



PSEG Long Island Update

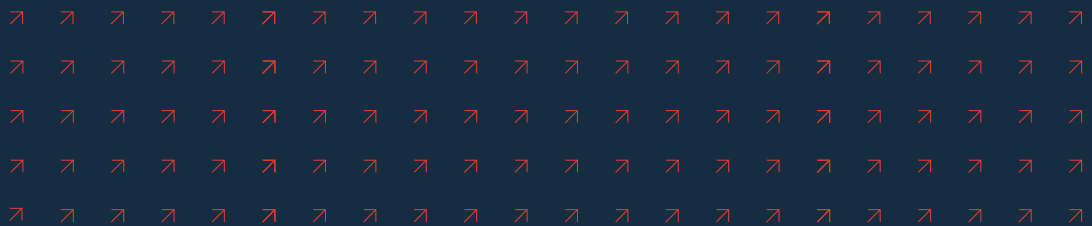
Operating Report – June LIPA Board of Trustees Meeting



June 28, 2023

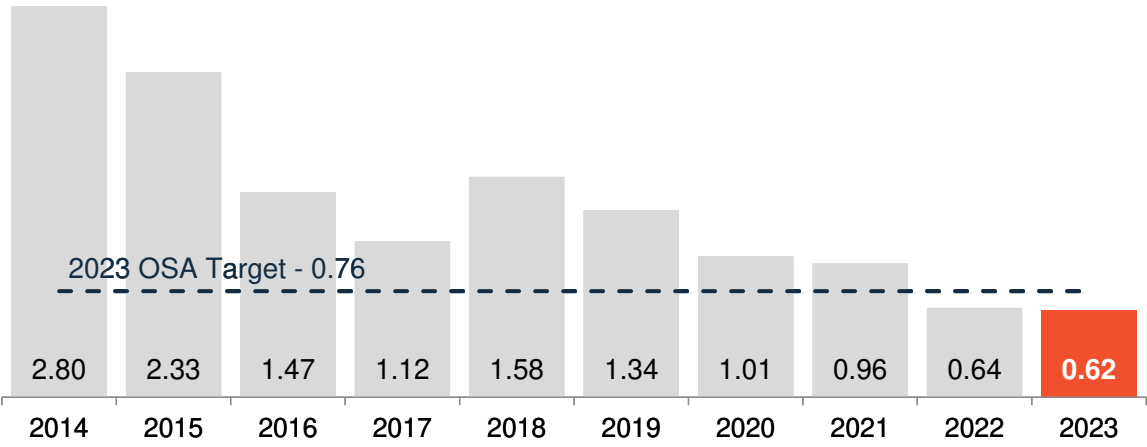
Agenda

- ↗ Operations Update
- ↗ JD Power Residential Q2
- ↗ Call Center Update

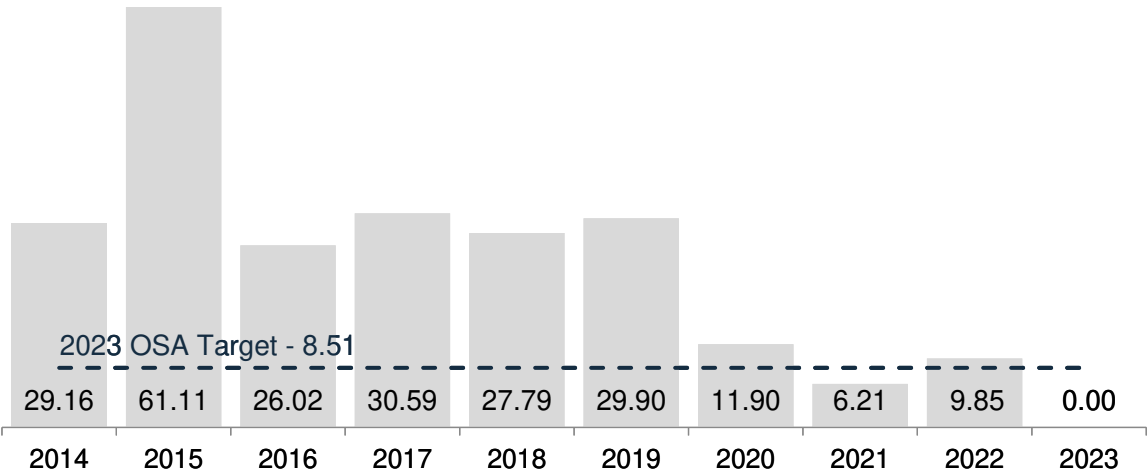


Safety Performance

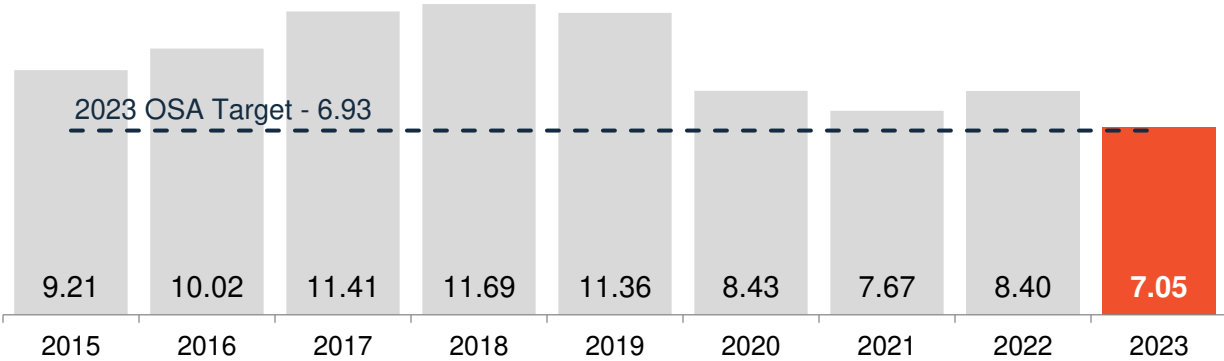
OSHA Recordable Incident Rate



OSHA Days Away Rate (Severity)



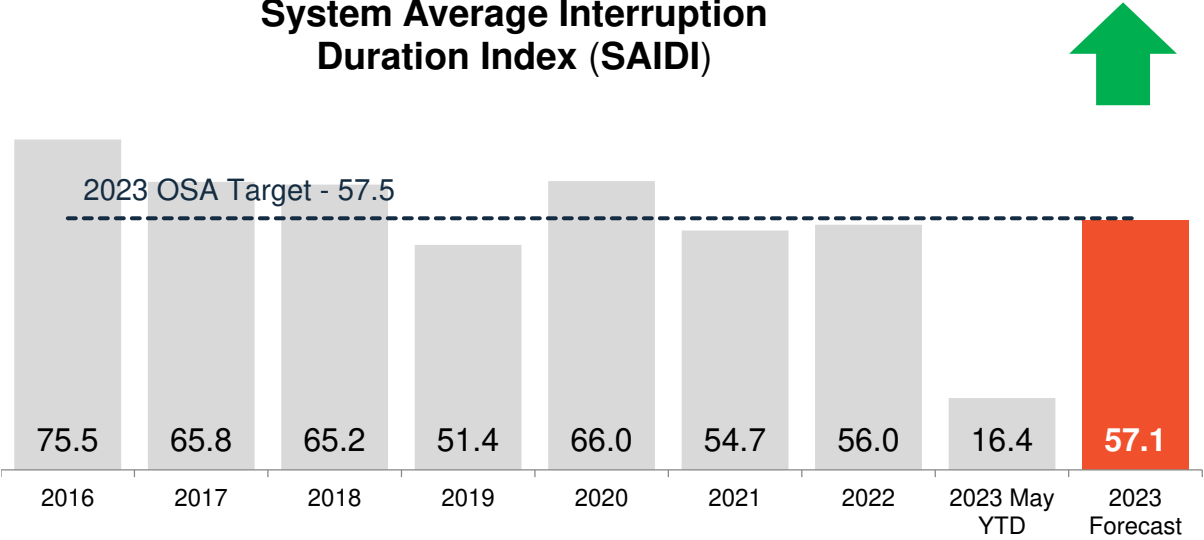
Motor Vehicle Accident Rate



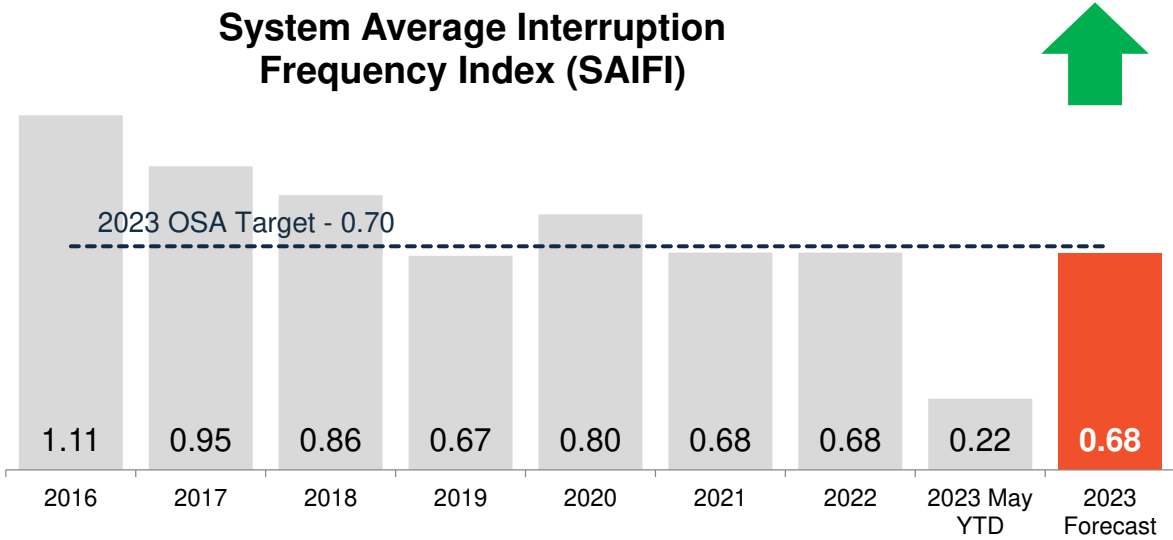
Electric Reliability

Index Performance – SAIDI, SAIFI, MAIFI

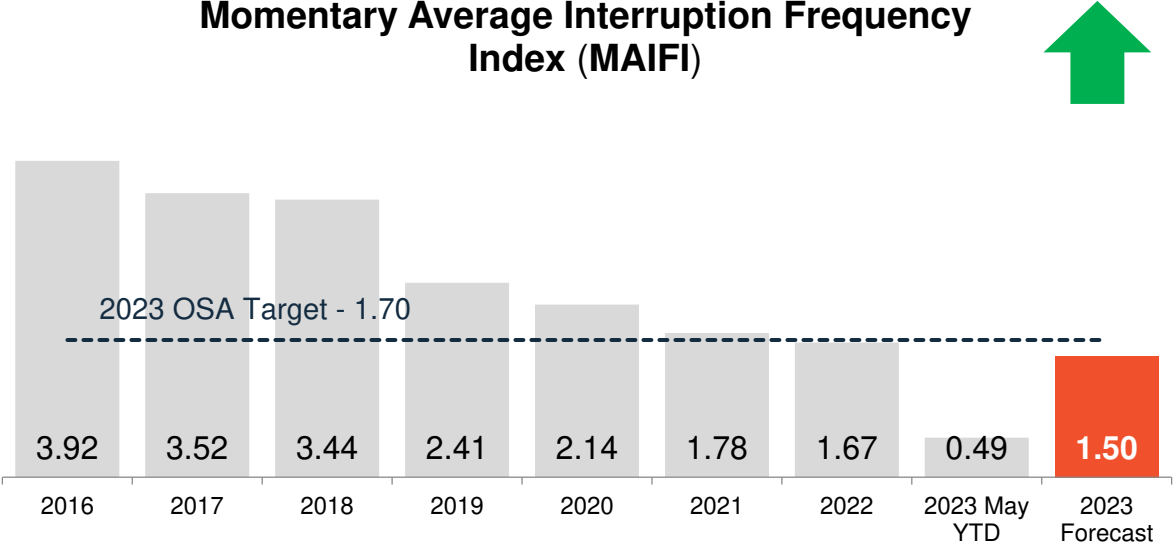
System Average Interruption
Duration Index (SAIDI)



System Average Interruption
Frequency Index (SAIFI)



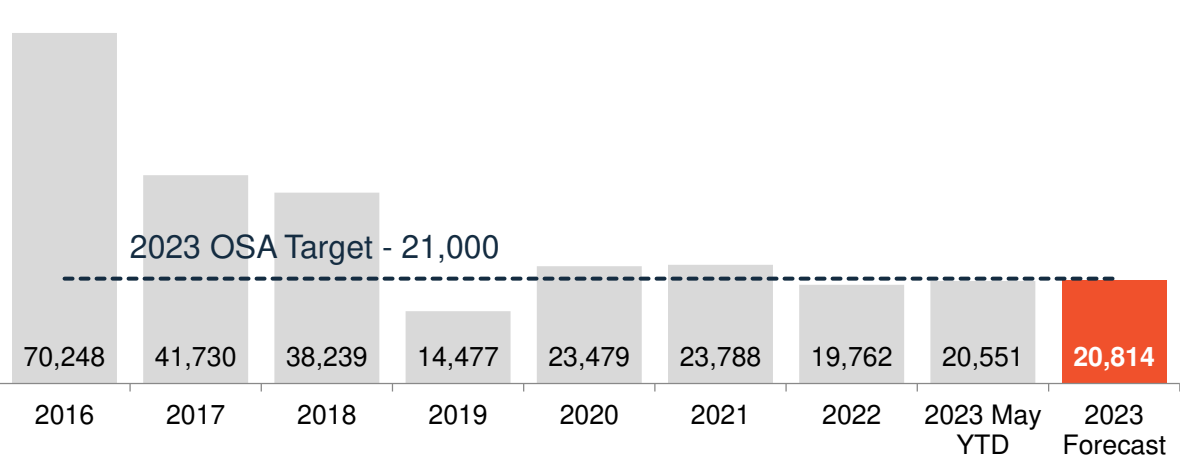
Momentary Average Interruption Frequency
Index (MAIFI)



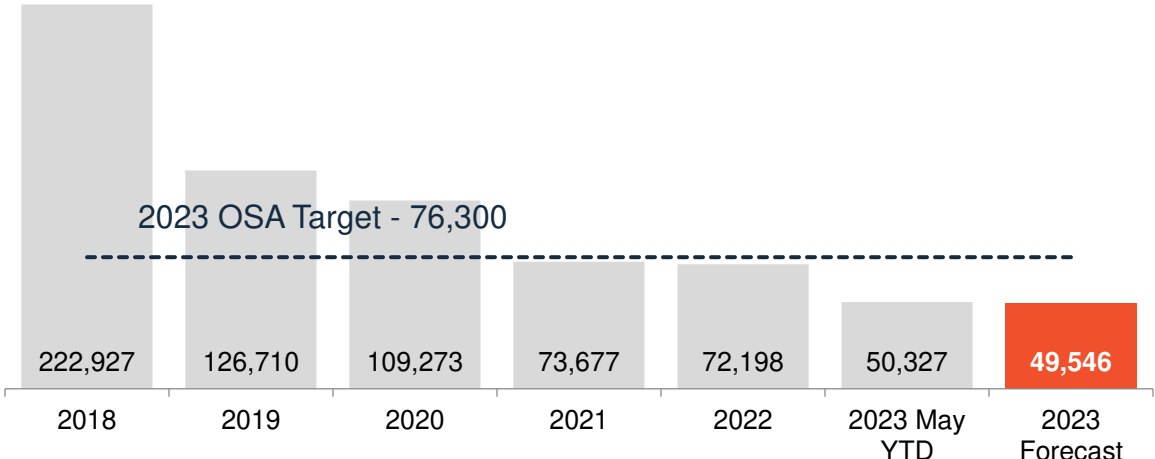
Electric Reliability

Multiple Customer Outages – Sustained, Momentary and Repeat MCO

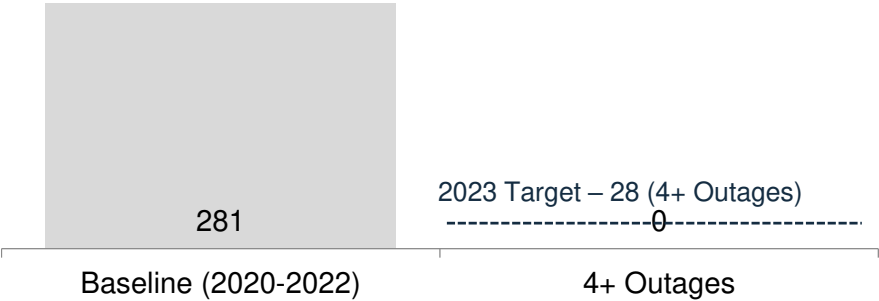
Sustained Multiple Customer Outages (S-MCOs) 4 or more - >5 Minutes



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

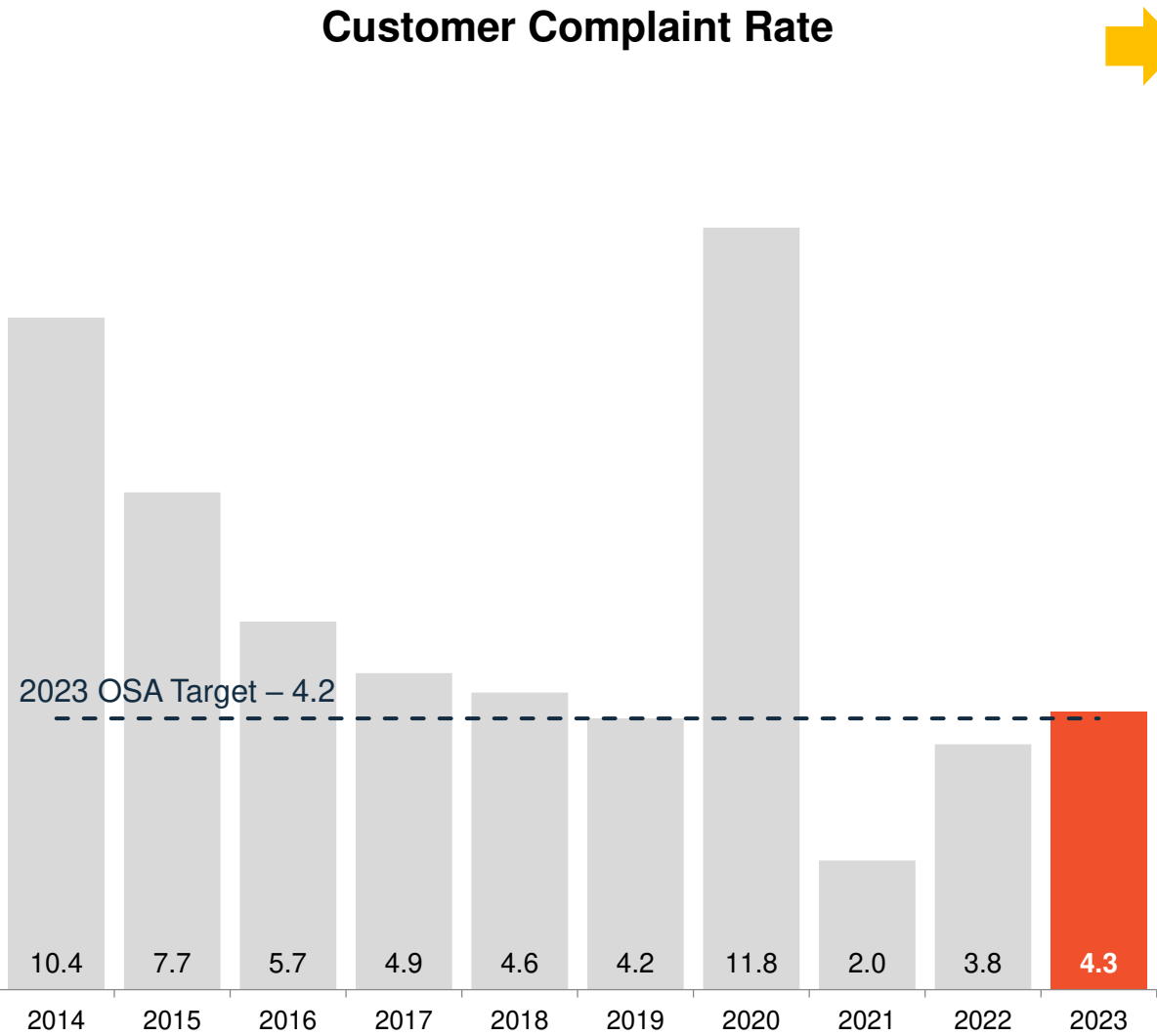


Repeat Customer Sustained Multiple Customer Outages (S-MCOs)

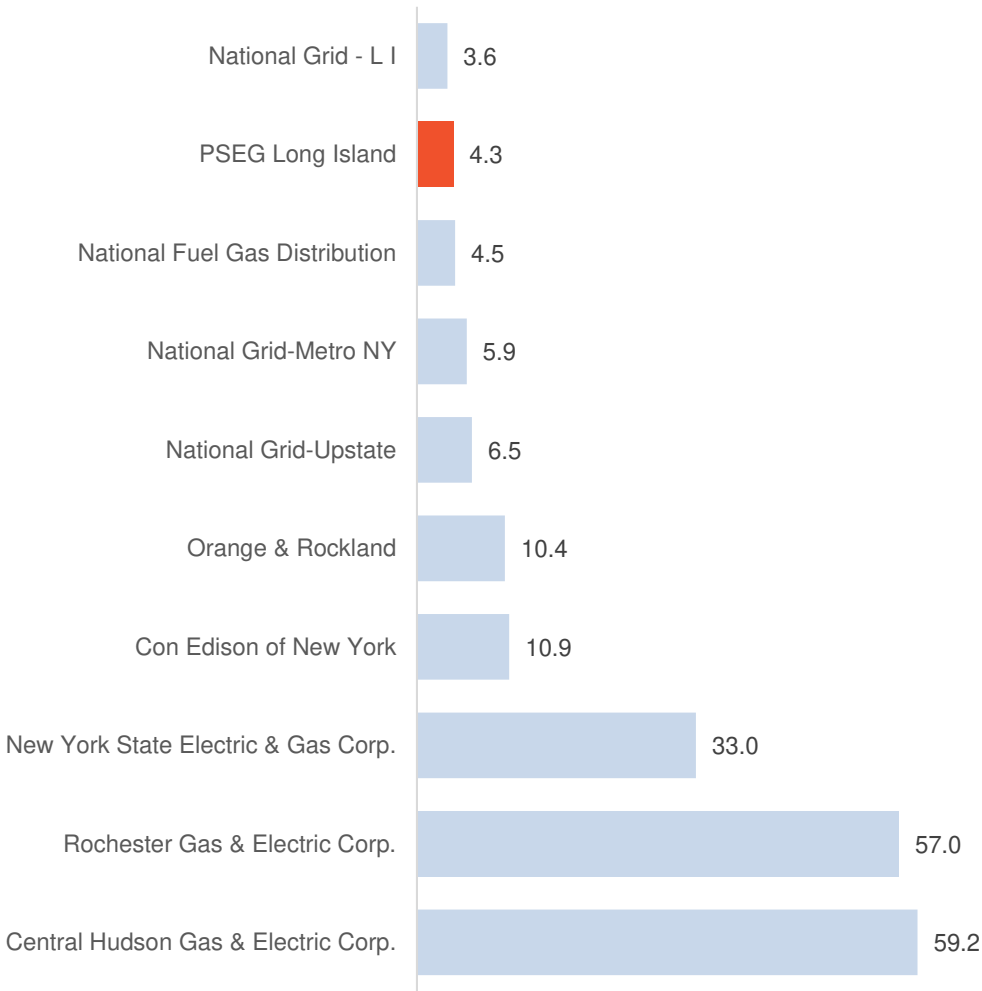


NYS DPS Customer Complaint Rate

Customer Complaint Rate



Rolling 12 Month DPS
Complaint Rate per 100,000 Customers

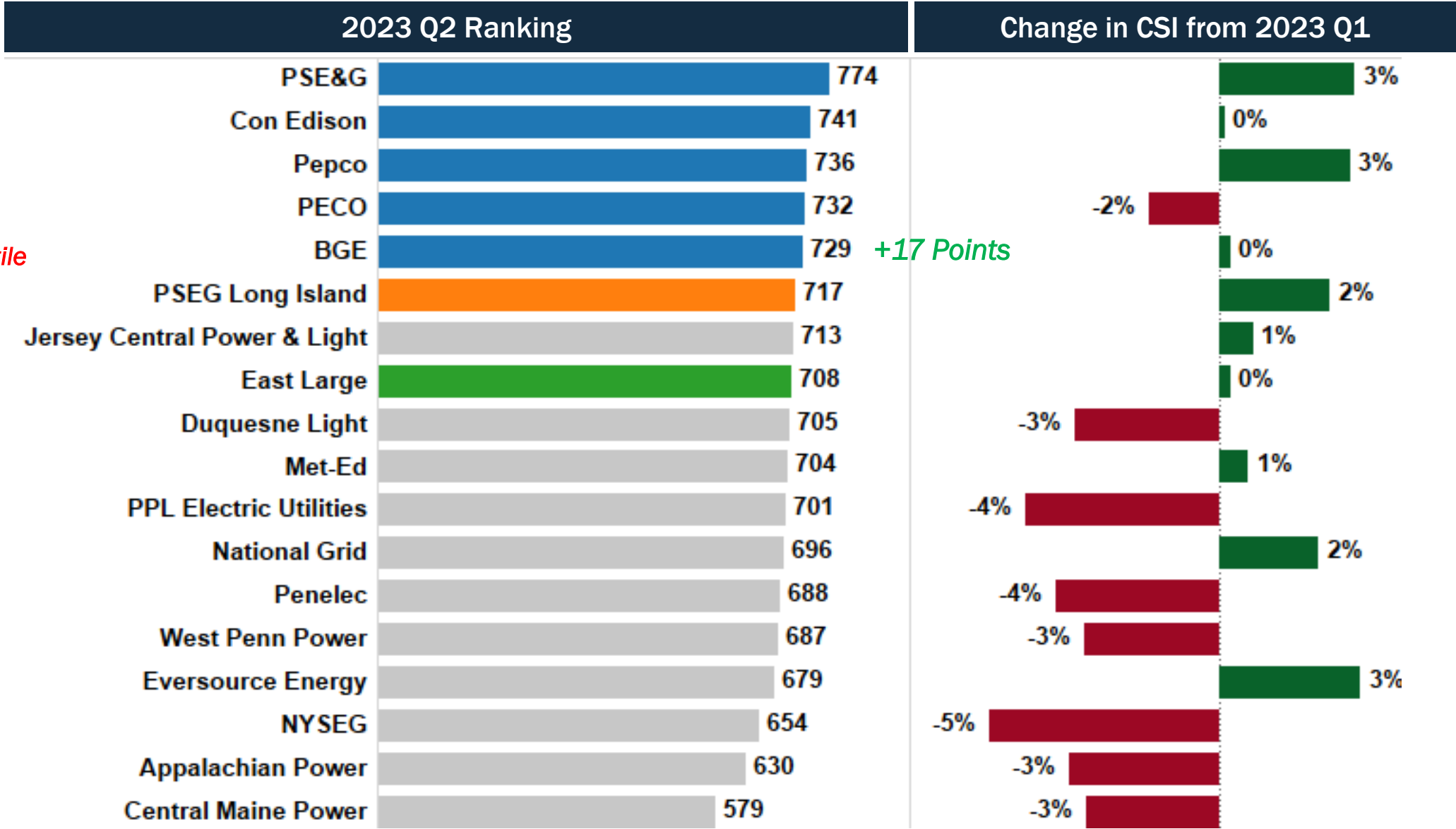


J.D. Power Residential

East Large Rank- 2023 Q2 - Overall CSI

Top Quartile
PSEG LI
↑ To Reach Top Quartile

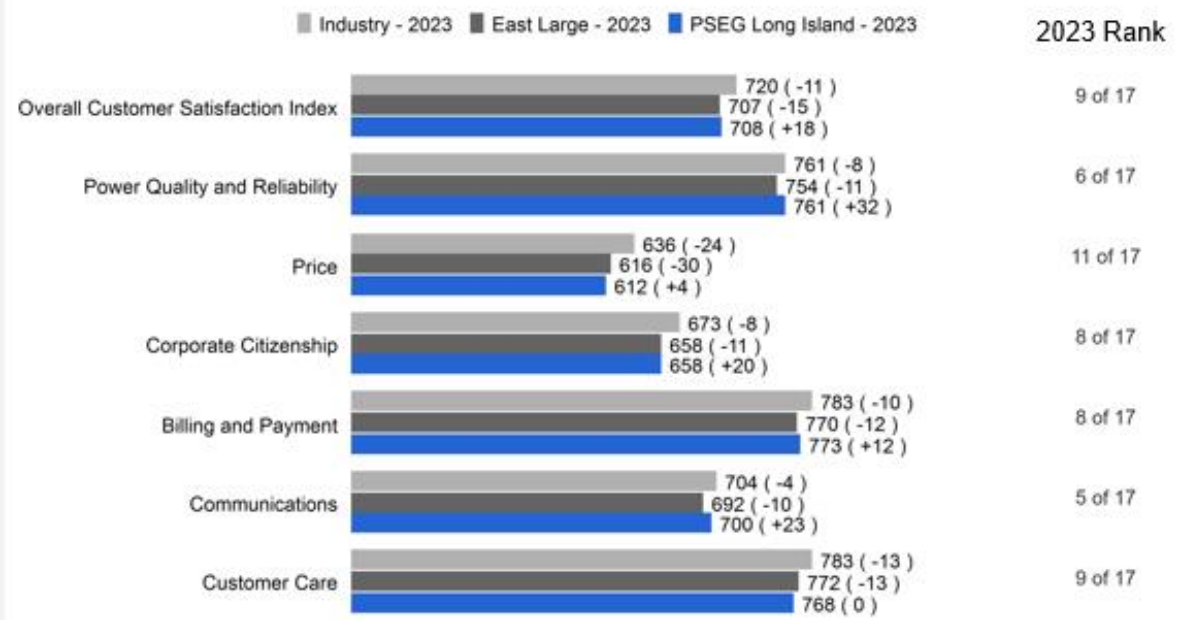
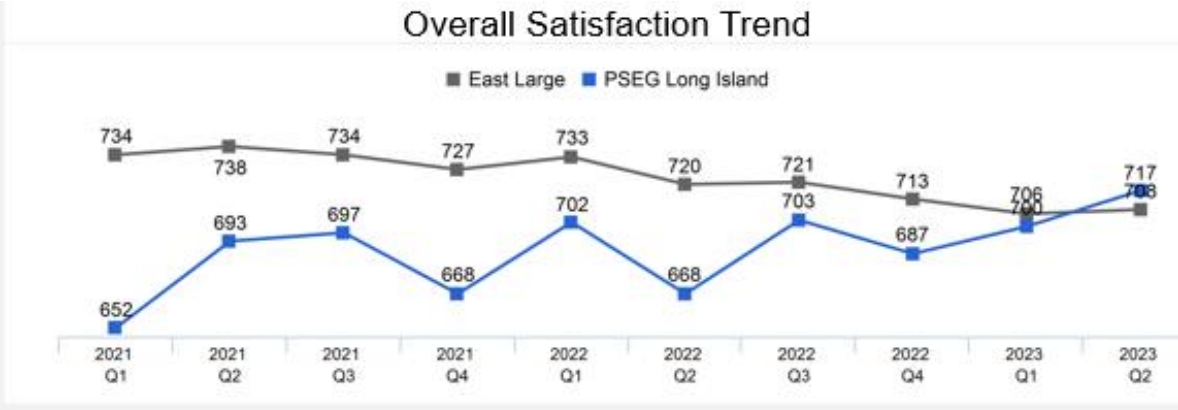
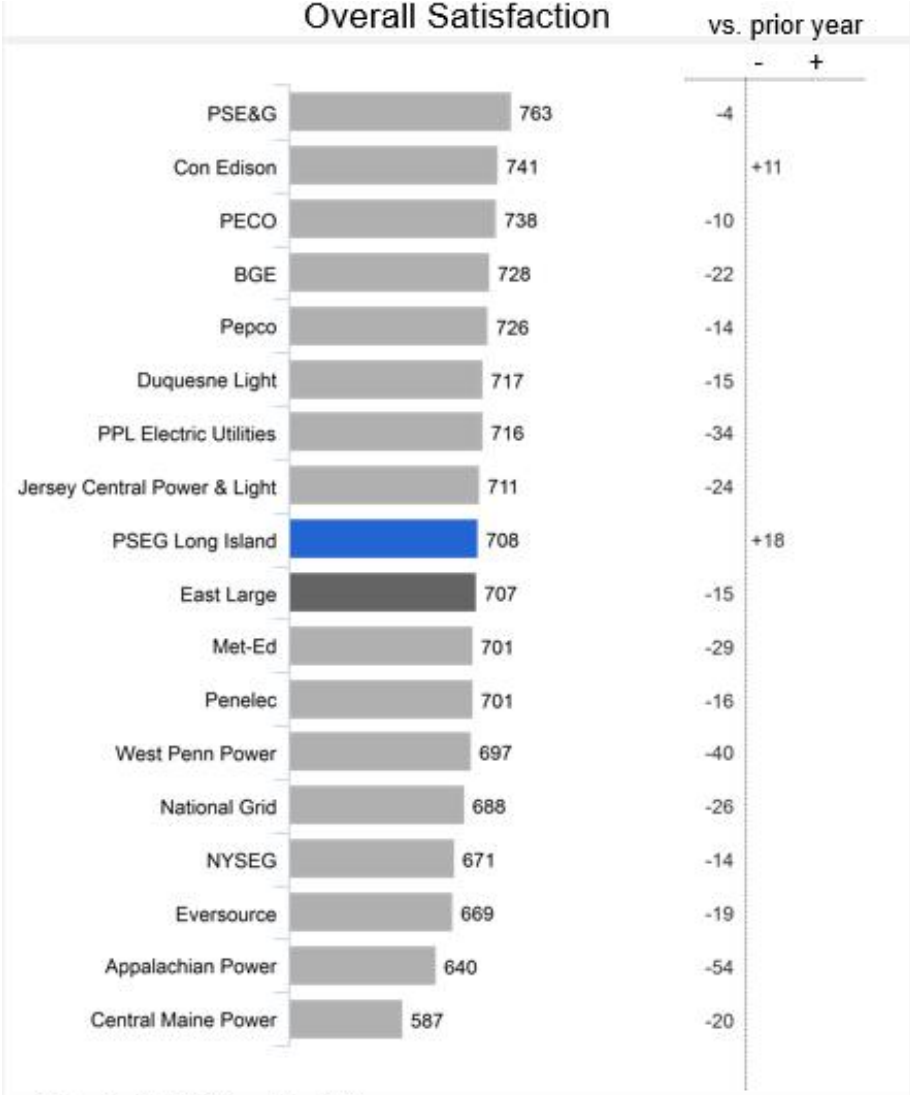
↑ +12 Points
to reach Top Quartile



+17 Points

J.D. Power Residential

2023 YTD Results



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 – 2nd 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:**

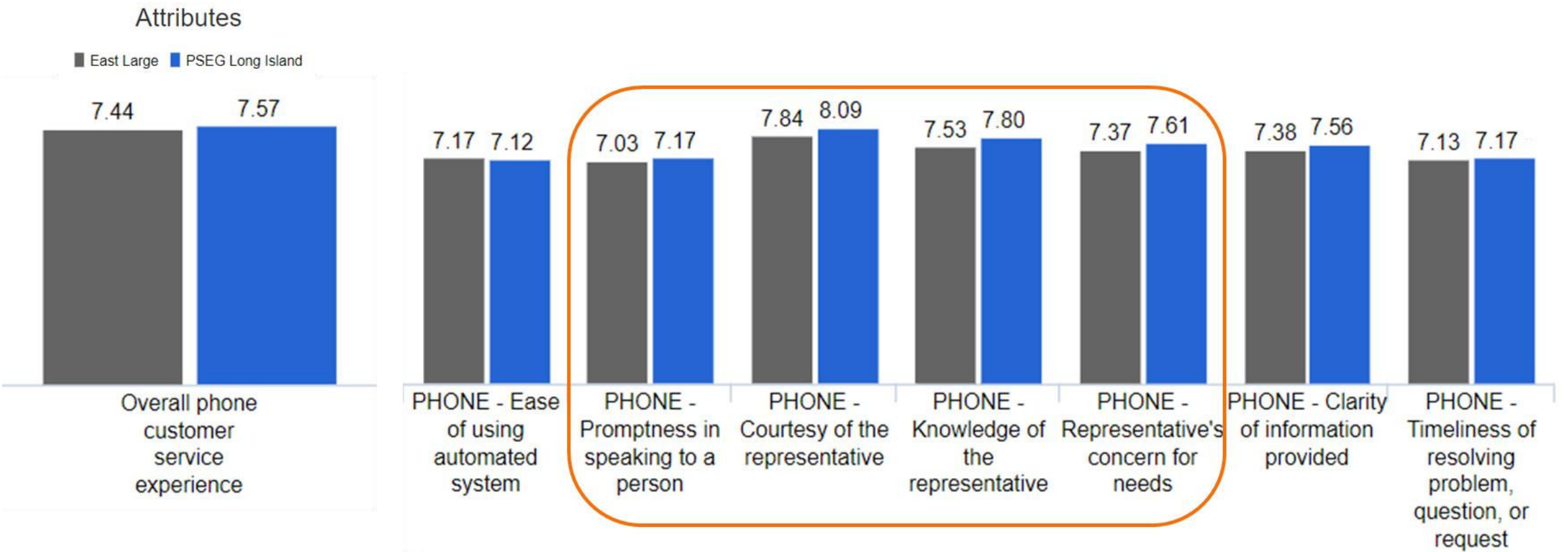
- Resolve 2023 Budget Amendment Request
- 2024 Staffing Budget Submission
- Finalize Operations Leadership Structure Redesign
- Phone / Non-Phone Production Processing
- Continued Staff oversight and development focus
- Peak Volume Processing Strategy / Workforce Optimization
- Implementation of CCaaS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

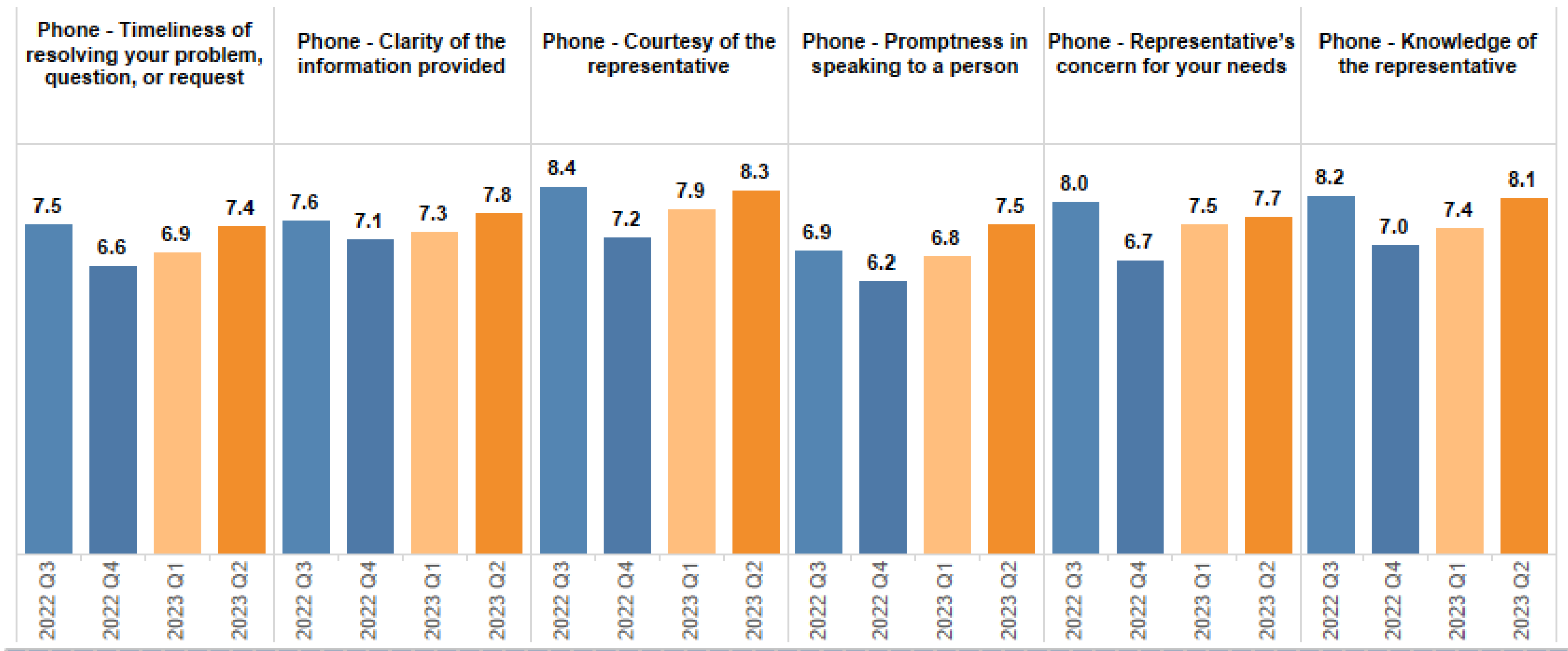
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J.D. POWER

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
Overall Customer Satisfaction Index	741 (1 of 7)	717 (2 of 7)	707 (3 of 7)	696 (4 of 7)	654 (5 of 7)	624 (6 of 7)	599 (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)