



PSEG Long Island Update

Operating Report – September LIPA Board of Trustees Meeting

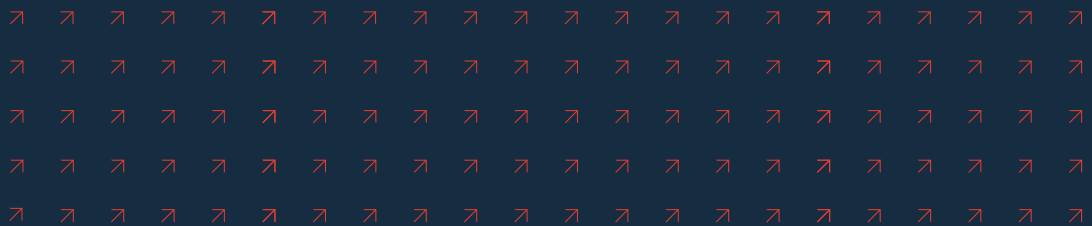


September 27, 2023

Agenda

↗ Tropical Storm Ophelia

↗ Operations Update

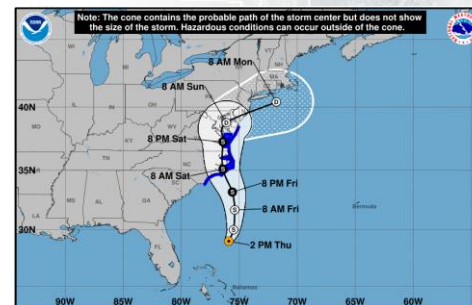


Tropical Storm Ophelia

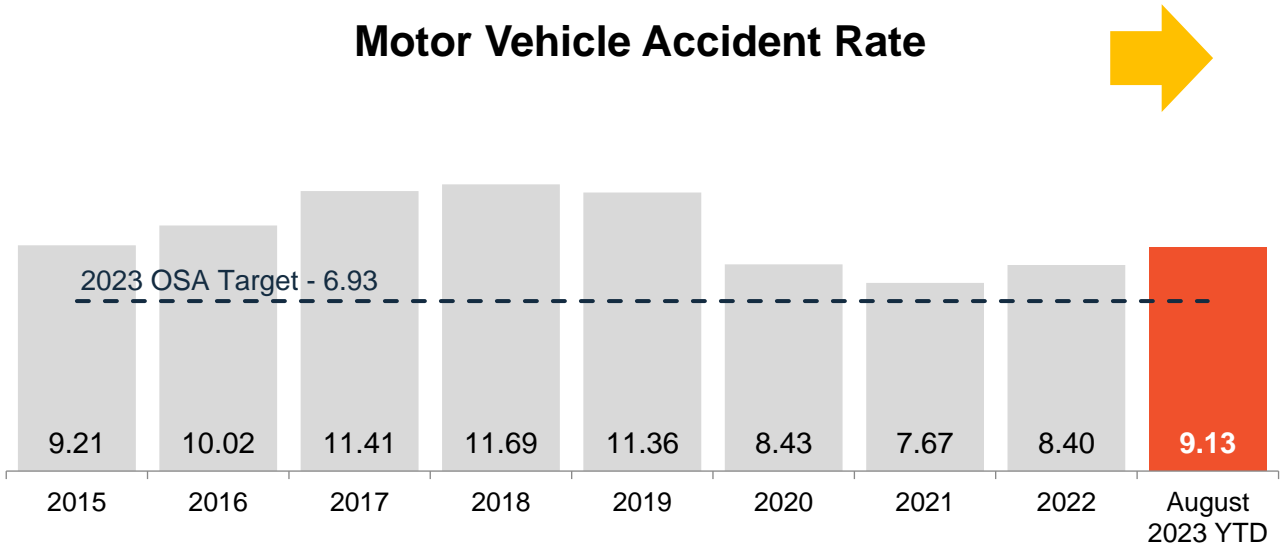
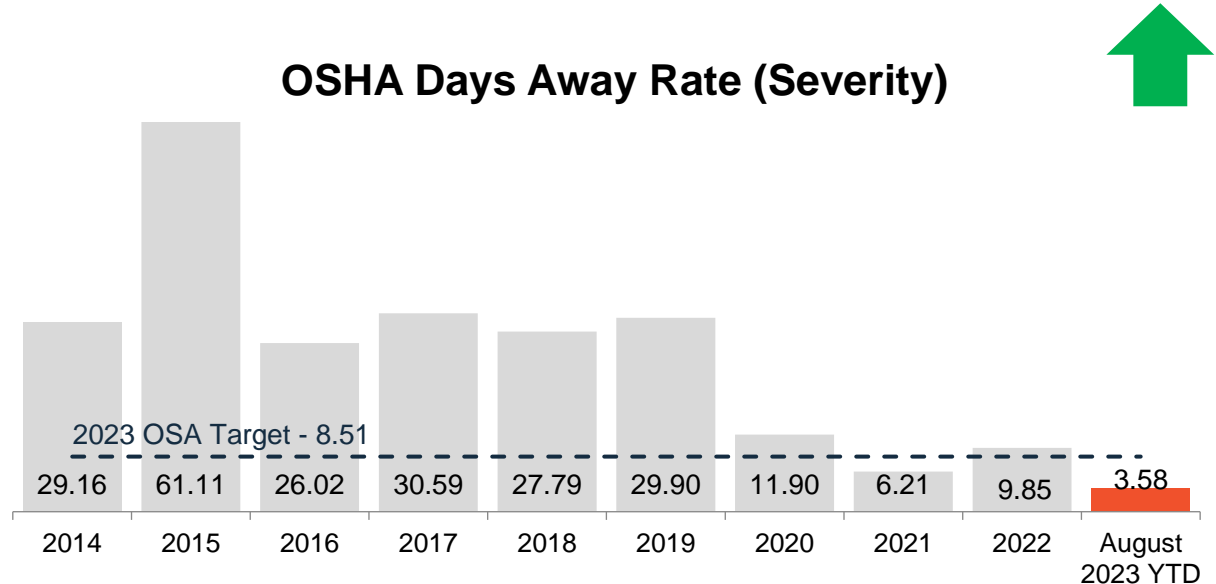
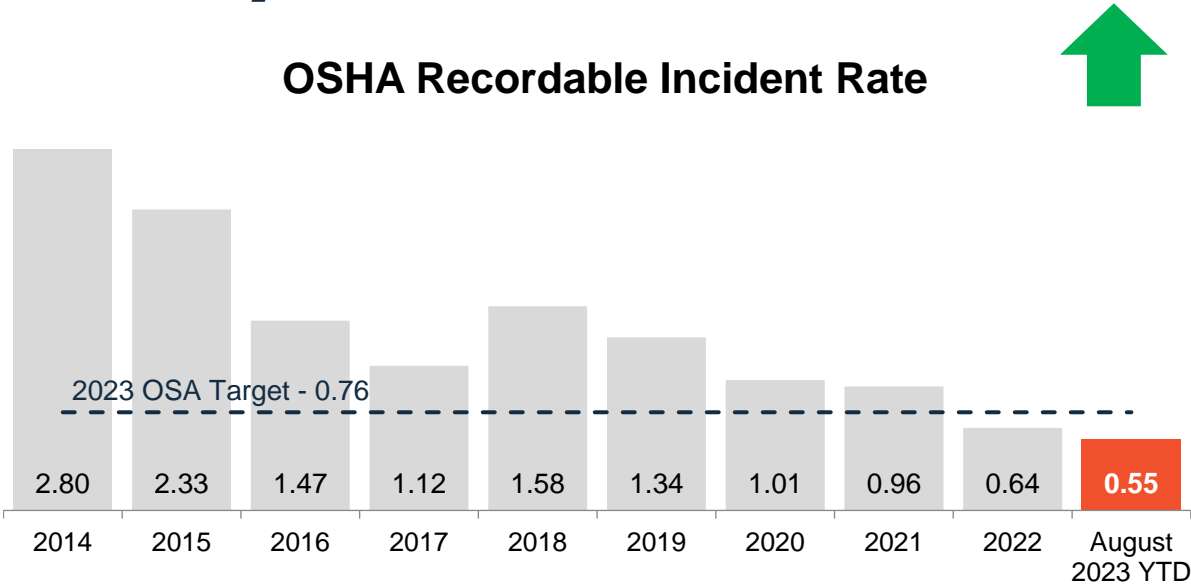
Overview

- Beginning September 21, 2023, PSEG LI was tracking potential Tropical Cyclone 16 which developed into Tropical Storm Ophelia on Friday, September 22, 2023.
- Remnants of Tropical Storm Ophelia brought heavy rains and gusty conditions to our service area beginning Saturday morning through Sunday evening resulting in scattered outages.
- Storm was managed primarily with internal resources (16 contractor FTEs were called in from standby in West Division).
- The Preliminary Reliability Numbers for this weekend's storm: CAIDI – 116.5 minutes
- Note: Storm Thresholds were exceeded again on Monday resulting from remnants of Ophelia. Approximately 190 jobs and 7,900 customers will be added to this weekend's storm count.

Division	Jobs	Customer
Queens	30	230
Central	104	4,186
Western	98	4,239
Eastern	96	3,440
Total	328	12,095



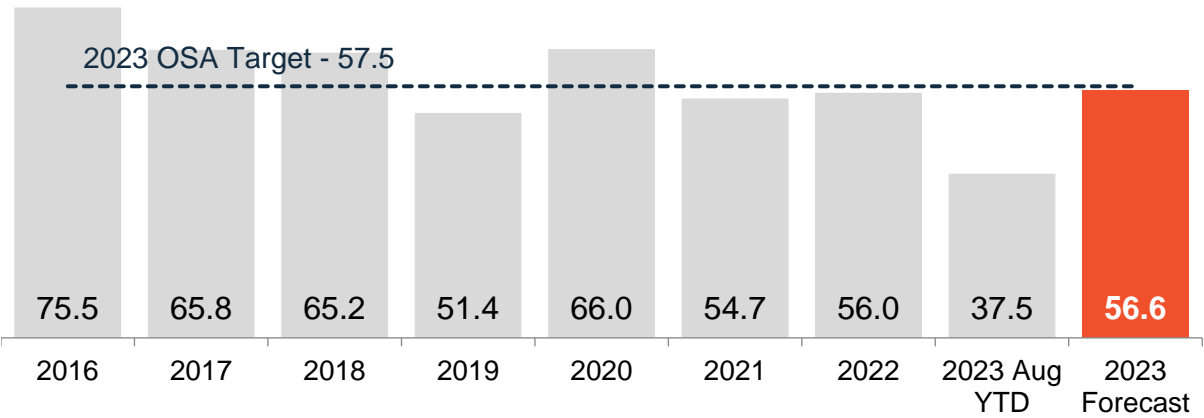
Safety Performance



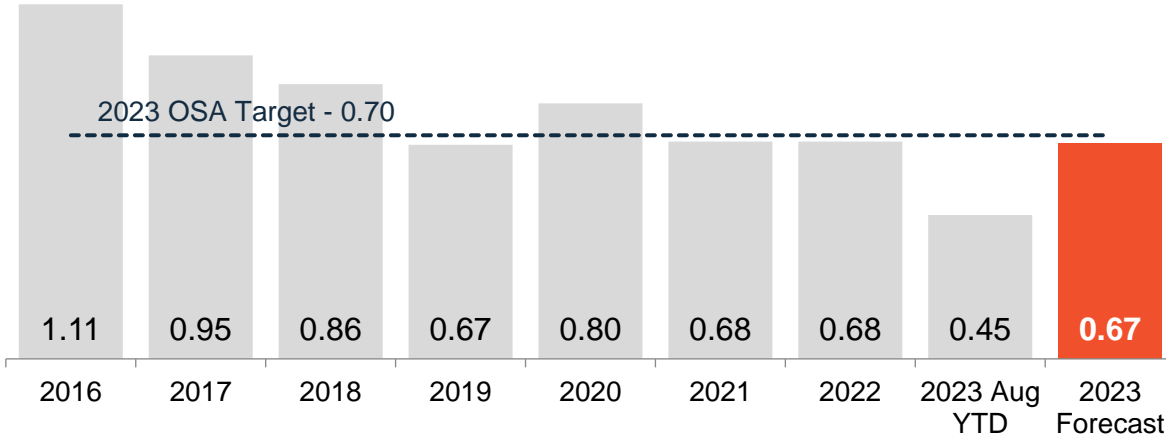
Electric Reliability

Index Performance – SAIDI, SAIFI, MAIFI

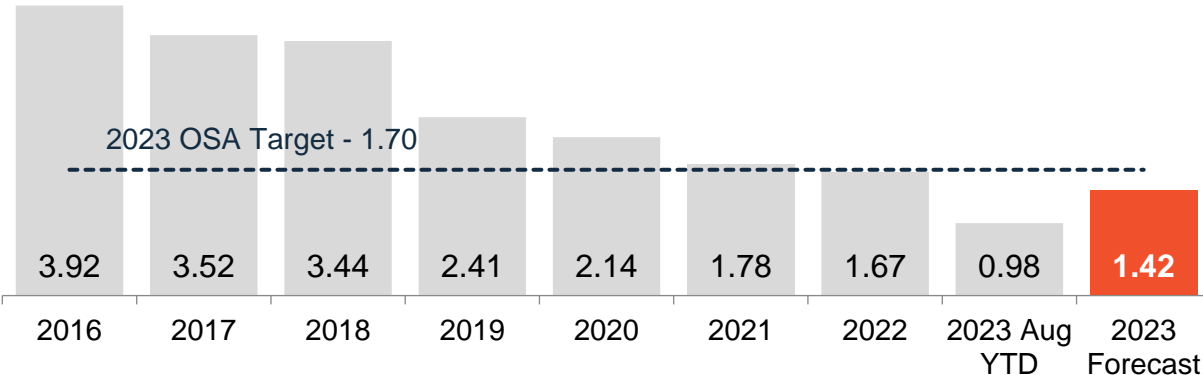
System Average Interruption
Duration Index (SAIDI)



System Average Interruption
Frequency Index (SAIFI)

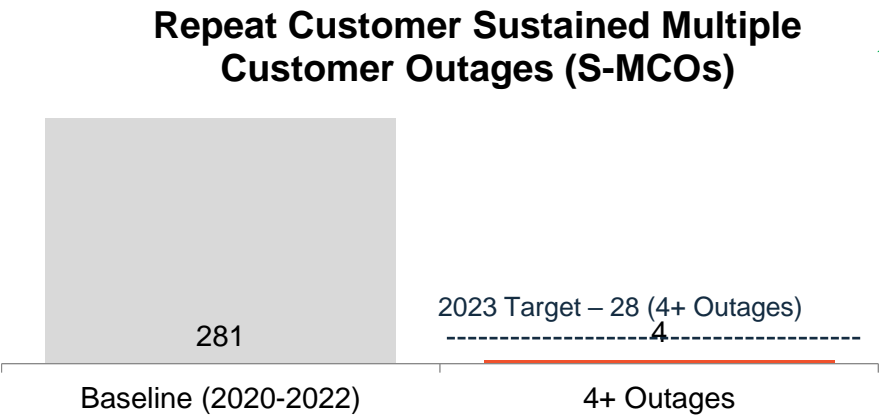
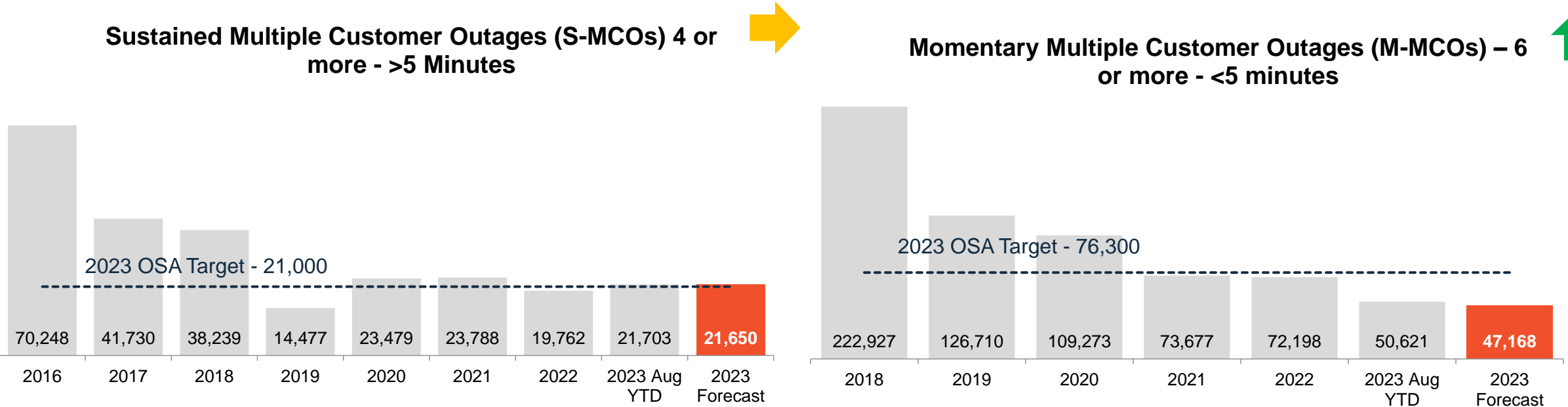


Momentary Average Interruption Frequency
Index (MAIFI)



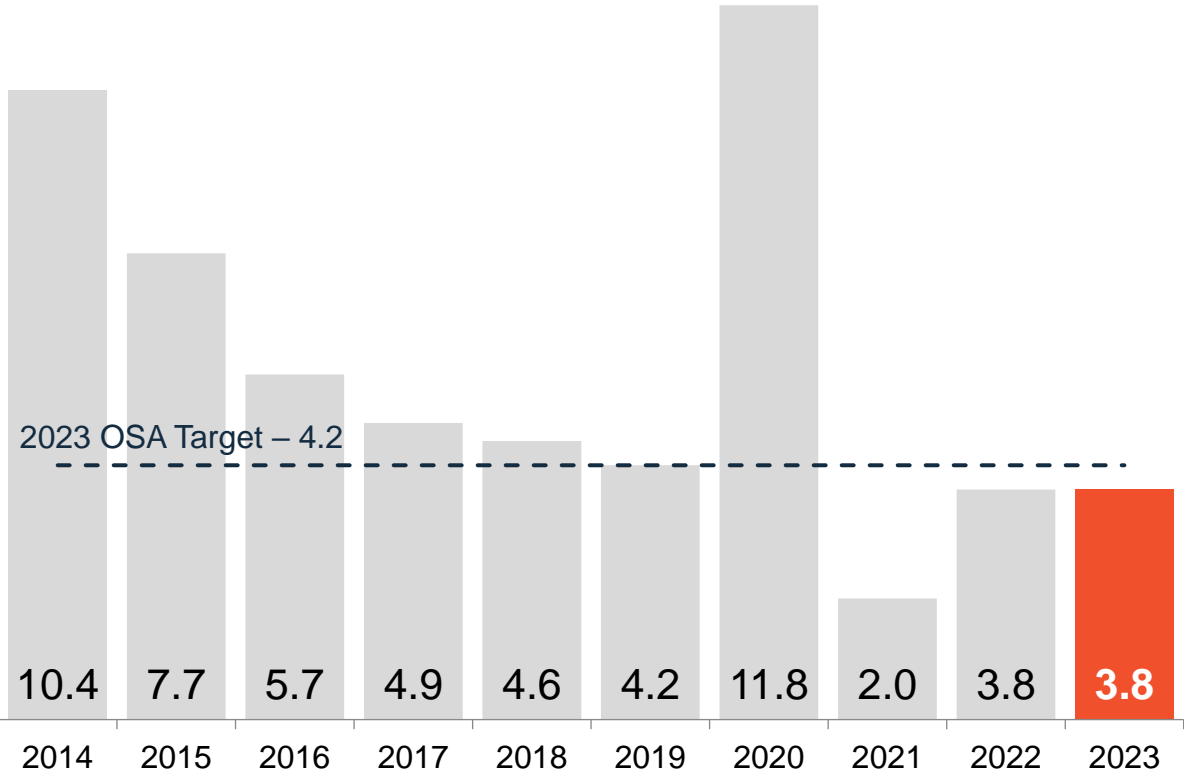
Electric Reliability

Multiple Customer Outages – Sustained, Momentary and Repeat MCO

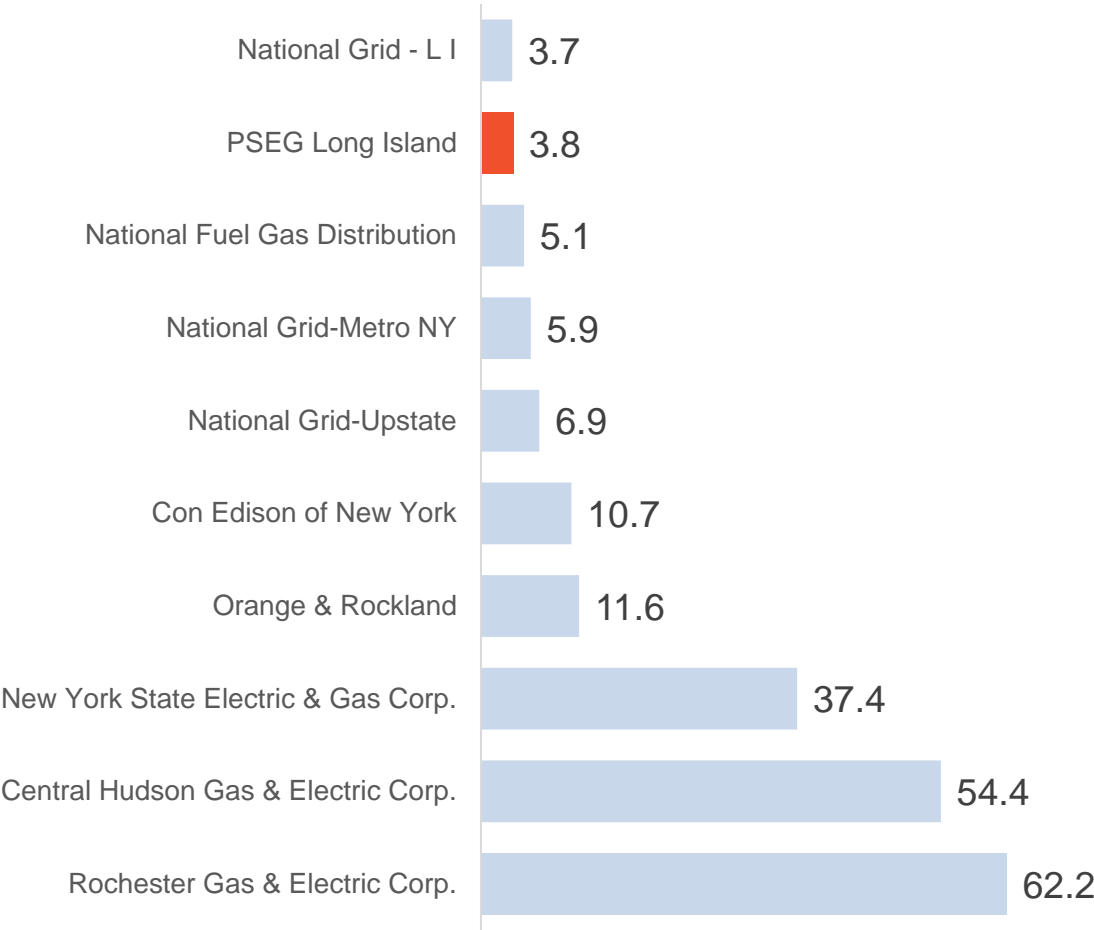


NYS DPS Customer Complaint Rate

Customer Complaint Rate



Rolling 12 Month DPS
Complaint Rate per 100,000 Customers



Community and Employee Engagement

Award Winning Team

- PSEG Long Island received the Long Island Business News (LIBN) 2023 Corporate Citizen of the Year (Large Business) Award.
- PSEG Long Island received Chartwell's Energy Marketing and Customer Service (EMACS) Gold Award for Billing and Payment Programs for the development and implementation of its Voluntary Time of Use (VTOU) program.
- At the 2023 Marcum Workplace Challenge, PSEG Long Island earned:
 - 1st place Participation Award for most registered employees and families
 - Beneficiary Fund Challenge Award for raising the most money on top of registration fees – more than \$26,000 total.





Appendix

Time of Day Project Highlights

- ↗ Risk to schedule has been documented and communicated throughout the project due to the following:
 - Aggressive desired timeline
 - Complexity of requirements and timeline to finalize the PIP and the functional requirements
 - **High priority on quality due to customer facing / billing nature of the work**
- ↗ Finalization of key deliverables has taken extended timeframes, causing revisions to the schedule
 - **PIP – submitted 3/2023; approved 6/2023**
 - Requirements – submitted 3/2023; revisions are ongoing
- ↗ **Timeline for quality and testing activities has been impacted and is being extended**
- ↗ LIPA's intent to conduct IVV activities was communicated in July 2023
 - Initial intent has been to accommodate within the original schedule
 - The schedule has been impacted by these activities

Electric T&D Scorecard

PSEG Long Island OSA 2023 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	\$167,140	Hybrid	H	1	1	0	↓	0
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	9	8	→	3
T&D-05	T&D Inadvertent Operation Events	\$111,427	Quantitative	L	26	17	13	↑	1
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	38.8	37.5	↑	9.5
T&D-08	SAIFI (System Average Interruption Frequency Index)	\$222,853	Quantitative	L	0.70	0.48	0.45	↑	0.08
T&D-09	MAIFI (Momentary Average Interruption Frequency Index)	\$167,140	Quantitative	L	1.70	1.16	0.98	↑	0.16
T&D-10	Sustained Multiple Customer Outages (MCO) - 4 or more	\$139,283	Quantitative	L	21,000	21,000	21,703	→	N/A
T&D-11	Reduce Repeat Customer Sustained MCOs	\$83,570	Quantitative	L	28	19	4	↑	N/A
T&D-12	Momentary MCO (6 or more)	\$111,427	Quantitative	L	76,300	76,300	50,621	↑	N/A
T&D-13	Serious Injury Incident Rate (SIIR)	\$222,853	Quantitative	L	0.00	0.00	0.08	↓	0.00
T&D-14	OSHA Recordable Incidence Rate	\$222,853	Quantitative	L	0.76	0.76	0.55	↑	0.00
T&D-15	OSHA Days Away Rate (Severity)	\$222,853	Quantitative	L	8.51	8.51	3.58	↑	26.47
T&D-16	Motor Vehicle Accident Rate	\$167,140	Quantitative	L	6.93	6.93	9.13	→	27.94
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%	100.0%	↑	N/A
T&D-24	Veg Mgmt Work Plan - Cycle Tree Trim With Veg Intelligence	\$222,853	Hybrid	H	1	1	1	↑	1

Notes:

- 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 Scorecard

PSEG Long Island OSA 2023 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-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			1	↑	1
T&D-35	Construction - Project Milestones Achieved	\$222,853	Quantitative	H	90.0%	90.0%	98.9%	↑	100.0%
T&D-36	Construction - Cost Estimating Accuracy	\$222,853	Quantitative	H	90.0%	90.0%	84.7%	→	82.1%
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	6,045	7,542	↓	N/A
T&D-41	Program Effectiveness - Vegetation Management	\$194,997	Quantitative	L	-50.0%	-50.0%	-23.4%	↓	-5.7%
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			1	↑	1
T&D-48	Program Effectiveness - Storm Hardening	\$194,997	Quantitative	L	8	5	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
- Meeting Target at risk
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Customer Services Scorecard

PSEG Long Island OSA 2023 Scope Specific Function - Customer 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
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	708	⬆	717
CS-03	JD Power Customer Satisfaction Survey (Business)	\$222,853	Hybrid	H	9th Rank	9th Rank	735	➡	735
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%	⬆	100.0%
CS-10	Billing Cancelled Rebill	\$111,427	Quantitative	L	0.18%	0.18%	0.18%	⬆	0.13%
CS-11	Contact Center Service Level with Live Agent Calls	\$389,993	Quantitative	H	80.0%	80.0%	43.8%	➡	46.9%
CS-13	First Call Resolution (FCR)	\$111,427	Quantitative	H	81.0%	81.0%	80.8%	➡	80.7%
CS-14	Net Dollars Written Off	\$222,853	Quantitative	L	28,965,369	22,715,121	26,393,153	➡	1,637,320
CS-15	Arrears Aging Percent > 90 Days Past Due	\$334,280	Quantitative	L	48.04%	48.04%	58.74%	➡	52.73%
CS-17	Low to Moderate Income Program Participation	\$111,427	Quantitative	H	50,000	44,372	39,409	➡	N/A
CS-19	Customer Complaint Rate	\$111,427	Quantitative	L	4.2	4.2	3.8	⬆	3.3
CS-21	Outage Information Satisfaction	\$222,853	Quantitative	H	70.0%	70.0%	63.9%	➡	56.5%
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			1	⬆	1
CS-24	Payment Transaction Ease	\$167,140	Quantitative	H	90.0%	90.0%	90.0%	⬆	88.8%
CS-25	Interactive Voice Response (IVR) Containment Rate	\$222,853	Quantitative	H	61.0%	61.0%	59.4%	➡	56.8%
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%	0.42%	⬆	0.39%
CS-28	Move Process Improvement	\$167,140	Project	H	See Smartsheet		For Discussion	➡	For Discussion
CS-29	AMI Meter Validation, Est., Editing Enhance & Reporting	\$167,140	Project	H			1	⬆	1

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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

Business Services Scorecard

PSEG Long Island OSA 2023 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	ERM - Implementation of the Mitigation Effect. Process	\$173,738	Project	H	See Smartsheet		1	↑	1
BS-05	Full Time Vacancy Rate	\$521,213	Quantitative	H	100.0%	100.0%	40.0%	→	N/A
BS-07	Complete Affiliate Cost and Quality Justifications	\$289,563	Project	H	See Smartsheet		1	→	1
BS-08	Improve Capital Proj Impact Analysis & Tracking Process	\$173,738	Project	H			1	↑	1
BS-10	Improve Annual Substation Property Tax Reports	\$173,738	Project	H			1	↑	1
BS-18	Utility Marketing Effectiveness	\$289,563	Project	H			1	↑	1
BS-19	Reputation Management – Positive Media Sentiment	\$173,738	Quantitative	H	30.0%	30.0%	66.0%	↑	67.0%
BS-20	Reputation Management – Share of Voice	\$173,738	Quantitative	H	50.0%	50.0%	100.0%	↑	100.0%
BS-21	Social Media Engagement and Following	\$289,563	Quantitative	H	100.0%	100.0%	100.0%	↑	N/A
BS-22	Timely, Accurate, and Supported Storm Event Invoicing	\$347,475	Hybrid	H	1	1	1	↑	1
BS-23	FEMA Tropical Stm Isaias Grant - Engineering to Support	\$173,738	Project	H	See Smartsheet		1	↑	1
BS-24	Improve the Accuracy of Asset Records for Outside Plant	\$173,738	Project	H			1	↑	1
BS-32	Update Low and Moderate Income (LMI) Tariff and Billing	\$41,785	Project	H			1	↑	LIPA Cancelled
BS-33	Consolidate Real Estate Footprint	\$347,475	Project	H			1	↑	1

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- * 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..
- *** BS metric incentives were reallocated as a result of LIPA cancelling the BS-32 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

					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
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

Notes:

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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

Power Supply and Clean Energy Scorecard

PSEG Long Island OSA 2023 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-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	671,363	742,195	↑	56,466
PS&CE-05	Beneficial Electrification	\$111,427	Quantitative	H	100.0%	100.0%	100.0%	↑	N/A
PS&CE-06	Electric Vehicle (EV) Make Ready	\$111,427	Quantitative	H	100.0%	100.0%	0.0%	→	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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- ** 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