



PSEG Long Island

Operating Report – March 2024 LIPA Board of Trustees Meeting

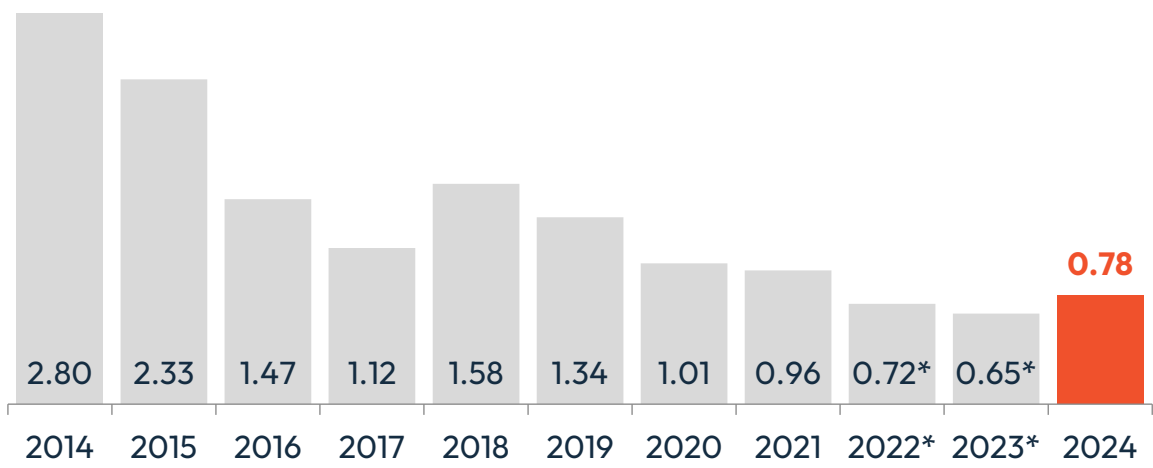
Agenda

- ↗ Operations Update
- ↗ AMI 2.0 Roadmap
- ↗ Call Center Update

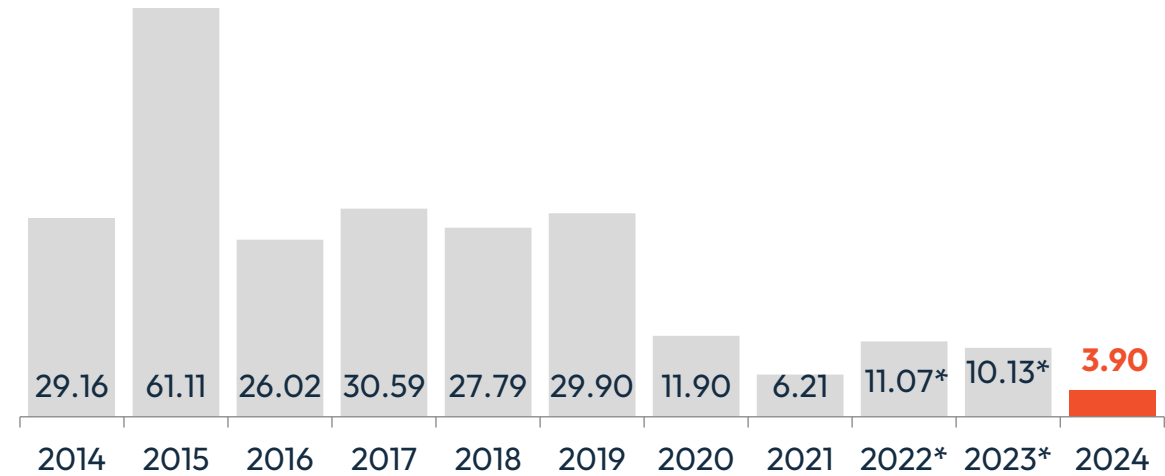


Safety Performance

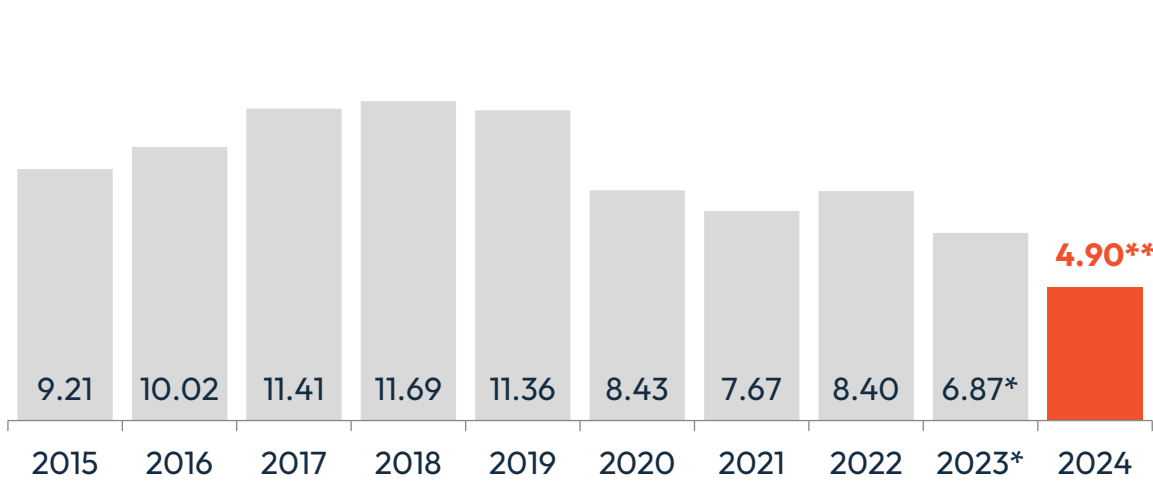
OSHA Recordable Incident Rate



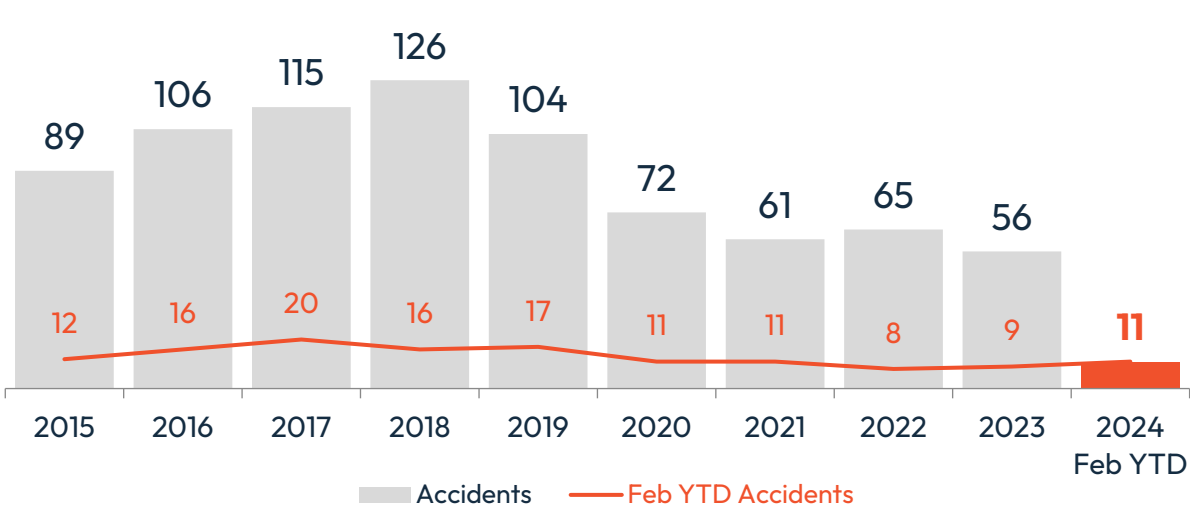
OSHA Days Away Rate (Severity)



Motor Vehicle Accident Rate



of Motor Vehicle Accidents



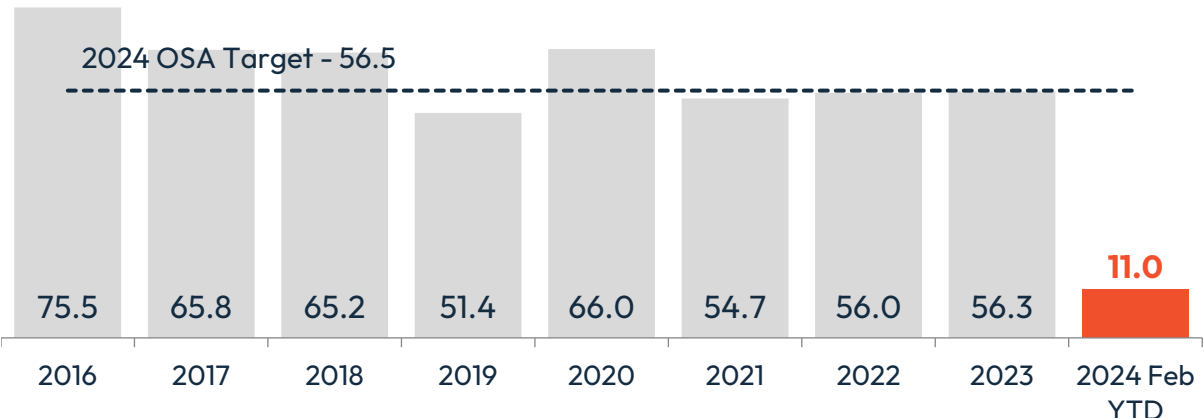
*2023 YE results updated from last LIPA BOT Operating Report because of Exposure Hours and Mileage Restatement (No Impact to 2023 or 2022 Variable Incentive Compensation)

** February 2024 YTD Mileage is estimated and will be validated and finalized in March YTD reporting

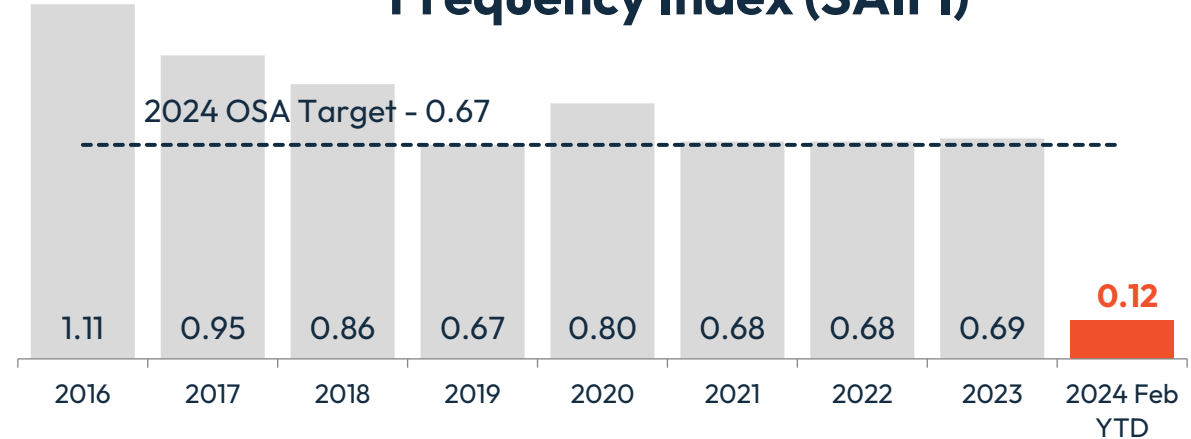
Top Decile Electric Reliability Performance

Index Performance – SAIDI, SAIFI, MAIFI

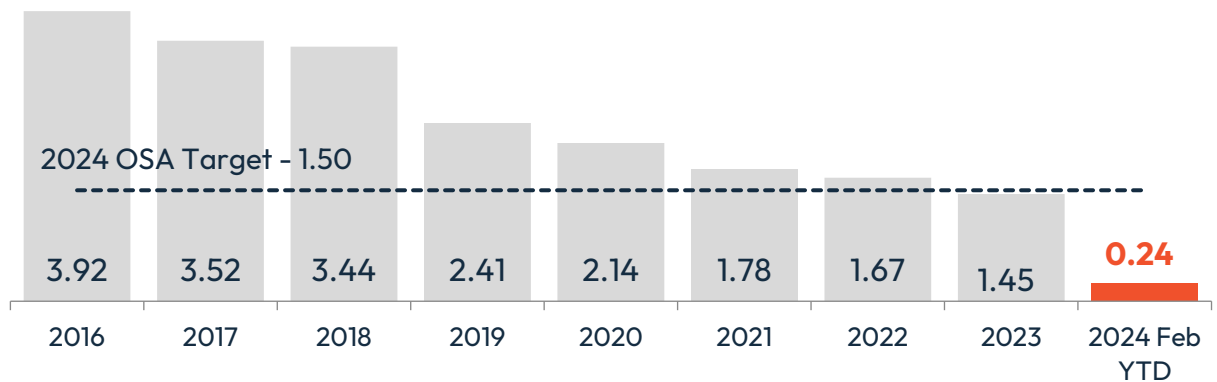
System Average Interruption Duration Index (SAIDI)



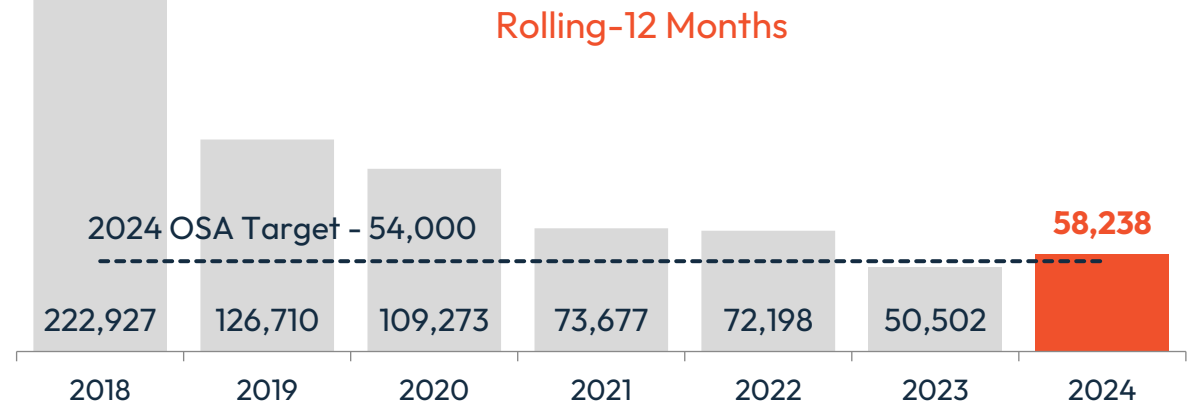
System Average Interruption Frequency Index (SAIFI)



Momentary Average Interruption Frequency Index (MAIFI)

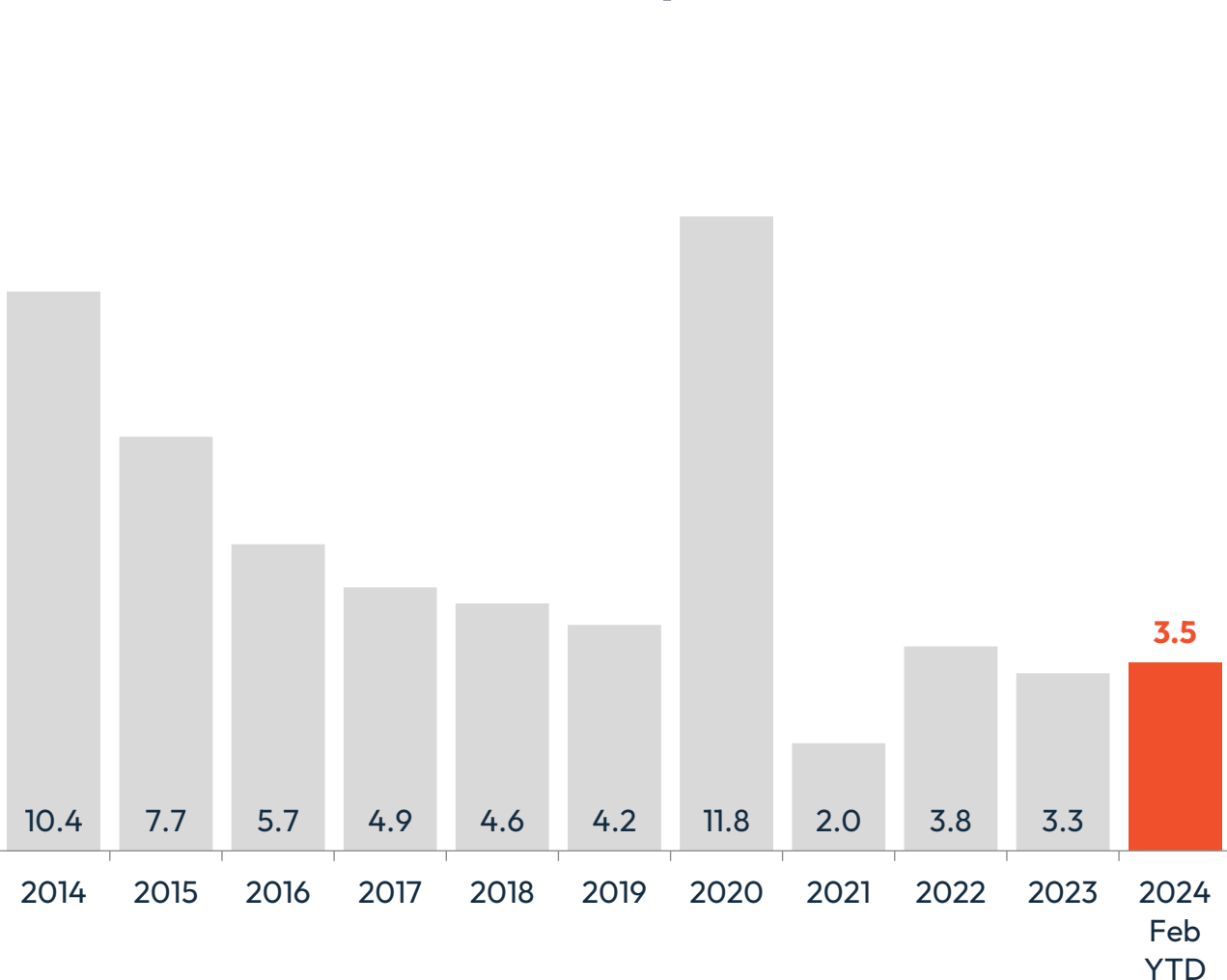


Momentary Multiple Customer Outages (M-MCOs) – 6 or more – < 5 minutes

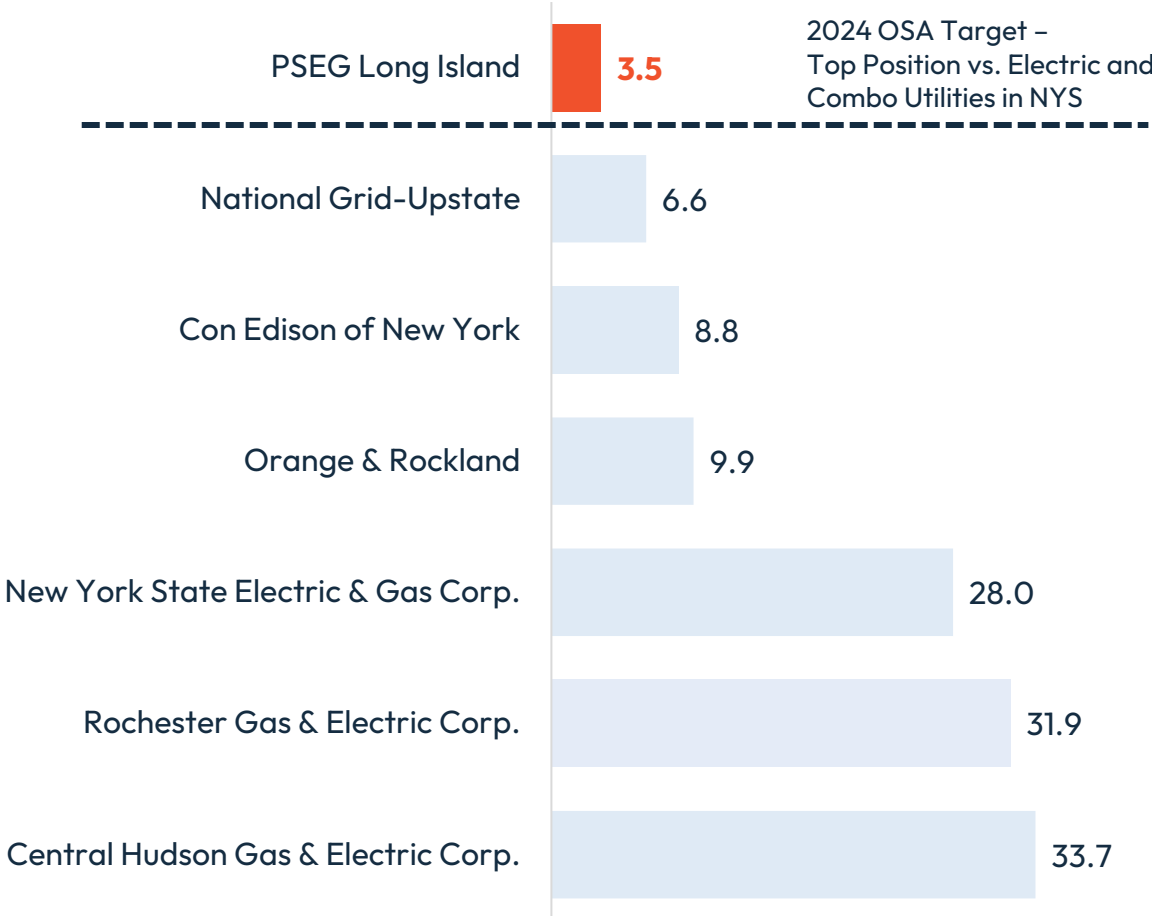


Lowest NYS DPS Customer Complaint Rate

Customer Complaint Rate



Rolling 12 Month DPS Complaint Rate per 100,000 Customers





AMI 2.0 Roadmap

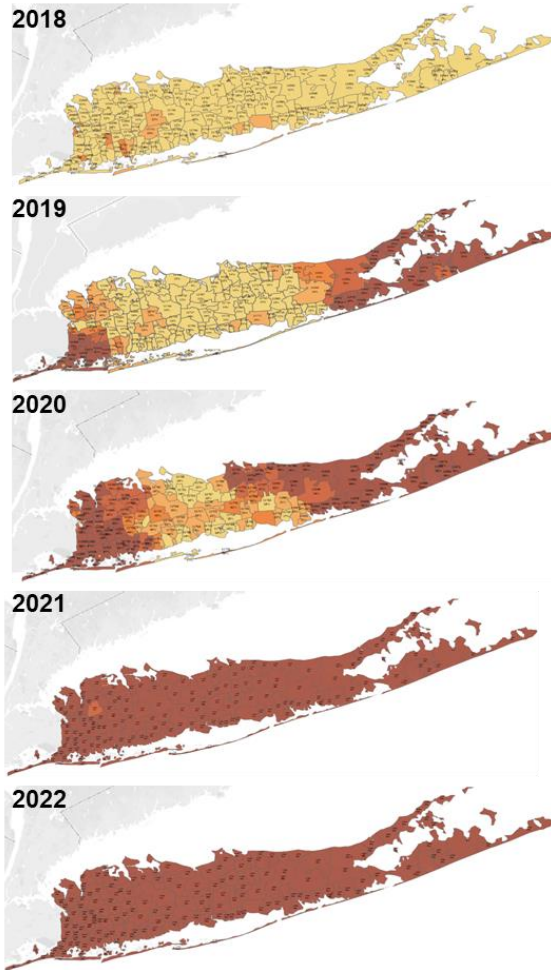
Lou Debrino

VP of Customer Operations



Current State AMI

AMI Saturation



AMI Network



Deployment Achievements

- Installation of 1.1 million meters with a saturation rate of 99%
- AMI Read Rate – 99.77%
- MDMS Read Rate – 99.53%
- Customer Opt Out – 9,179
- Collectors – 153
- Routers – 1,700
- Meters Remaining – 11,500 (Active/Vacant)
- LTEs reduced by 81% from 5,002 at YE 2022 to 971 at YE 2023

AMI Capabilities

- Integration of AMI into Outage Management System
- Storm Outage Dashboard w/AMI data (Business Continuity Plan)
- Energy data presentment for customer engagement (MySmartEnergyPortal, Data Disaggregation Report, C&I Portal)
- Voluntary Time of Use Rates
- Automated Remote Disconnect / Reconnect for Field Collections and Move In/Outs
- Temperature Monitoring
- Theft Analytics
- Transformer Load Monitoring
- Conservation Voltage Reduction (CVR) / Voltage/VAR Optimization (VVO) Study
- 280 Small Commercial Disconnect

Where do we go from here?

AMI 2.0 Roadmap

Market Drivers



Climate Leadership and Community Protection Act (CLCPA)



Integrated Energy Data Resource (IEDR)



Electric Vehicle (EV) Market (i.e., charging infrastructure, rates, and metrology)

AMI 2.0 Roadmap



- Meter Metrology
- AMI Network
- AMI Headend & MDMS
- Customer Engagement

Strategic Objectives



Enhance customer transaction performance through analysis of customer and operational data



Optimize customer channel experience and improve self-service utilization



Modernize core customer systems to enhance operational effectiveness and deliver on customer needs



Improve energy affordability through rate design and targeted programs



Provide proactive and personalized communications and customized offerings to customers



Strengthen customer operations capacity within LIPA and PSEG-LI

AMI 2.0 Roadmap

Use Cases

Meter Metrology

- Meter diversity
- Utilize cellular network to target hard to reach areas

AMI Network

- Network communication redundancy
- Collector network capacity
- Modernize software and hardware for Mesh IP and continuous network improvements

AMI Headend & Meter Data Management System (MDMS)

- Scalability for Mesh IP integration of the AMI network and new AMI meter technologies
- Ensure continuous system availability to remain resilient and reliable in the event of a disaster
- Enhance the accuracy and efficiency of metering data to minimize data gaps during meter swaps
- Power Quality Data Analysis

Customer Engagement

- Real time actionable Data Access
- New time-based rates, pricing options, and incentives to support demand reduction, DER proliferation, and usage behavior shifts
- Expand Beyond the Meter benefits

2024

- Battery Backup
- Collector Capacity
- Command Center 8.5
- MDMS Hot DR
- MDMS Verification, Estimation, and Editing (VEE) Enhancements
- TOD rate change
- Voltage data into Outage Management System (OMS)

2025

- Mesh IP (IoT)
- Electric Vehicle (EV) and Solar Monitoring
- Real Time Data Disaggregation
- Data Analytics
- Load Management Apps (Customer)
- DERMS integration
- Real time outage messaging



Call Center Update

Jessica Tighe

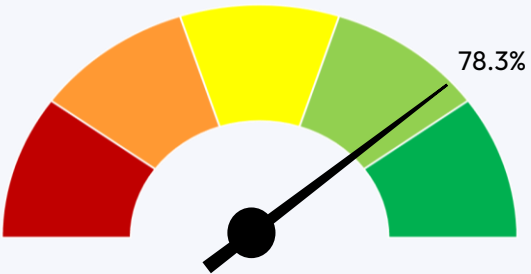
Director of Customer Contact



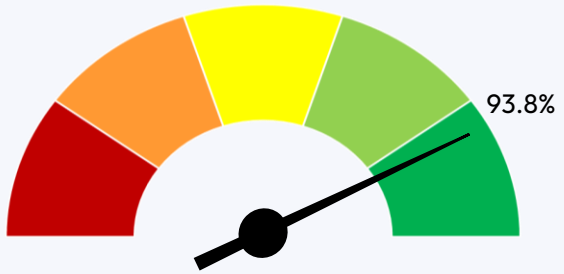
Call Center Dashboard

February 2024 YTD Performance Dashboard

First Call Resolution



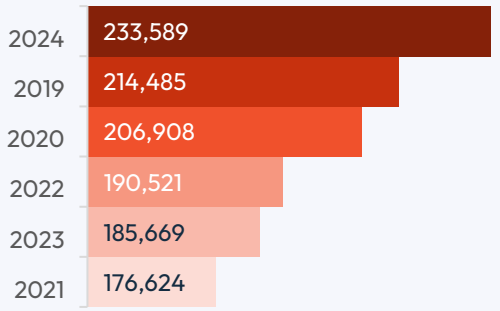
After Call Survey



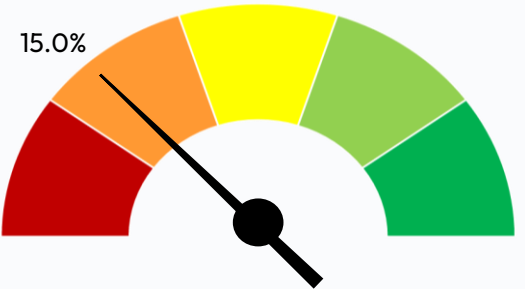
QA/QC Performance



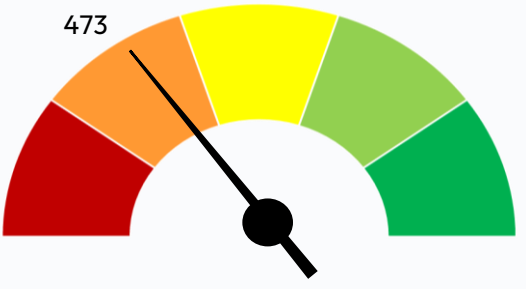
February YTD Call Volume Trend



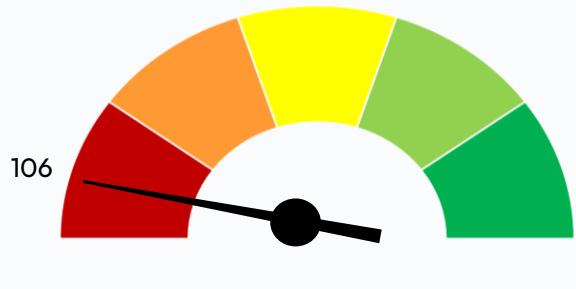
Service Level - % of Calls Answered in 30 secs*



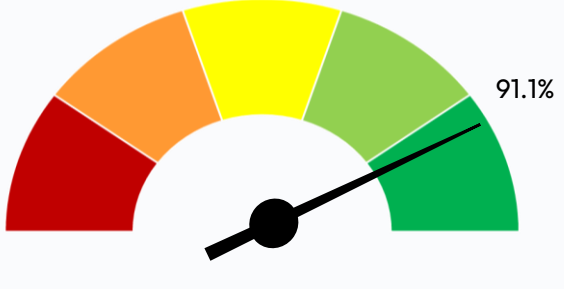
Average Handle Time



Staffing - Contact Center Agents



Agent Schedule Adherence

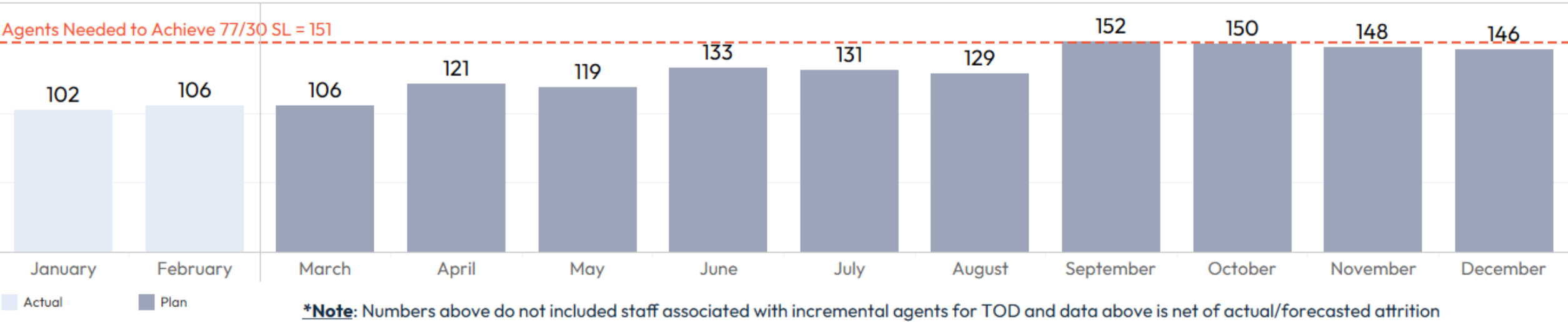


*Research data shows there is not a strong correlation between the Service Level and improvements in J.D. Power Customer Satisfaction Performance

PSEG Long Island uses many metrics to manage call center performance and customer satisfaction

PSEG Long Island - Call Center Staffing Plan 2024

Call Center Headcount/Staffing Plan



Staffing Update

- Agent go live dates: February (9), March (17), June (16) and September (25)
- 2023 staffing attrition was 38% therefore ongoing hiring required
- Resumption of 4-month standard training period rather than tiered approach
- Finalize agent headcount needed for TOD by end of May for July class*
- Interview in progress for 2nd Call Center Manager
- Finalizing 2 Additional Trainers

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

Call Center Update

- Customer Call Back feature has been turned on - Improving the customer experience by reducing time waiting to speak to an agent and average speed of answer by 49%
- Continued focus on Average Handle Time (AHT) reduction - AHT Analysis in progress
- Finalizing Surge Plan - Additional agent assistance from other departments during high/peak call volume periods
- Time-of-Day Subject Matter Expert (SME) training resumes in March
- Call Reasons Launched - Agent identifying reason for customer contact rather than relying on customer intent in IVR
- Exploring 3rd party options for additional agents - training criteria and timeframe to be defined
- Telecommuting Agreement for agents in effect 3/1/2024 - low performing agents will return to reporting to the office

Planned initiatives yielding service improvements and enhanced customer experience





 Thank
you