



PSEG Long Island

Operating Report – December 2023 LIPA Board of Trustees Meeting

Agenda

Operations Update

- ↗ Safety
- ↗ Electric Reliability
- ↗ Multiple Customer Outages
- ↗ J.D. Power Customer Satisfaction
- ↗ Customer Complaint Rate
- ↗ Call Center Update
- ↗ Time of Day Implementation Update
- ↗ Kiosk Implementation
- ↗ South Fork Wind



Safety Overview

PSEG Long Island is a leader in employee and contractor safety.

- **84%** decrease in OSHA Recordable Incident Rate
- **80%** decrease in OSHA Days Away Rate (Severity)
- **Top Decile (Top 10%)** Industry Performance in OSHA Targets and Serious Injury Incident Rate
- Continued focus on reduction of Motor Vehicle Incidents

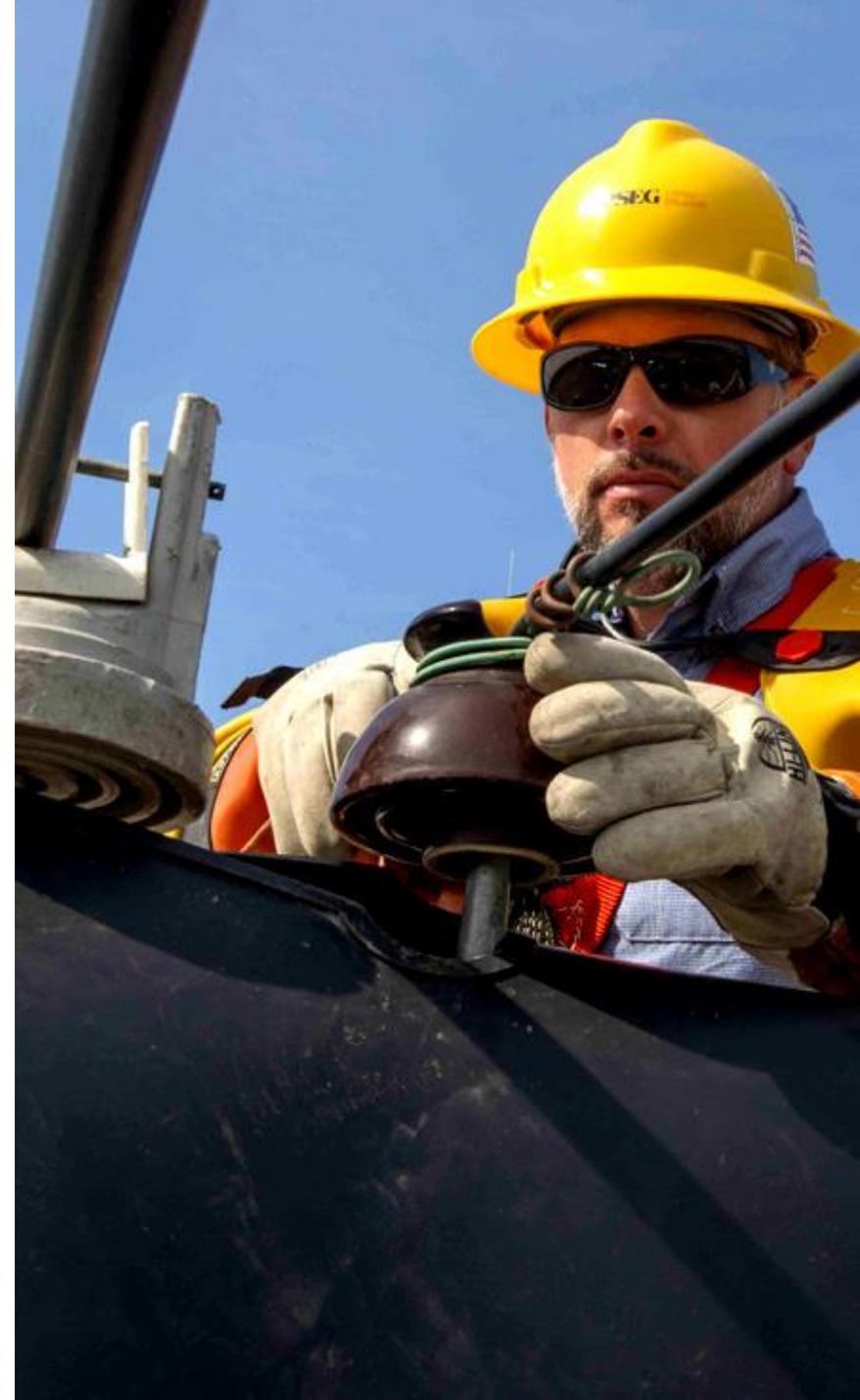


Reliability Overview

PSEG Long Island delivers Reliable Service by strengthening and maintaining the Electric Infrastructure on Long Island and the Rockaways.

Below is a summary of our successes:

- **27%** reduction in outage duration since 2016
- **40%** reduction in frequency of outages > 5 minutes since 2016
- **65%** reduction in frequency of outages < 5 minutes since 2016
- **70%** reduction in customers with 4 or more outages > 5 minutes in a year
- **Increased resiliency** of the system as seen in the Top Decile performance for All-In Frequency and Duration of Outages



Safety Performance

OSHA Recordable Incident Rate

OSHA Recordable Incidents and Rate

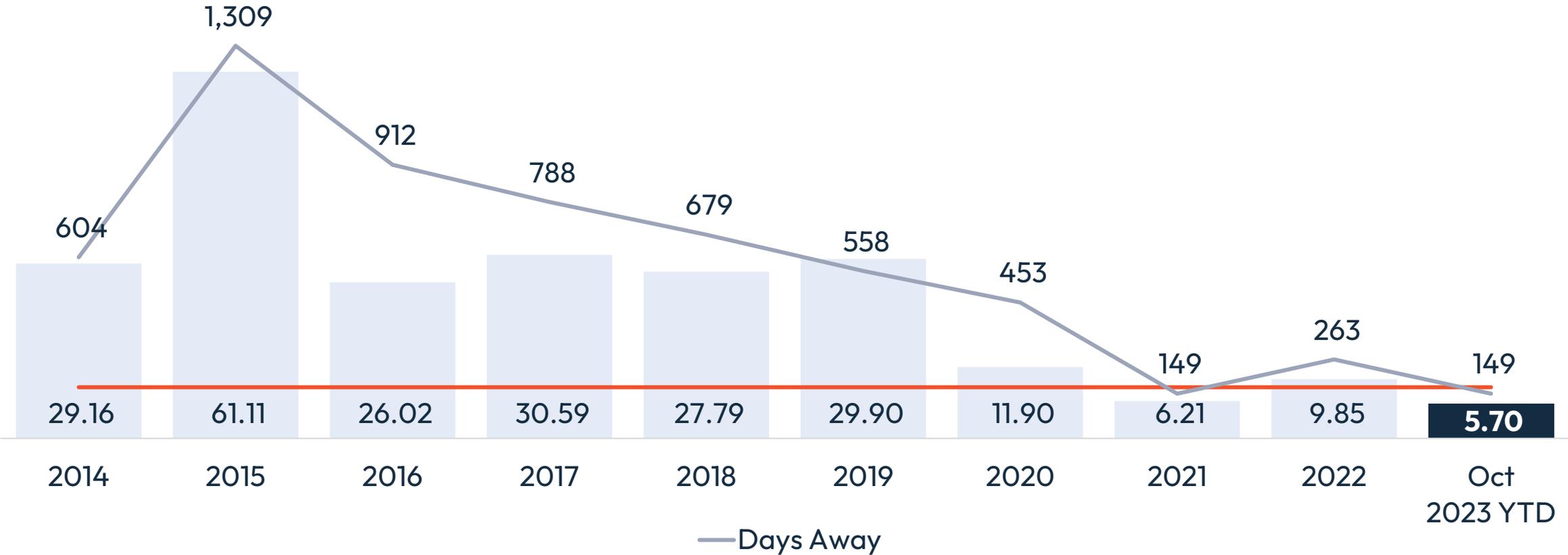


84% decrease in OSHA Recordable Incident Rate

Safety Performance

OSHA Days Away Rate (Severity)

OSHA Days Away Rate (Severity) and Days Away

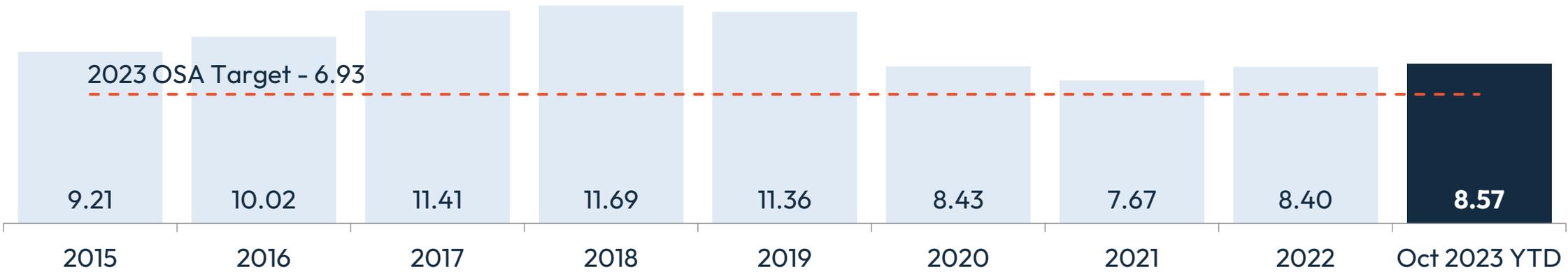


80% decrease in OSHA Days Away Rate (Severity)

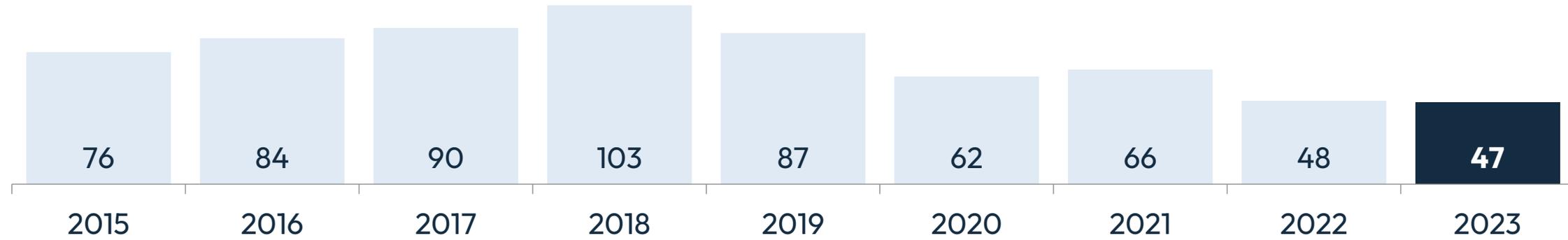
Safety Performance

Motor Vehicle Accident Rate

Motor Vehicle Accident Rate



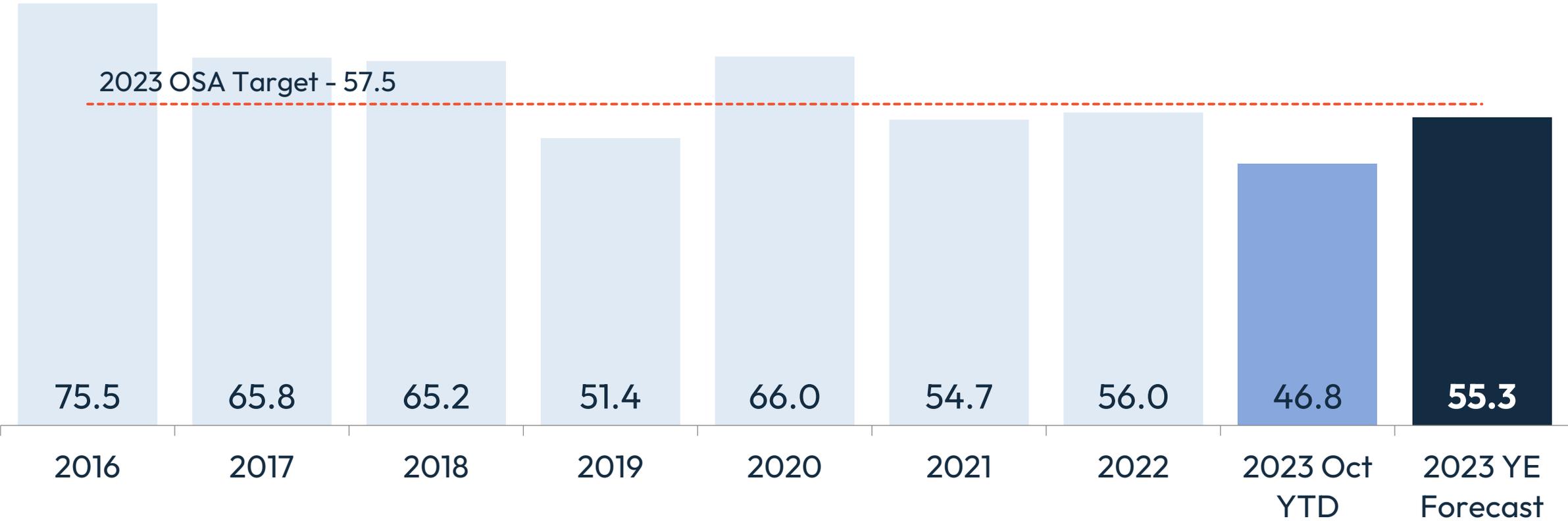
Motor Vehicle Accidents October YTD (Count)



Electric Reliability

Index Performance – SAIDI

System Average Interruption Duration Index (SAIDI)

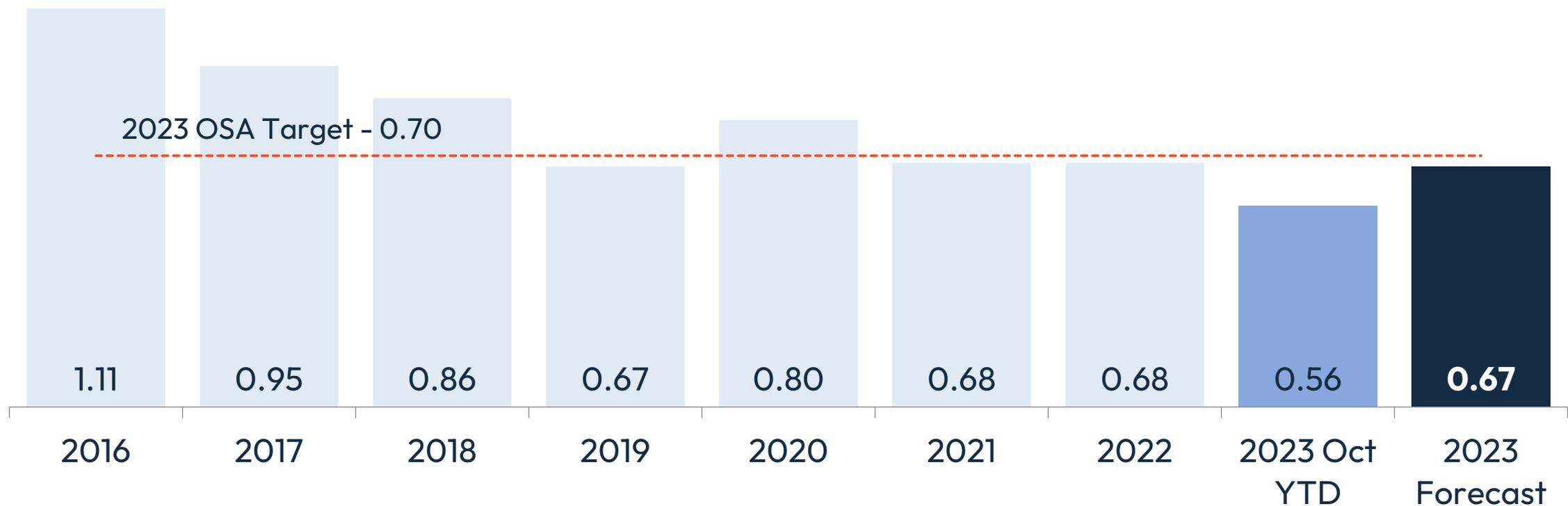


27% reduction in outage duration since 2016

Electric Reliability

Index Performance – SAIFI

System Average Interruption Frequency Index (SAIFI)

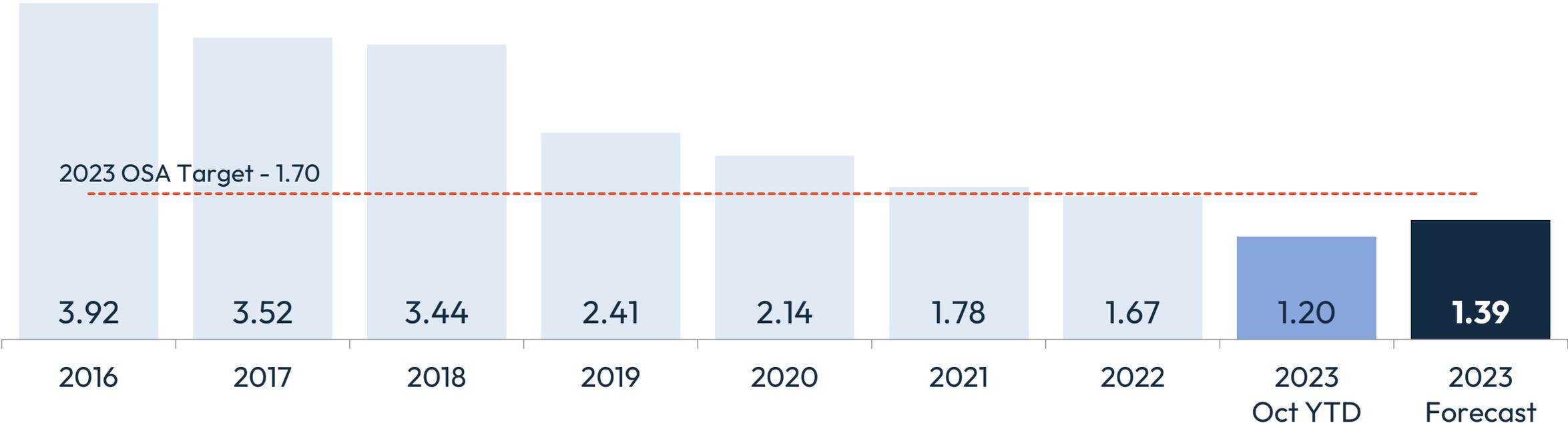


40% reduction in frequency of outages > 5 minutes since 2016

Electric Reliability

Index Performance – MAIFI

Momentary Average Interruption Frequency Index (MAIFI)

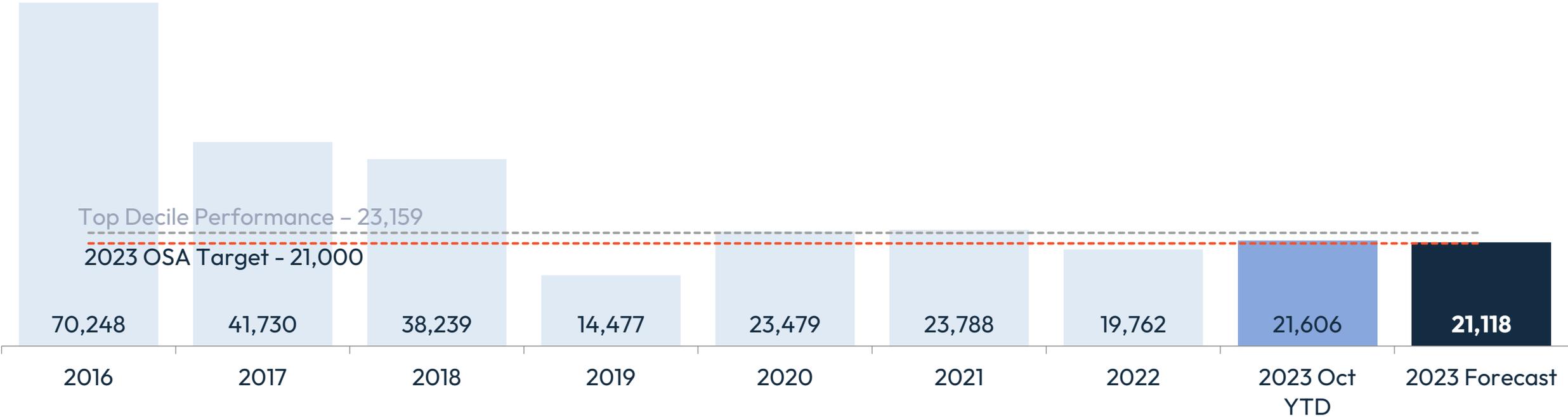


65% reduction in frequency of outages < 5 minutes since 2016

Electric Reliability

Multiple Customer Outages – Sustained MCO

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



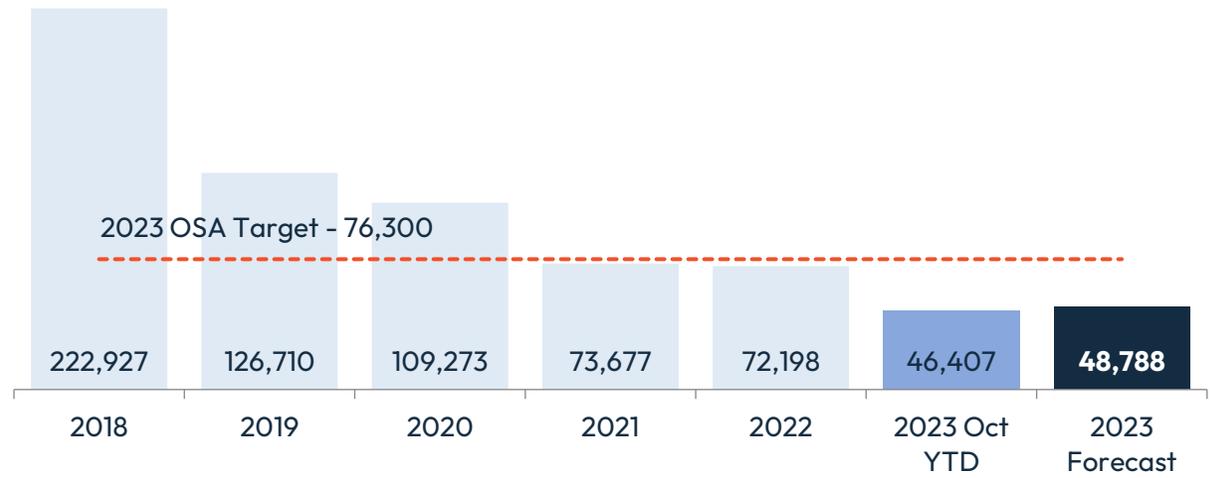
70% reduction in customers with 4 or more outages > 5 minutes in a year

*Target is at risk for 2023 but PSEG LI will meet the LIPA Board Policy of Top Decile (10%) Performance

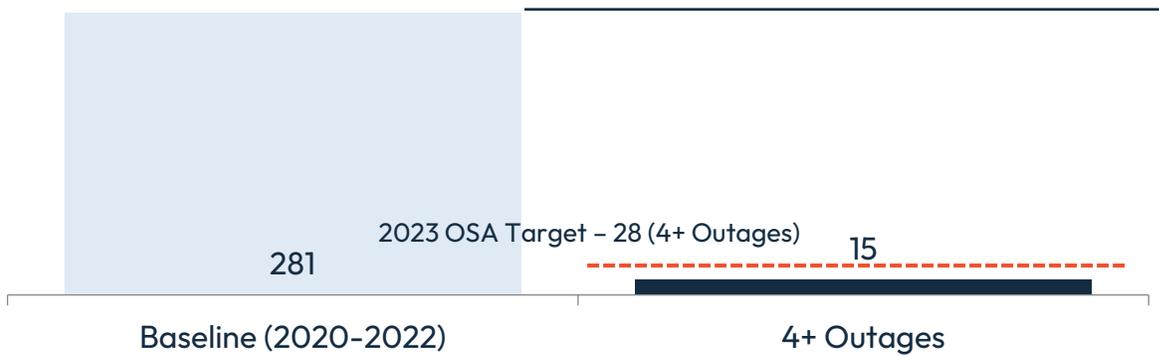
Electric Reliability

Multiple Customer Outages – Momentary and Repeat MCO

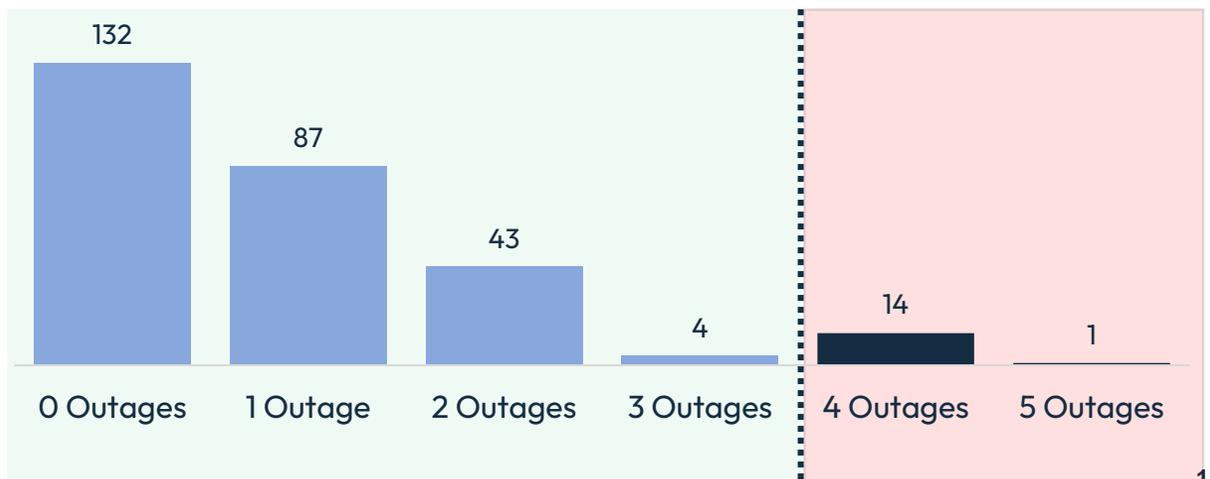
Momentary Multiple Customer Outages (M-MCOs) – 6 or more - <5 minutes



Repeat Customer Sustained Multiple Customer Outages (S-MCOs)



Distribution of Outages for Repeat S-MCOs



Customer Service Overview

Our customers are at the heart of all that we do – whether it is at home, at work or at our local business – PSEG Long Island is committed to keeping the lights on and providing everything that our customers need to power their life’s activities.

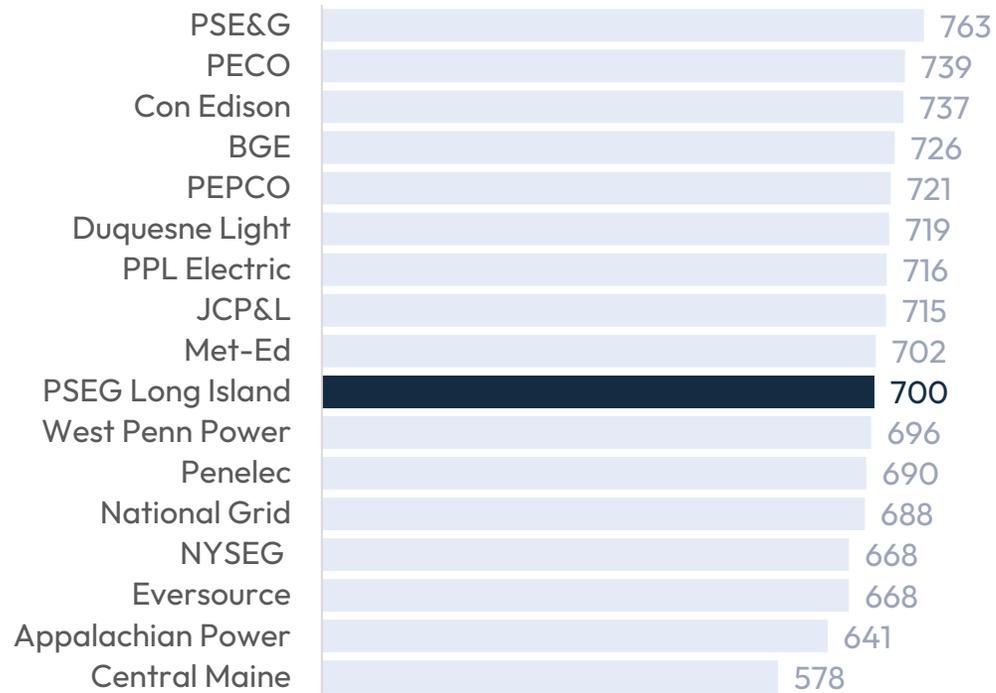
- **Most Improved Utility** in Customer Satisfaction for Residential and Business Customers since 2013 as measured by J.D. Power
- **Lowest** DPS Complaint Rate in New York State for an Electric and/or Combined Utility



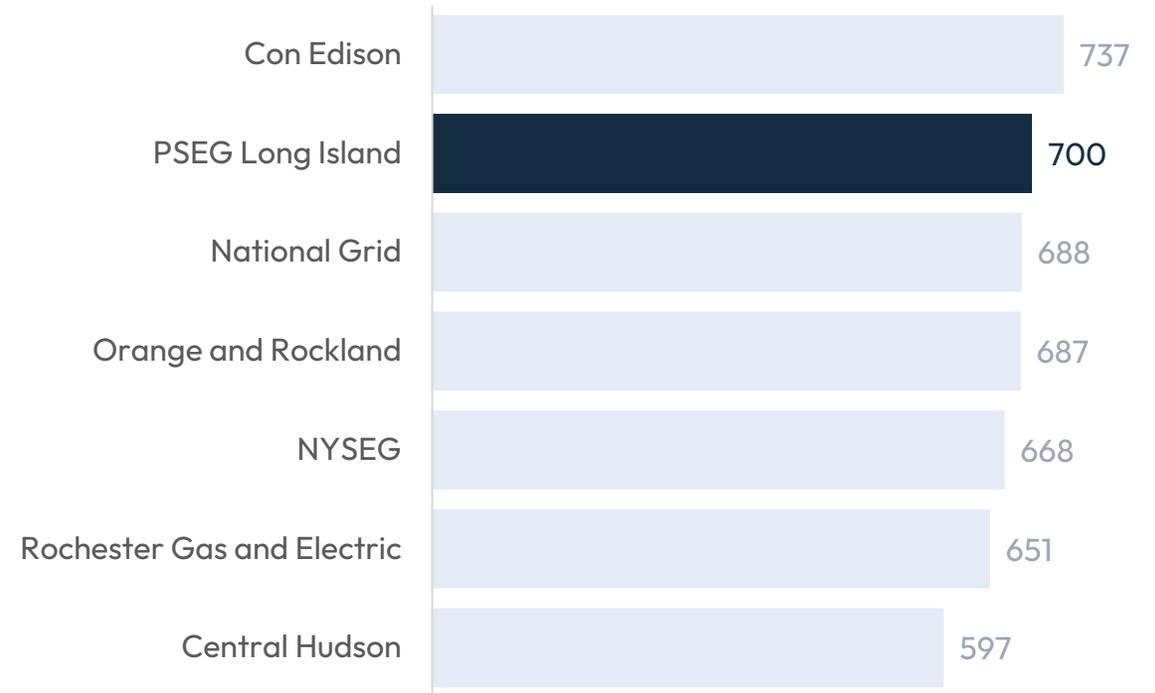
Customer Satisfaction

J.D. Power Residential

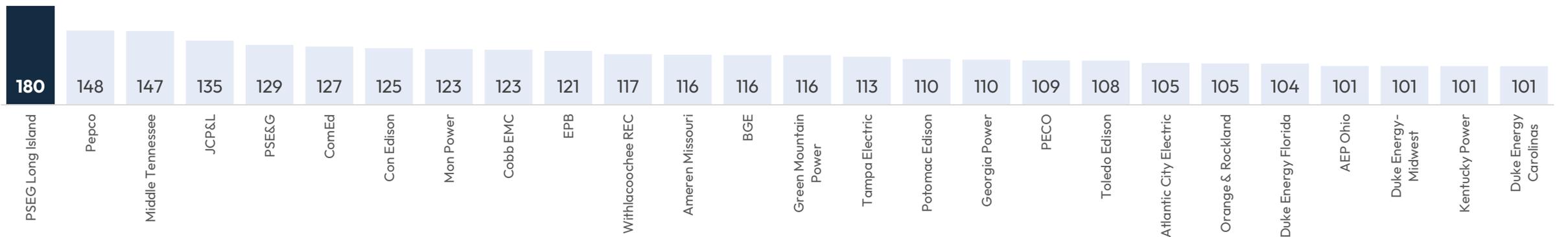
Overall Satisfaction – East Large (2023 YTD Performance)



Overall Satisfaction – NY Utilities (2023 YTD Performance)



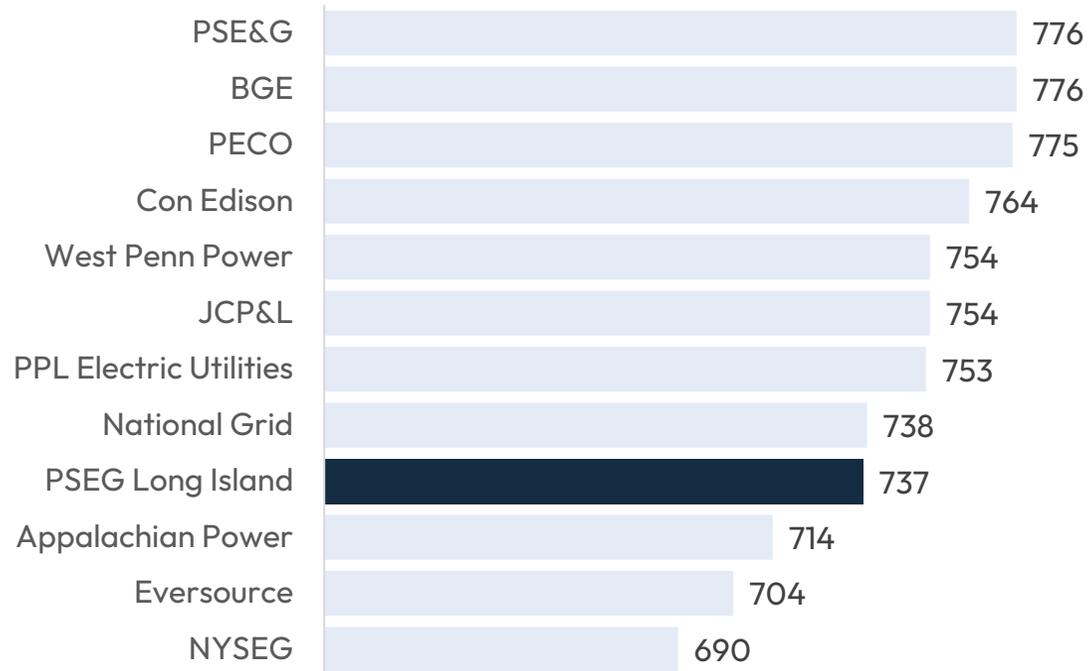
J.D. Power Residential – Most Improved Utilities – 100+ Point Club (2013 to 2023 Q3 YTD Performance)



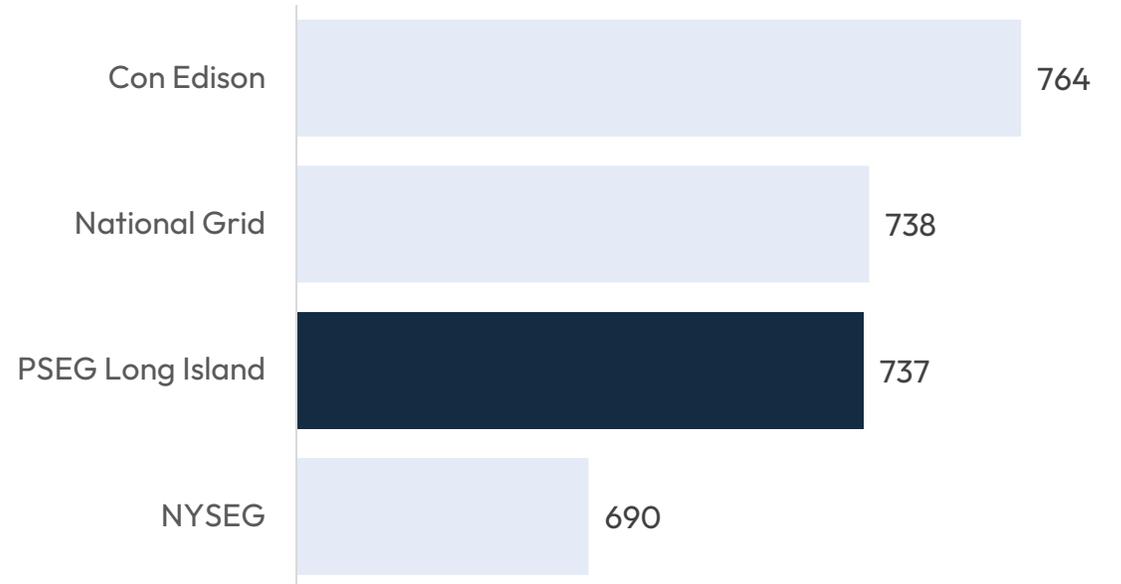
Customer Satisfaction

J.D. Power Business

Overall Satisfaction – East Large (2023 YTD Performance)

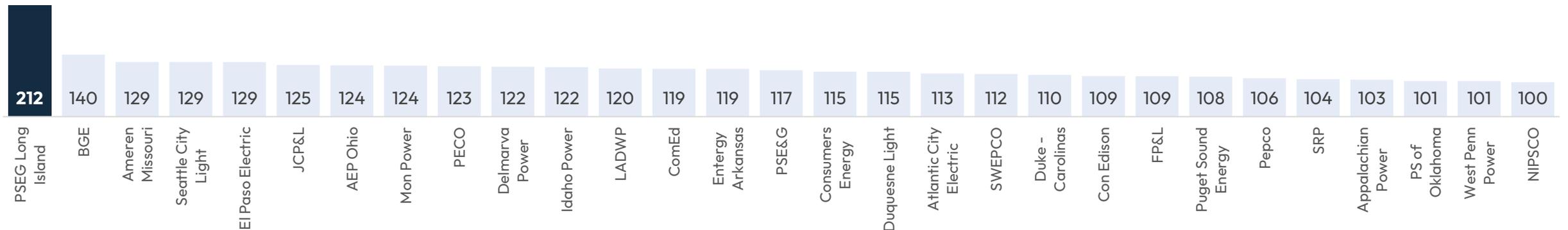


Overall Satisfaction – NY Utilities (2023 YTD Performance)*



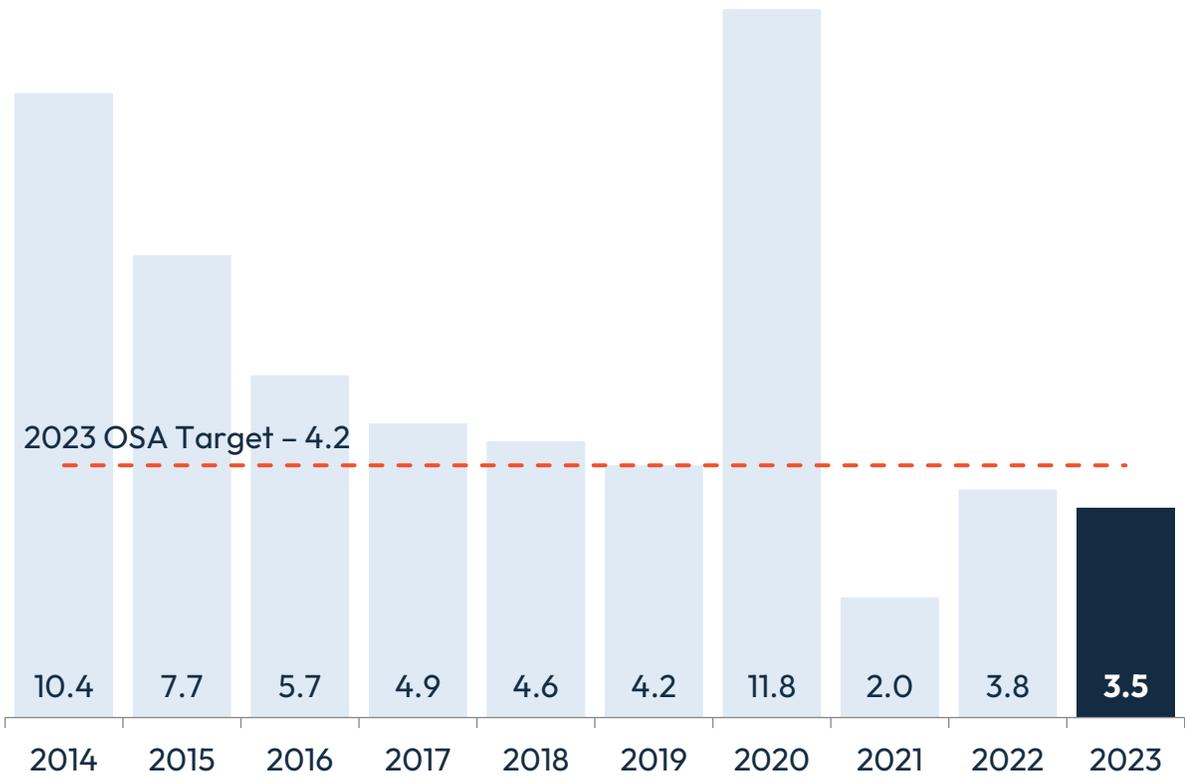
*No NY Mid-Size brands participated in business survey

J.D. Power Business – Most Improved Utilities – 100+ Point Club (2013 to 2023 YE Performance)

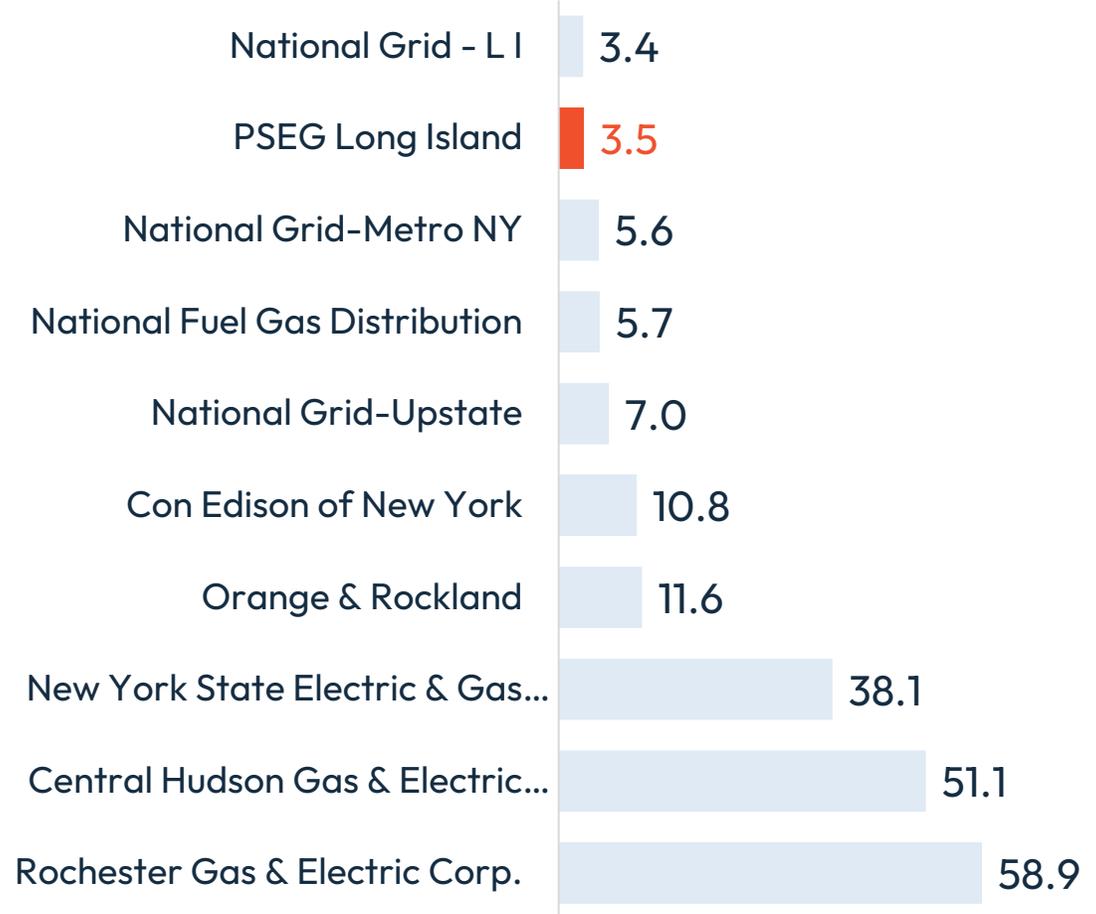


NYS DPS Customer Complaint Rate

Customer Complaint Rate



Rolling 12 Month DPS Complaint Rate per 100,000 Customers



Call Center Performance Update

Staffing

- Continued to advance training of Fall 2023 Rep Classes:
 - Class 1 (Start date 9/11): 11 agents to complete 2/5
 - Class 2 (Start date 9/25): 20 agents to complete 3/18
- Initiated recruitment for new 2024 Class 1 (Start date 1/22)
 - Recruiting 25 agents (To date: 20 offers accepted)
- Hired new external experienced Trainer (former NYC educator), increasing breadth and depth of training team
- Finalizing recruitment/selection of new internal union Trainer
- Completing transition/realignment of Call Center Training with Meter Services Training Academy
- Supplemental Convergent staff released early November in accordance with trained agents from Class 1

Organization/Leadership

- Completed supervisory training (Franklin Covey Supervisory Training) for all Call Center Supervisors
- Continued execution of employee coaching
 - Monthly onsite team meetings
 - Regular 1:1s with supervisors and monthly supervisor meetings
 - Focused review of scorecard performance reports
- Finalizing recommended organizational structural changes

Call Center Performance Update

Systems Enhancements

- CCaaS cut-over completed on 11/8 included:
 - New IVR call routing, agent management, workforce management, metric reporting
- Reporting being validated to ensure accuracy
 - Experienced some expected AHT increase post cut-over due to agents becoming familiar with new system and functionality change
- Completed NICE QA Management training/Change Management in support of new system cutover
- NICE Workforce Management training on 12/11

Process Improvements

- Finalizing plans to modify operating call center hours to align staffing to customer call volume
- Developing a Surge Plan documenting the action needed when call center hits high volume
- Continuing to pilot new training schedule (On-off training/phone method vs 4 months straight)
- Creating new QA audit forms to align with specific call types

Call Center Performance Update

Continued Improved Performance

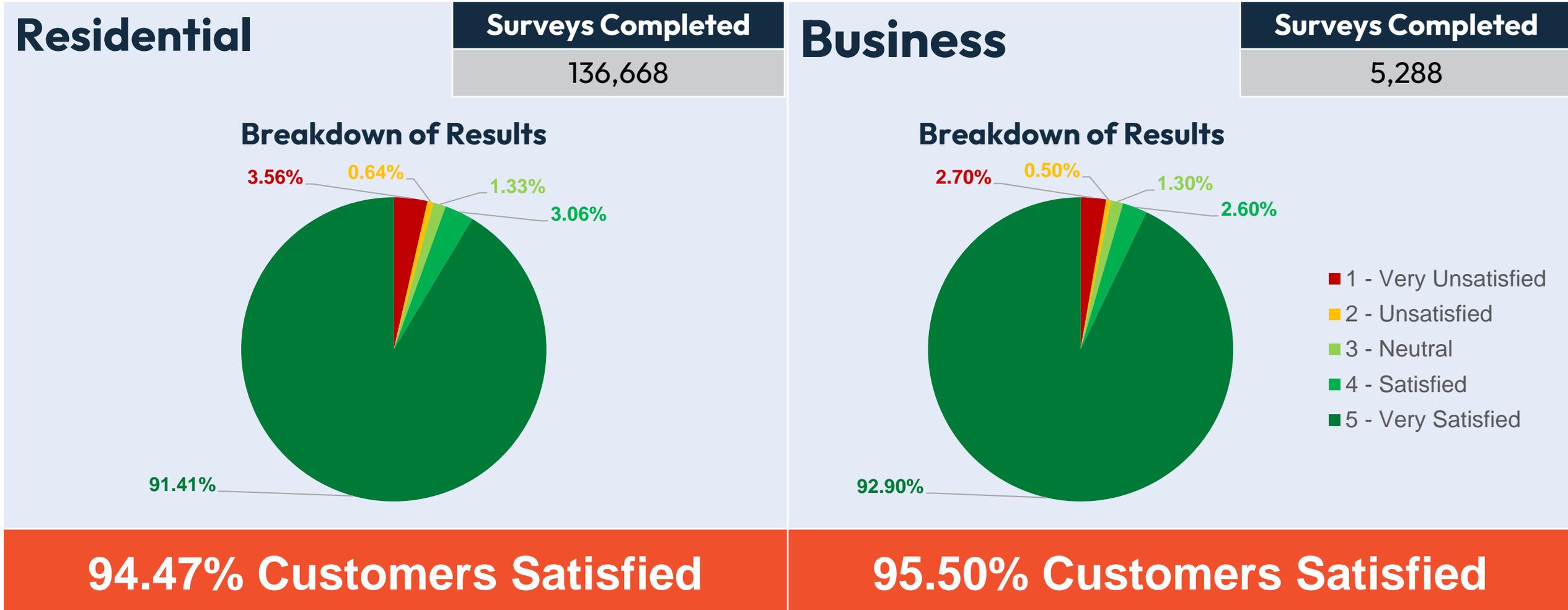
			2023										
Factor	2019	August 2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov *
Union Headcount + Convergent	132	105	147	142 + 9	140 + 9	135 + 31	138 + 31	128 + 31	122 + 30	116 + 31	120 + 31	150 + 16	143 + 0
Rep. Average Speed of Answer	0.6 minutes	10.8 minutes	5.9 minutes	5.8 minutes	5.7 minutes	2.1 minutes	2.4 minutes	3.2 minutes	4.0 minutes	3.8 minutes	3.9 minutes	2.9 minutes	3.97 minutes
% Calls Answered in 30 Seconds	76.6%	20.6%	35.3%	33.9%	30.7%	56.5%	54.4%	47.3%	46.1%	46.9%	44.0%	50.6%	44.5%
Average Handle Time (minutes)	6.0	7.6	7.4	7.0	7.7	7.3	7.1	7.0	7.3	7.2	7.1	7.0	7.3
Rep. Abandon Rate %	1.8%	27%	15%	15%	15%	6%	6%	9%	11%	10%	10%	7%	10%

*Data represents 11/1-11/8 as reporting post cut-over being validated to ensure accuracy

Call Center Performance Update

After Call Surveys – Residential and Business

Survey immediately after calls to the Residential Call Center to measure customer satisfaction, call center performance, and call performance, including first call resolution and if problem was solved. The IVR asks 5 questions with a scale of 1-5, 5 being the highest rating. **The top two ratings (4 and 5) are counted as percent customer satisfied.**



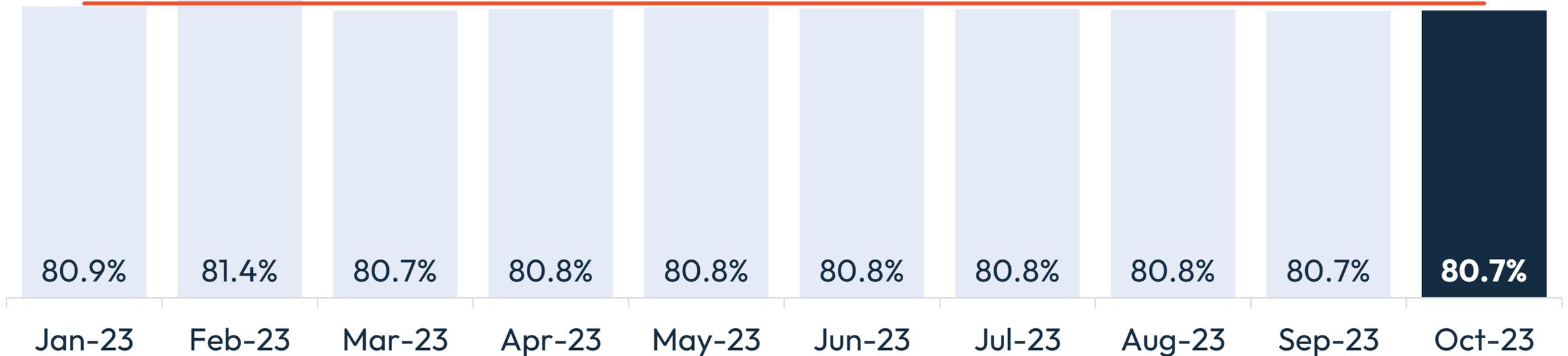
Call Center Performance Update

First Call Resolution

First Call Resolution



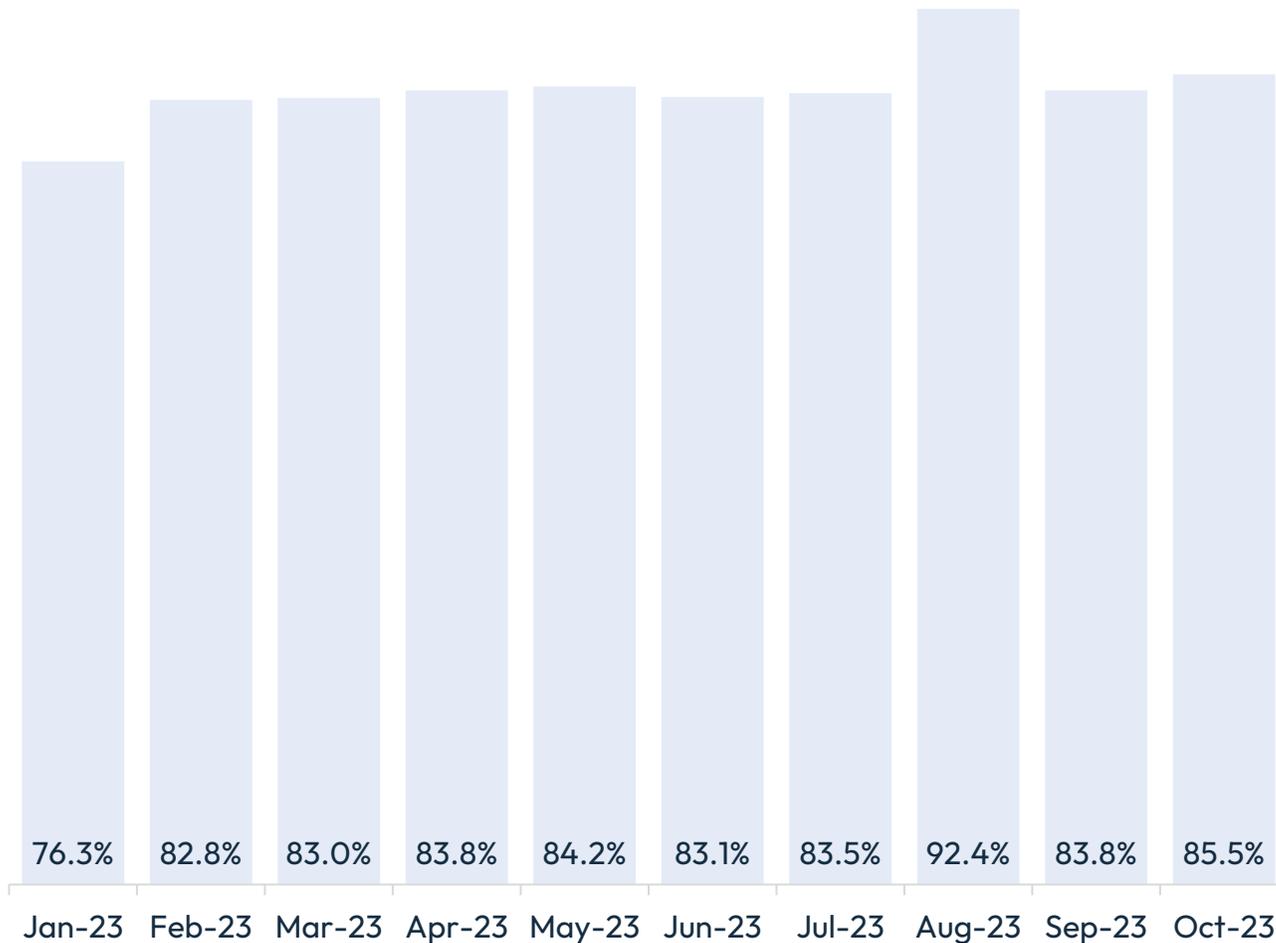
2023 OSA Target = 81.0%



Call Center Performance Update

Quality Assurance and Quality Control (QA/QC) Results 2023

Call Center QA/QC Performance



QA/QC Reviews

Every representative has calls that are reviewed for QA/QC on a monthly cadence.

QA/QC Reviews focus on the following:

- Greeting
- Account Verification
- Willingness to Help
- Soft Skills
- First Call Resolution (Accuracy and Completeness)
- Policies and Procedures
- Further Assistance

Customer Contact leadership and supervision utilize the output of these QA/QC reviews for coaching to improve the overall customer experience and satisfaction

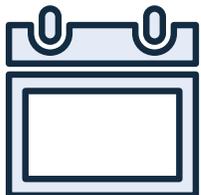
Time-of-Day Program Update

November 16, 2023: Time-of-Day Off-Peak and Super Off-Peak rates launched and available to eligible customers.

Customer Enrollments through December 6:



Upcoming Program Milestones:



- **January 2024:** Time-of-Day Off-Peak Rate will become the Standard rate for new move-in customers.
- **June 2024:** Begin auto-migration of current Rate 180 customers with a smaller first group to learn early.
- **2025:** Remaining eligible customers will be migrated to Time-of-Day throughout 2025, starting in January.

Time-of-Day Program Update

Rate Comparison Tool

- Beginning December 13, 2023, a Rate Comparison Tool will be available to customers via PSEG LI's MyAccount and Mobile Application
- The tool will allow customers to compare annual costs associated with current flat rate plans and new Time-of-Day Rate Options
- The tool will provide annual price comparisons based on actual customer usage for the last 12 month and will provide estimated savings for optimal rate choice

MyAccount			
RATE COMPARISON TABLE	Basic Flat <small>CURRENT PLAN</small>	Time-of-Day Standard 2 Period <small>BEST PLAN</small>	Time-of-Day Super Off-Peak 3 Period
Estimated Annual Savings by switching	-	\$24 / year	-
Estimated Annual Cost	\$2647 / year	\$2623 / year	\$2754 / year
Plan Details		Peak - 3 PM to 7 PM Mon to Fri, excluding federal holidays Off-Peak - All other hours	Peak - 3 PM to 7 PM Mon to Fri, excluding federal holidays Super Off Peak - 10 PM to 6AM everyday Off-Peak - All other hours
Rate Plan	Rate 180/D180 - Residential, General Use Hourly price consistent throughout each day	Rate 194 Residential, Time-of-Day, Standard, 2 period	Rate 195 Residential, Time-of-Day, Super Off-Peak, 3 period
	KEEP CURRENT PLAN	SELECT PLAN	SELECT PLAN

The mobile application interface shows a 'Select Plan' screen with a 'Rate Change Information' header. It displays three plan options:

- Current Plan:** General Use, Rule 180. Estimated Savings: \$2031/yr. Estimated Cost: \$2031/yr. Button: Keep Current Plan.
- Best Plan:** Optional 4 hour Peak, Rule 195. Estimated Savings: \$335/yr. Estimated Cost: \$1696/yr. Button: Select Plan.
- Default 4 hour Peak:** Rule 194. Estimated Savings: \$137/yr. Estimated Cost: \$1894/yr. Button: Select Plan.

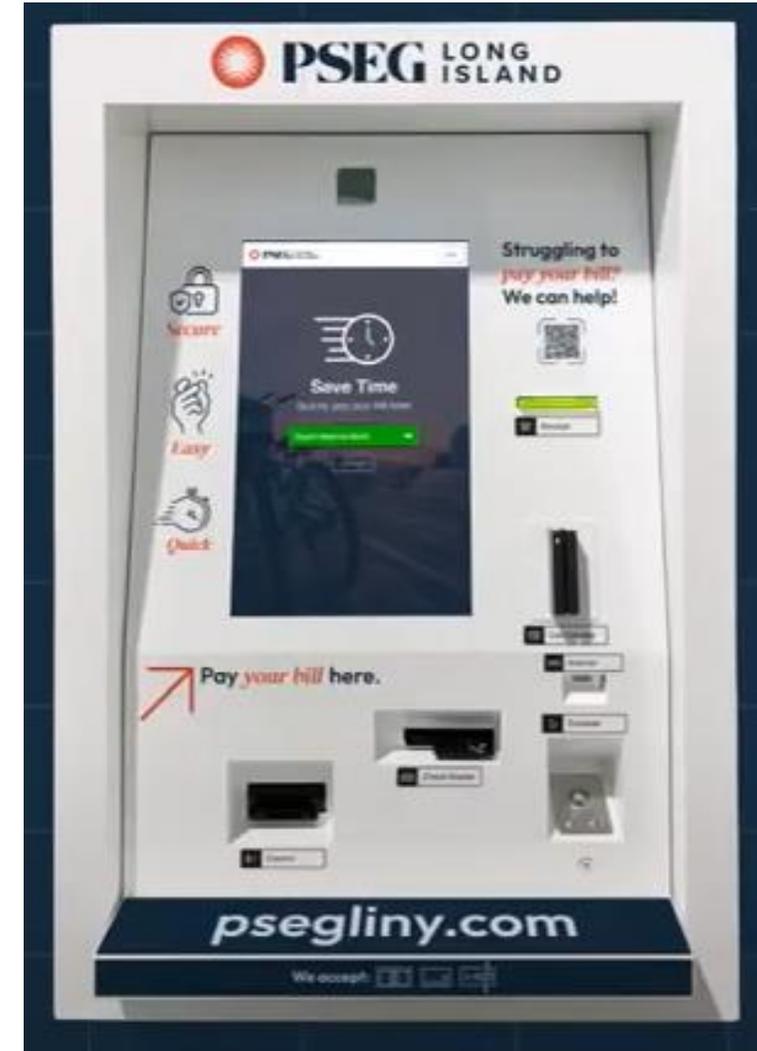
At the bottom, there are navigation icons for Bill, Usage, Outage, and More.

Ways to Pay Update

Self-Service Payment Kiosks

Self-Service Payment Kiosks went live in November 2023

- Since implementation – greater than 500 payment transactions have been completed
- PSEG Long Island Kiosks offer:
 - Wide variety of payment options (cash, credit, debit and electronic check)
 - Easy transactions without representative assistance
 - All self-service kiosk locations have 24/7 access
 - Real-time payment confirmation (on-screen, print or email/text)



Kiosk Locations

Self-service kiosks can be located at PSEG Long Island Customer Service Centers across Long Island.

Hewlett

455 Mill Road, Hewlett, NY 11557

Hicksville

175 E. Old Country
Road, Hicksville, NY 11801

Brentwood

1650 Islip Avenue, Brentwood, NY
11717

Riverhead

117 Doctor's Path, Riverhead, NY
11901

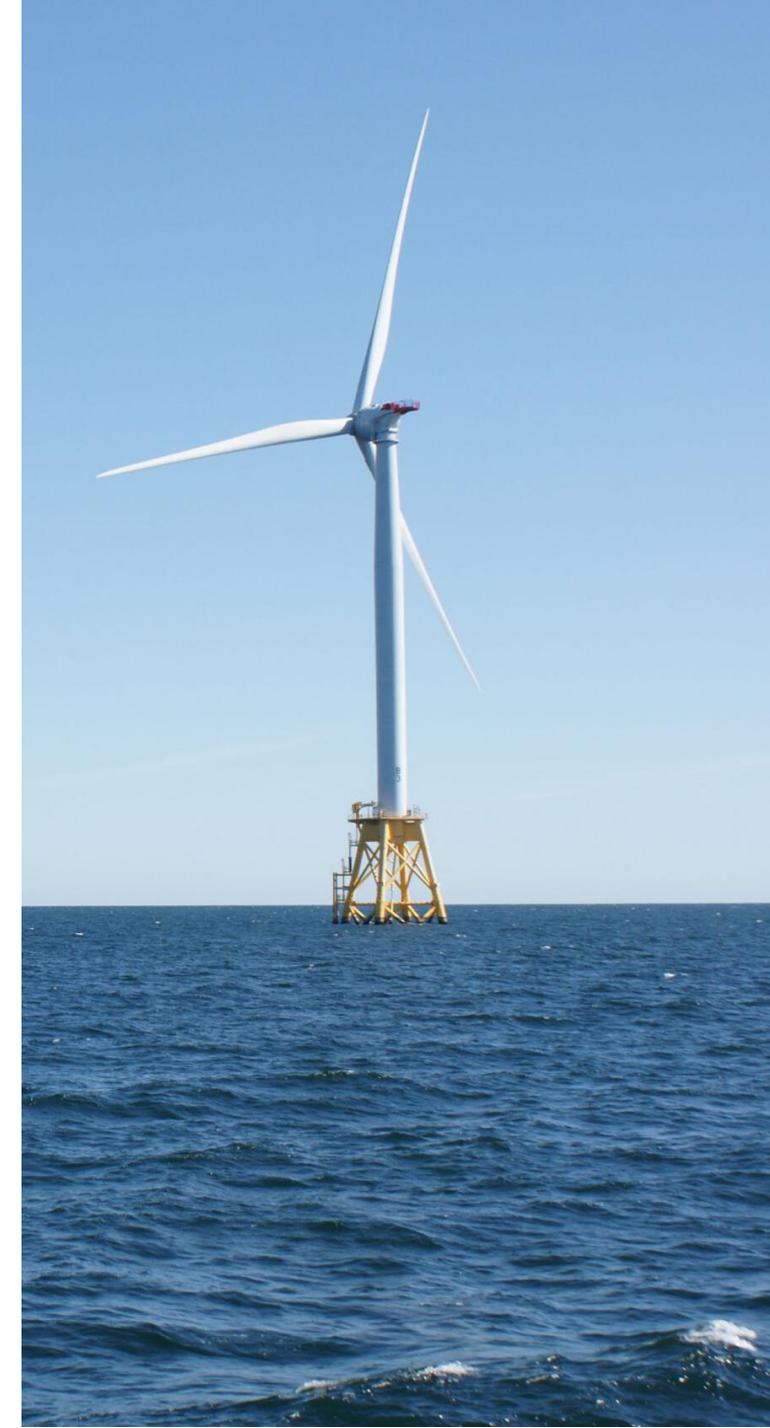
South Fork Wind Project

- PSEG LI issued an RFP in 2015 to address the need on the South Fork peak load increases. The RFP resulted in the following portfolio of projects:

Proposal	MW Size	Location	In Service
AEG Load Reduction	8.3	South Fork Area	2017 to 2019
LI Energy Storage	5.1	Montauk	2018
LI Energy Storage	5.1	East Hampton	2018
Deepwater (South Fork) Offshore Wind	90*	East Hampton Connection	2023 (December)**

* Subsequently expanded to 130 MW.
** Current projected COD 2024 (January)

- In addition to the recommended portfolio from this RFP, PSEG Long Island took the following actions to preserve reliability on the South Fork:
 - Temporary emergency generators through 2022
 - Low Visual Impact Transmission system enhancements between 2019 and 2032
 - Transmission System enhancement consists of 10 projects – 6 circuit upgrades and 4 new circuits. Two of the new circuits and 4 upgrades are already in service. 2 additional upgrades and 1 new circuit are slated for the 2024/2025. The major project (new circuit Canal – Wainscott), which will be done in stages beginning in 2028 with a completion in 2032.



South Fork Wind Project

Benefits of Actions Taken

- The combination of transmission, demand reduction, storage, and offshore wind projects meets the reliability needs of the South Fork
- Supports renewable energy for the South Fork
 - ↗ In addition to renewable projects, builds a delivery infrastructure that can accommodate additional large-scale renewable projects delivered to the South Fork
- Supports CLCPA objectives
 - ↗ AEG project targets the residential and small commercial market sectors with proven solutions:
 - Central Air Conditioning Direct Load Control (DLC)
 - Room Air Conditioner DLC
 - Energy Efficient Products such as LED Lamps
 - ↗ First installation of utility scale battery storage on Long Island, 10MWs 80MW hours.
 - ↗ Uses a combination of distributed and renewable resources to reduce the cost of transmission investments
 - ↗ Long term reduction in carbon emissions averages approximately 200,000 tons per year after offshore wind begins operation



On Thursday, November 30 at approximately 11:20 AM, the first 11MW turbine at South Fork Wind started exporting power to the LIPA system. By noon, it was producing 7 MWs.



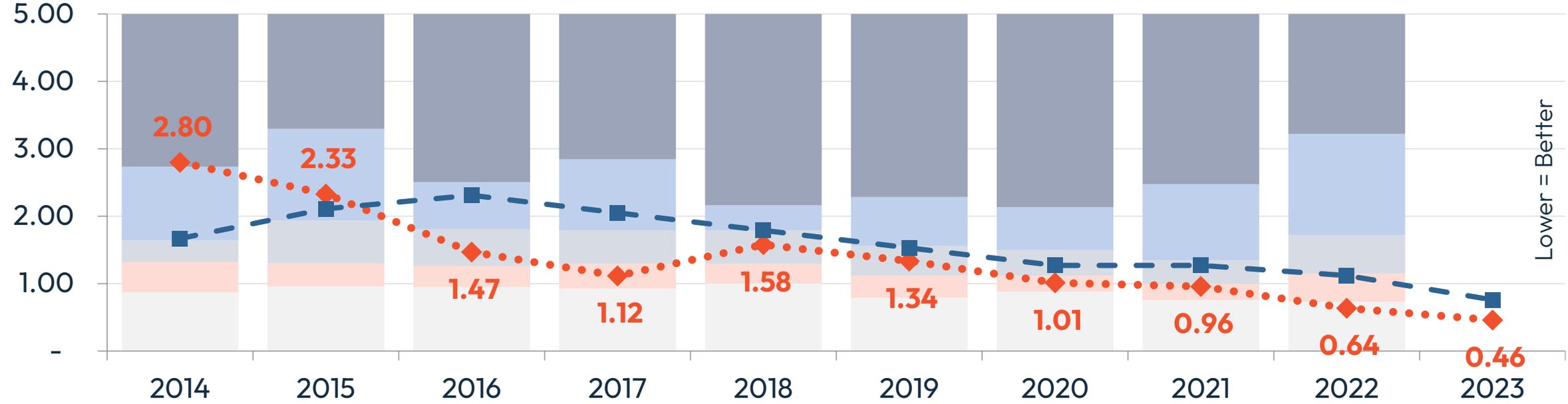
Appendix

Safety Performance

OSHA Recordable Incident Rate

OSHA Recordable Incident Rate

Benchmark Performance (2014 - 2023)



Lower = Better

Top Decile 1st Quartile 2nd Quartile 3rd Quartile 4th Quartile PSEG LI Result OSA Target

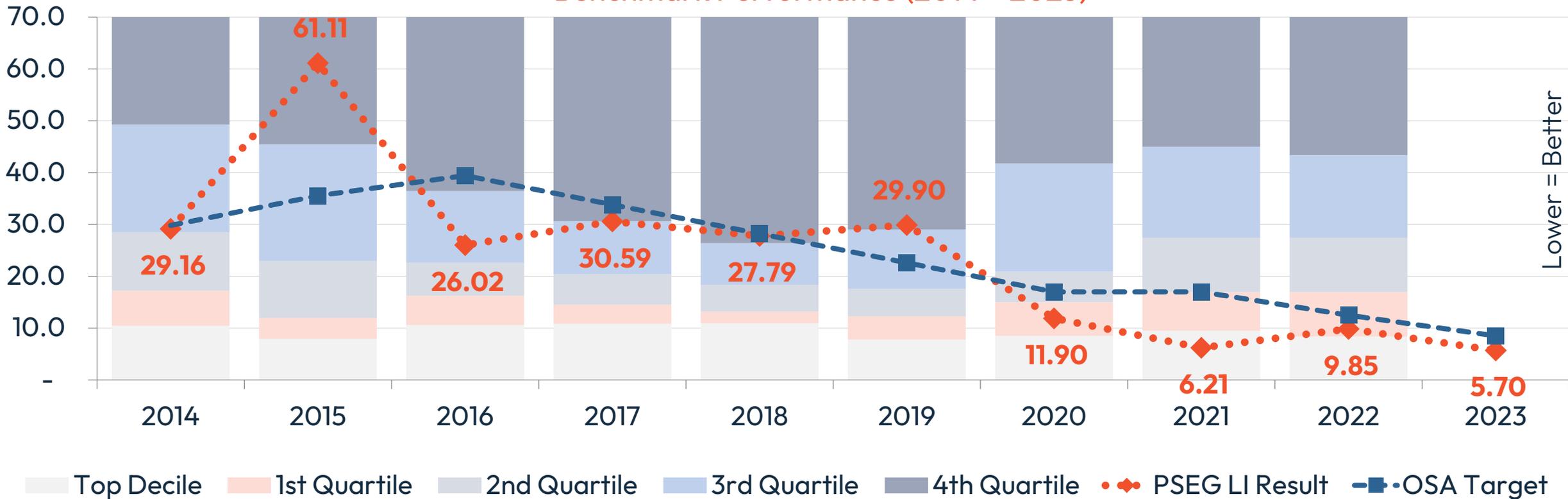
PSEG Long Island is a top 10% performer in the industry in Recordable Incidents

Safety Performance

OSHA Days Away Rate (Severity)

OSHA Days Away Rate (Severity)

Benchmark Performance (2014 - 2023)



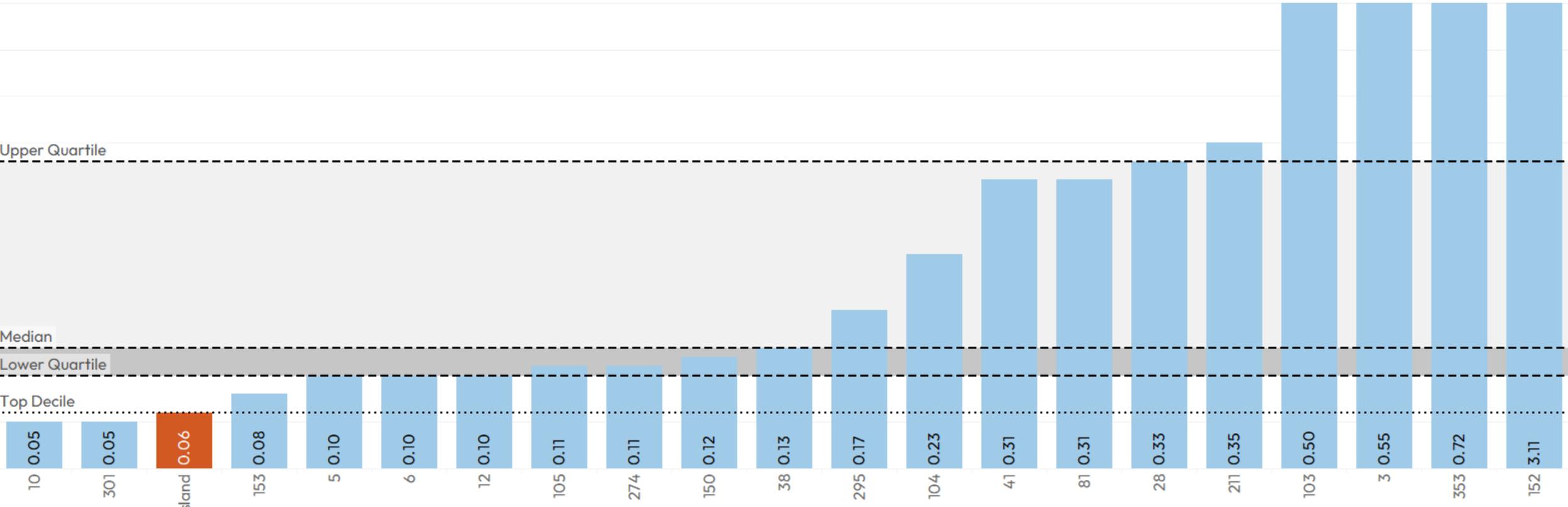
PSEG Long Island is a top 10% performer in the industry in Severity Days Away

Safety Performance

Serious Injury Incident Rate

Serious Injury Incident Rate (SIIR)

Source: EEI Occupational Health & Safety



PSEG Long Island is a top 10% performer in the industry in Serious Injury Incident Rate

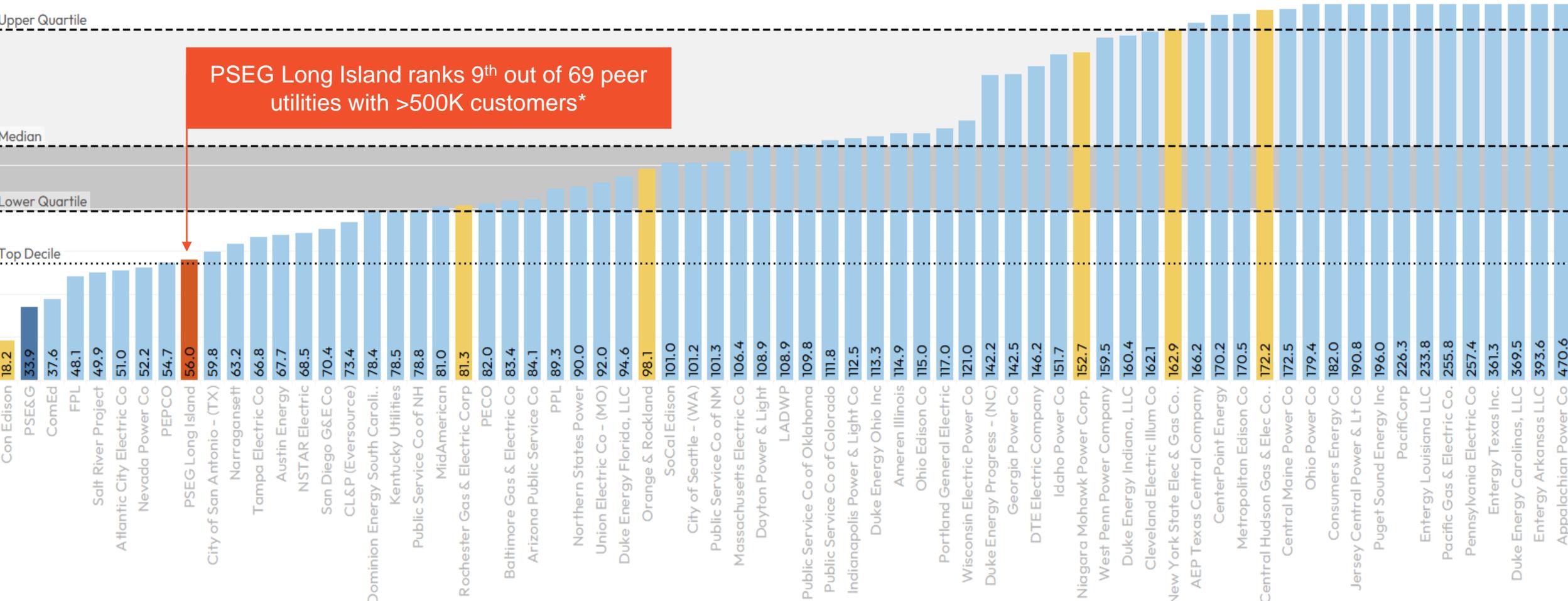
*OSA Target of 0.00 will not be achieved for 2023 despite meeting LIPA's Board Policy of Top Decile (10%) Performance

Electric Reliability

SAIDI Excluded (Without Major Event Days) Benchmarking Performance

SAIDI - Excluded (Without Major Event Days)

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



PSEG Long Island ranks 9th out of 69 peer utilities with >500K customers*

NY State Utilities

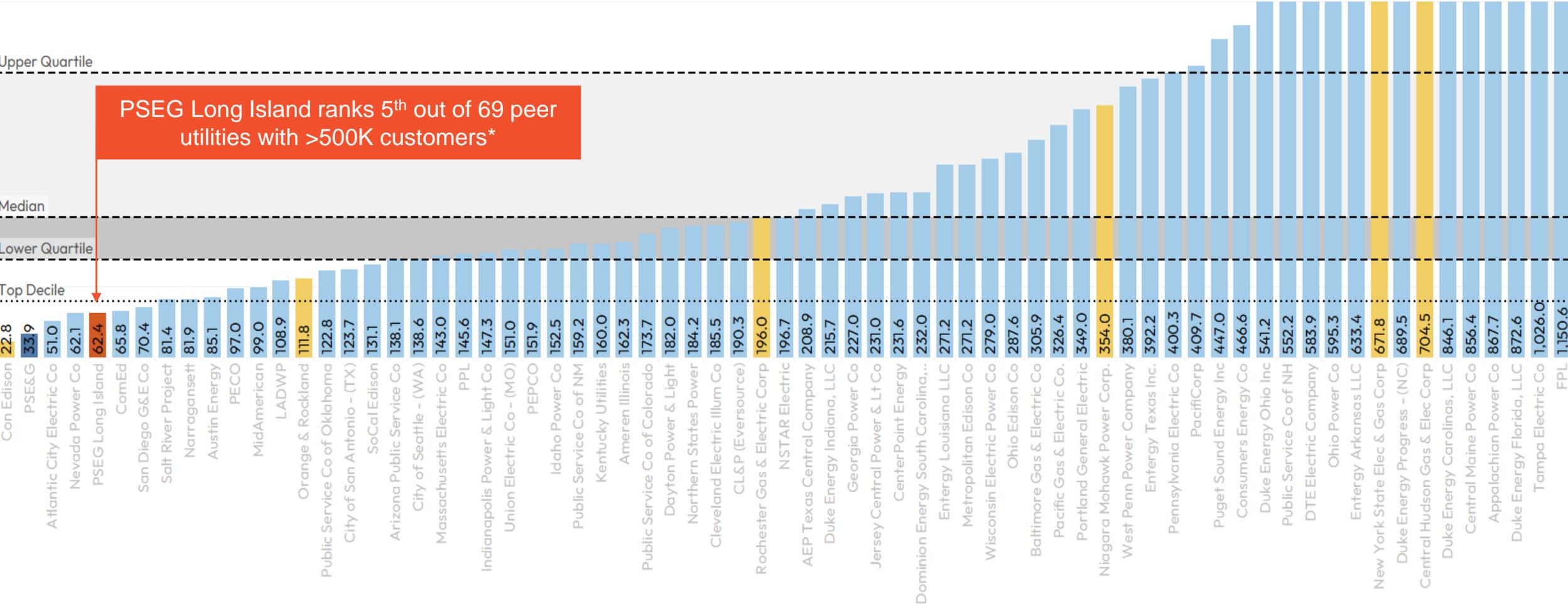
*Includes all large NY State Utilities regardless of customer count

Electric Reliability

SAIDI All-In (With Major Event Days) Benchmarking Performance

SAIDI - All Events (With Major Event Days)

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



PSEG Long Island ranks 5th out of 69 peer utilities with >500K customers*

NY State Utilities

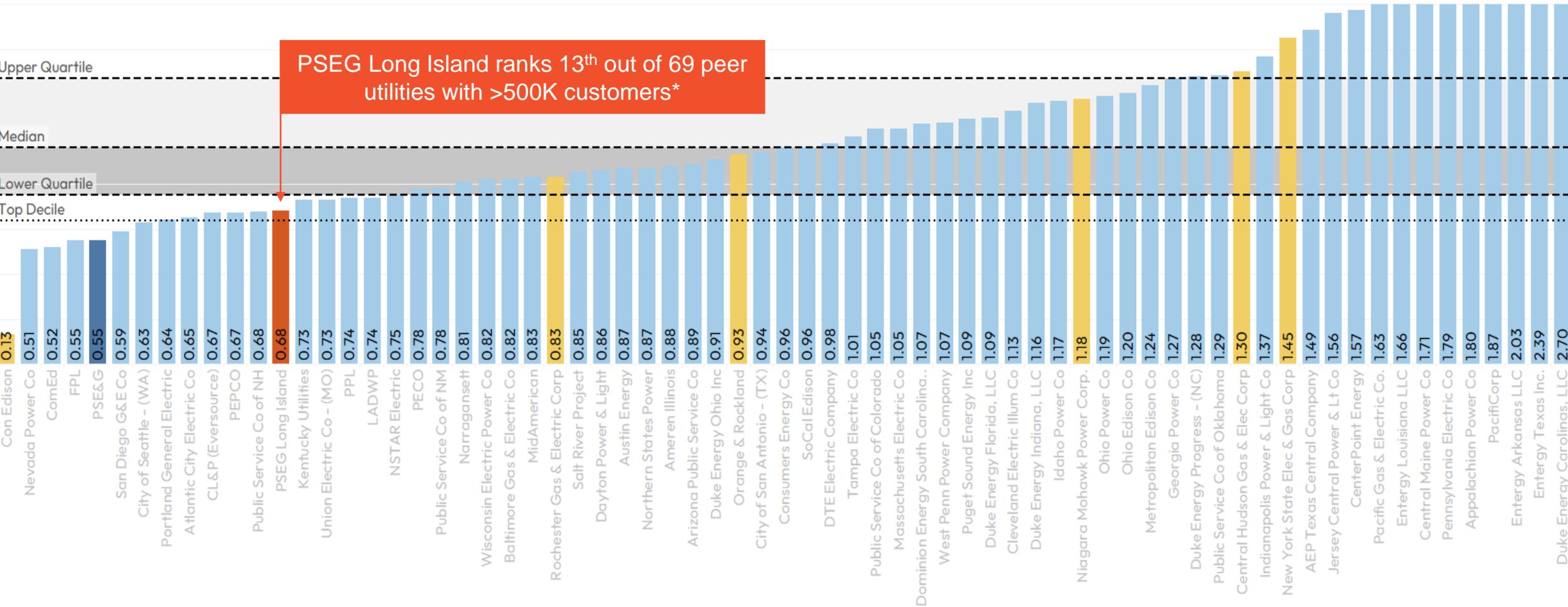
*Includes all large NY State Utilities regardless of customer count

Electric Reliability

SAIFI Excluded (Without Major Event Days) Benchmarking Performance

SAIFI - Excluded (Without Major Event Days)

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



PSEG Long Island ranks 13th out of 69 peer utilities with >500K customers*

NY State Utilities

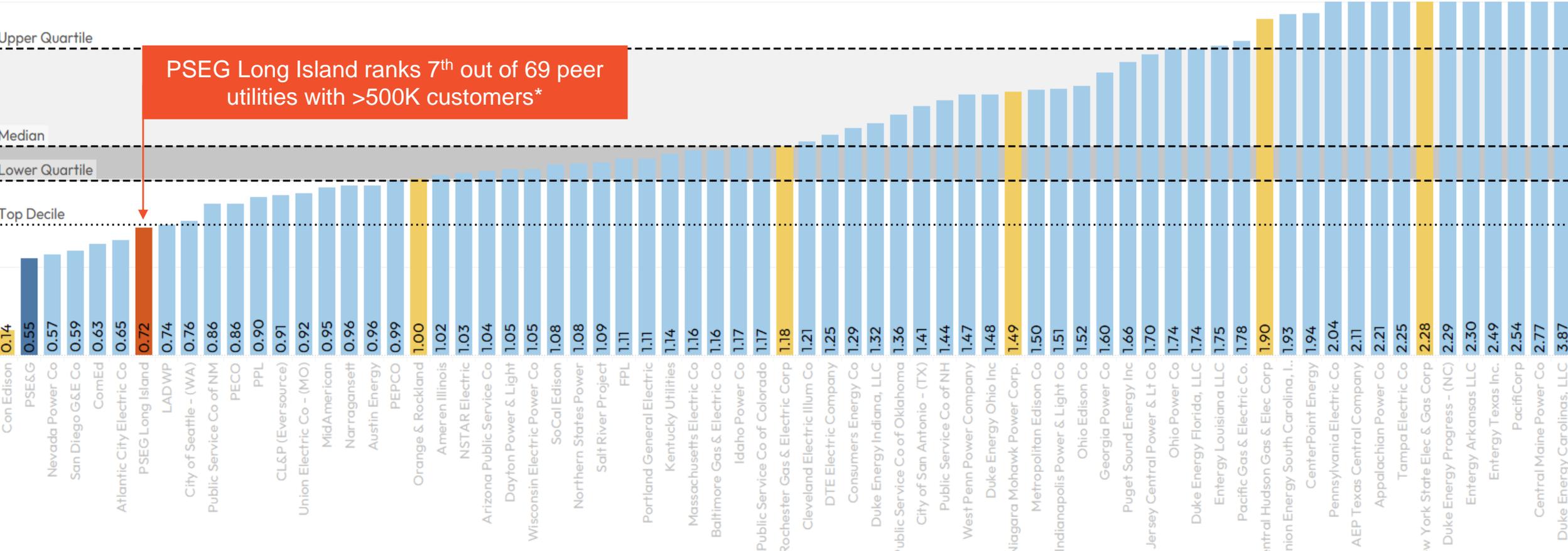
*Includes all large NY State Utilities regardless of customer count

Electric Reliability

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

SAIFI - All Events (With Major Event Days)

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



PSEG Long Island ranks 7th out of 69 peer utilities with >500K customers*

NY State Utilities

*Includes all large NY State Utilities regardless of customer count

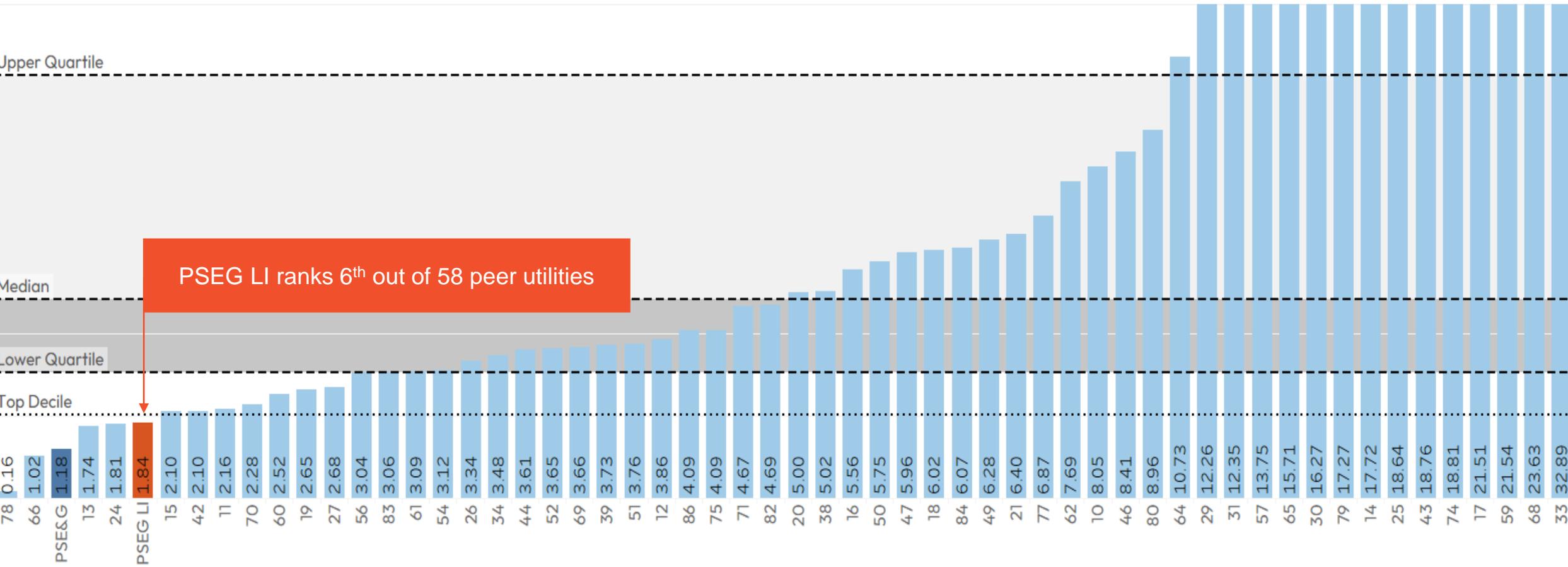
Electric Reliability

Multiple Customer Outages – Sustained MCO

Sustained Multiple Customer Outages

(CEMI4 - % of Customers w/ 4 or more outages > 5 Minutes)

Source: EEI Reliability Report



PSEG LI ranks 6th out of 58 peer utilities

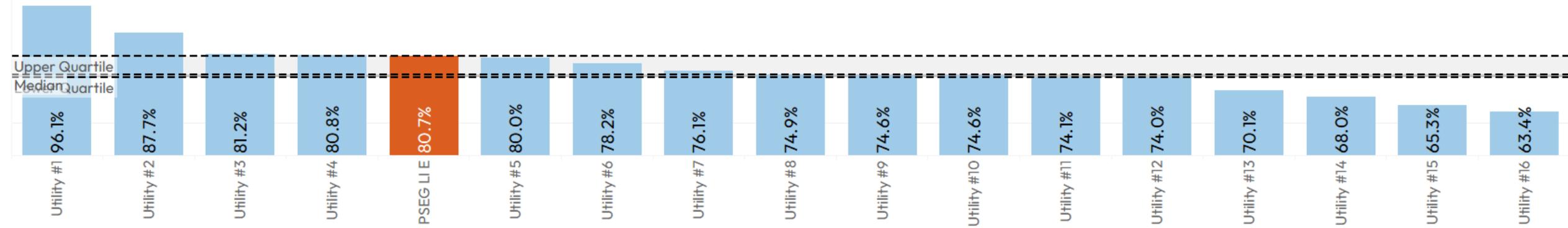
*Target is at risk for 2023 but PSEG LI will meet the LIPA Board Policy of Top Decile (10%) Performance

Call Center Performance Update

First Call Resolution Benchmarking

First Call Resolution (A)

Source: AGA/EEI DataSource



First Call Resolution (B)

Source: FirstQuartile Consulting

