



# PSEG Long Island Update

Operating Report – June LIPA Board of Trustees Meeting



# Agenda

↗ Operations Update

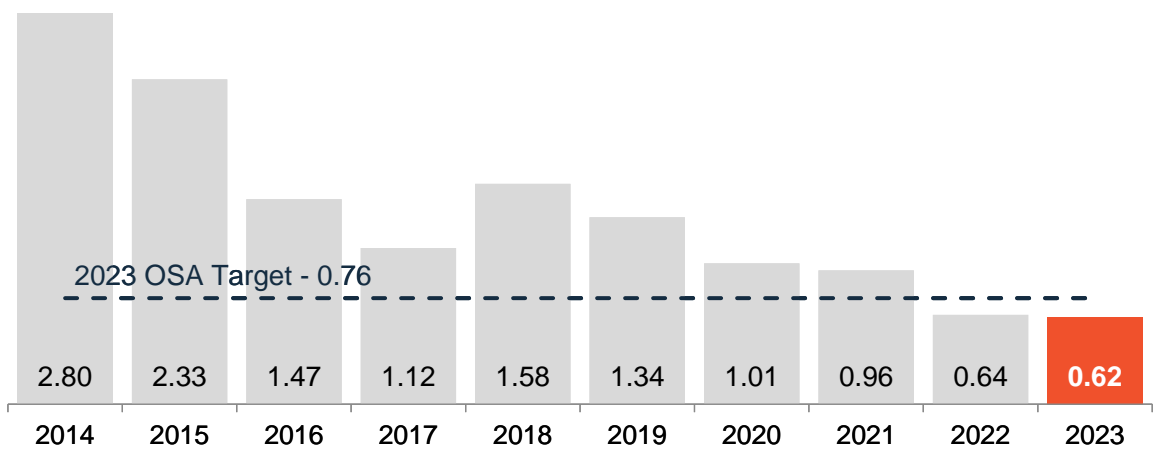
↗ JD Power Residential Q2

↗ Call Center Update

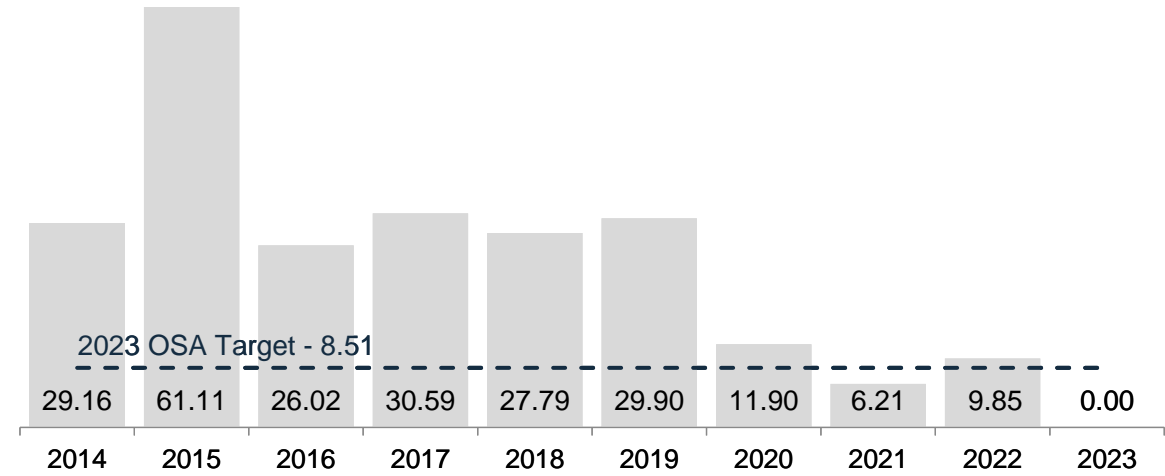


# Safety Performance

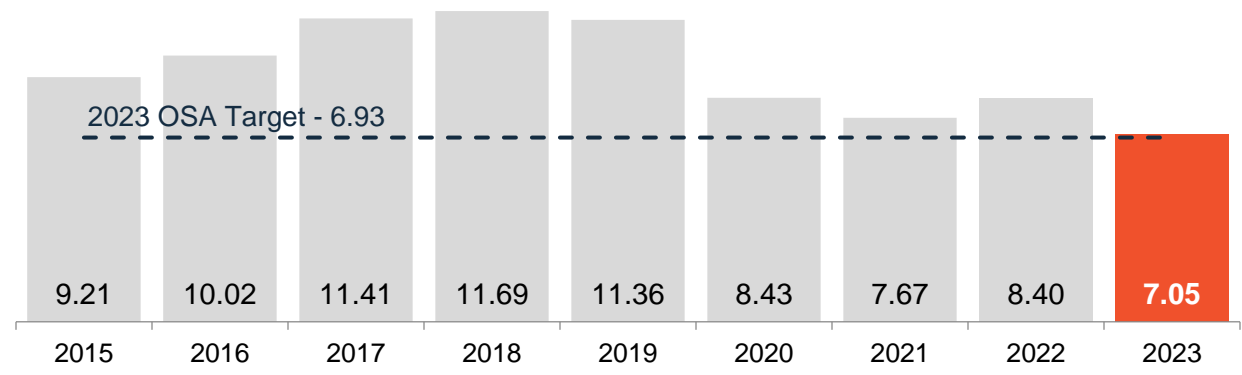
## OSHA Recordable Incident Rate



## OSHA Days Away Rate (Severity)



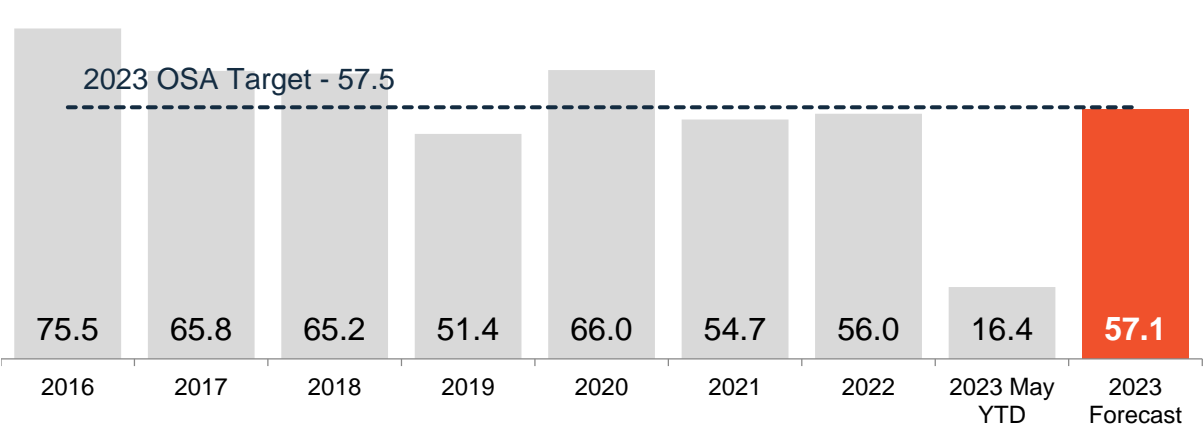
## Motor Vehicle Accident Rate



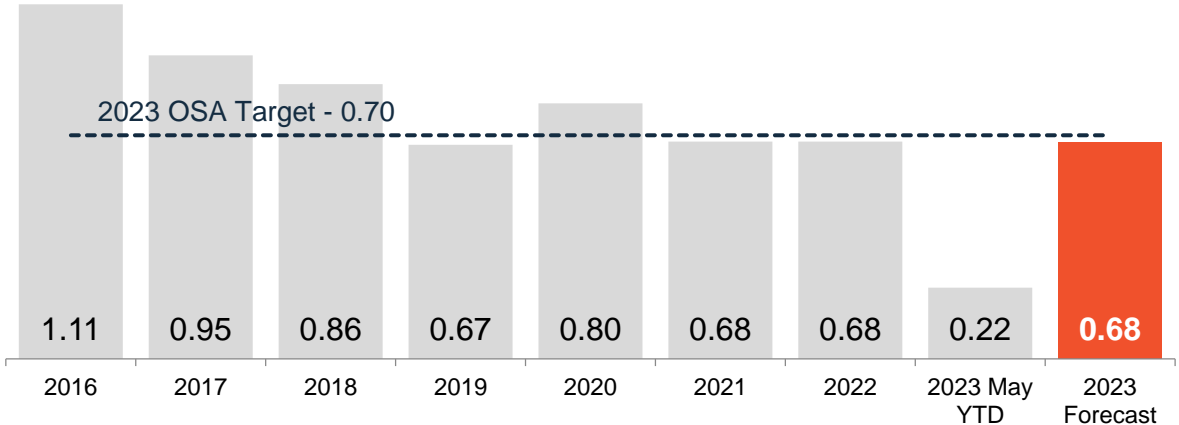
# Electric Reliability

## Index Performance – SAIDI, SAIFI, MAIFI

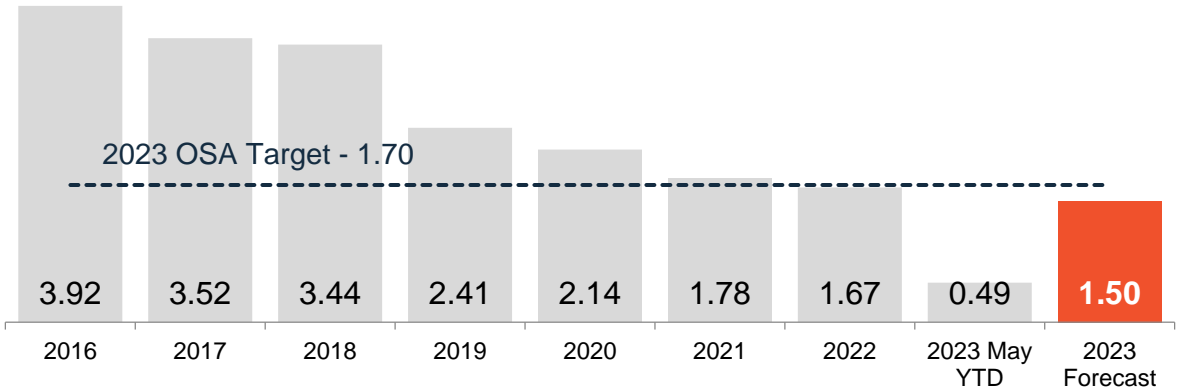
### System Average Interruption Duration Index (SAIDI)



### System Average Interruption Frequency Index (SAIFI)



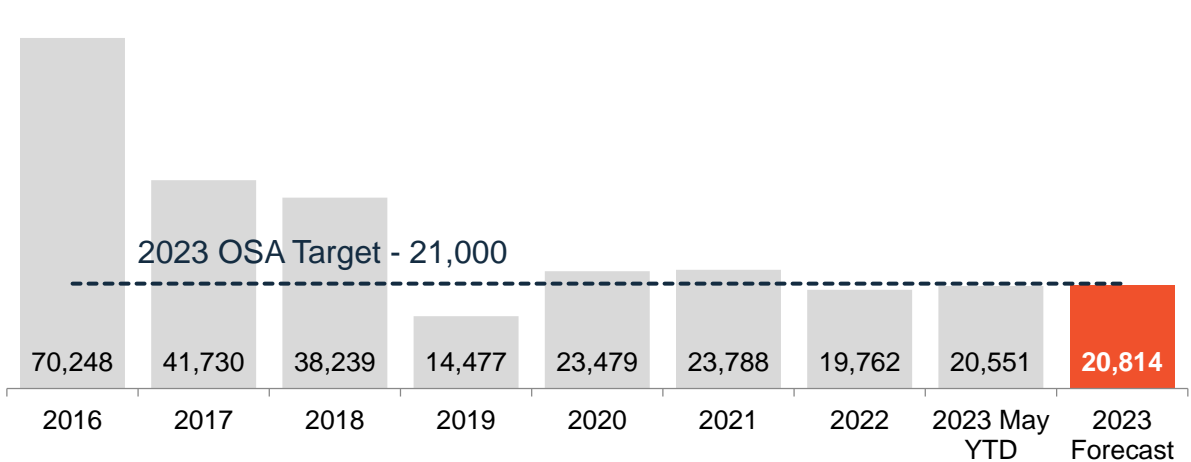
### Momentary Average Interruption Frequency Index (MAIFI)



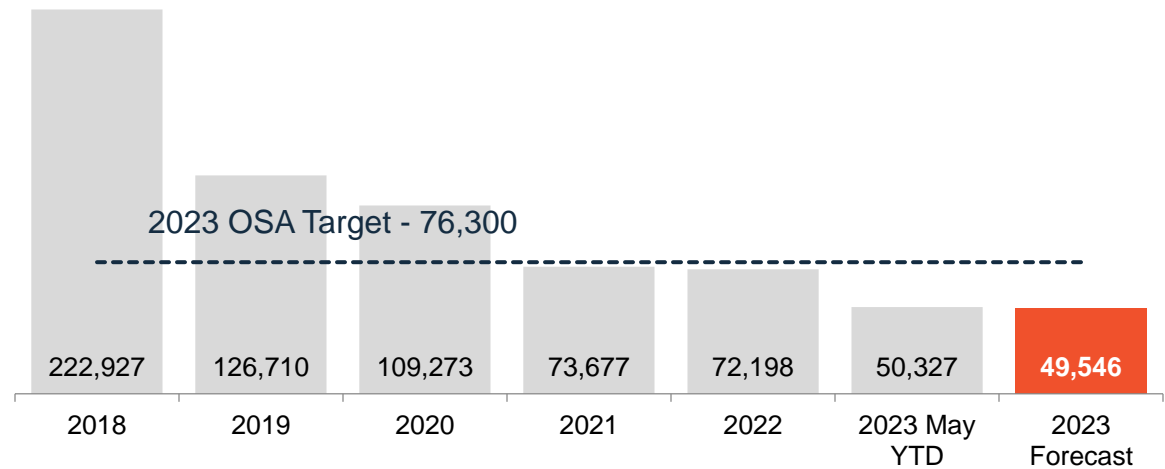
# Electric Reliability

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

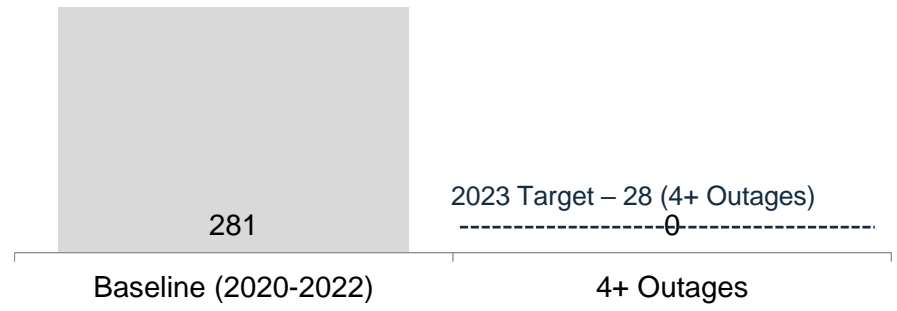
**Sustained Multiple Customer Outages (S-MCOs) 4 or more - >5 Minutes**



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

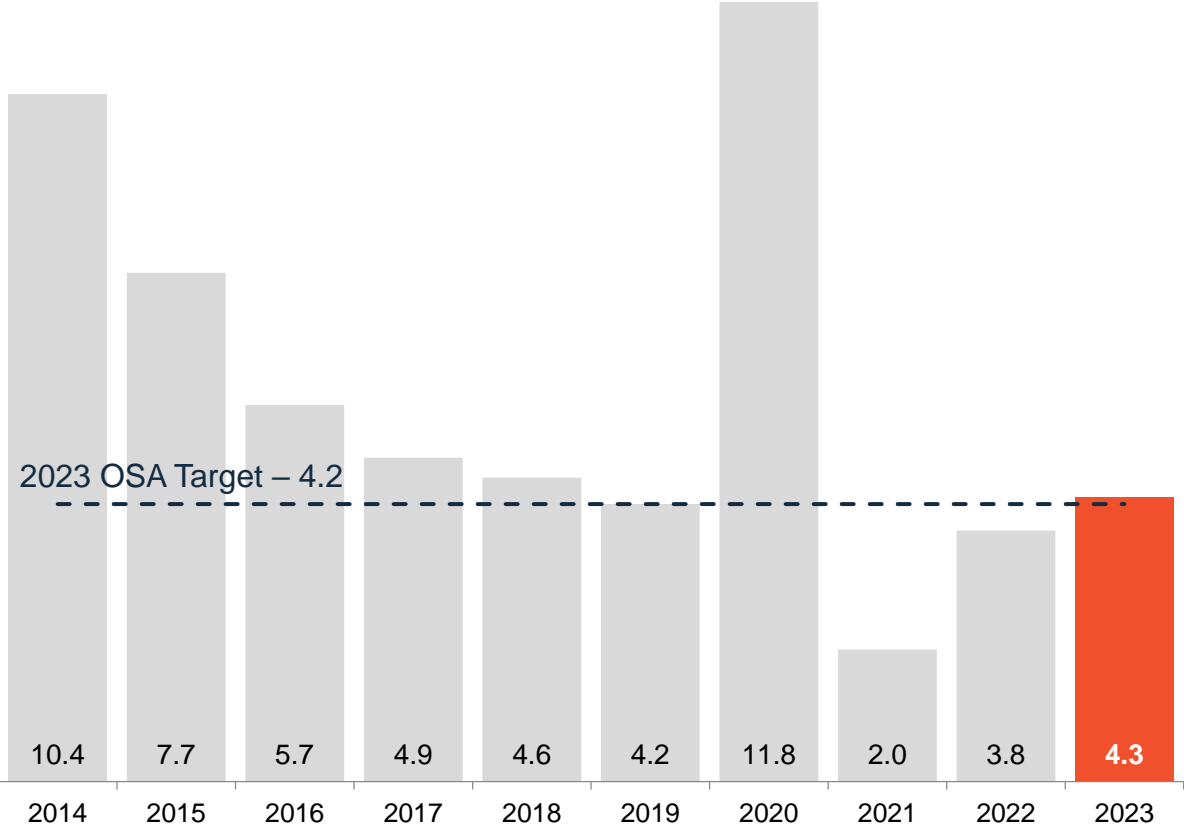


**Repeat Customer Sustained Multiple Customer Outages (S-MCOs)**

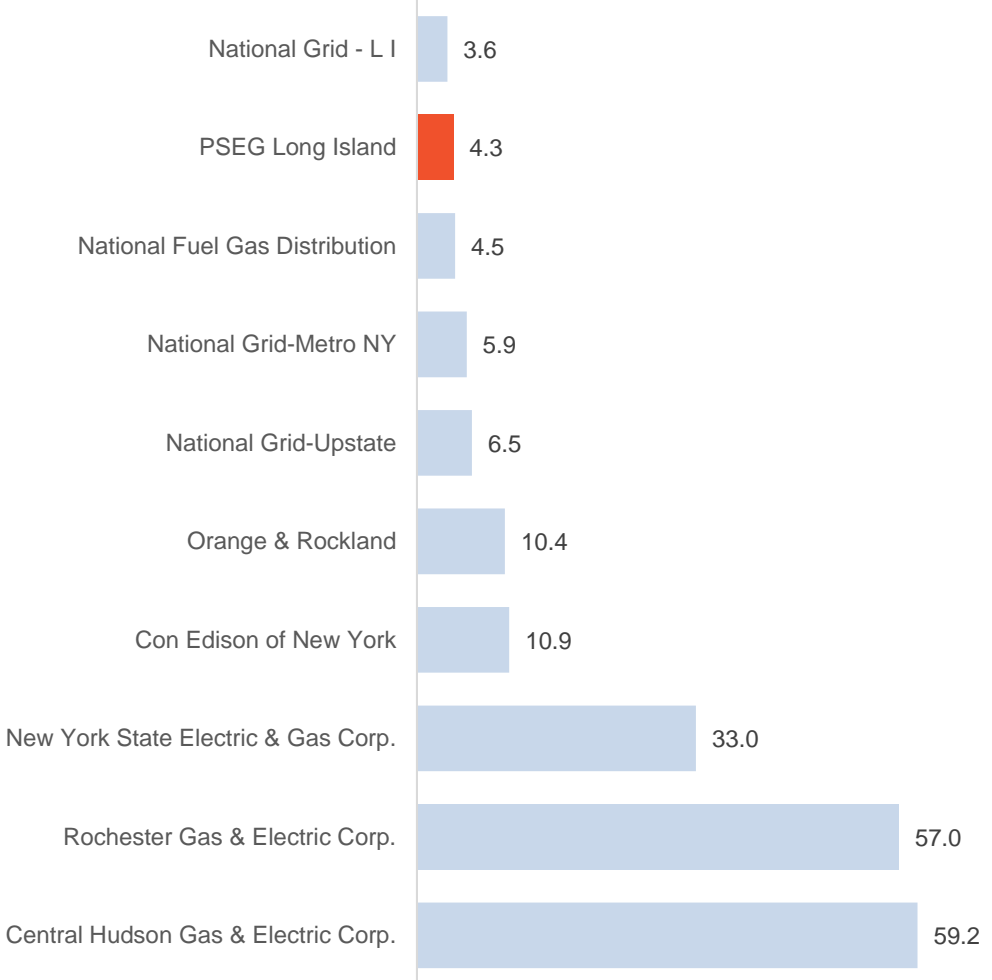


# NYS DPS Customer Complaint Rate

## Customer Complaint Rate



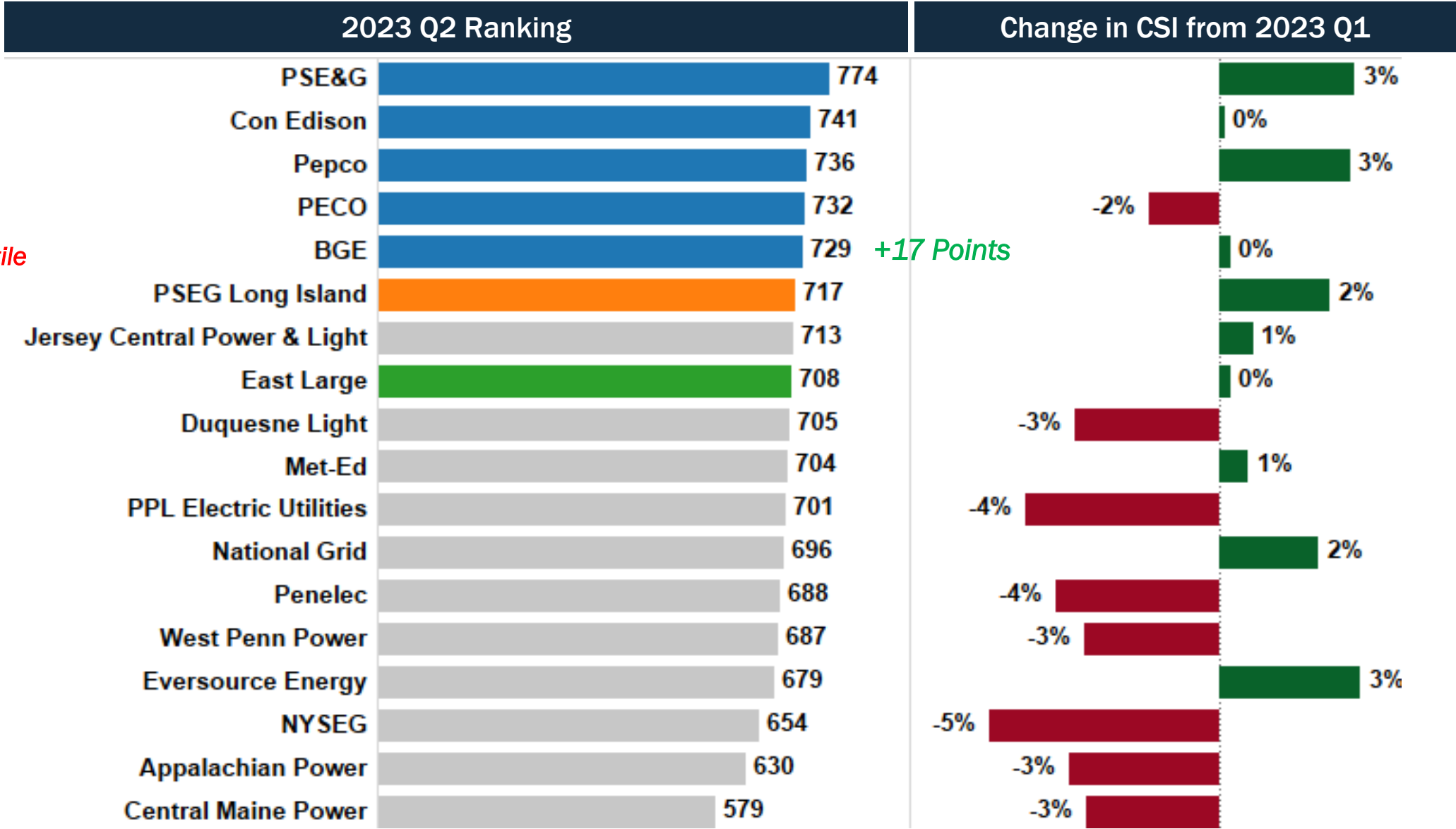
## Rolling 12 Month DPS Complaint Rate per 100,000 Customers



# J.D. Power Residential

## East Large Rank- 2023 Q2 - Overall CSI

■ Top Quartile  
■ PSEG LI  
■ To Reach Top Quartile



↑ +12 Points  
 to reach Top Quartile

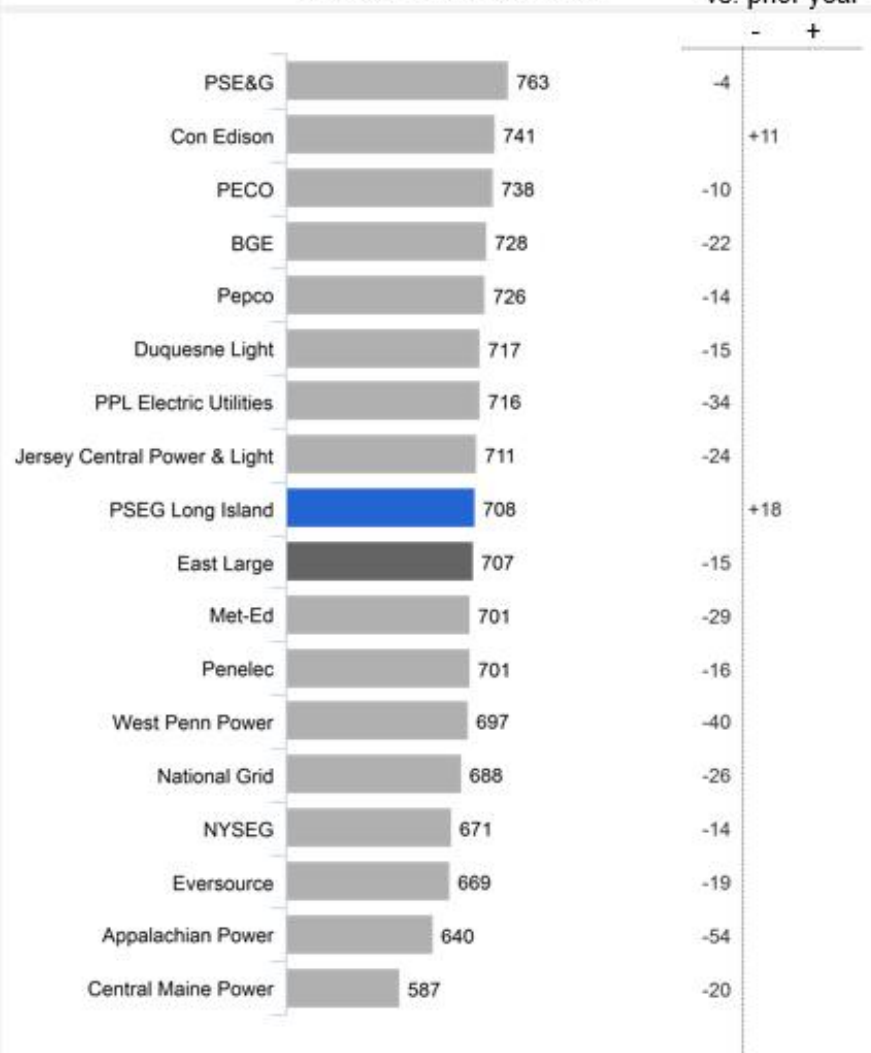
+17 Points



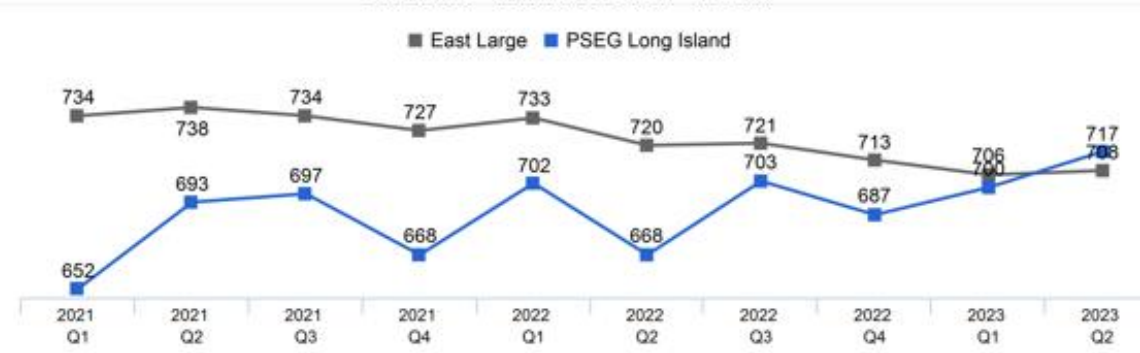
# J.D. Power Residential

## 2023 YTD Results

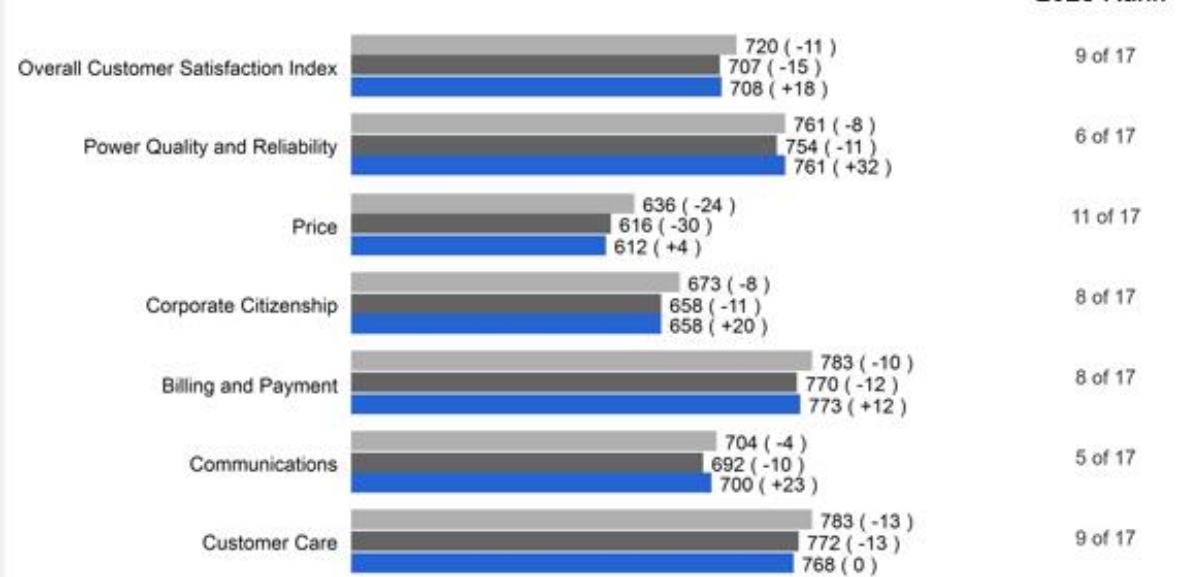
Overall Satisfaction



Overall Satisfaction Trend



Industry - 2023 East Large - 2023 PSEG Long Island - 2023



Filters Applied: PSEG Long Island 2023

\*Small sample | Insufficient data suppressed | © J.D. Power. All Rights Reserved. CONFIDENTIAL & PROPRIETARY.





# Call Center

## Get Well Plan Update

- Staffing/Key Activities:
  - New Hire Class of Call Reps Joining Phones
  - Recruitment for Upcoming New Hire Class Underway
  - Active Recruitment for Director, Contact Center Operations
- Improved Call Center Performance – 2<sup>nd</sup> Quarter of 2023:
  - Average Handle Time – Month over month decrease (**3% improvement Q2 average vs. Q1 average**)
  - Post-call customer survey score improvement (**Q1 – 94.4% satisfaction to Q2 – 94.7%**)
  - After Call Work Time Decrease (**5% decrease compared to Q12023**)
  - Caller Abandon Rate Decrease (**45% decrease as compared to Q12023**)



# Call Center

## Get Well Plan Update

- **Process Improvement:**

- Reduced Onboarding/Hiring Timeline
- Representative Scorecard Update
- Ongoing, increased focus on leadership development and Call Representative performance

- **Next Steps:**

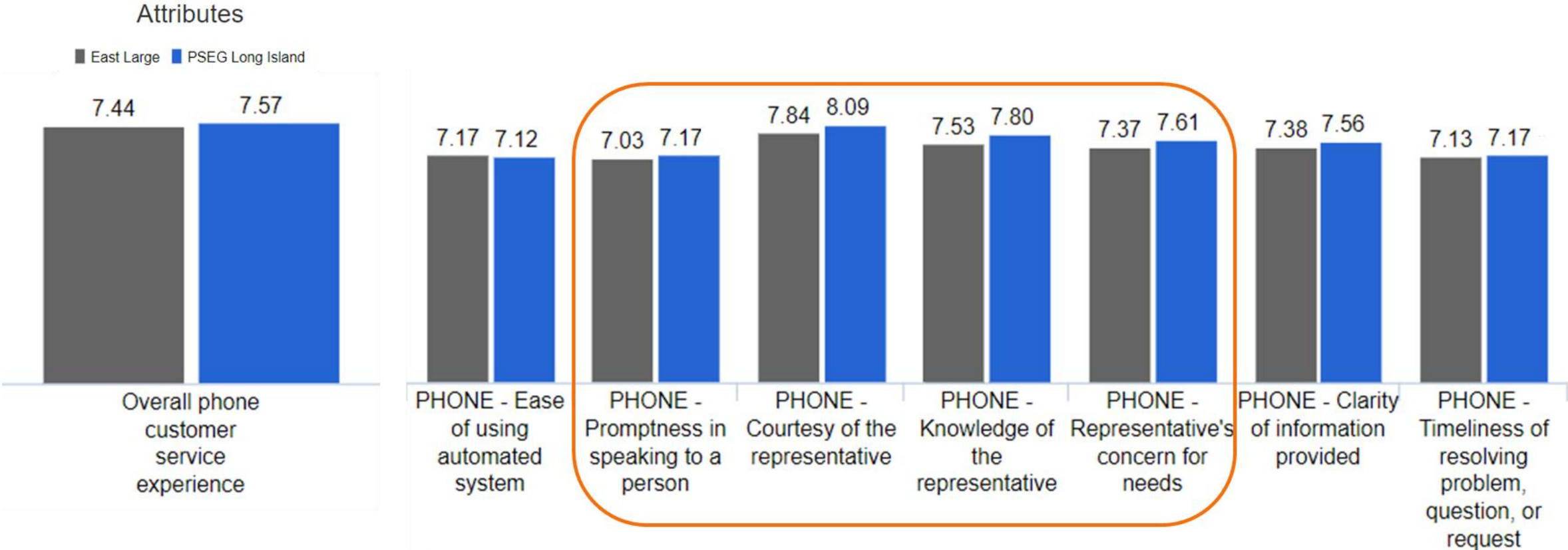
- Resolve 2023 Budget Amendment Request
- 2024 Staffing Budget Submission
- Finalize Operations Leadership Structure Redesign
- Phone / Non-Phone Production Processing
- Continued Staff oversight and development focus
- Peak Volume Processing Strategy / Workforce Optimization
- Implementation of CCaaS platform (Q4 2023)



# Call Center

## Customer Care – Phone – J.D. Power Residential 2023 YTD

➤ Overall Phone Customer Service satisfaction, including questions specific to Call Center representatives, is higher than East Large average.



Filters Applied: 2023 East Large: PSEG Long Island

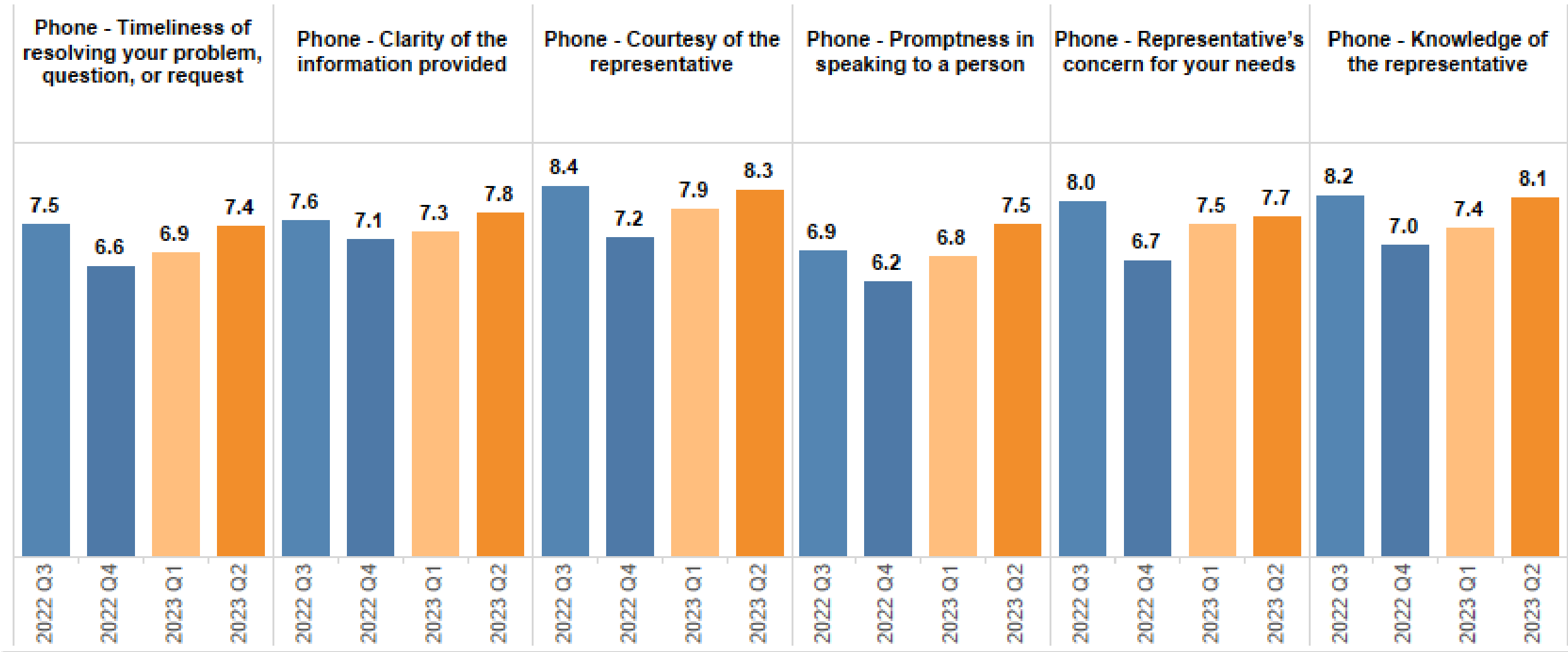
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**J.D. POWER**

# Call Center

## Customer Care – Phone – J.D. Power Residential 2023 YTD

↗ Upward trend continues in all rating questions after low Q4 2022 performance





# Appendix

# J.D. Power Residential

## Comparison versus New York Utilities – Overall and Factors

	2023 JD Power Residential YTD						
	Con Edison	PSEG Long Island	Orange and Rockland	National Grid	NYSEG	Rochester Gas & Electric	Central Hudson Gas & Electric
<b>Overall Customer Satisfaction Index</b>	<b>741</b> (1 of 7)	<b>717</b> (2 of 7)	<b>707</b> (3 of 7)	<b>696</b> (4 of 7)	<b>654</b> (5 of 7)	<b>624</b> (6 of 7)	<b>599</b> (7 of 7)
Power Quality and Reliability	780 (1 of 7)	773 (2 of 7)	727 (4 of 7)	760 (3 of 7)	707 (5 of 7)	690 (6 of 7)	674 (7 of 7)
Price	674 (1 of 7)	625 (3 of 7)	628 (2 of 7)	608 (4 of 7)	548 (5 of 7)	520 (6 of 7)	474 (7 of 7)
Corporate Citizenship	695 (1 of 7)	688 (2 of 7)	647 (4 of 7)	649 (3 of 7)	598 (5 of 7)	582 (6 of 7)	571 (7 of 7)
Billing and Payment	795 (1 of 7)	779 (2 of 7)	766 (3 of 7)	759 (4 of 7)	729 (5 of 7)	676 (6 of 7)	658 (7 of 7)
Communications	734 (1 of 7)	701 (2 of 7)	694 (3 of 7)	679 (4 of 7)	633 (5 of 7)	604 (6 of 7)	599 (7 of 7)
Customer Care	793 (1 of 7)	790 (2 of 7)	751 (4 of 7)	762 (3 of 7)	728 (5 of 7)	685 (6 of 7)	622 (7 of 7)



# J.D. Power Residential

## Comparison versus New York Utilities – Key Diagnostic Questions

	2023 JD Power Residential YTD						
	Con Edison	PSEG Long Island	Orange & Rockland	National Grid	NYSEG	Central Hudson Gas & Electric	Rochester Gas & Electric
Perfect Power	69% (1 of 7)	67% (2 of 7)	36% (6 of 7)	45% (4 of 7)	25% (7 of 7)	40% (5 of 7)	60% (3 of 7)
Not aware of a rate increase	49% (6 of 7)	62% (2 of 7)	56% (4 of 7)	67% (1 of 7)	61% (3 of 7)	53% (5 of 7)	38% (7 of 7)
Awareness of utility efforts to increase general safety of electric system	50% (1 of 7)	42% (2 of 7)	32% (6 of 7)	35% (4 of 7)	37% (3 of 7)	23% (7 of 7)	34% (5 of 7)
Noticed vegetation management	28% (6 of 7)	38% (2 of 7)	43% (1 of 7)	33% (4 of 7)	36% (3 of 7)	30% (5 of 7)	30% (5 of 7)
Aware of utility efforts to improve impact on environment	46% (1 of 7)	42% (2 of 7)	36% (3 of 7)	35% (4 of 7)	28% (6 of 7)	24% (7 of 7)	29% (5 of 7)
Receive Alerts	84% (2 of 7)	88% (1 of 7)	79% (5 of 7)	78% (4 of 7)	84% (2 of 7)	80% (3 of 7)	84% (2 of 7)
Utility contacted customer after power restoration	70% (1 of 7)	57% (2 of 7)	14% (6 of 7)	51% (4 of 7)	51% (4 of 7)	57% (2 of 7)	29% (5 of 7)
Aware of energy efficiency/conservation programs	55% (2 of 7)	57% (1 of 7)	51% (3 of 7)	49% (4 of 7)	38% (7 of 7)	47% (5 of 7)	39% (6 of 7)
It required little effort to resolve my recent issue	47% (5 of 7)	55% (3 of 7)	58% (1 of 7)	56% (2 of 7)	52% (4 of 7)	39% (6 of 7)	38% (7 of 7)
Aware utility supports economic development of local community	35% (1 of 7)	25% (4 of 7)	23% (6 of 7)	32% (2 of 7)	22% (7 of 7)	24% (5 of 7)	26% (3 of 7)