



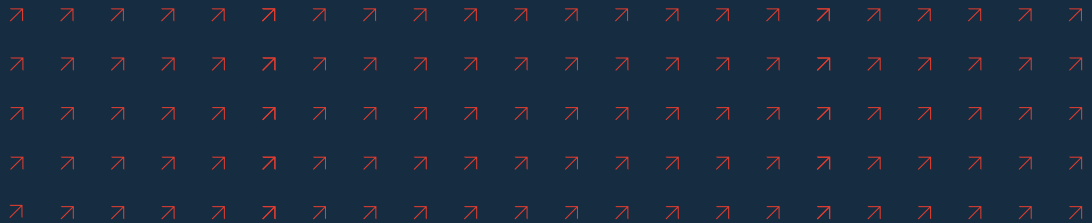
PSEG Long Island Update

Operating Report – November LIPA Board of Trustees Meeting



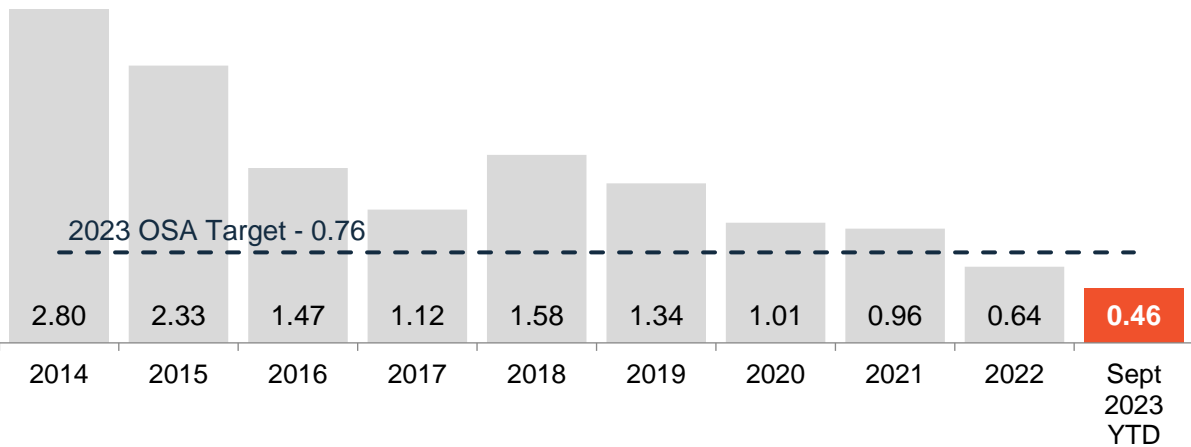
Agenda

Operations Update

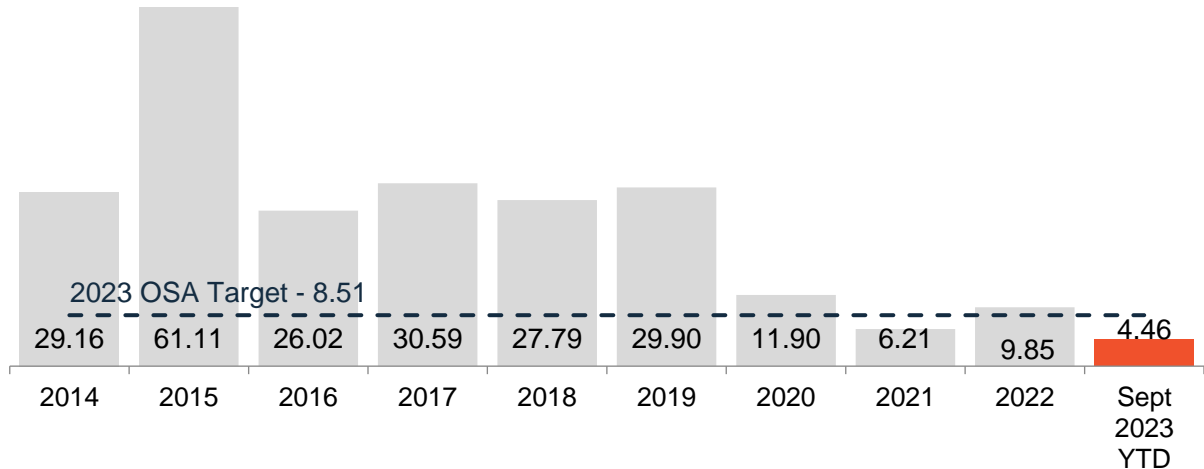


Safety Performance

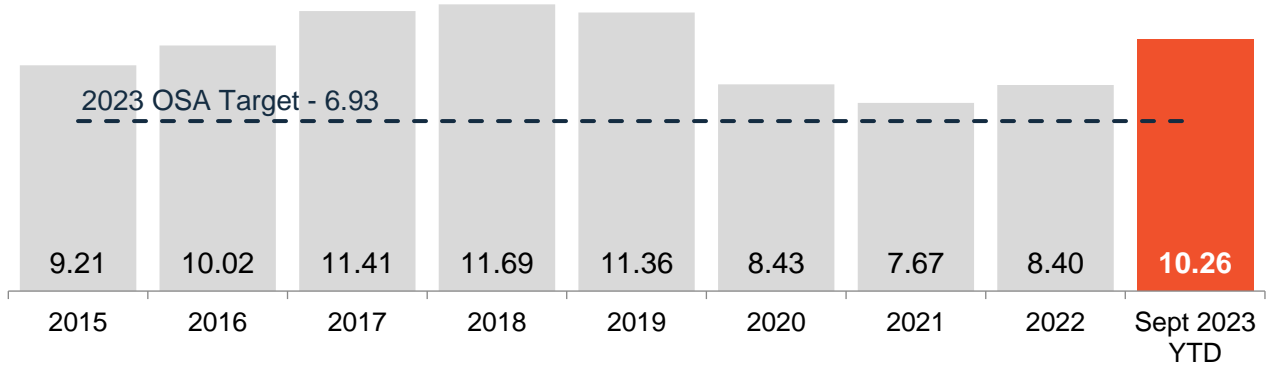
OSHA Recordable Incident Rate



OSHA Days Away Rate (Severity)



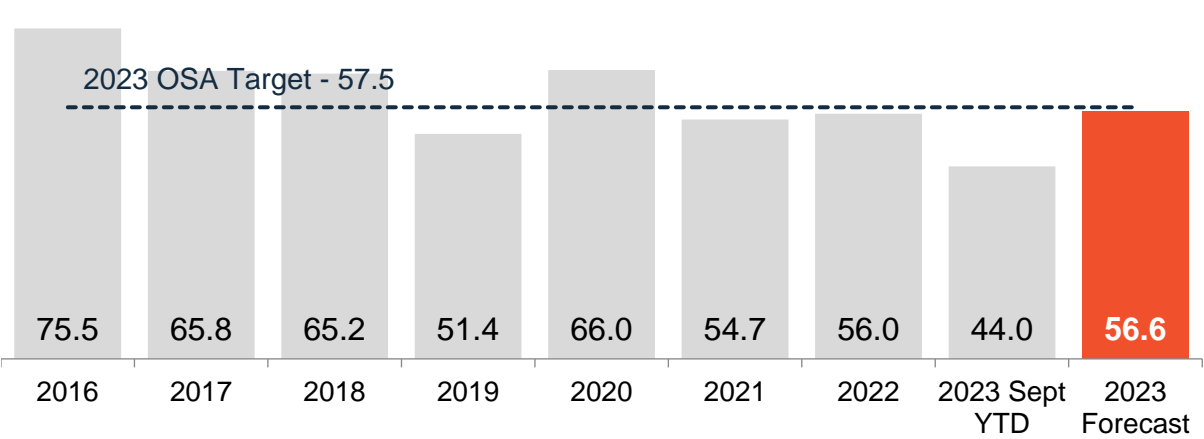
Motor Vehicle Accident Rate



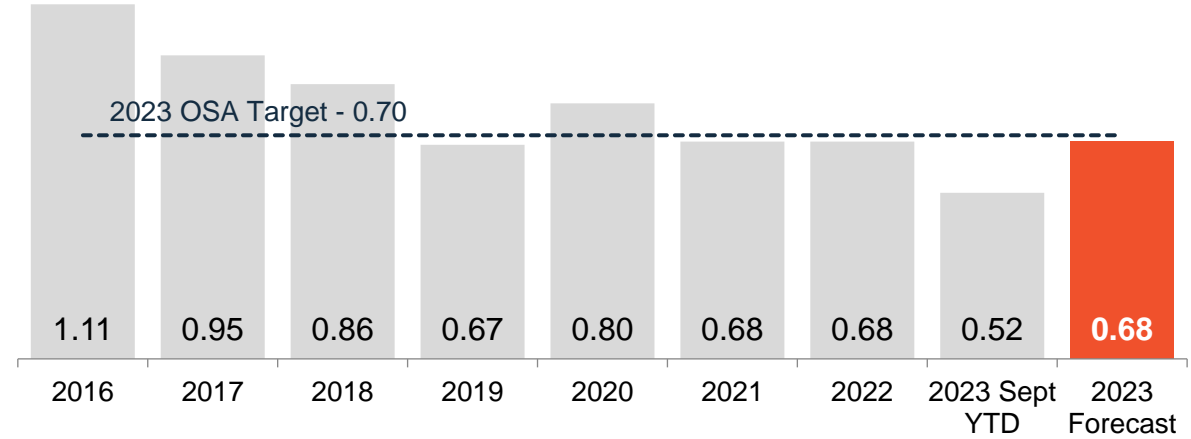
Electric Reliability

Index Performance – SAIDI, SAIFI, MAIFI

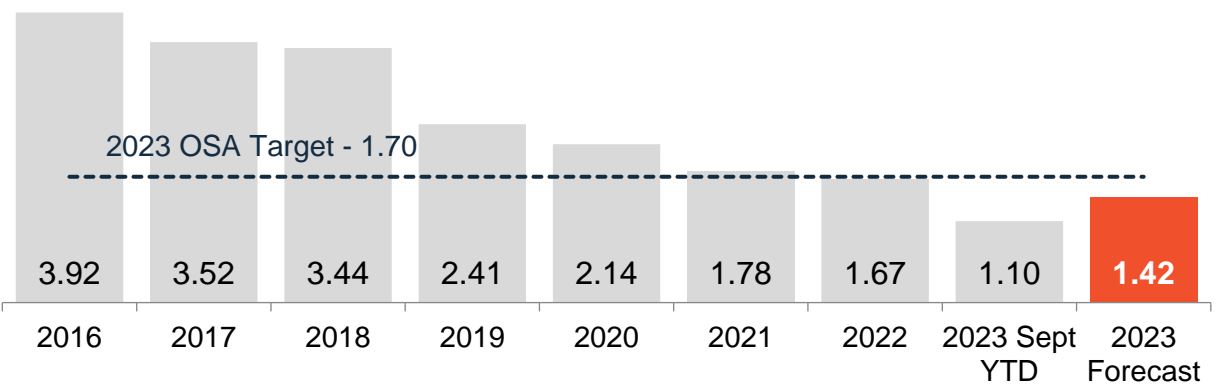
System Average Interruption Duration Index (SAIDI)



System Average Interruption Frequency Index (SAIFI)



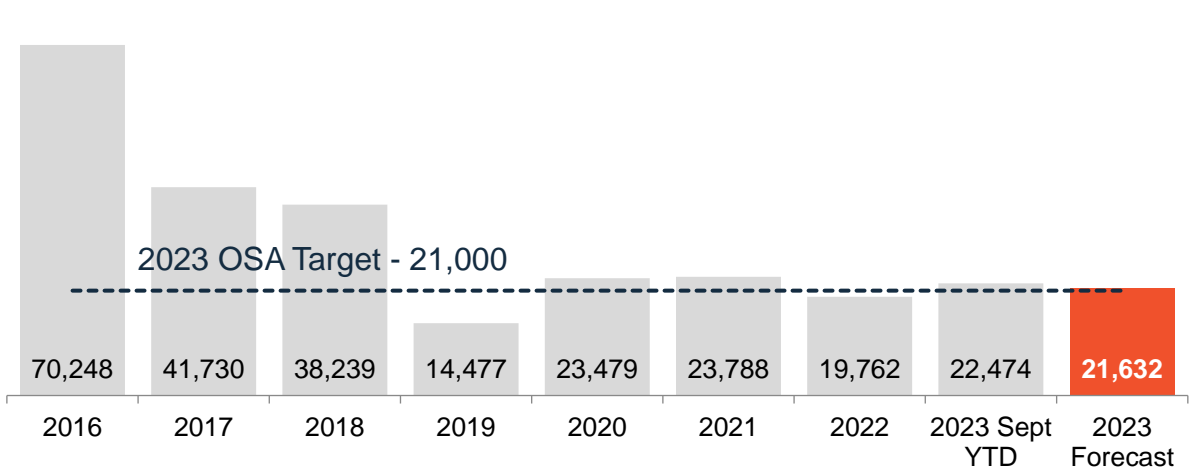
Momentary Average Interruption Frequency Index (MAIFI)



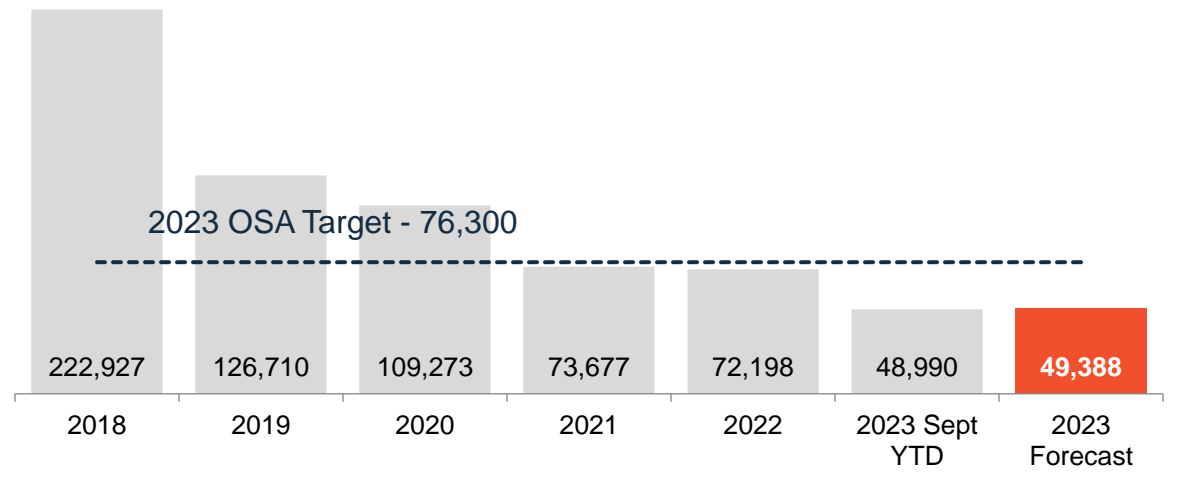
Electric Reliability

Multiple Customer Outages – Sustained, Momentary and Repeat MCO

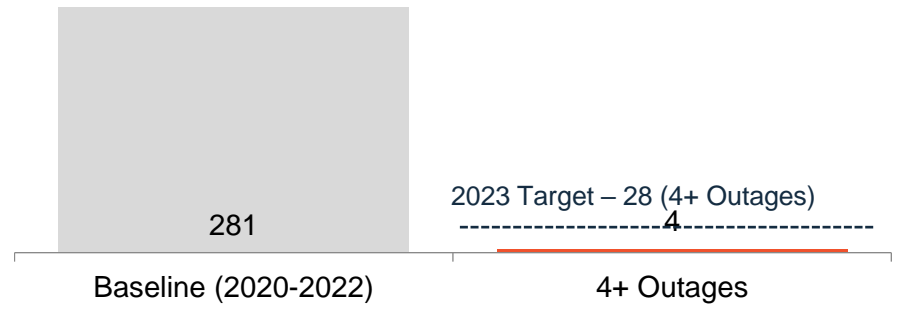
Sustained Multiple Customer Outages (S-MCOs) 4 or more - >5 Minutes



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

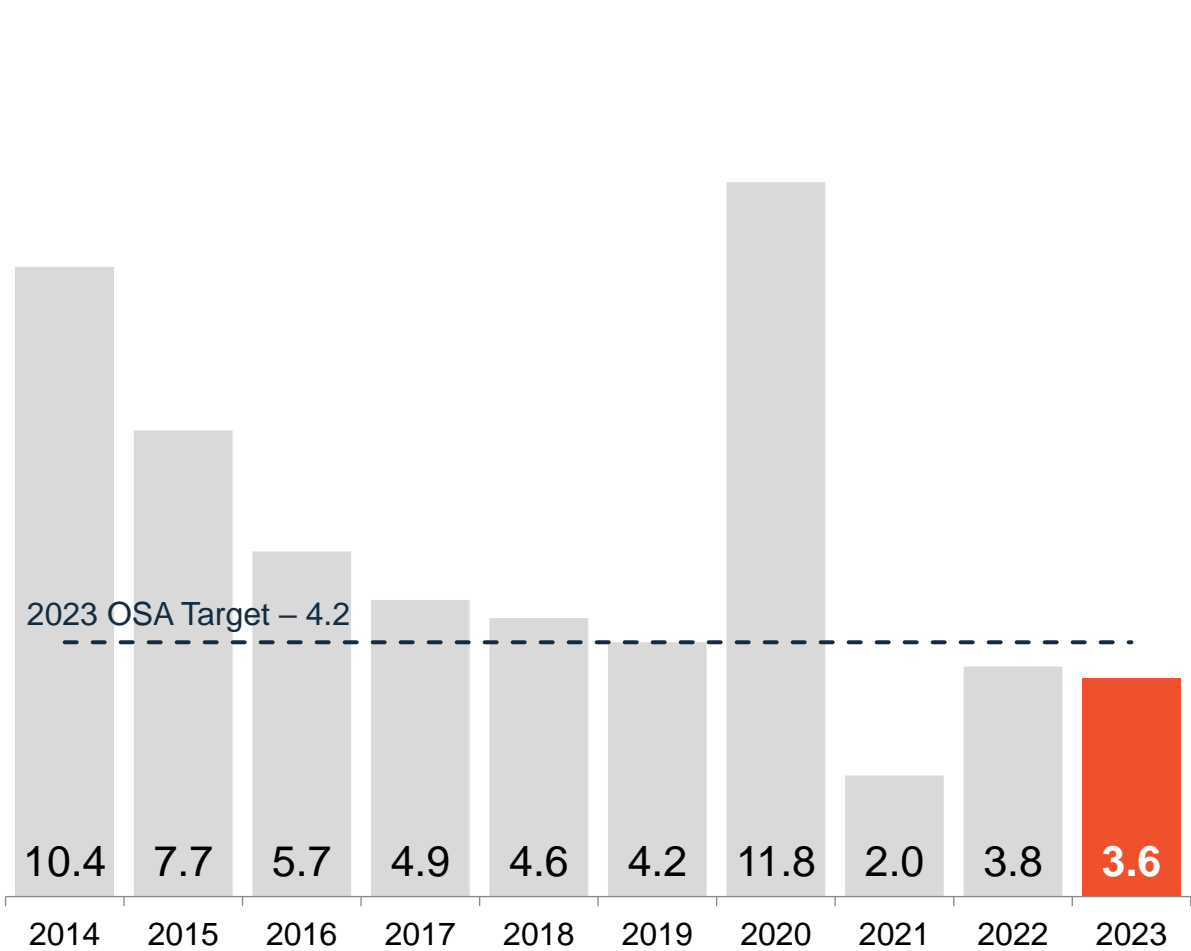


Repeat Customer Sustained Multiple Customer Outages (S-MCOs)

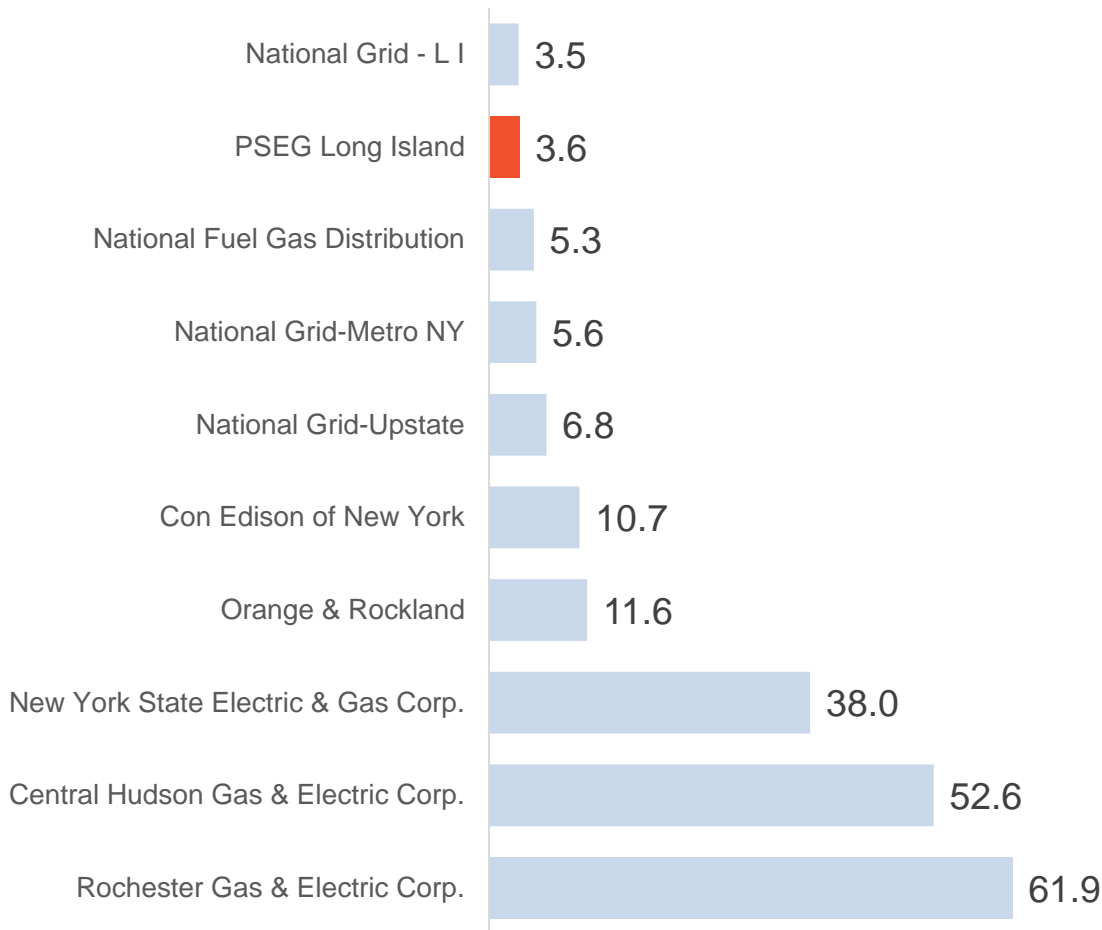


NYS DPS Customer Complaint Rate

Customer Complaint Rate



Rolling 12 Month DPS Complaint Rate per 100,000 Customers



Operating Updates

- IBEW 1049 Contract Renewal and Ratification
- Increased Heat Pump Demand and Budget Amendment
- Contact Center as a Service (CCaaS) System Upgrade Go-Live
- Self-Service Kiosk Go-Live
- Opt-In Time of Day Go-Live
- Making Strides for Breast Cancer – nearly 20 internal teams raised more than \$58,000 for the annual walk at Jones Beach which celebrates breast cancer survivors and increases awareness.

