Satisfaction Survey (Residential)	\$222,853	Hybrid	H	740 or 10th	740 or 10th	700	➡️	700	
CS-03	JD Power Customer Satisfaction Survey (Business)	\$222,853	Hybrid	H	9th Rank	9th Rank	Jul	⬆️	Jul	
CS-04	CIS Modernization	\$445,707	Project	H	See Smartsheet		1	⬆️	1	
CS-05	Customer Transactional Performance	\$334,280	Hybrid	H	1	1	1	➡️	1	
CS-09	Billing Exception Cycle Time	\$55,713	Quantitative	H	98.5%	98.5%	99.9%	⬆️	99.9%	
CS-10	Billing Cancelled Rebill	\$111,427	Quantitative	L	0.18%	0.18%	0.24%	⬆️	0.41%	
CS-11	Contact Center Service Level with Live Agent Calls	\$389,993	Quantitative	H	80.0%	80.0%	33.1%	➡️	30.7%	
CS-13	First Call Resolution (FCR)	\$111,427	Quantitative	H	81.0%	81.0%	80.7%	⬆️	79.6%	
CS-14	Net Dollars Written Off	\$222,853	Quantitative	L	31,136,189	10,291,915	13,162,211	⬆️	4,658,338	
CS-15	Arrears Aging Percent > 90 Days Past Due	\$334,280	Quantitative	L	52.80%	52.80%	63.03%	⬆️	57.85%	
CS-17	Low to Moderate Income Program Participation	\$111,427	Quantitative	H	50,000	42,287	41,140	⬆️	N/A	
CS-19	Customer Complaint Rate	\$111,427	Quantitative	L	4.2	4.2	4.1	⬆️	4.8	
CS-21	Outage Information Satisfaction	\$222,853	Quantitative	H	70.0%	70.0%	64.3%	⬆️	63.5%	
CS-22	AMI Roadmap and 2023 Improvements	\$111,427	Project	H	See Smartsheet		1	⬆️	1	
CS-23	Deferred Payment Agreement (DPA) Improvement	\$167,140	Project	H	See Smartsheet		1	⬆️	1	
CS-24	Payment Transaction Ease	\$167,140	Quantitative	H	90.0%	90.0%	89.9%	⬆️	91.0%	
CS-25	Interactive Voice Response (IVR) Containment Rate	\$222,853	Quantitative	H	61.0%	58.0%	60.5%	⬆️	60.1%	
CS-26	Life Sustaining Equipment (LSE) Customer Compliance	\$111,427	Project	H	See Smartsheet		1	⬆️	1	
CS-27	Estimated Bill %	\$111,427	Quantitative	L	0.61%	0.61%	0.46%	⬆️	0.44%	
CS-28	Move Process Improvement	\$167,140	Project	H	See Smartsheet		1	➡️	1	
CS-29	AMI Meter Validation, Est., Editing Enhance & Reporting	\$167,140	Project	H	See Smartsheet		1	⬆️	1	

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YE Forecast

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Business Services Scorecard

PSEG Long Island OSA 2023 Scope Specific Function - Business Services

					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
BS-01	ERM - Implementation of the Mitigation Effect. Process	\$167,140	Project	H	See Smartsheet		1	⬆️	1
BS-05	Full Time Vacancy Rate	\$501,420	Quantitative	H	100.0%	100.0%	60.0%	⬆️	N/A
BS-07	Complete Affiliate Cost and Quality Justifications	\$278,567	Project	H	See Smartsheet		1	⬆️	1
BS-08	Improve Capital Proj Impact Analysis & Tracking Process	\$167,140	Project	H			1	⬆️	1
BS-10	Improve Annual Substation Property Tax Reports	\$167,140	Project	H			1	⬆️	1
BS-18	Utility Marketing Effectiveness	\$278,567	Project	H			1	⬆️	1
BS-19	Reputation Management – Positive Media Sentiment	\$167,140	Quantitative	H	30.0%	30.0%	53.4%	⬆️	76.2%
BS-20	Reputation Management – Share of Voice	\$167,140	Quantitative	H	50.0%	50.0%	N/A	⬆️	N/A
BS-21	Social Media Engagement and Following	\$278,567	Quantitative	H	100.0%	100.0%	100.0%	⬆️	N/A
BS-22	Timely, Accurate, and Supported Storm Event Invoicing	\$334,280	Hybrid	H	1	1	1	⬆️	1
BS-23	FEMA Tropical Stm Isaias Grant - Engineering to Support	\$167,140	Project	H	See Smartsheet		1	⬆️	1
BS-24	Improve the Accuracy of Asset Records for Outside Plant	\$167,140	Project	H			1	⬆️	1
BS-32	Update Low and Moderate Income (LMI) Tariff and Billing	\$167,140	Project	H			1	⬆️	1
BS-33	Consolidate Real Estate Footprint	\$334,280	Project	H			1	⬆️	1

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** 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 Scorecard

PSEG Long Island OSA 2023 Scope Specific Function - Information Technology

					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
IT-01	Organizational Maturity Level	\$612,847	Project	H	See Smartsheet		1	↑	1
IT-03	System Resiliency	\$724,273	Project	H			1	↑	1
IT-04	System and Software Lifecycle Management	\$111,427	Project	H			1	↑	1
IT-05	Project Performance - In-flight Projects	\$445,707	Project	H			1	↑	1
IT-06	Project Performance – New 2023 Projects	\$557,133	Project	H			1	↑	1
IT-07	System Segregation	\$668,560	Project	H			1	↑	1
IT-08	Cyber Sec Org - Structure, Staff & Capabilities Review	\$222,853	Project	H			1	↑	1

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YE Forecast

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Power Supply and Clean Energy Scorecard

PSEG Long Island OSA 2023 Scope Specific Function - Power Supply & Clean Energy

					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
PS&CE-01	Complete Integrated Resource Plan Follow-on Activities	\$278,567	Project	H	See Smartsheet		1	↑	1
PS&CE-02	Complete Energy Storage RFP Follow-on Activities	\$222,853	Project	H			1	↑	1
PS&CE-03	Energy Efficiency Annualized Energy Savings	\$278,567	Quantitative	H	900,730	269,443	271,276	↑	93,107
PS&CE-05	Beneficial Electrification	\$111,427	Quantitative	H	100.0%	100.0%	25.0%	→	N/A
PS&CE-06	Electric Vehicle (EV) Make Ready	\$111,427	Quantitative	H	100.0%	100.0%	50.0%	↑	N/A
PS&CE-08	Transition to New Std TOD Resi & Small Business Rates	\$668,560	Project	H	See Smartsheet		1	↑	1
PS&CE-11	Implementation of Utility 2.0 Projects	\$278,567	Project	H			1	↑	1
PS&CE-13	Heat Pump Strategy to Address Barriers to Customer Adopt	\$278,567	Project	H			1	↑	1

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- 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