

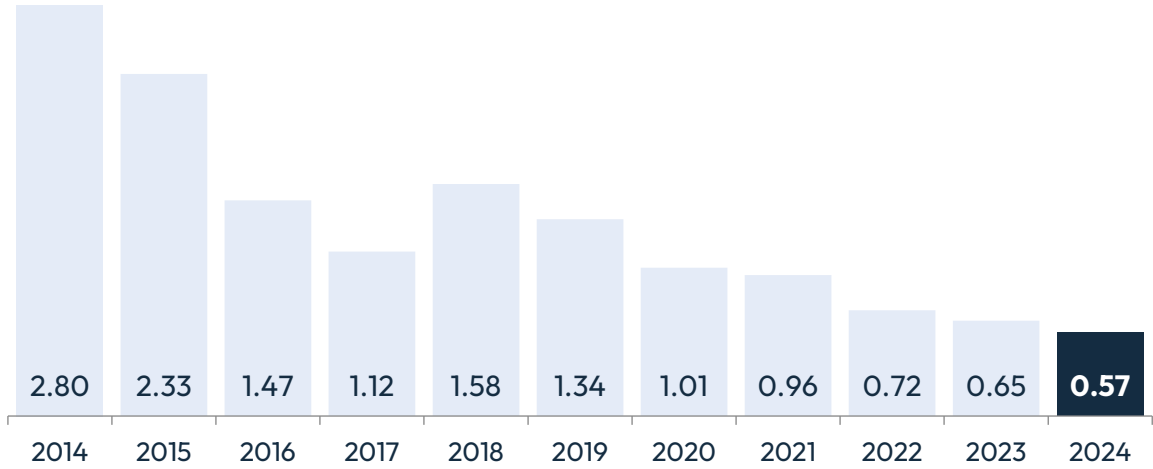


# PSEG Long Island

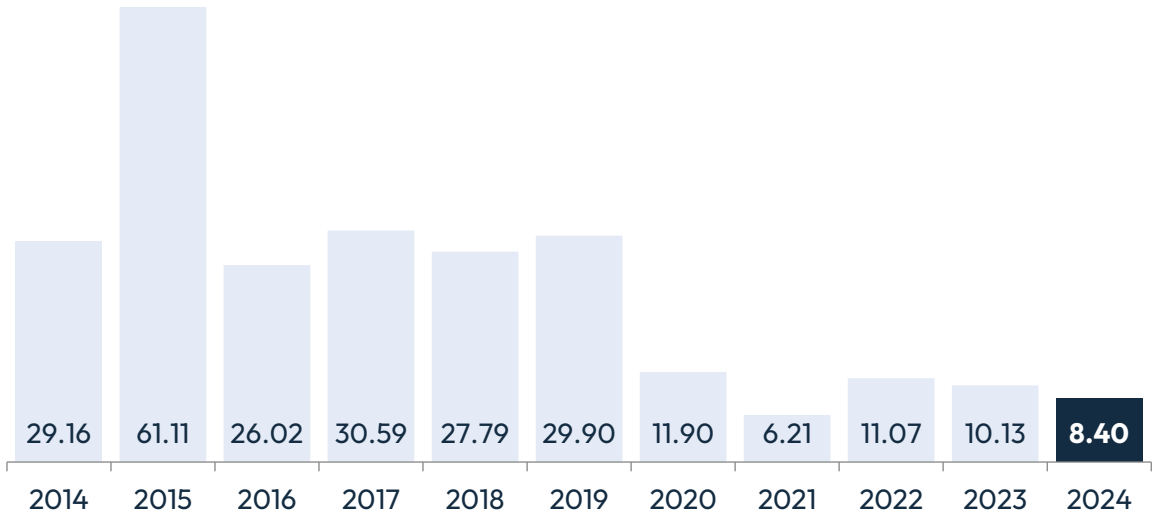
Operating Report – May 2024 LIPA Board of Trustees Meeting

# Safety Performance Trend

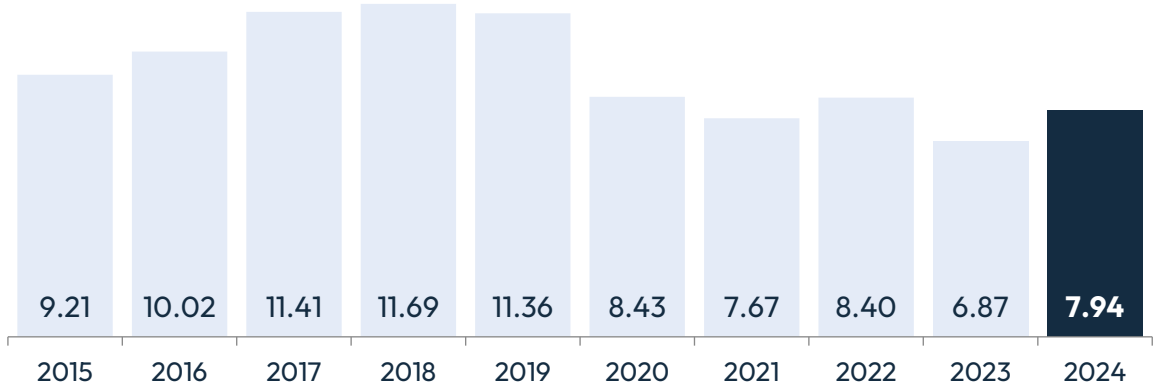
### OSHA Recordable Incident Rate



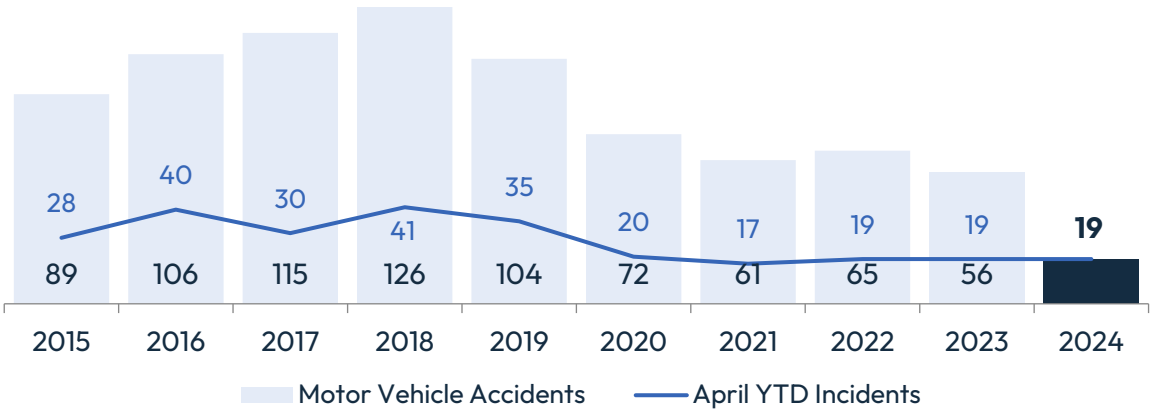
### OSHA Days Away Rate (Severity)



### Motor Vehicle Accident Rate



### # of Motor Vehicle Accidents

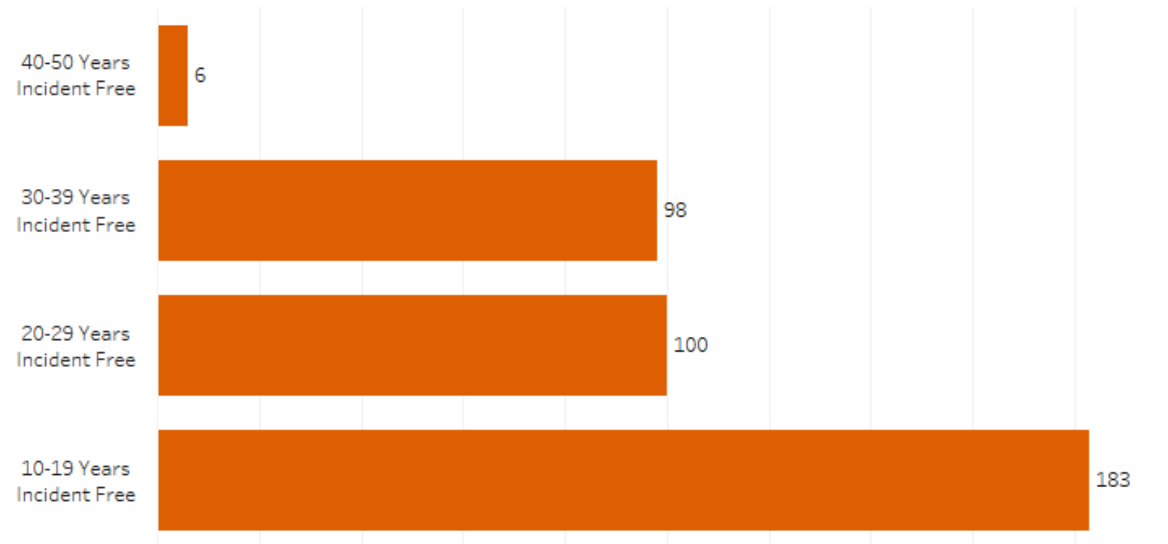


# Safety Breakfast

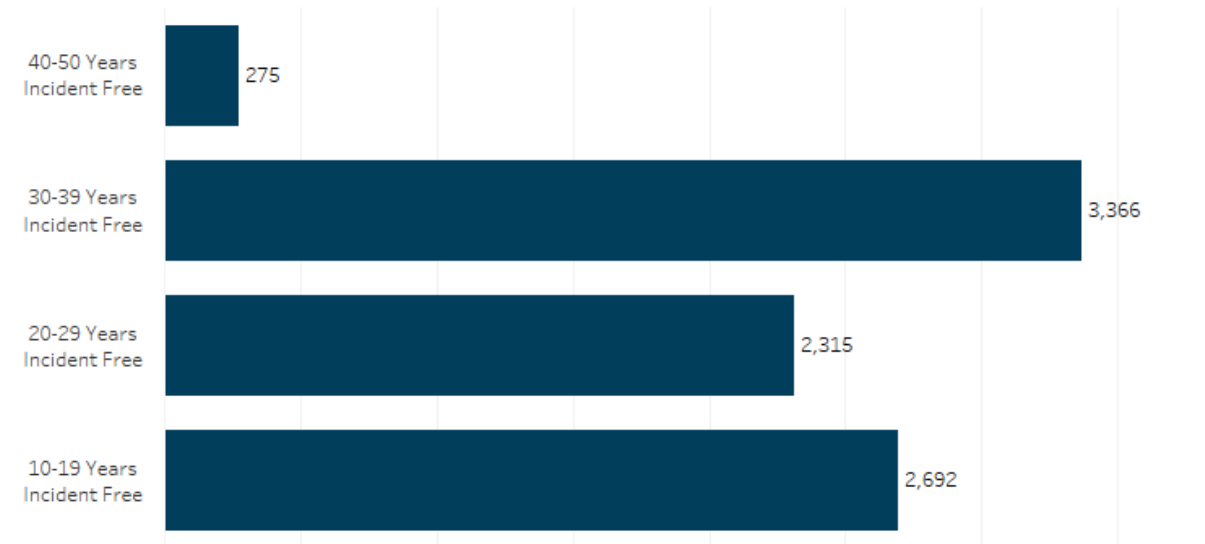
## Summary of Event

- Total Employees Celebrated: 401
- Total Employees with 30+ Years accident free: 104
- 2 Total of 50 Years Accident Free: Rhonda Rima and Michael Klein

Employees with X Years Accident Free



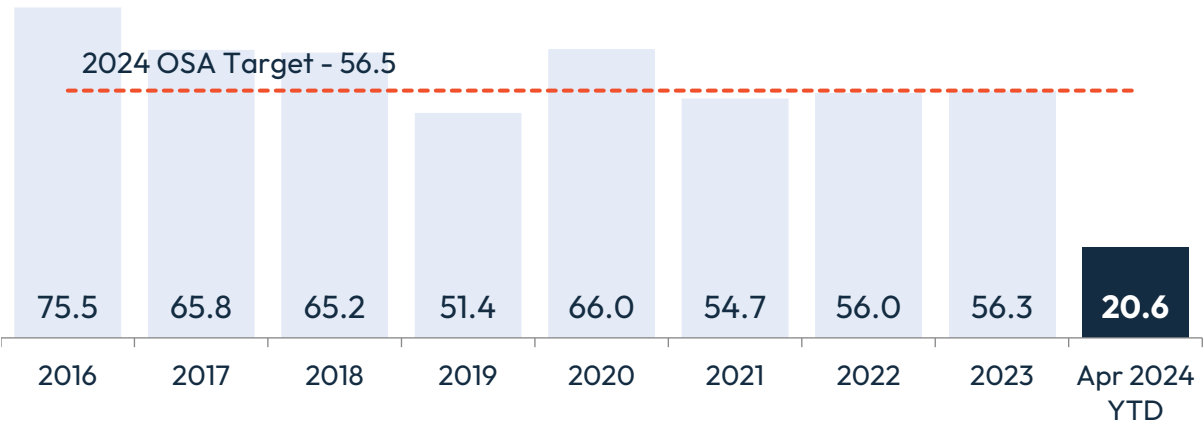
# of Years Accident Free by Grouping



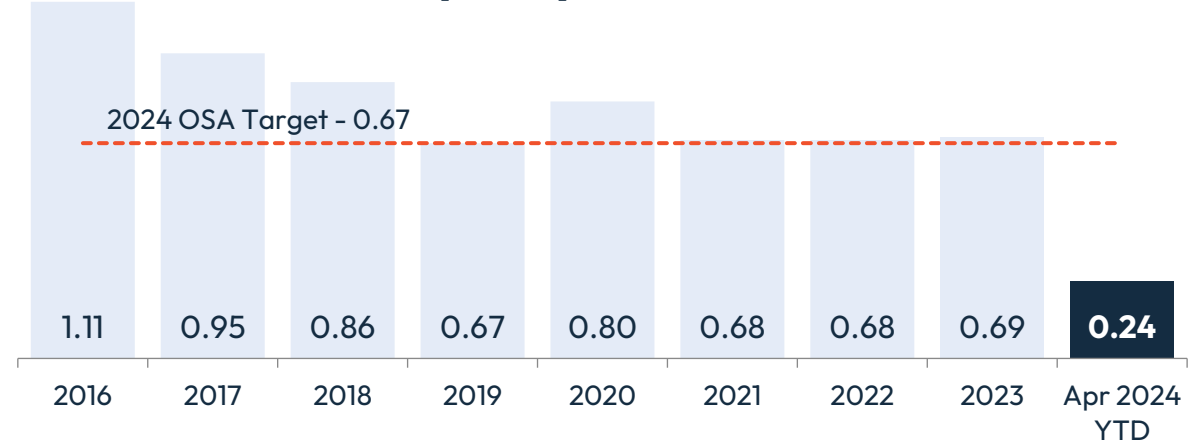
# Electric Reliability

Index Performance – SAIDI, SAIFI, MAIFI

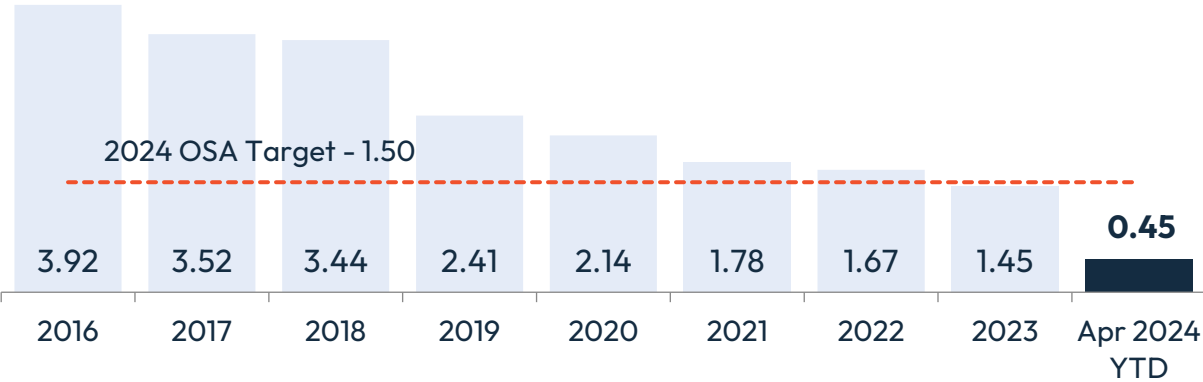
### System Average Interruption Duration Index (SAIDI)



### System Average Interruption Frequency Index (SAIFI)



### Momentary Average Interruption Frequency Index (MAIFI)



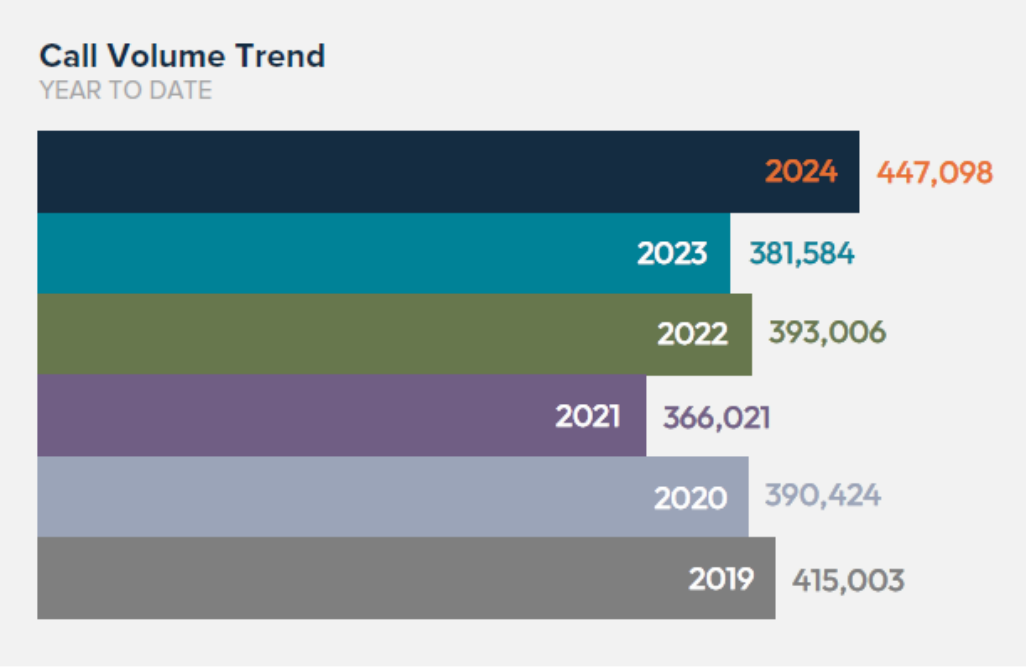
# Call Center Dashboard

↗ Increased staffing levels in April have led to improved service levels

## 2024 April YTD/MTD Performance

Performance through April 30, 2024

JAN FEB MAR **APR** MAY JUN JUL AUG SEP OCT NOV DEC



### 81% First Call Resolution

YEAR TO DATE | 79.2%

### 95.4% After Call Survey

YEAR TO DATE | 94%

### 117 Staffing

Contact Center Agents

42 Agents In Training

### 38 Average Speed of Answer

Average time to answer a phone call in seconds

YEAR TO DATE | 359 SECONDS

### 76.6% Service Level

Percentage of calls answered in 30 seconds

GOAL: 77% of calls answered in 30 seconds

YEAR TO DATE | 30.2%

### 458 Average Handle Time

Average length of time to complete a transaction

GOAL: <376 seconds

YEAR TO DATE | 463 seconds

### 92.7% Agent Schedule Adherence

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

YEAR TO DATE | 91%

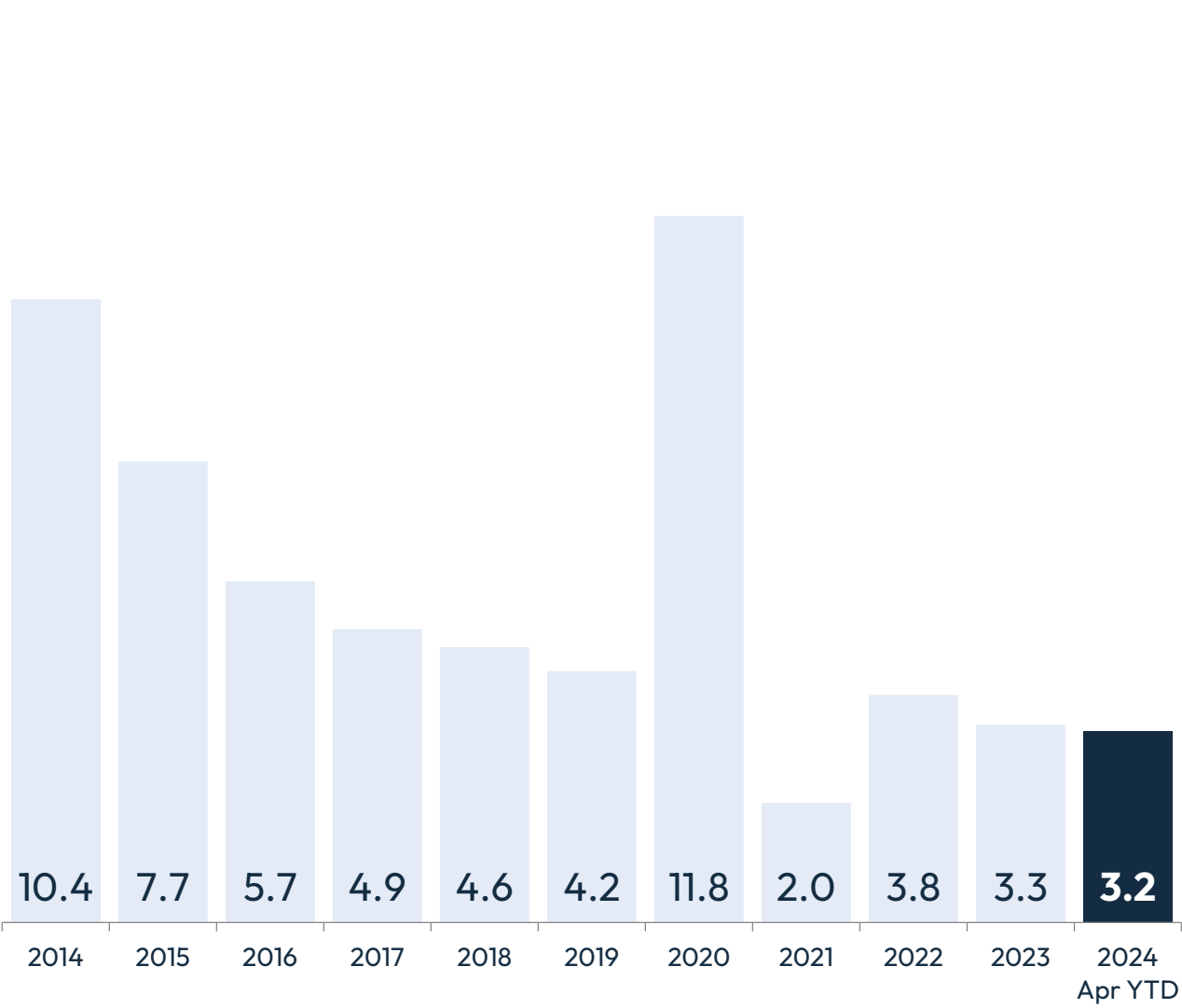
### 2.3% Abandonment Rate

Percentage of customers who disconnect before connecting with an agent

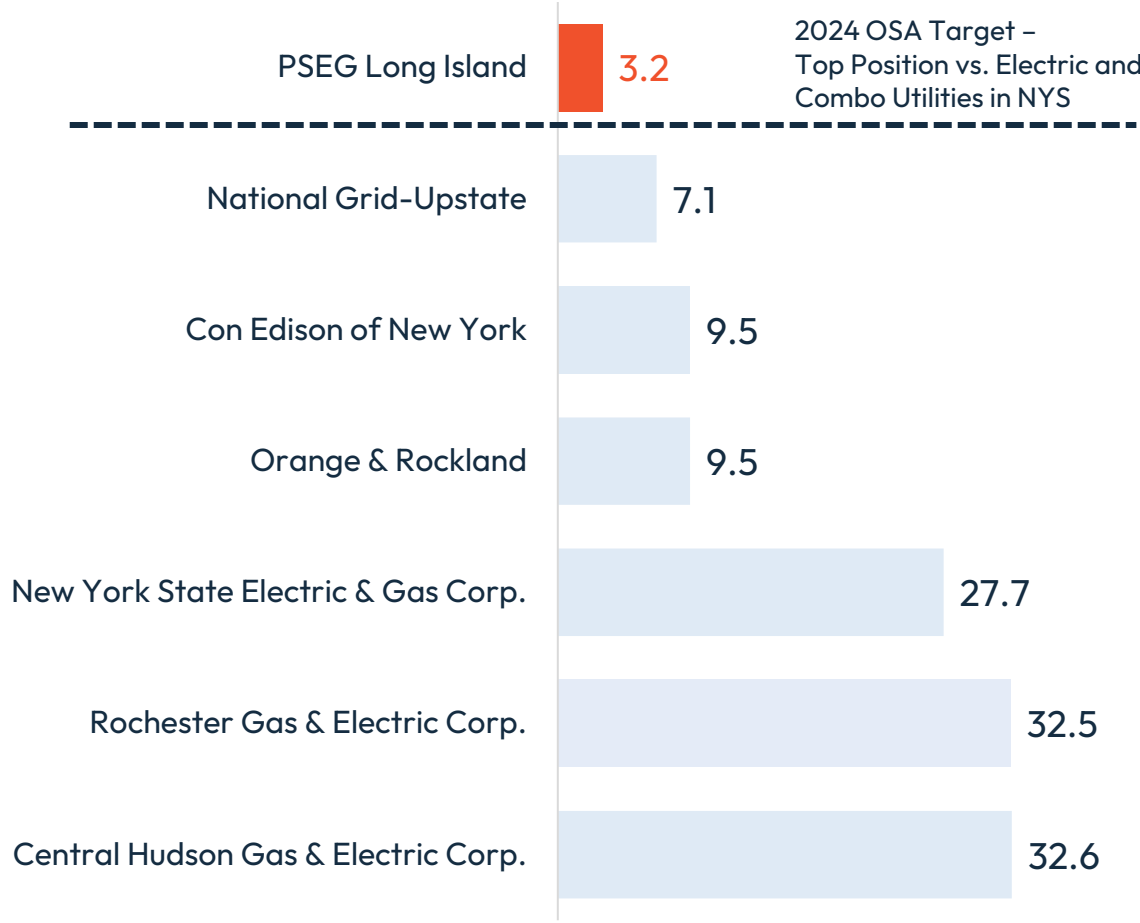
YEAR TO DATE | 17.4%

# NYS DPS Customer Complaint Rate

## Customer Complaint Rate



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



# Economic Development Program



## ↗ Spend Summary 2018 - 2023

Program	# of Applications	Grants / Incentives Paid (\$000s)
Main Street Revitalization Program (2018 - 2023)	81	\$1,362
Vacant Space Revival Program	189	\$295
Thrive Chamber Outdoor Commerce Program (2020-2022)	74	\$219
Thrive Chamber Beautification Program (2021-2022)	52	\$91
2023 Thrive Program	42	\$205
<b>Total</b>	<b>438</b>	<b>\$2,172</b>

Program	Summary
<b>Main Street Revitalization Program</b>	The Main Street Revitalization Program is designed to encourage economic vitality of a business district and to optimize the use of existing electric infrastructure. This program offers financial incentive awards for projects in a local business district that is expected to improve the economic stability and growth of a municipality.
<b>Vacant Space Revival Program</b>	The Vacant Space Revival Program is designed to encourage occupancy of commercial space in a business district or in an area of existing commercial businesses that has been vacant for a period of one year or more. Vacant business space detracts from the economic vitality of a business district and results in under-utilization of existing electric infrastructure.
<b>Thrive Program</b>	Grants are designed to foster economic viability, vibrancy and support of local businesses while increasing economic growth and business in downtown areas. The program provides funding to the following types of 501(c)(3) or 501(c)(6) organizations: Chamber of Commerce, Business Improvement District, Civic Association or not-for-profit.
<b>Other Eco Dev Programs</b>	<ul style="list-style-type: none"> <li>↗ Business Attraction/Expansion Rate Discounts</li> <li>↗ Business Incubator Rate Discounts</li> <li>↗ Load-Shifting Option Discount</li> <li>↗ New York State Excelsior Jobs Program</li> <li>↗ Recharge New York</li> </ul>



**Northport Hotel** - Received \$75K grant through Main Street Revitalization Program

# Community Partnership Program



**PSEG Long Island** is committed to giving back by actively supporting hundreds of local charity events each year. We've supported more than 500 organizations, such as the **March of Dimes**, **Making Strides Against Breast Cancer**, as well as local food banks such as **Island Harvest** and **Long Island Cares**. Our dedication to public service is why the LIBN has awarded us their Corporate Citizenship Award six times!

## 2023 Stats

Volunteering Hours	9,257
Employee Volunteers	1,370
Events in 2023	221
Organizations/Community Groups	108

### EDUCATION

- **Safety Sleuth** program teaches young school children how to be safe around electricity. The program is expected to reach over **100 schools** and **5,500 students** in 2024.
- Ongoing safety training for community members, schools and first responders with its new Mobile Electric Safety Unit.
- Support and participate in STEM initiatives with organizations

### ENVIRONMENT

- Volunteers participated in over a dozen events during the month of April to celebrate Earth Month including partnering with local communities and government to give away energy-saving trees, educate the public on the benefits of solar, energy efficiency outreach and education at local YMCAs and participating in beach and street cleanups.

### FOOD INSECURITY

- **PSEG Long Island's Power to Feed Long Island** program supports Island Harvest in raising awareness about food insecurity on Long Island.
- Over the last three years, the **Power to Feed** program has collected over **100,000 meals** for Long Island families.
- PSEG Long Island is also a proud supporter of **The INN**, Long Island's largest soup kitchen.

### SUPPORTING VETERANS & SENIORS

- Partners with Long Island Cares to provide support to veterans and seniors in need.
- Volunteers serve at numerous events during the year including the **Long Island Cares** Farmers Market, veteran stand downs, and Military Tuesdays.







 Thank  
*you*