

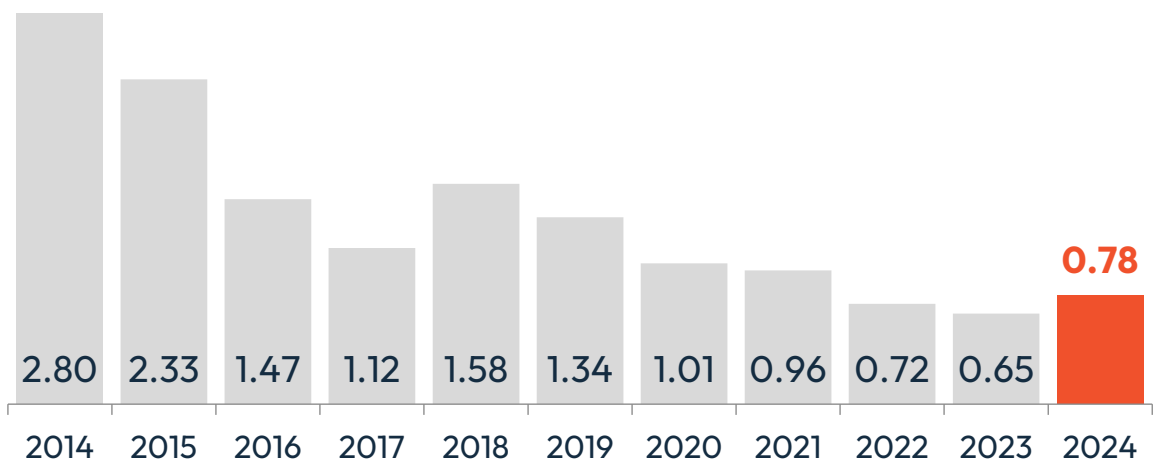


PSEG Long Island

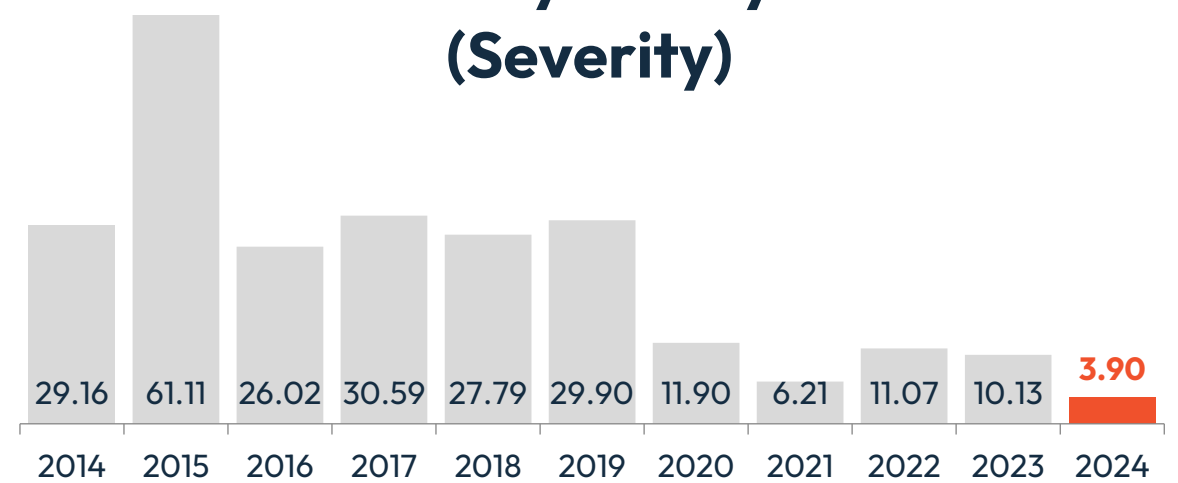
Operating Report – April 2024 LIPA Board of Trustees Meeting

Safety Performance

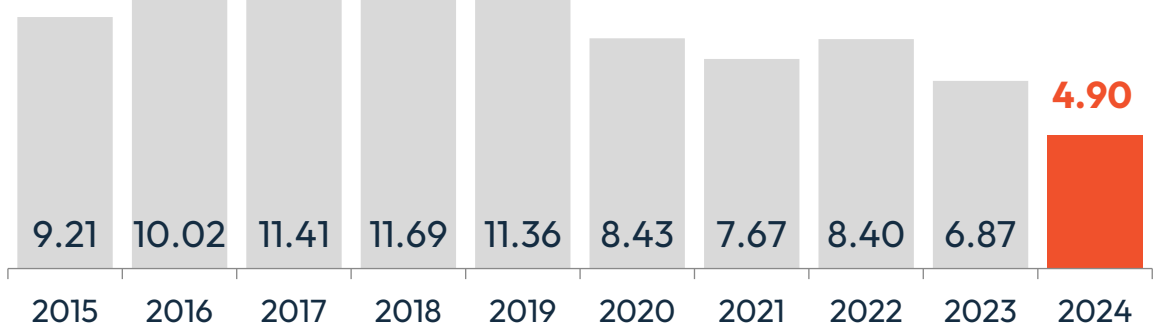
OSHA Recordable Incident Rate



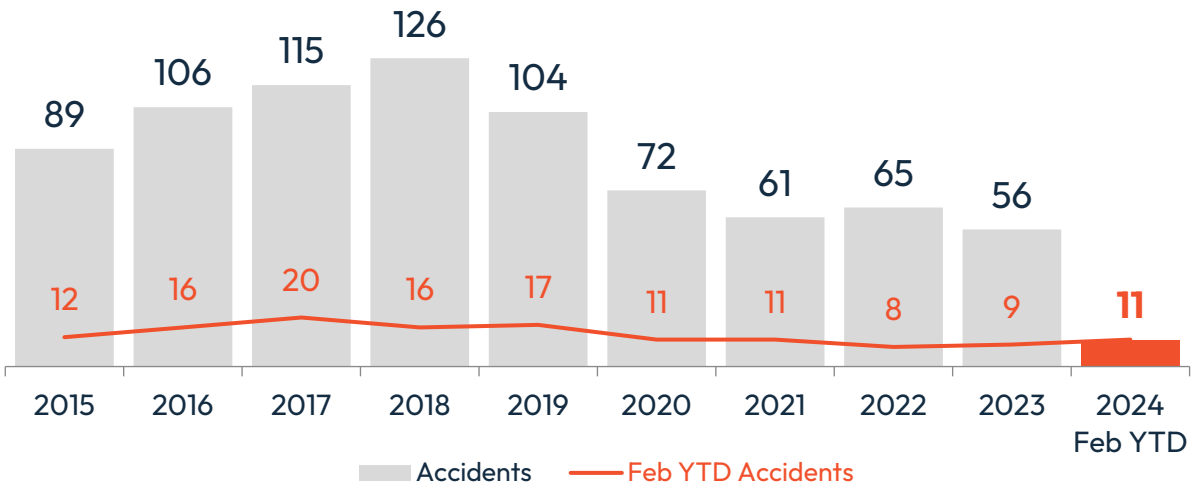
OSHA Days Away Rate (Severity)



Motor Vehicle Accident Rate



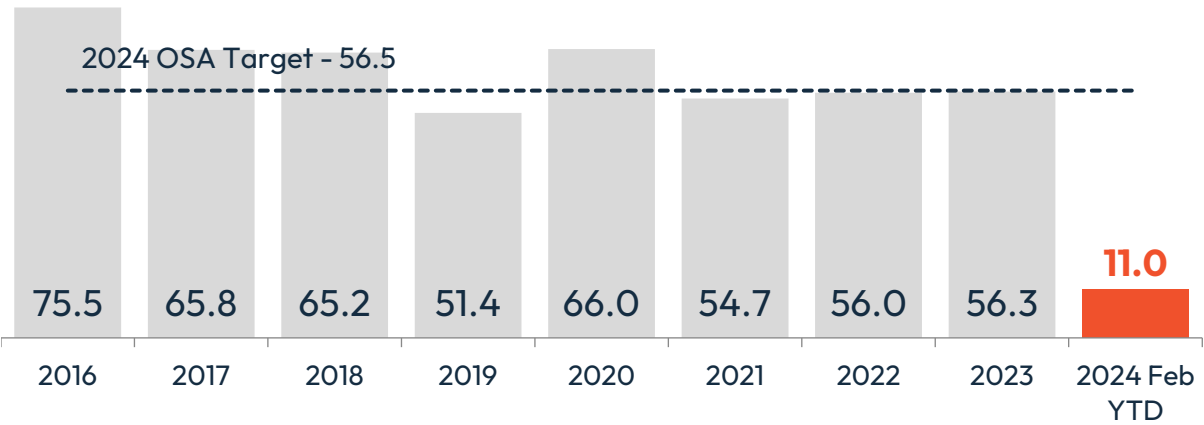
of Motor Vehicle Accidents



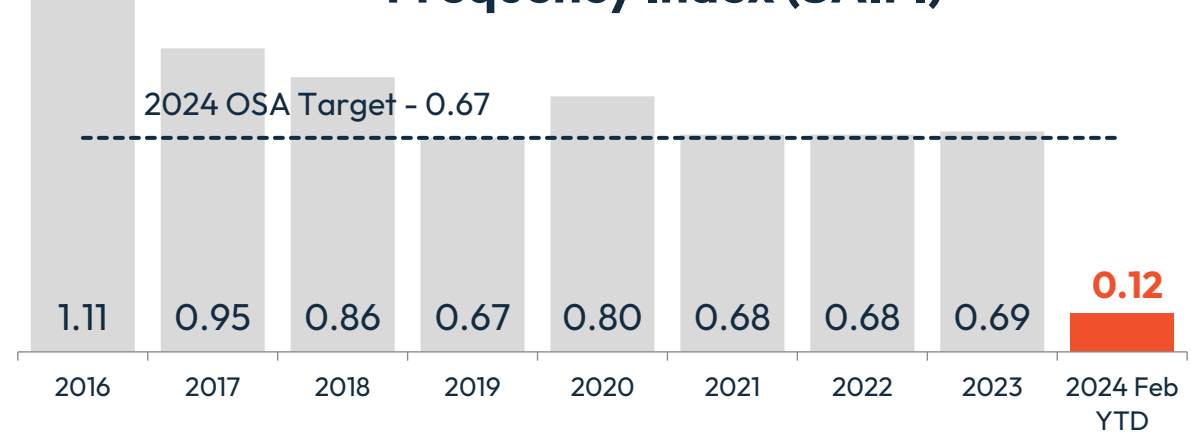
Top Decile Electric Reliability Performance

Index Performance – SAIDI, SAIFI, MAIFI

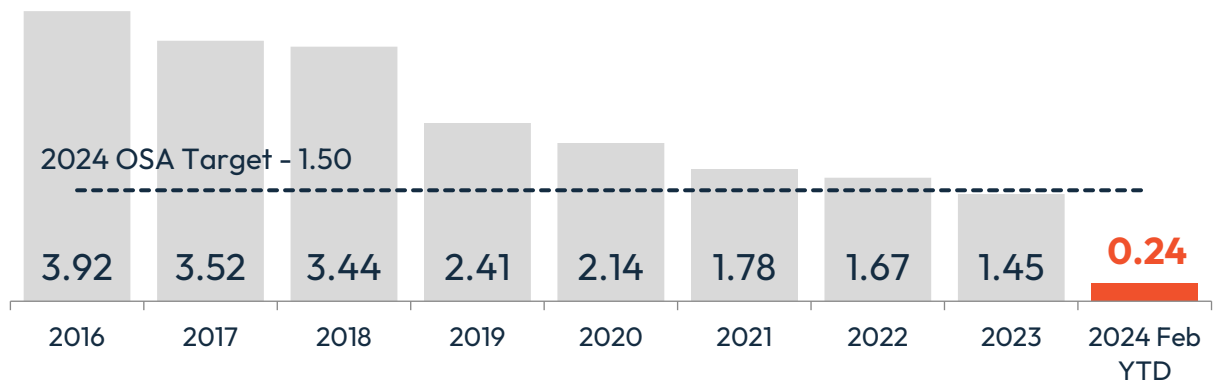
System Average Interruption Duration Index (SAIDI)



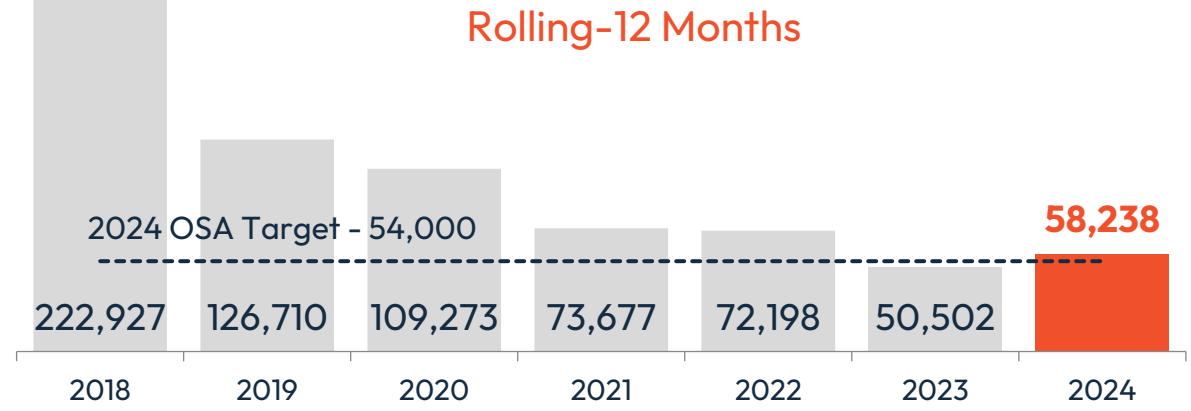
System Average Interruption Frequency Index (SAIFI)



Momentary Average Interruption Frequency Index (MAIFI)

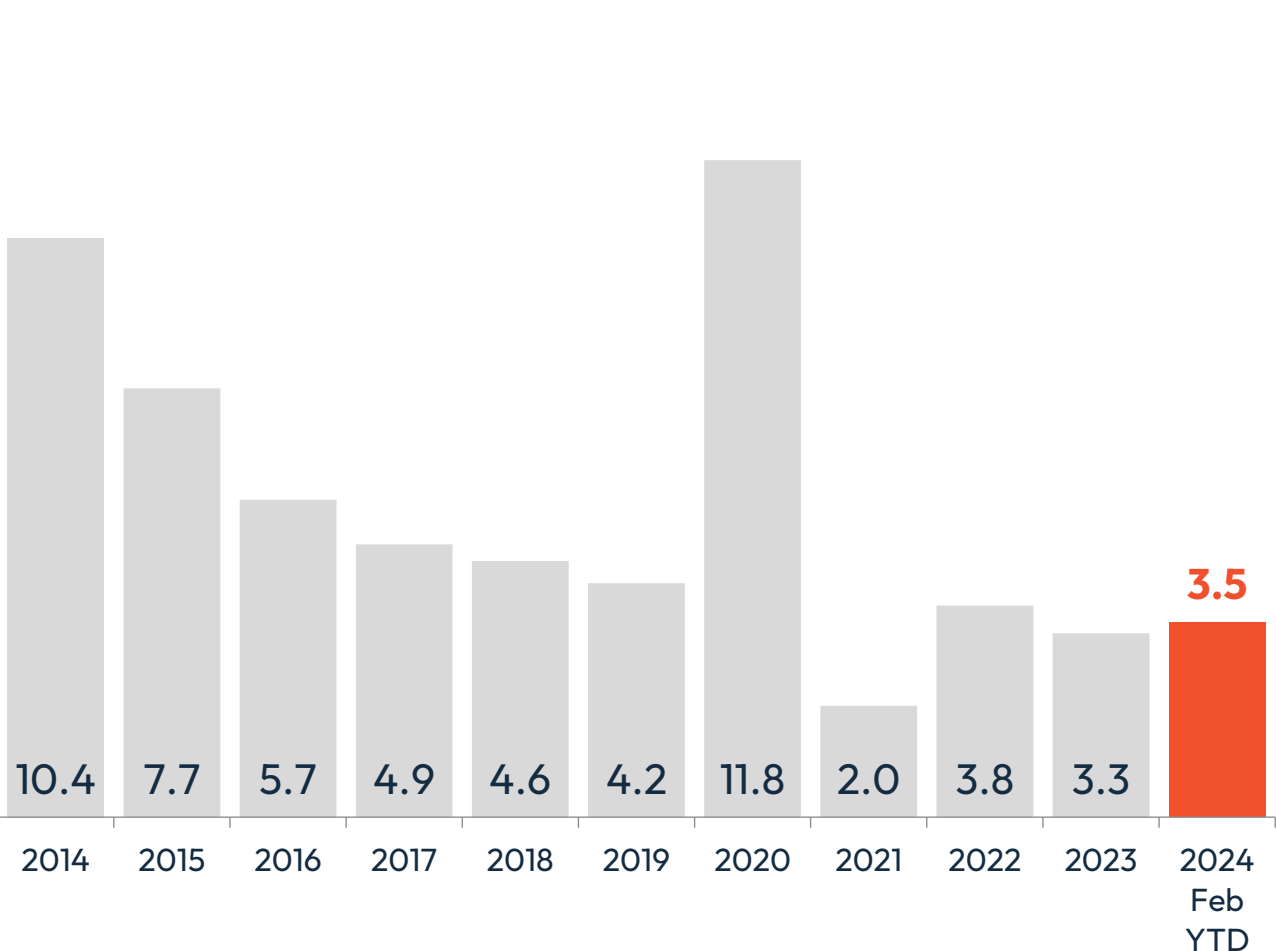


Momentary Multiple Customer Outages (M-MCOs) – 6 or more - < 5 minutes

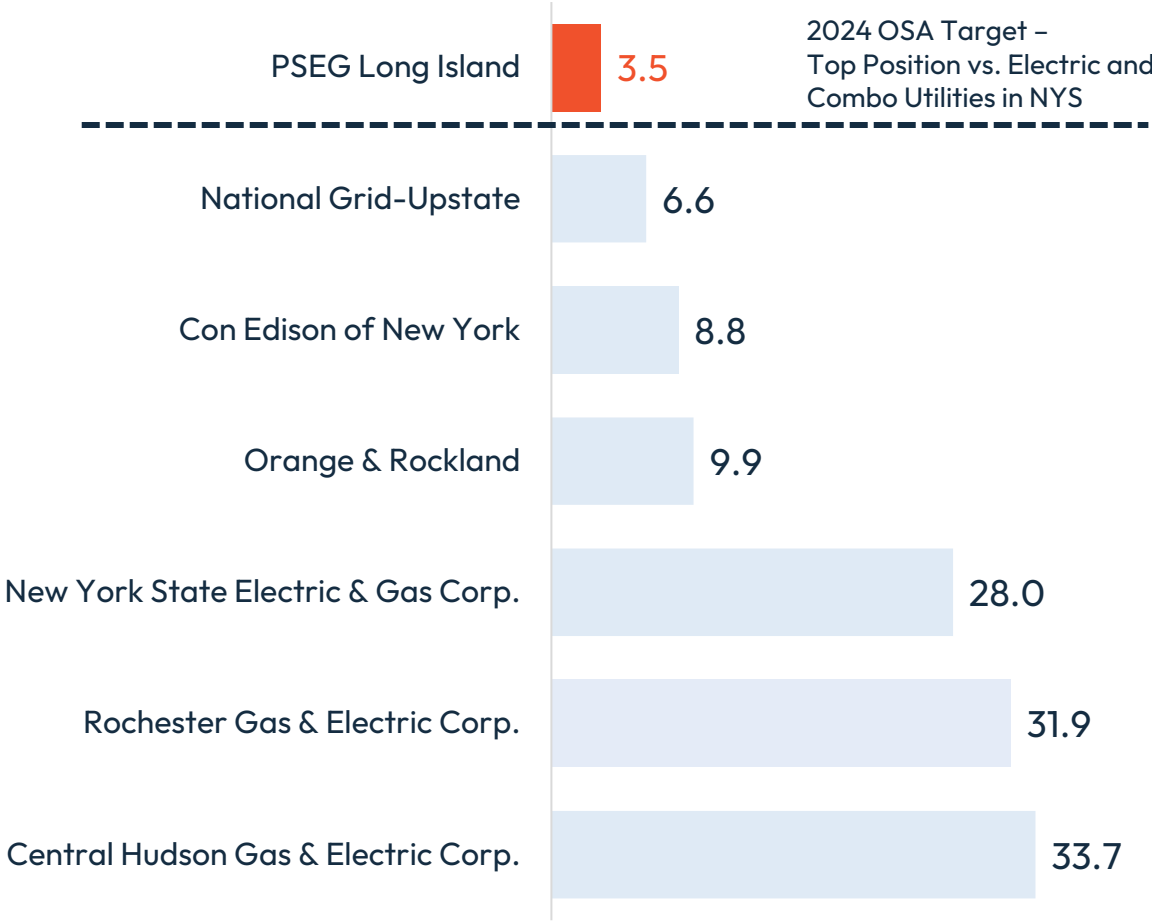


Lowest NYS DPS Customer Complaint Rate

Customer Complaint Rate



Rolling 12 Month DPS Complaint Rate per 100,000 Customers



Call Center Dashboard

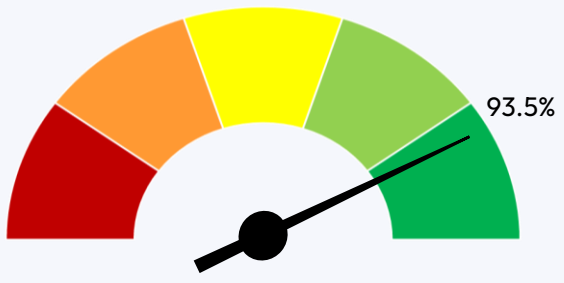
2024 YTD/MTD Performance Dashboard

(Performance through April 15, 2024)

First Call Resolution
(March YTD)



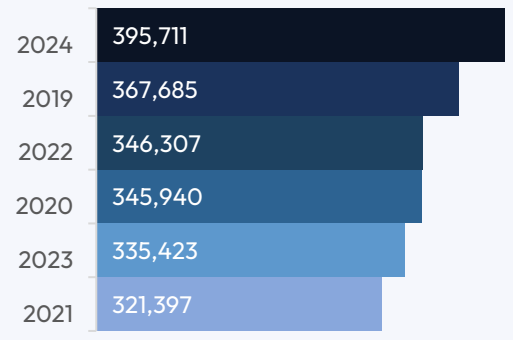
After Call Survey
(March YTD)



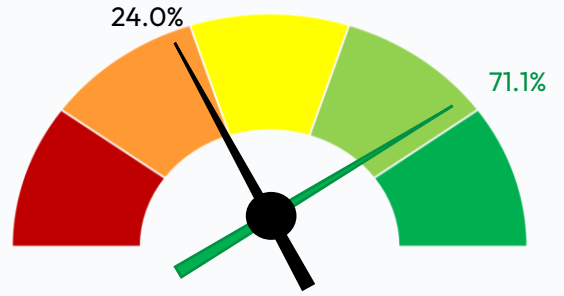
Average Speed of Answer



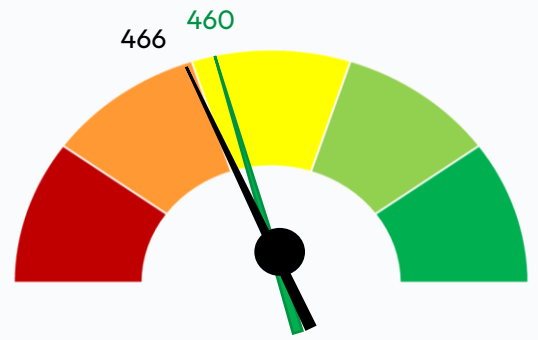
YTD Call Volume Trend



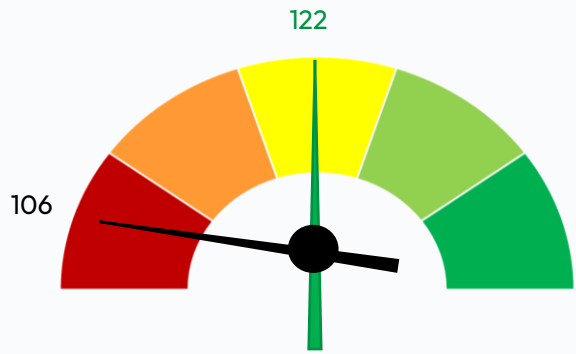
Service Level - % of Calls Answered
in 30 secs



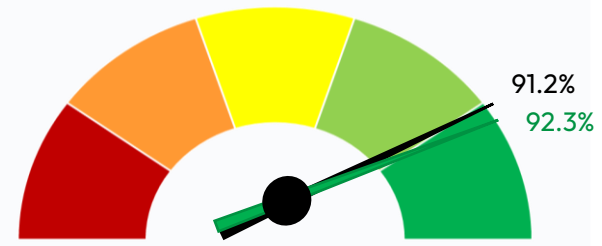
Average Handle Time



Staffing - Contact Center Agents



Agent Schedule Adherence

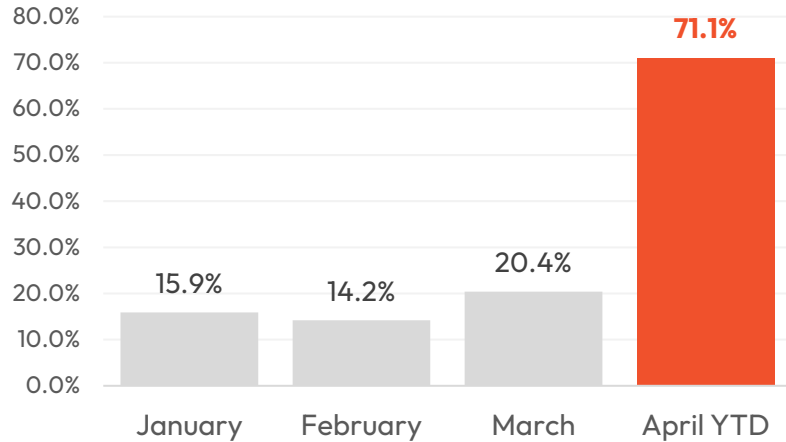


YTD Performance
 April MTD Performance

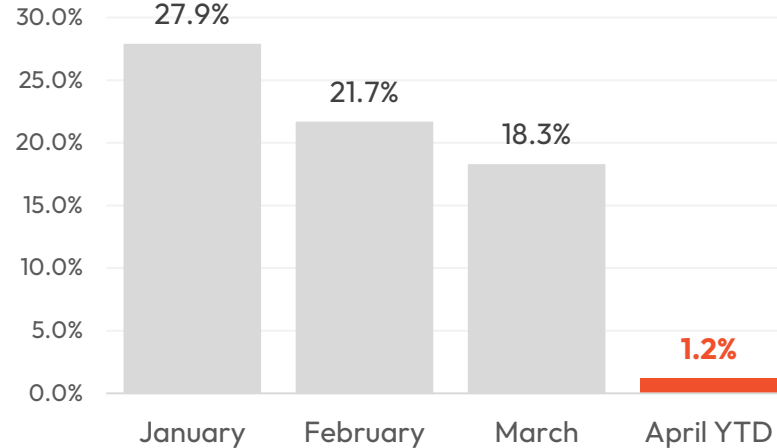
Increased staffing levels in April has led to improved service levels

Call Center Update

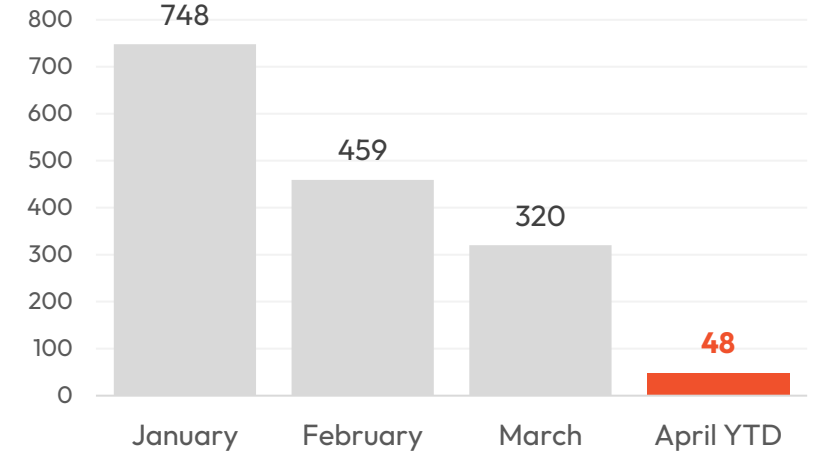
Service Level



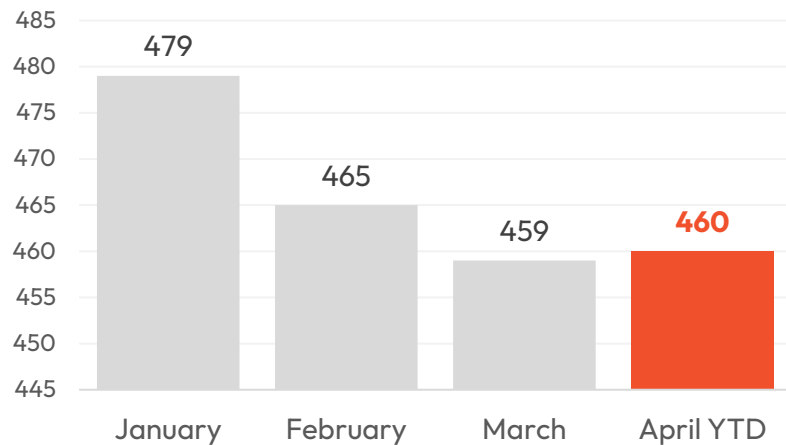
Abandonment Rate



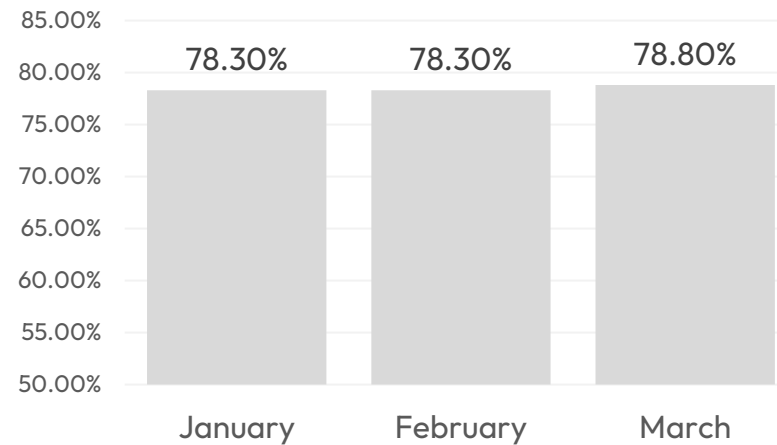
Average Speed of Answer (Seconds)



Average Handle Time



First Call Resolution



Staffing Update

- March 27: 17 agents graduated
- Mid June: 16 agents graduating
- April 29: 25 agents starting
- Mid May: Recruiting 25 agents

We have made good progress, but we have more work to do.



 Thank
you