



Time-of-Day Rate Update

November 15, 2023

PROJECT PLAN PROGRESS

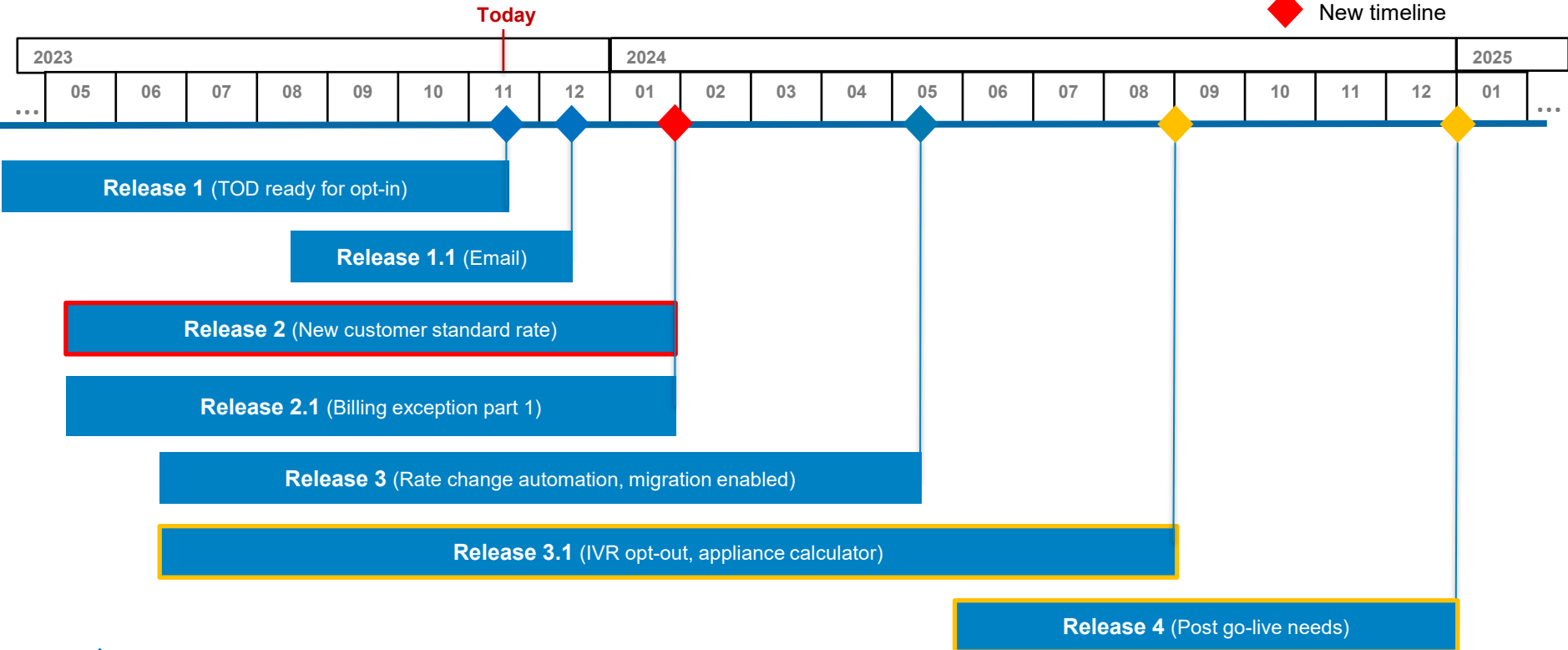
Postponed Time-of-Day opt-in go-live from September 15 to November 16, 2023 to address delays in IT Release 1 build for billing systems.

- **PSEG Long Island has finalized activities for Release 1, and the opt-in TOD rates will be live tomorrow:**
 - Completed remaining testing in October
 - Training completed for the Customer Service organization and general awareness to rest of organization
- **Recent proposal to expand bill protection to new customers on the standard TOD rate**
 - Modification requires technical change to the tariff to broaden the applicability of bill protection to all customers that enroll in TOD rate program. The SAPA Notice was filed on October 31, 2023
 - PSEG Long Island has determined the change will still achieve a January 2024 go-live for new customer enrollments
- **Open items remain with:**
 - IT requirement and design deliverables
 - Impact assumptions of new TOD rate on call center and billing operations
 - New project schedule and migration plan (pending open item finalization)
 - Marketing and communications plan (reviewing final documentation)

NEW PROJECT TIMELINE

◆ Tentative

◆ New timeline



◆ Release 1 (Original Go-live 9/15/23)

- Standard 2-period and 3-period TOD rates available for opt-in
- Bill protection guarantee available
- MyAccount and Mobile app enabled to accept opt-ins and opt-outs

◆ Release 1.1 (Original Go-live 11/1/23) - Direct email communication and enabled acceptance of opt-outs

◆ Release 2 (Original Go-live 12/31/23) - New customer move-ins and transfer default to 2-period TOD rate

◆ Release 2.1 (NEW Release, Original Go-Live 1/2/24) - Enhance billing exception functionality part 1 (Moved from Release 2)

◆ Release 3 (Original Go-live 1/31/24)

- Rate change process automated
- Remaining billing exception enhancement part 2 (moved from Release 2)

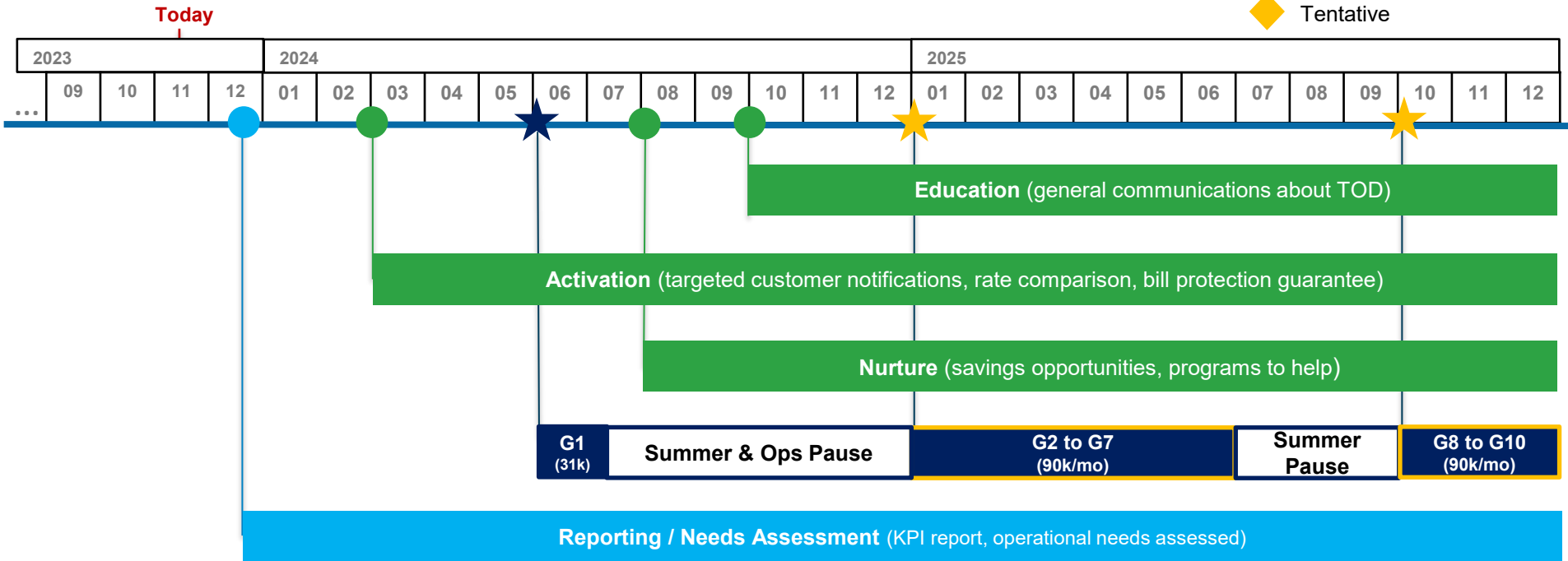
◆ Release 3.1 (NEW Release – TBD, Original Go-live 1/31/24)

- IVR able to accept opt-outs (moved from Release 3)
- Website enhanced for appliance calculator (moved from Release 3)

◆ Release 4 (TBD, Original Go-live 9/30/24)

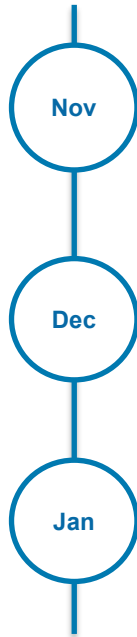
- Billing & Call Center process &/or tools enhancement based on needs
- Customer tools and rate change impact calculator improvements

NEW PROJECT TIMELINE



- Migration Group 1 moved from February 2024 to June 2024
- Proposed for only one migration group in 2024 but starting with more diverse population and increasing from 20K to 31K
- General education phase of marketing pushed from October 2023 to Q4 2024 to better align with period when mass migration scales beginning in 2025

UPCOMING ACTIVITIES



- IT Release 1 – **Go-live**
 - Finalize marketing & communications plan
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- IT Release 1.1 – **Go-live**
 - Finalize new project schedule & migration plan
 - Finalize capital budget and variances
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- IT Release 2 & 2.1 – **Go-live**
 - Board approval of tariff for technical change



Discussion

Questions?