

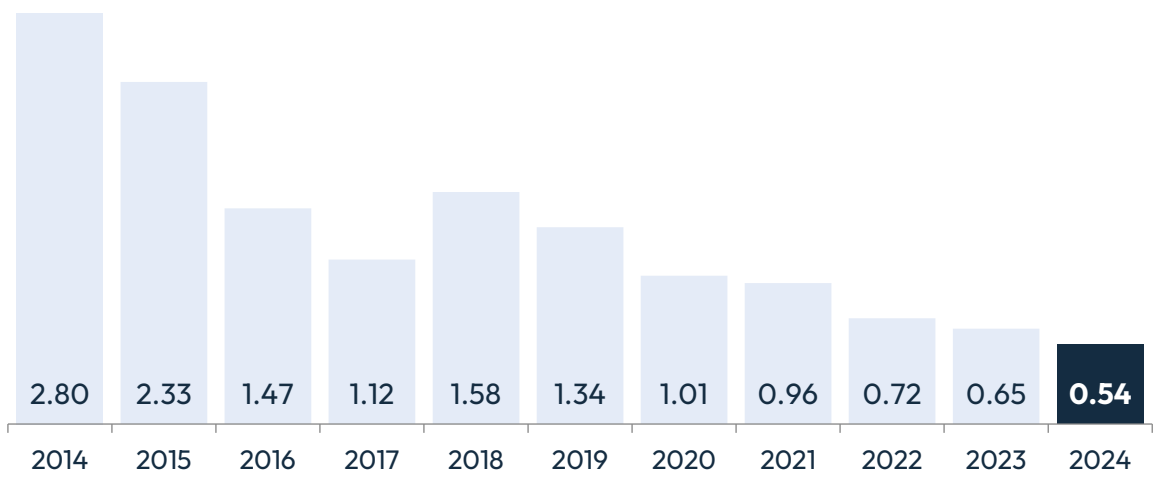


# PSEG Long Island

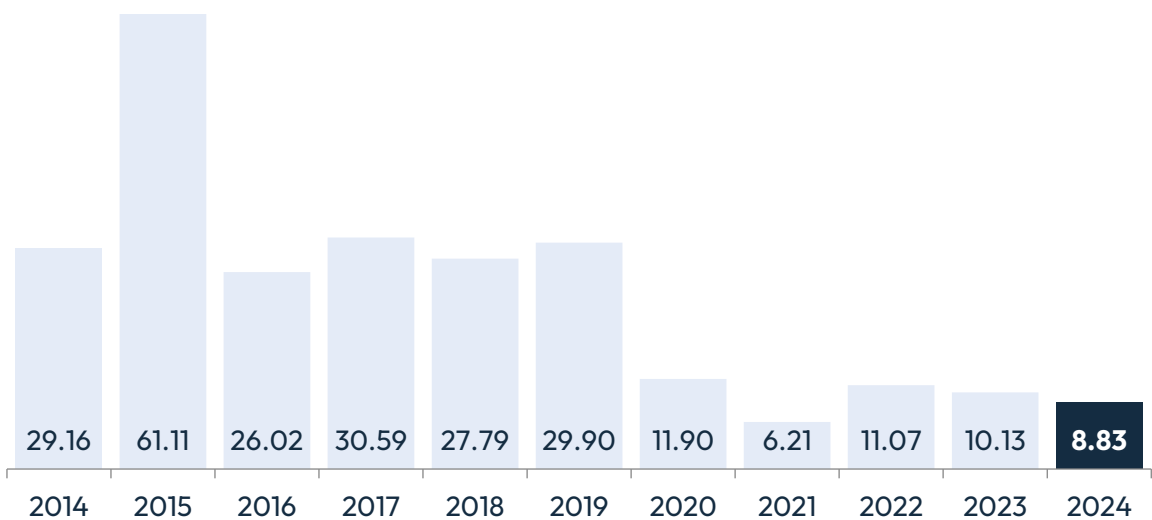
Operating Report – June 2024 LIPA Board of Trustees Meeting

# Safety Performance Trend

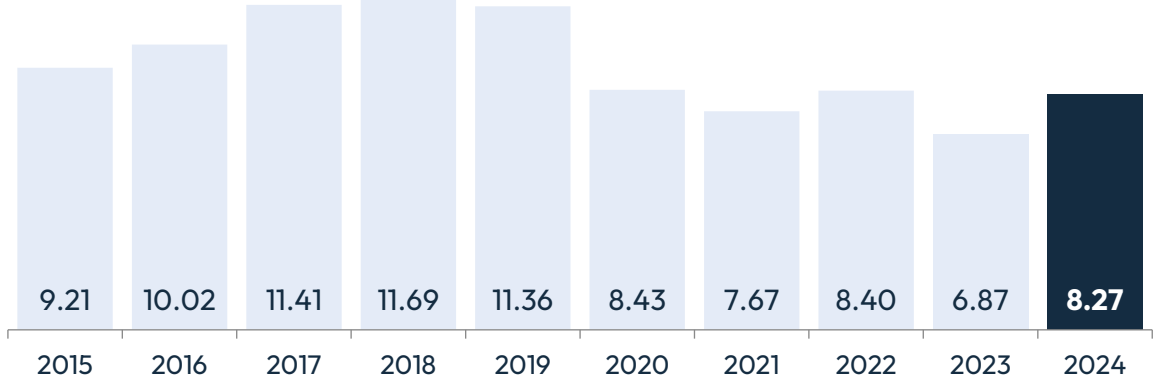
### OSHA Recordable Incident Rate



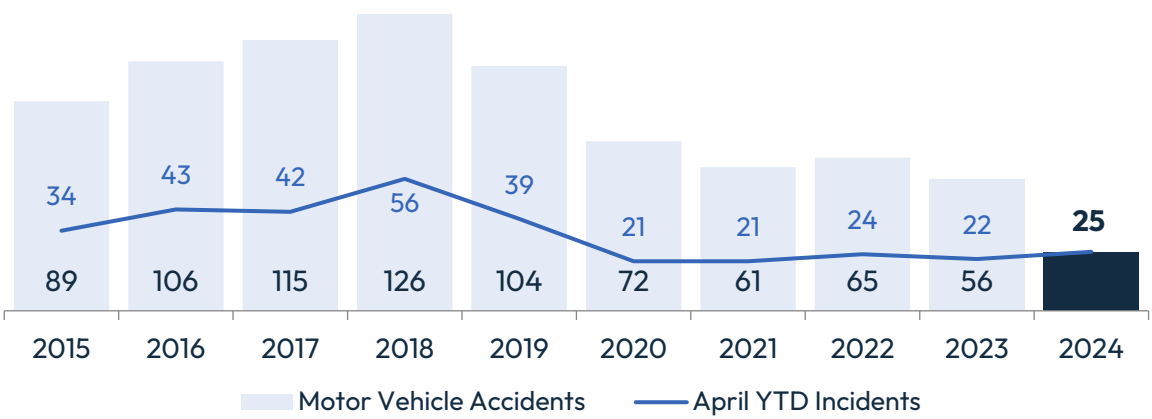
### OSHA Days Away Rate (Severity)



### Motor Vehicle Accident Rate



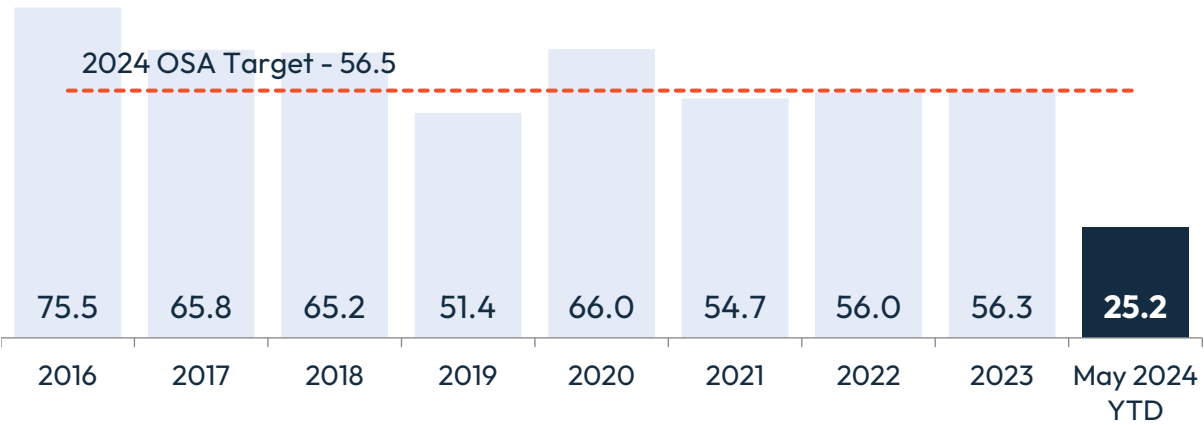
### # of Motor Vehicle Accidents



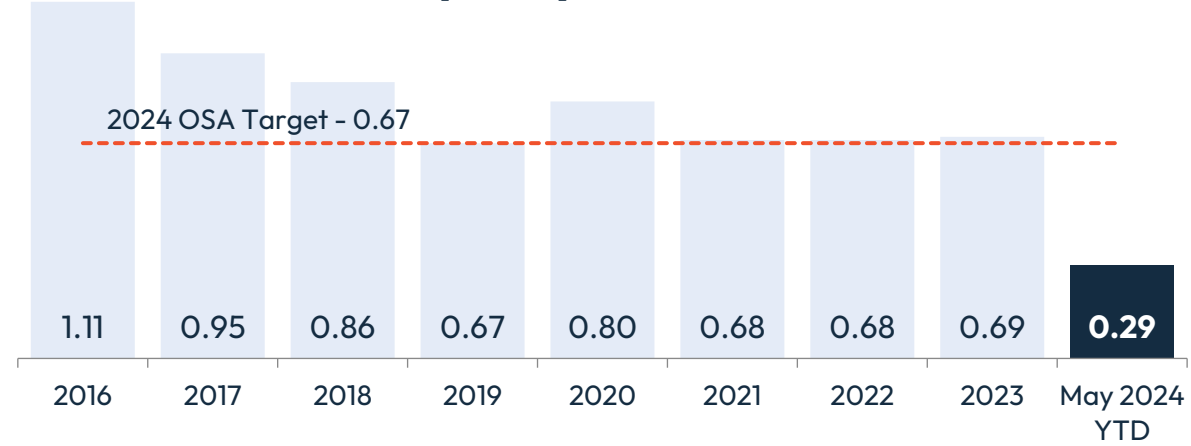
# Electric Reliability

Index Performance – SAIDI, SAIFI, MAIFI

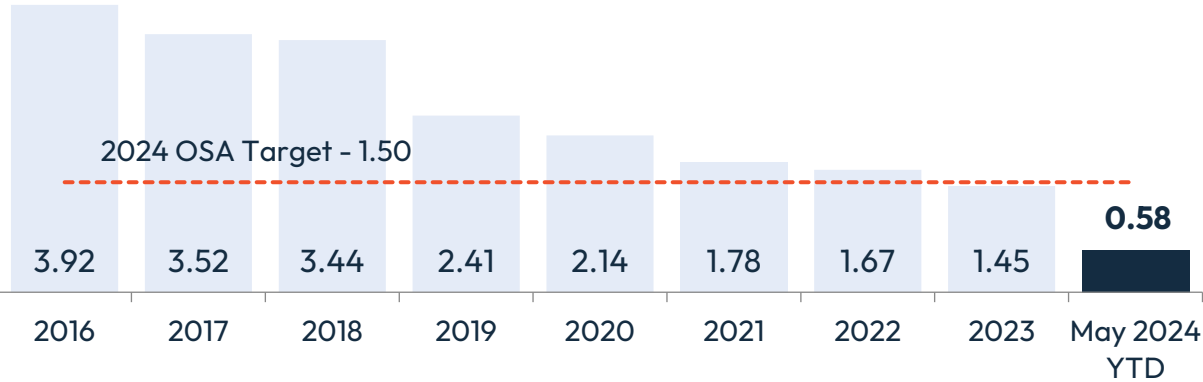
### System Average Interruption Duration Index (SAIDI)



### System Average Interruption Frequency Index (SAIFI)



### Momentary Average Interruption Frequency Index (MAIFI)



# Call Center Dashboard

↗ Performance continues to be strong in May

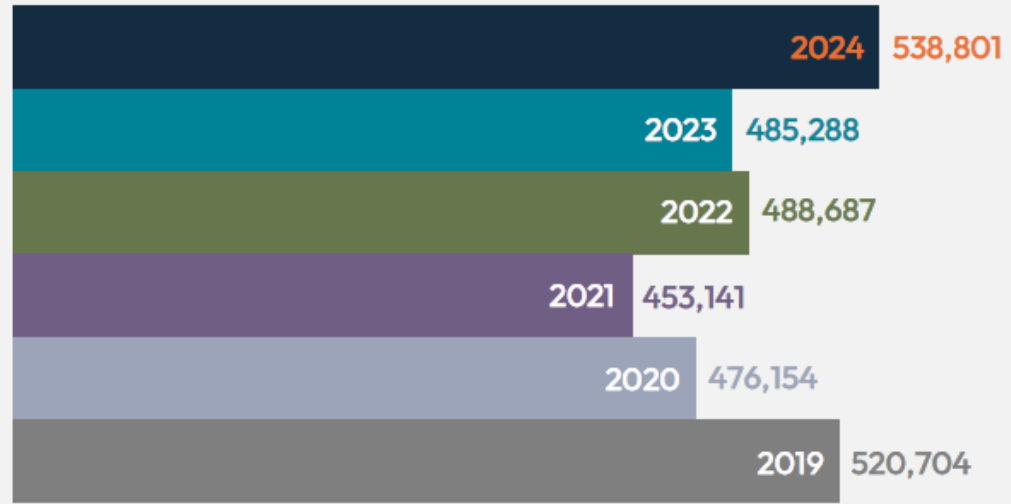
## 2024 May YTD/MTD Performance

Performance through May 31, 2024



### Call Volume Trend

YEAR TO DATE



**80.7%** First Call Resolution

YEAR TO DATE | 79.5%



**94.9%** After Call Survey

YEAR TO DATE | 92.7%



**113** Staffing  
Contact Center Agents

54 Agents In Training



**54**

Average Speed of Answer

Average time to answer a phone call in seconds

YEAR TO DATE | 312 SECONDS



**72.3%**

Service Level

Percentage of calls answered in 30 seconds

GOAL: 77% of calls answered in 30 seconds

YEAR TO DATE | 37.7%



**443**

Average Handle Time

Average length of time to complete a transaction

GOAL: <376 seconds

YEAR TO DATE | 460 seconds



**92.2%**

Agent Schedule Adherence

Compares an agent's schedule of work versus actual work completed

YEAR TO DATE | 91.8%



**3.4%**

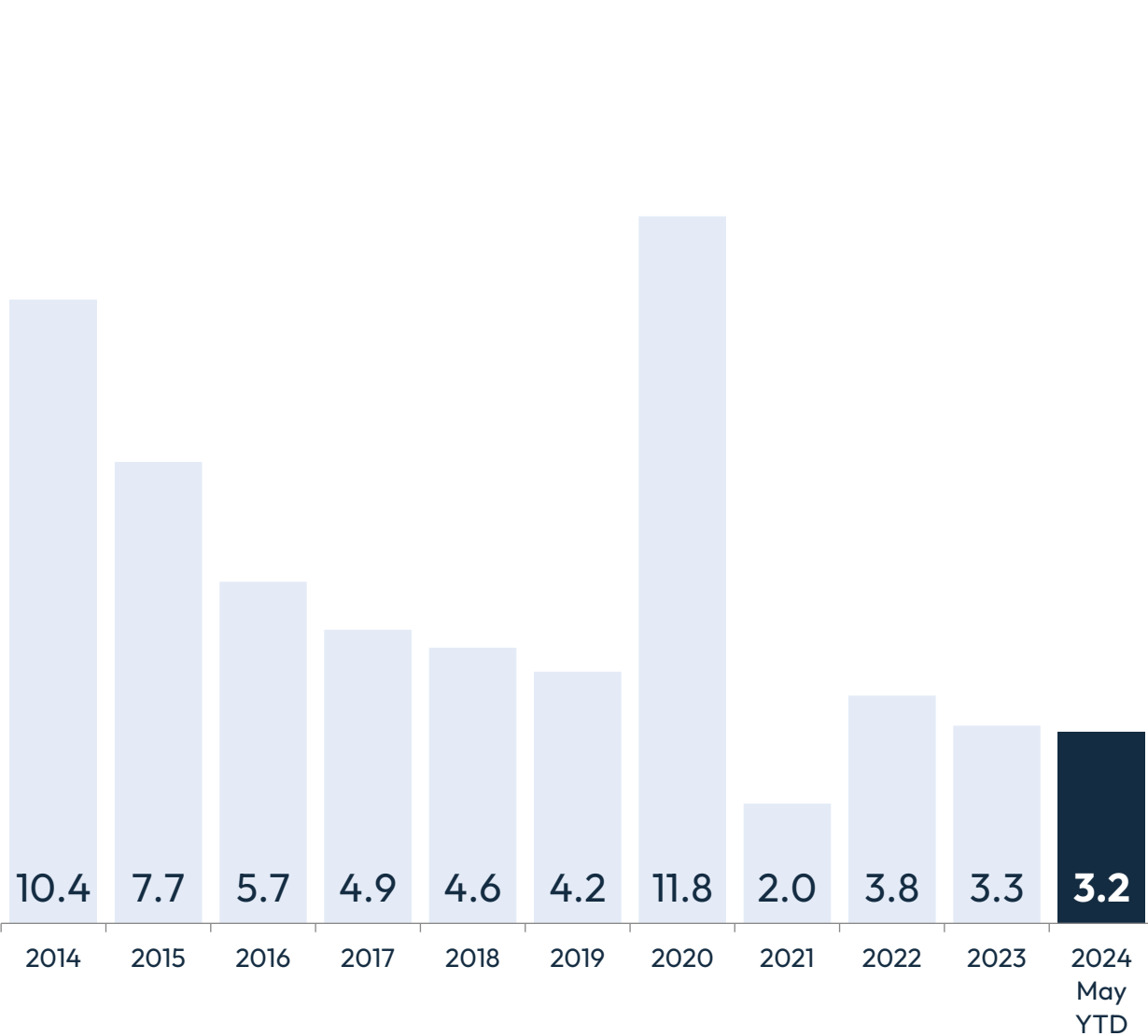
Abandonment Rate

Percentage of customers who disconnect before connecting with an agent

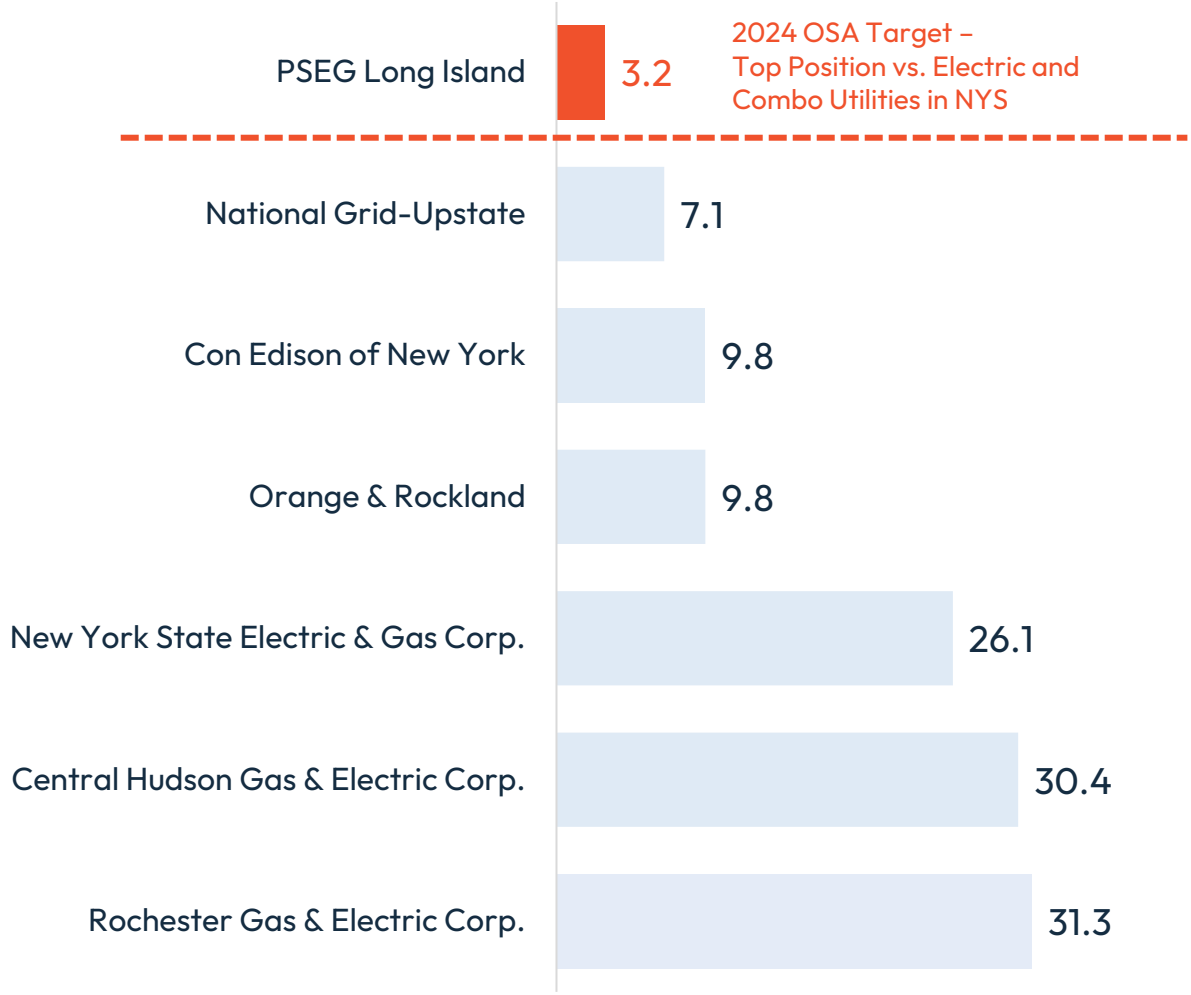
YEAR TO DATE | 15.5%

# NYS DPS Customer Complaint Rate

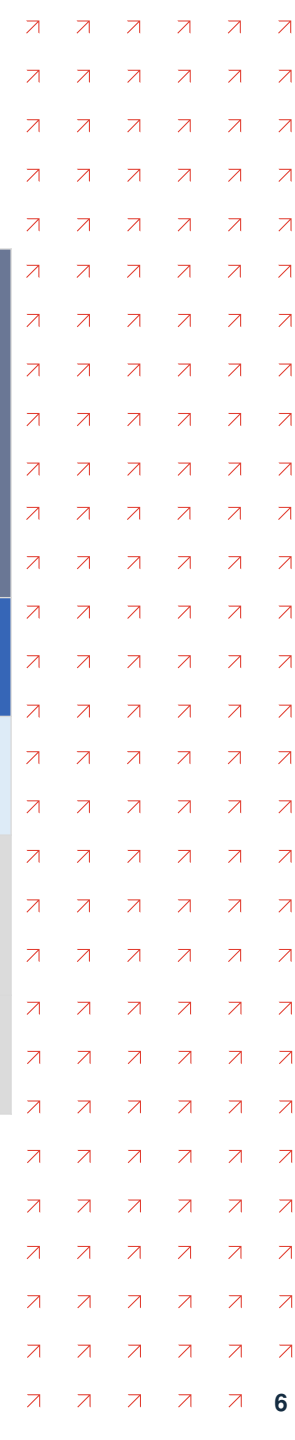
## Customer Complaint Rate



## Rolling 12 Month DPS Complaint Rate per 100,000 Customers



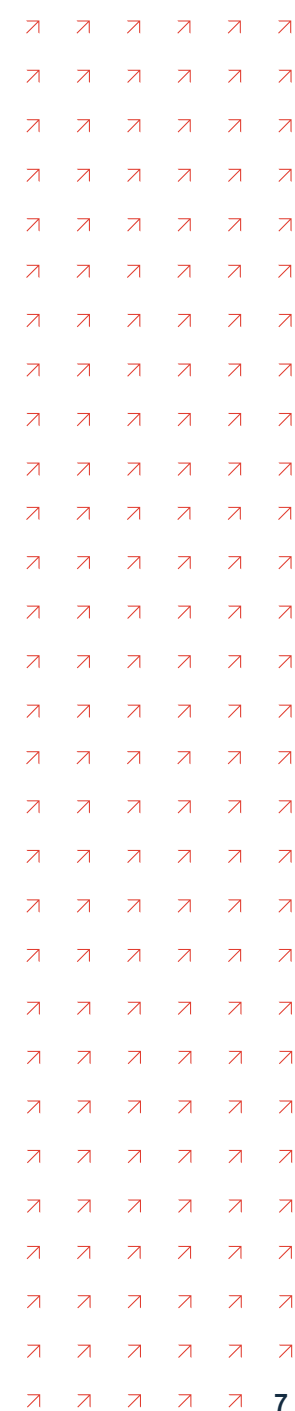
# TOD PROGRAM PROGRESS: Customer Enrollment



	Total As of 2023	2024 Program Enrollment										Total Customers
		Q1	April	May	June	July	August	September	October	November	December	
	Actual	Actual	Actual	Actual	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast	
<b>Voluntary</b>	471	2,572	1,483	1,427	500 (442)	500	500	500	500	500	500	12,025
<b>Move-in</b>		10,619	5,502	4,248	5,000 (2,989)	5,000	5,000	5,000	5,000	5,000	5,000	65,988
<b>Targeted Migration Population*</b>					29,436* (15,681)							29,436*
<b>Total</b>	<b>471</b>	<b>13,191</b>	<b>6,985</b>	<b>5,675</b>	<b>34,936</b> (19,112)	<b>5,500</b>	<b>5,500</b>	<b>5,500</b>	<b>5,500</b>	<b>5,500</b>	<b>5,500</b>	<b>107,449</b>

\*Targeted customer segments for the first migration group in June 2024 include a mix of bill impact levels and include 3,000 EV, 2,100 low-income, and 5,000 solar customers. The targeted population of 31,000 has been reduced to account for customers that have opted in early and opted out.

# TOD PROGRAM PROGRESS: Migration Group 1



Marketing Group	Group Size	Migrated	Migrated %	Opt In	Opt In %	Opt Out	Opt Out %	Unenroll (Returned to the 180 rate)	Unenroll %
<b>Total</b>	<b>30,998</b>	<b>15,681</b>	<b>50.6%</b>	<b>1,293</b>	<b>4.2%</b>	<b>320</b>	<b>1.0%</b>	<b>24</b>	<b>0.1%</b>

# MONITORING MIGRATIONS: Call Center and Billing Operations

## ↗ Call Center

- ↗ Call volume stable with an average <25 calls/day
- ↗ Average call duration reduced from 13 min (April) to 10 min (May) – in line with expectations.
  - Added “TOD Billing” as a call reason in May 2024 (3% of TOD calls)
  - 37% of calls were related to TOD new customer/move-in Opt-Outs
  - Self-service most successful -75% of opt-ins and 66% of opt-outs coming through the Mobile App, MyAccount and marketing emails.
  - Self service channels are successfully reducing customer call volume.

## ↗ Billing Operations

- ↗ The PSEGLI team continues to make and evaluate incremental system enhancements in May for the billing department.



# TOD PROGRAM PROGRESS: Upcoming Project Activities



Future Release Planning	Customer Research	Marketing Campaign	Customer Migrations
<ul style="list-style-type: none"> <li>➤ The Needs Assessment identified critical priorities for future releases' requirements</li> </ul>	<ul style="list-style-type: none"> <li>➤ Pre-Migration, Migration, Post Migration &amp; Opt-Ins</li> <li>➤ Mixed-Mode Research Strategy including quick poll, contextual survey, concept testing focus groups, baseline survey, exploratory focus groups</li> </ul>	<ul style="list-style-type: none"> <li>➤ Comprehensive marketing campaign ahead of mass migrations</li> </ul>	<ul style="list-style-type: none"> <li>➤ Remaining eligible residential customers will be migrated to the Off-Peak rate in groups starting in 2025</li> </ul>

# Community Partnership *Program*



## ➤ Marcum Workplace Challenge

- The Marcum Workplace Challenge is an annual 3.5 mile run-walk for charity and Long Island’s largest office picnic. Held at Jones Beach State Park, the event is an annual summer highlight for the Long Island business community.
- The 2024 event is scheduled for **Tuesday July 30, 2024**
- Last year, **more than 500 PSEG Long Island employees** and their families registered for the event.
- In 2023, PSEG Long Island had the most registered participants and earned the first place “Participation Award” for the most employees from a corporation as well as the “Beneficiary Fund Challenge Award” for raising the most money on top of registration fees – **more than \$26,000 total.**



# Community Partnership

## Program

### ➤ Power to Feed Long Island

- Many of our neighbors continue to face food insecurity — particularly during summer when donations to food banks decrease and daily meals stop for thousands of children who depend on them.
- For the fourth year, PSEG Long Island is partnering with Island Harvest and Stop & Shop as part of our Power to Feed campaign.
- From May through September, collection drives will be set up across Long Island, where you can donate non-perishable food and essential care items

### ➤ Together, we're collecting...



Healthy Food



Non-Perishable Goods



Household Items



Toiletries



Baby Essentials



Pet Supplies



**ISLAND HARVEST**  
MEMBER OF FEEDING AMERICA  
Nourishing Long Island's Future



Please stop by any of the locations below between 9AM - 4PM.

- 05/24: Stop & Shop—702 Hicksville Rd., Massapequa
- 06/08: Stop & Shop—3126 Jericho Tpk., East Northport
- 06/21: Stop & Shop, 3750 Hempstead Tpk., Levittown
- 07/12: Stop & Shop, 260 Pond Path, South Setauket
- 07/26: Stop & Shop, 95 Old Country Rd., Carle Place
- 08/16: Stop & Shop, 3577 Long Beach Rd, Oceanside
- 09/13: Stop & Shop, 365 Route 109, West Babylon

*Power to Feed Long Island initiative has collected more than 100,000 meals for local families*



Thank  
*you*