

PSEG Long Island

Operating Report – January 2024 LIPA Board of Trustees Meeting

Agenda

- 7 Operations Update
- 7 Storm Preparation & Response
- 7 Storm Hardening & Resiliency
- 7 Safety Overview
- 7 Call Center Update



Safety Performance



Top Decile Electric Reliability Performance

Index Performance – SAIDI, SAIFI, MAIFI



Top Decile Electric Reliability Performance

Multiple Customer Outages – Sustained, Momentary and Repeat MCO



Lowest NYS DPS Electric Customer Complaint Rate



Rolling 12 Month DPS Complaint Rate per 100,000 Customers



Customer Satisfaction

J.D. Power Residential



Ove	erall Satisfaction	- East Large (2023 Performand	ce)
	PSE&G		759
	PECO		737
	Con Edison		732
	BGE		727
	PEPCO		722
	Duquesne Light		717
	JCP&L		716
	PPL Electric		715
2023 OSA Taraot	PSEG Long Island		702
10 th Rank	Met-Ed		699
	West Penn Power		692
	National Grid		689
	Penelec		680
	Eversource		667
	NYSEG		665
	Appalachian Power		640
	Central Maine	57	5

Overall Satisfaction – NY	Utilities (2023 Perform	mance)
Con Edison		732
PSEG Long Island		702
National Grid		689
Orange and Rockland		692
NYSEG		665
Rochester Gas and Electric		634
Central Hudson		596

Customer Satisfaction

J.D. Power Business





2023 OSA Metrics Closeout Process and Timeline

For 2023, PSEG Long Island and LIPA agreed to 93 performance metrics, distributed across five scope functions. (Electric T&D, Customer Services, Information Technology, Business Services and Power Supply and Clean Energy)





Storm Preparation & Response

Mike Sullivan Vice President of T&D Operations



We Are Prepared.

Primary Documents Governing Storm Restoration

Emergency Restoration Plan (ERP)

- Companywide restoration strategy and playbook
 - Include Incident Command System (ICS) structure and key storm processes and procedures
 - Damage Assessment, Dispatch & Restoration, ETR Protocols, Customer Communications, Foreign Crew Processing, etc.
 - Includes supporting plan documentation (e.g. contact lists, mutual aid agreements, etc.
 - ERP closely aligns with that of other New York State electric utilities
 - Reviewed and recommendations made by LIPA & NYS Department of Public Service (DPS)
 - Initial filing December 15
 - Mid-year update May/June

Emergency Response Implementation Procedures (ERIPs)

- Supporting procedural documents for conducting restoration operations (e.g., tactical operations)
- 7 ERIPs align with broader ERP plans and strategies
- 7 Reviewed annually and updated based upon process changes and/or enhancements

We Are Organized For Success.

PSEG Long Island's Incident Command System (ICS) Structure





We Communicate And Coordinate.

Communications and coordination is an essential component of all storm events. These efforts are performed in parallel by various groups and target both internal and external stakeholders.

Coordination

- Partner Utilities Verizon, Altice, National Grid, Con Edison
- First Responder Groups NYS, NYC, Nassau and Suffolk County Emergency Management
- Regulators Long Island Power Authority (LIPA) and NYS Department of Public Service (DPS)
- Municipalities State, City, County, Town and Village representatives; Municipal EOCs
- ↗ Life Support Equipment (LSE) and Special Needs (SN) customers
- Critical Facilities (CF) and Major Accounts



We Communicate And Coordinate.

Communication with Customers & Key Stakeholders

- Proactive communications Email, text, robo-calls
- Targeted storm messaging
 - What to expect, restoration process, storm safety, reporting an outage, ETRs, etc.
 - Storm specific posts, Outage map and website banners
- Continue to effectively utilize technology to enhance storm response. Λ
- Proactive pre-storm texting and emails to 800K customers enabled easy reporting of outages Λ thru "non-voice" channels
- Customers received on-going outage communications including "outage detected", "ETR/ETR Λ changes" and "outage restored" messages
- High volume of outage reporting has been driven to digital and self-service channels Λ
- Application of AMI functionality to validate status of single customer outages yielding significant \wedge reduction in unnecessary truck rolls
- Modified Social Media and Customer tools Λ



Our Results Speak For Themselves.

2023 Storm #9 – Heavy Rain and Wind – 12/17/23 to 12/18/23

- 7 792 Incidents affecting 26,318 Customers
- Average Storm Restoration Time: 221.3 minutes (CAIDI)
- Outage Reporting
 - 55.2% Call Center Rep Service Level (90 second service)
 - 52.28% of outages reported thru digital channels
 - 86.29% of outages reported thru self-service channels
 - 175 truck rolls avoided because of AMI validation
- ↗ Additional Resources:
 - Mutual Aid 229 High Voltage FTEs
 - 25 FTE Low Voltage
 - 51 FTE Wire Watchers





Our Results Speak For Themselves.

2024 Storm #1 – Heavy Rain and Wind – 1/9/24 to 1/10/24

- 7 629 Incidents affecting 26,118 Customers
- Average Storm Restoration Time: 194.9 minutes (CAIDI)
- 7 Outage Reporting:
 - 99.4% Call Center Rep Service Level (90 second service)
 - 55.5% of outages reported thru digital channels
 - 82.99% of outages reported thru self-service channels
 - 55 truck rolls avoided because of AMI validation
- Additional Resources:
 - Mutual Aid 348 HV FTEs
 - 58 FTE Low Voltage
 - 57 FTE Wire Watchers
 - 122 FTE Damage Assessors
 - National Grid Generation Damage Assessors (14 FTEs) & PSEG Long Island Retiree Contractors (9 FTEs)
- Icocalized Flooding Proactive de-energization of Ocean Beach Substation affecting 1,748 accounts.





Our Results Speak For Themselves.

2024 Storm #2 – Heavy Rain and Wind – 1/12/24 to 1/13/24

- 7 261 Incidents affecting 9,035 Customers
- Average Storm Restoration Time: 95.2 minutes (CAIDI)
 - 96.9% Call Center Rep Service Level (90 second service)
 - 55.2% of outages reported thru digital channels
 - 80.37% of outages reported thru self-service channels
- ↗ Additional Resources:
 - Mutual Aid 150 High Voltage FTEs
 - 25 Low Voltage
 - 51 Wire Watchers
- Flood Concerns Transferred load at Ocean Beach Sub to avoid reoccurrence of proactive shutoff due to flooding





Our Customers and First Responders Appreciate Us.



Eaton's Neck Fire District



55 Eaton's Neck Road Northport, NY 11768 631 757-5662

... "The Eaton's Neck Fire District and Volunteer Fire Department members also express our gratitude for the hardening of service on the neck. This will result in fewer downed power lines and more consistent electrical service to our residents. Making our lives a little safer and easier in the process." (1/12/24)



JAMES J. READ CHIEF OF POLICE Emergency Management Coordinator POLICE DEPARTMENT TOWN OF SHELTER ISLAND 44 NORTH FERRY ROAD - P.O. BOX 1056 SHELTER ISLAND, NEW YORK 11964-1056



ADMINISTRATIVE (631) 749-0600 FAX NUMBER (631) 749-0637 E-MAIL: townpolice@shelterislandtown.us

"Dear Mr. Lyons, I hope this letter finds you well. I am writing on behalf of the Shelter Island Town Emergency Management team to express our sincere gratitude for your unwavering dedication and outstanding service during the recent storms that impacted our community over the past two weeks" ... (1/17/24)





Huge shout out to **@PSEGLI**. Never had a better customer service experience with a utility. Storm caused some power issues. You guys handled it like pros. Every crew that came out assessed and did everything right. Courteous and professional. Thanks for everything.

9:25 AM - 12 Jan 24 - 4 Views





Storm Hardening & Resiliency

John McCumiskey

Director of Asset Management & Reliability



We Care For LIPA's Assets.

↗ In the last decade, PSEG Long Island has hardened 45% of overhead mainline and 15% of overhead branchline mileage within the 1,640 square miles of the service territory.

Transmission Circuits	331
Overhead Mileage	989
Underground Mileage	428
Substations	177
Distribution Circuits	1,070
Overhead Mainline Mileage	2,803
Overhead Branchline Mileage	6,234
LIPA Owned Poles	324,740
Verizon Owned Poles	214,465
Smart Switches (ASU* and ASUV*)	2,764
Pole Mounted Transformers	119,146
Underground Transformers	40,435
Capacitor Banks	1,538



Our Efforts Improve Reliability.

- Over the last 10 years, PSEG Long Island has invested significant resources into hardening the grid to make it more resilient to weather.
- 7 Storm Hardening and Resiliency Programs
 - Power ON (FEMA Program)
 - Circuit Improvement Program (CIP)
 - Less than 500 Customer (LT5H) and Automatic Circuit Recloser (ACRV) Conversion Programs
 - Branchline Recloser Program (New in 2024)



Our Efforts Improve Reliability.

The reliability of the grid in the storm-hardened sections is significantly improved from non-stormhardened sections of the grid.

	2021	2022	2023
SAIFI (Storm Hardened Area)	0.17	0.19	0.18
SAIFI (Non-Hardened Area)	0.37	0.44	0.42
SAIDI (Storm Hardened Area)	6.77	8.96	9.56
SAIDI (Non-Hardened Area)	18	21.17	20.32
MAIFI (Storm Hardened Area)	1.73	1.67	1.44
MAIFI (Non-Hardened Area)	1.98	1.73	1.46

- Reliability improvements for hardened area vs. non-hardened
 - SAIFI: 56% Decrease in Frequency of Outages
 - SAIDI: 57% Decrease in Duration of Outages
 - MAIFI: 6.4% Decrease in Momentary Outages

*SAIFI: System Average Interruption Frequency Index | SAIDI: System Average Interruption Duration Index | MAIFI: Momentary Average Interruption Frequency Index



PSEG Long Island Ranks Among Top In SAIDI

SAIDI – All-In (without weather exclusions) Benchmarking Performance

SAIDI - All Events (With Major Event Days)

Source: 2022 US Energy Information Administation (EIA) Reliability Benchmark

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PSEG Long Island Ranks Among Top In SAIFI

SAIFI – All-In (without weather exclusions) Benchmarking Performance

SAIFI - All Events (With Major Event Days)

Source: 2022 US Energy Information Administation (EIA) Reliability Benchmark

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Safety Overview

Peggy Keane VP of Construction & Operation Services



Culture is a Key Component of Safety Performance.

- 7 3 Tier Safety Council Structure Strong IBEW & Management Partnership
 - **Level 1**: Local (managers, supervisors, advocates) Monthly
 - <u>Level 2</u>: Line of Business (union, safety advocates, supervisors, managers, directors, VPs) Bi-monthly
 - Level 3: Company (SLT, IBEW Leadership) Quarterly
- Training: Academy (BU), in-person, online, 3rd party training, participation on regulatory agency committees/conference attendance
- **Safety Advocates**: IBEW lead, peer to peer site safety assessment
- 7 <u>Briotix</u>: Programs for Academy, LOB (physical conditioning workshops), ergonomic teams
- SIMS Notifications: Enterprise-wide communication of all safety incidents, motor vehicle accidents, and major operating incidents
- Zevel 1 Investigations: Root cause analysis of all OSHAs and any serious incidents
- 7 Weekly Safety Debriefs



Culture is a Key Component of Governance.

- ↗ Governance: Enterprise
 - PSEG Environment, Health and Safety (EHS) Policy
 - PSEG Practice 575-1 (EHS Program Guide EHS governance documents for PSEG Long Island – 14 elements from ISO 14000)
- Benchmarking: Benchmarking process with Utilities across the United States. The Utility Benchmarking Guide is used to set annual safety targets

Contractor Safety

- ISNet World (participation requirement for prime and subcontractors)
- Quarterly Contractor Safety Meetings
- Incident Analysis
- Dual Safety Inspection Program
- Safety Onboarding for Storm participation



Culture is a Key Component of Continuous Improvement.

- Motor Vehicle Safety: managing, monitoring, coaching employees to be professional drivers
 - Automated Vehicle Location System (AVLS)
 - Professional Driver Scorecard
 - Smith Drivers Training
 - Alert Driver Training
 - National Safety Drivers Training
 - Classroom & Practical Forklift Training
 - CDL training requirement to maintain license

Despite missing top decile performance in Motor Vehicle Accident Rate – PSEG LI has reduced # of accidents by 56% from peak



Safety Performance

OSHA Recordable Incident Rate

PSEG Long Island is a top 10% performer among peer utilities nationally in Recordable Incidents

Safety Performance

OSHA Days Away Rate (Severity)

Lou Debrino VP of Customer Operations

2023 Key Accomplishments

- 31% improvement in Service Level (80/30)
- 50% reduction in Abandonment Rate
- 52% improvement in Average Speed of Answer
- Recruited and retained 58 call agents
- Enhanced recruitment process with reinstatement of onsite interviews and training
- Hired experienced Contact Center Director
- Hired additional Call Center Trainer to increase training capacity
- Engaged support of 3rd party call agents to assist with lower skilled calls
- Fully trained 32 agents as TOD Subject Matter Experts to support TOD launch
- Introduced 4 Kiosks to expand customer payment channels
- Successfully launched NICE CCaaS Call Center system on 11/8/23

Metric	2022	2023
Service Level (80/30) Agent	29.2%	41.8%
Service Level (80/30) Agent/IVR	71.6%	77.1%
Average Speed of Answer	9.08 mins	4.55 mins
Abandonment Rate	24.4%	11.7%

Planned initiatives yielded service improvements and enhanced customer experience

7 2024 - Q1 Key Activities

- 27 trainees graduating to phones in Q1
 - Class A (9 Agents): 2/12
 - Class B (18 Agents): 3/18
- 21 agents to begin training on 1/29
- Initiating recruitment of 25 agents for April class
- Hiring 2nd Call Center Manager to improve span of control and further enhance operations
- Hiring 3rd Call Center Trainer to further increase training capacity
- Finalizing performance criteria and goals for Telecommuting Agreement
- Continue to realign staffing to call volume for improved productivity
- Explore use of part-time agents to support high call volume periods
- Launched Paymentus credit card service in January to enhance credit payment experience
- Reassigned Quality Assurance (QA) team to Call Center Management
- Aligning Call Center training team with Customer Operations Training Academy

Continued focus on increasing staffing and productivity to drive improved service level

Date	Contacts	АНТ	SL%	SL Seconds	ASA – Average	Phone FTE Req	Actual FTE	Attrition	New Hire FTE
Jan-24	98,353	468	30	30	5.00	121	102	0	0
Feb-24	95,483	466	30	30	5.00	130	106	5	9
Mar-24	104,420	464	30	30	5.00	133	104	2	0
Apr-24	96,880	455	40	30	4.38	121	120	2	18
May-24	107,359	449	40	30	4.38	132	119	2	0
Jun-24	102,871	403	60	30	1.85	134	138	2	21
Jul-24	105,053	399	60	30	1.85	137	136	2	0
Aug-24	111,462	400	80	30	0.52	155	159	2	25
Sep-24	115,045	400	80	30	0.52	147	157	2	0
Oct-24	111,882	403	80	30	0.52	144	155	2	0
Nov-24	93,120	403	80	30	0.52	149	153	2	19*
Dec-24	87,162	401	80	30	0.52	142	151	2	0
Total	1,229,090	425				137	133		

*Time-of-Day Class

7 2024 Staffing

- Service Level dependent on call volume, staffing and Average Handle Time (AHT)
- Increased Service Level aligns with timing of agents "go live" on phones
- Assumption based on 10% Average Handle Time reduction from December 2023
 - Focus on maintaining First Call Resolution while decreasing AHT
 - AHT impacted by change in call mix and redirection of calls to self-service

Service Level to Continue to Improve Steadily throughout 2024

Thank you

Appendix

Summary of Storm Hardening Activities

Storm Hardening Program Progress 2021 Through 2025

	20)21	20	22	20	23	20	24	20	25
Programs	Units Completed	Rolling Total Percent Hardened								
Power On! Mainline (Miles)	111.01	37.86%	80.41	40.75%	62.62	43.50%	24.1	44.24%	23	45.31%
Power On! Branchline (Miles)	0	0	0	0.00%	23.3	0.37%	46.75	1.12%	47	1.88%
Hazard Tree Removal (Units)	7,115	14.23%	14,060	42.35%	11,000	64.35%	11,000	86.35%	11,000	100.00%
Trim To Sky Distribution Trim (# of Circuits)	10	1.14%	215	25.71%	207	49.37%	198	72.00%	233	98.63%
CIP Mainline (Miles)	12.87	0.46%	8.08	0.75%	0	0.75%	0	0.75%	0	0.75%
CIP Branch (Miles)	266.56	4.28%	389.16	10.52%	279	14.99%	330.65	20.30%	330.65	25.59%

Storm Hardening Programs – Cost Summary

Plan vs Actual Costs (Millions)

Programs	20	021	20	22	20	23	20)24	20	025	Total (\$M)
	Plan	Actual	Plan	Actual	Plan	Budget	Plan	Forecast	Plan	Forecast	
Power On! Mainline (Miles)	\$70.0	\$63.5	\$70.0	\$71.0	\$75.0	\$75.0	\$75.0	\$75.0	\$75.0	\$75.0	\$359.6
Power On! Branchline (Miles)	\$1.8	\$7.8	\$11.6	\$13.2	\$10.6	\$10.6	\$11.7	\$11.7	\$12.9	\$12.9	\$56.2
Hazard Tree Removal (Units)	\$0.5	\$0.4	\$1.4	\$2.2	\$1.5	\$2.3	\$2.5	\$2.5	\$2.8	\$2.8	\$10.3
Trim To Sky Distribution Trim (# of Circuits)	\$0.3	\$0.3	\$3.3	\$3.8	\$0.1	\$0.1	\$0.4	\$0.4	\$0.5	\$0.5	\$5.0
CIP Mainline (Miles)	\$9.9	\$7.3	\$9.5	\$9.6	\$10.0	\$10.0	\$10.6	\$10.6	\$5.3	\$5.3	\$42.8
CIP Branch (Miles)	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$25.3	\$25.3	\$25.3
Program Totals:	\$82.4	\$79.4	\$95.8	\$99.9	\$97.2	\$98.0	\$100.2	\$100.2	\$121.7	\$121.7	\$499.1

	I	Program Scope and Units	
•	Power On!	Mainline, Branchline	Miles
•	Hazard Tree Removal	Transmission, Mainline, Branchline	Number Whole Trees/Large Limbs
•	Trim To Sky Distribution Trim	Mainline	Circuits
•	Incremental Trim	Mainline, Branchline	Miles
•	LT5H (ASUV 500 Customer/Segment)	Mainline	Units
•	Transmission Load Pocket Hardening	Transmission	Projects

Prior Major Storms and Resulting Hardening Programs

Storm	Storm Information	FEMA Hardening Efforts
Super Storm Sandy October 29, 2012	 1,171,061 Customer Impact* 2,698 Million Customer Minutes 51 Substations Out of Service 455 Total Feeder Lockouts Average Duration 2,305 minutes 	 10 substations switchgear replacement and raised foundation elevation 4 to 9 feet 319 distribution circuits partially hardened 877 miles overhead mainline hardened 26,364 distribution poles replaced 894 ASUV (Automatic Sectionalizing Unit Viper) 44,956 poles transferred 2,720 miles of covered "tree" wire installed 1,486 wood transmission poles across all programs
Tropical Storm Isaias August 4, 2020	 644,967 Customer Impact* 954 Million Customer Minutes 20 Substations Out of Service 138 Total Feeder Lockouts 93 ASU/V Lockouts Average Duration 1,692 minutes 	Impact of FEMA Hardening Effort on Isaias 48% decrease in incidents/mile on hardened portions of system compared to non-hardened • 74 mainline events • 65,005 customer interruptions • 67 million customer minutes

Power On - Storm Hardening Program Details

7 Distribution System Hardening of Infrastructure

- Reduce the number of customers impacted and damage locations for storm events.
 - 2019 2022 focus on Mainline Distribution circuits
 - 2023 2025 addition of branch line distribution circuits to work plan
- Scope of Work:
 - Pole Replacements Increase size and class with improved structural backfill
 - Pole Head Configuration Redesign with tighter profile to better withstand tree impact
 - Wire Replacement with improved tree guard insulation
 - Addition of branch line circuits to 2023 scope of work
- Multi Year Program 2019 2025
 - 2019 through 2023 mitigated 335.43 miles
 - Mainline mileage to date 311.41 miles
 - Branch line mileage to date 24.02 miles
 - 2024 Plan
 - Mainline mileage 40.59 miles
 - Branch line mileage 37.03 miles
 - In 2023, an average of 75 overhead resources supported Power On.
 - There overhead resources were available to support future storm restoration efforts and offset mutual aid needs

Years	Miles
2019	-
2020	65.25
2021	111.01
2022	80.41
2023	78.76
2024*	77.62*
Total	413.05

Electric Reliability

SAIDI Excluded (Without Major Event Days) Benchmarking Performance

SAIDI - Excluded (Without Major Event Days)

Source: 2022 US Energy Information Administation (EIA) Reliability Benchmark

Uppe	er Qu	artil	e																																						21.7	52.7	10	4 .	- 0	6.2	70.2	70.5	172.2	172.5	182.0	190.8	196.0	226.3	233.8	257.4	361.3	309.5	393.6 470.6
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Con Edison	PSERG		Salt River Project	Atlantic City Electric Co	Nevada Power Co	PEPCO	PSEG Long Island	City of San Antonio - (TX)	Narragansett	Tampa Electric Co	AUSTIN ENERGY			Dominion Energy South Caroli	Kentucky Utilities	Public Service Co of NH	MidAmerican	Rochester Gas & Electric Corp	PECO	Baltimore Gas & Electric Co	Arizona Public Service Co	PPL	Northern States Power	Union Electric Co - (MO)	Duke Energy Florida, LLC Orange & Rockland	SoCal Edison	City of Seattle - (WA)	Public Service Co of NM	Massachusetts Electric Co	Dayton Power & Light	LADWP	Public Service Co of Oklahoma	Indianapolis Power & Light Co	Duke Energy Ohio Inc	Ameren Illinois	Ohio Edison Co	Portland General Electric	Wisconsin Electric Power Co	Duke Energy Progress - (NC) Georgia Dower Co	DTE Electric Company	Idaho Power Co	Niagara Mohawk Power Corp.	West Penn Power Company	Duke Energy Indiana, LLC	New York State Elec & Gas Co	AEP Texas Central Company	CenterPoint Energy	Metropolitan Edison Co	Central Hudson Gas & Elec Co	Central Maine Power Co	Consumers Energy Co	Jersey Central Power & Lt Co	Puget Sound Energy Inc	PacifiCorp	Entergy Louisiana LLC Darific Gas & Flectric Co.	Pennsylvania Electric Co	Entergy Texas Inc.	Duke Energy Carolinas, LLC	Entergy Arkansas LLC Appalachian Power Co

Electric Reliability

SAIFI Excluded (Without Major Event Days) Benchmarking Performance

SAIFI - Excluded (Without Major Event Days)

Source: 2022 US Energy Information Administation (EIA) Reliability Benchmark

Upp Mee	dian	guc guc	artil	e		-12	4	05	67	67	68	• 69	P.73	PS	GI	Lo util	on(liti	g I es	sl s v	ar vitl	nd h ::	ra >5		ks DK	13 Cl	th US	ut o me	of ers	69 *	9 p	6.	9.93 2.93	D.94	0.96	0.96	0.98	1.01	1.05	1.05	1.07	1.07	1.09	001	20.1			1,13	61.1	1.20	1.24	1.27	1.28	1.29	1.30	1.37	1.45	1.49	1.56	1.57	1.63	1.66	L7.1	1.79	1.80	1.87	2.03	2.39	2.70	
Top 0.13	0.5 0	cile 0.5.0	FPL 0.55	E&G 0.55	Co 0.5	VA) 0.0	tric	C	Ce)		HN						arr.c	0	MM	sett	ů	C					rgy	war	uois	3	nc	and	(XL	Co	loon	any	 8	ado		nd.	dny	, Inc						- 0	0	Co	S	NC)	oma	orp	C	orp	any	C	irgy	Co.	LLC	CO	CO	C	oro	TIC	lnc.	LLC	
Con Edi	Nevada Power	Com	E E	PSE	San Diego G&E	City of Seattle - (V	Portland General Elec	Atlantic City Electric	CL & P (Eversour		Public Service Co of	PSEG Lona Isla	Kentucky Utili	Union Flectric Co - (N		LAD	NSI AK Elec	PE	Public Service Co of	Narragan	Wisconsin Electric Power	Baltimore Gas & Flectric	MidAmerica	Rochester Gas & Flectric Co	Salt River Droi				Ameren IIII		Duke Energy Ohio	Orange & Rockle	City of San Antonio – (Consumers Energy	SoCalEdi	DTE Electric Compo	Tampa Electric	Public Service Co of Colord	Massachusetts Electric	Dominion Energy South Carolir	West Penn Power Compo	Puaet Sound Energy	Ditka Francia Florida –	Cleveland Flectric Illum	Duka Fnarav Indiana	Idaho Power	Niadara Mohawk Power Co	Ohio Power	Ohio Edison	Metropolitan Edison	Georgia Power	Duke Energy Progress - (1	Public Service Co of Oklaho	Central Hudson Gas & Elec Co	Indianapolis Power & Light	New York State Elec & Gas Co	AEP Texas Central Compo	Jersey Central Power & Lt	Center Point Ene	Pacific Gas & Electric	Entergy Louisiana L	Central Maine Power	Pennsylvania Electric	Appalachian Power	PacifiC	Entergy Arkansas L	Entergy Texas	Duke Energy Carolinas, L	

Electric Reliability

Multiple Customer Outages – Sustained MCO

Sustained Multiple Customer Outages

(CEMI4 - % of Customers w/ 4 or more outages > 5 Minutes) Source: EEI Reliability Report

*Did not achieve 2023 target but met Board Policy of Top Decile performance