

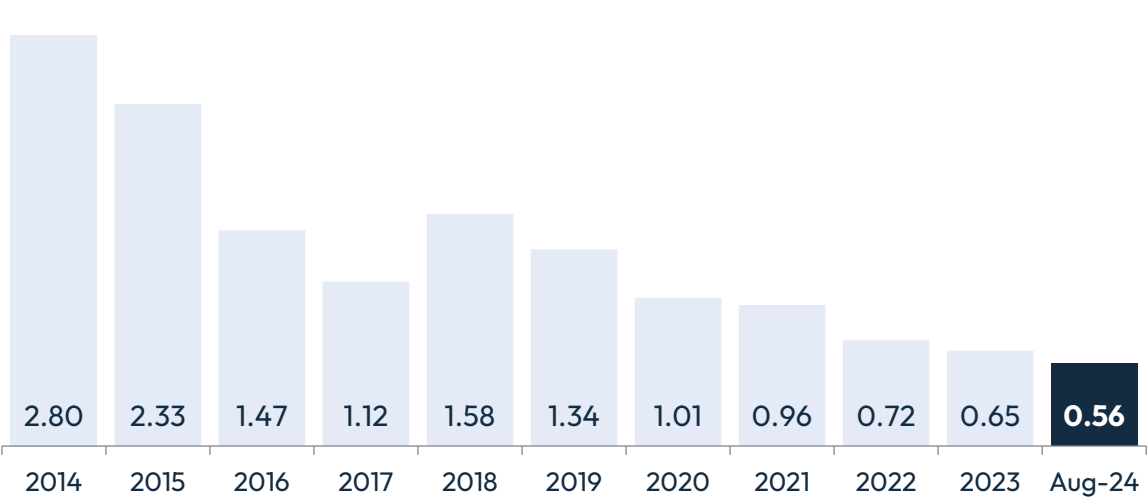


PSEG Long Island Update

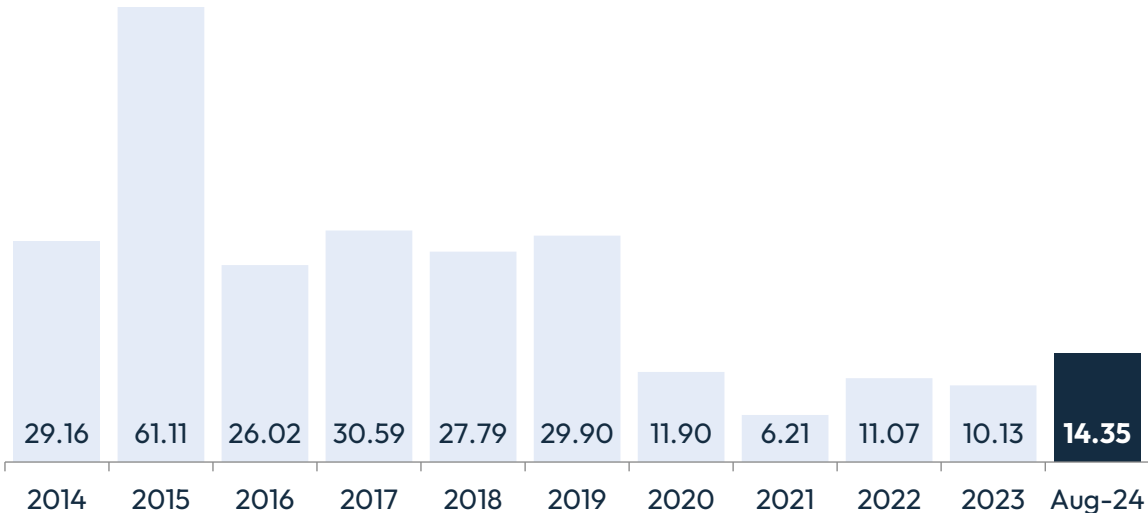
Operating Report – September 2024 LIPA Board of Trustees Meeting

Safety Performance Trend

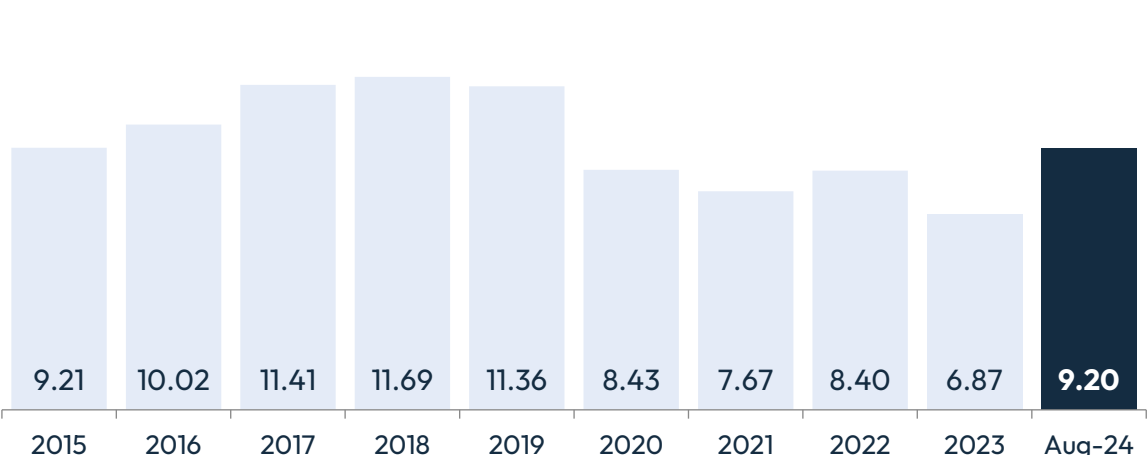
OSHA Recordable Incident Rate



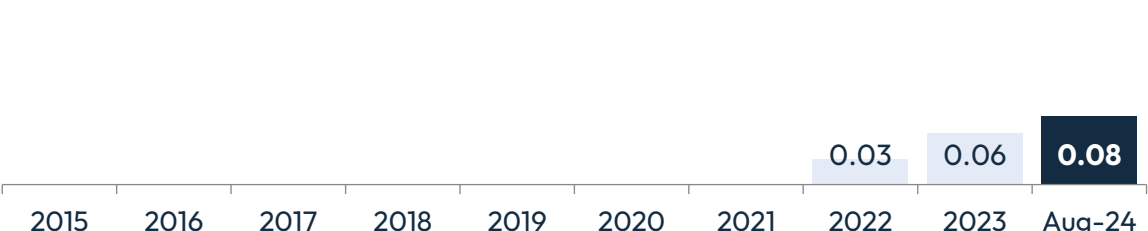
OSHA Days Away Rate (Severity)



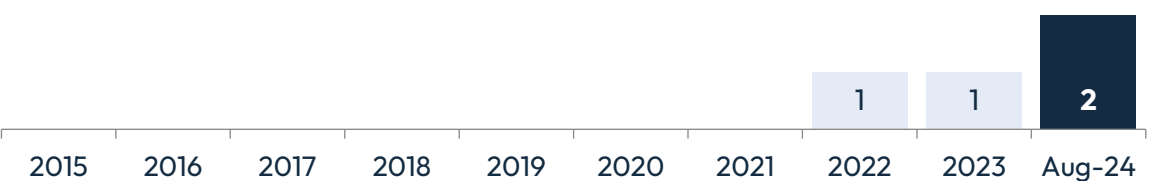
Motor Vehicle Accident Rate



Serious Injury Incident Rate



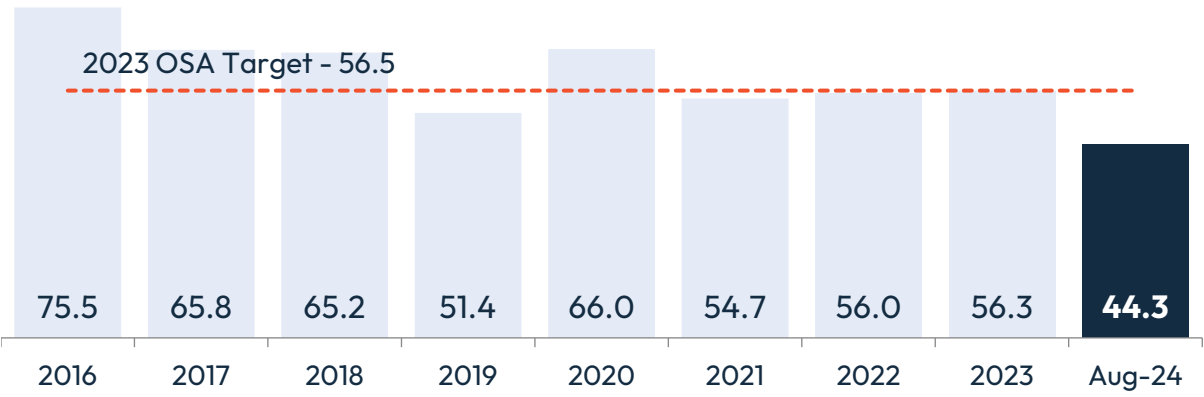
Serious Injuries - # of Incidents



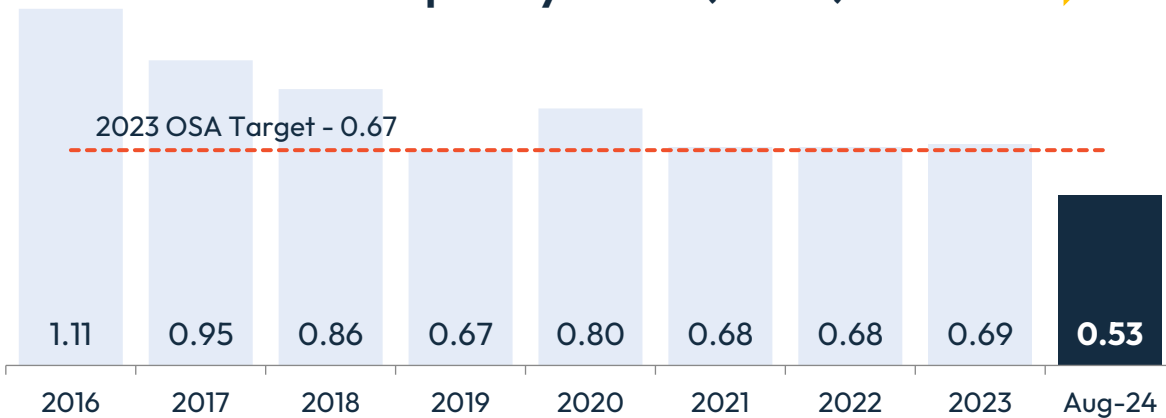
Electric Reliability

Index Performance – SAIDI, SAIFI, MAIFI

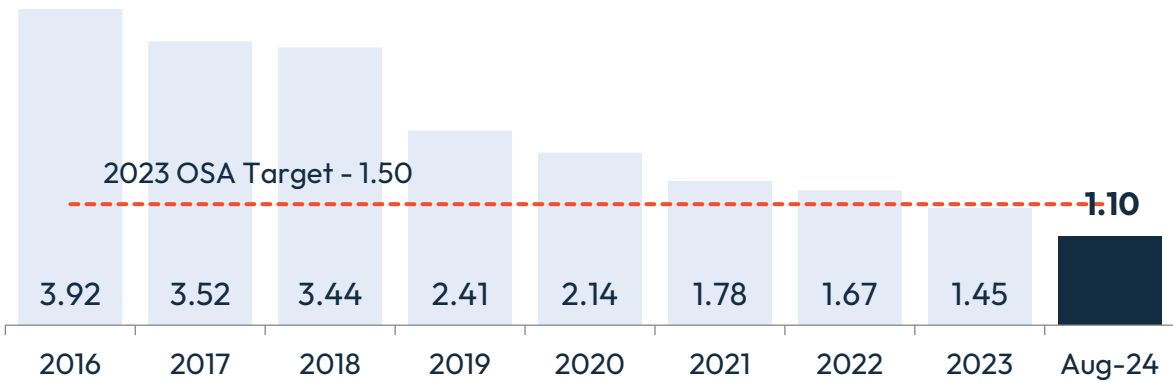
System Average Interruption
Duration Index (SAIDI)



System Average Interruption
Frequency Index (SAIFI)



Momentary Average Interruption Frequency
Index (MAIFI)



↗ August 2024 Performance

Performance through August 31, 2024



YEAR TO DATE | 79.9%



YEAR TO DATE | 94.8%



Average Speed of Answer

Average time to answer
a phone call in seconds

YEAR TO DATE | 277 SECONDS



Service Level

Percentage of calls
answered in 30 seconds

GOAL: 77% of calls answered
in 30 seconds

YEAR TO DATE | 35.5%



Average Handle Time

Average length of time to complete a transaction

GOAL: 376 seconds

YEAR TO DATE | 467 seconds



Agent Schedule Adherence

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

YEAR TO DATE | 91.4%

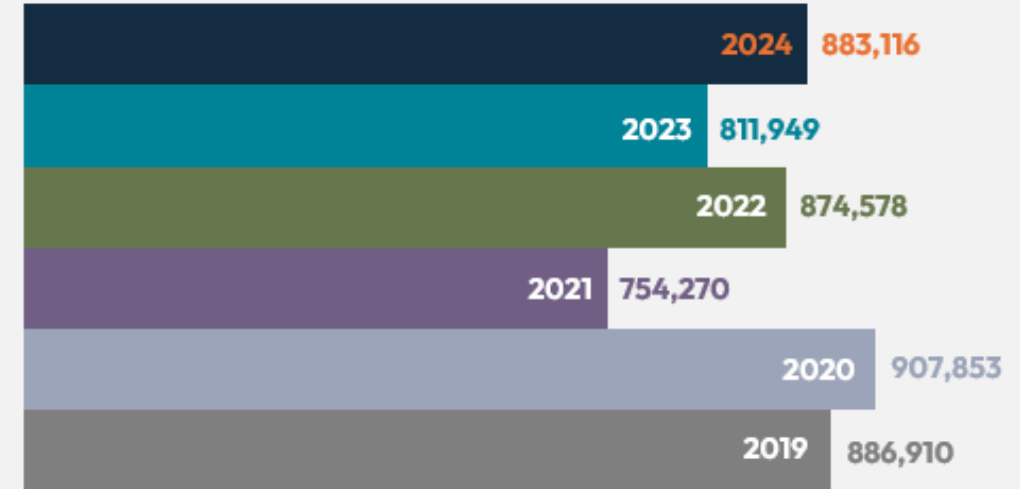


Abandonment Rate

Percentage of customers who disconnect before connecting with an agent

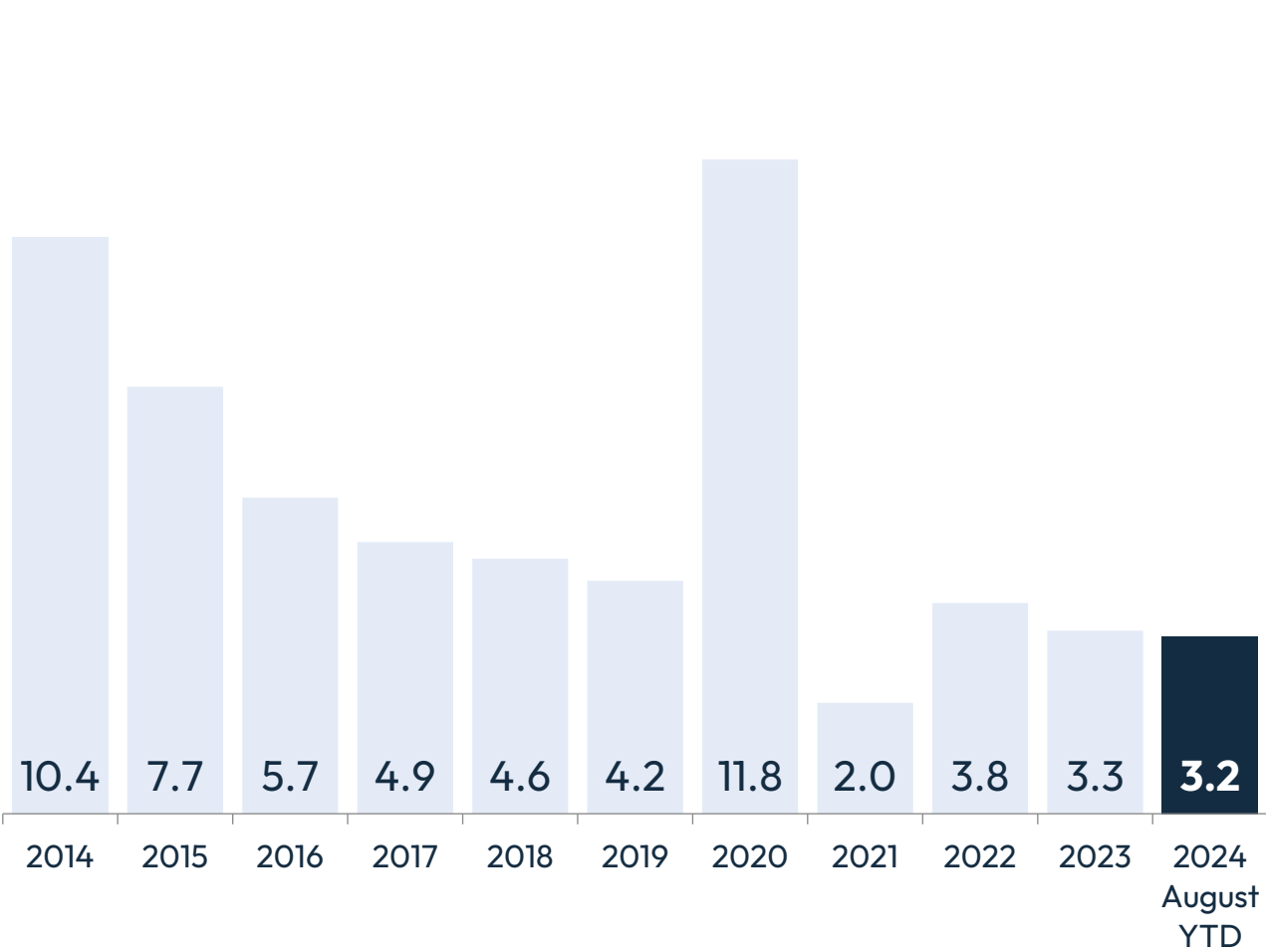
YEAR TO DATE | 15.4%

YEAR TO DATE

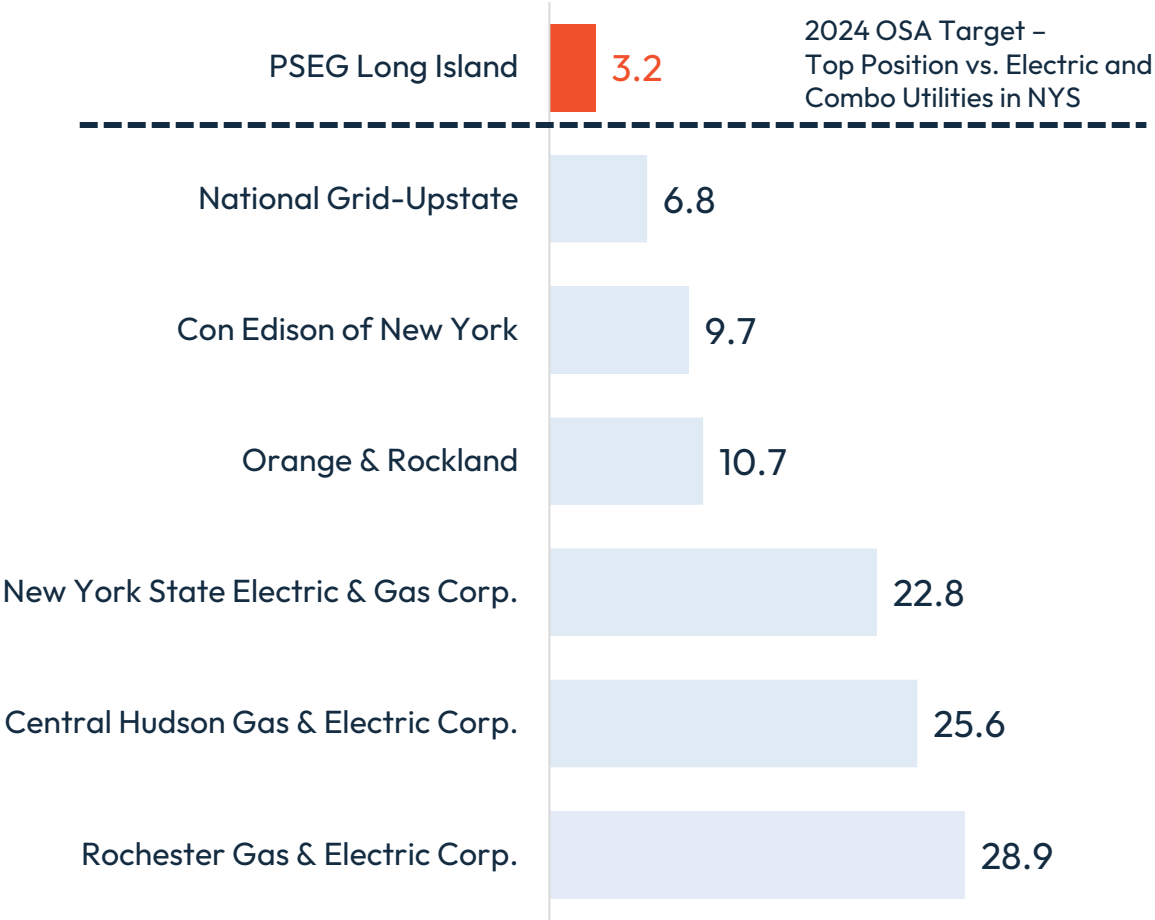


NYS DPS Customer Complaint Rate

Customer Complaint Rate



Rolling 12 Month DPS
Complaint Rate per 100,000 Customers

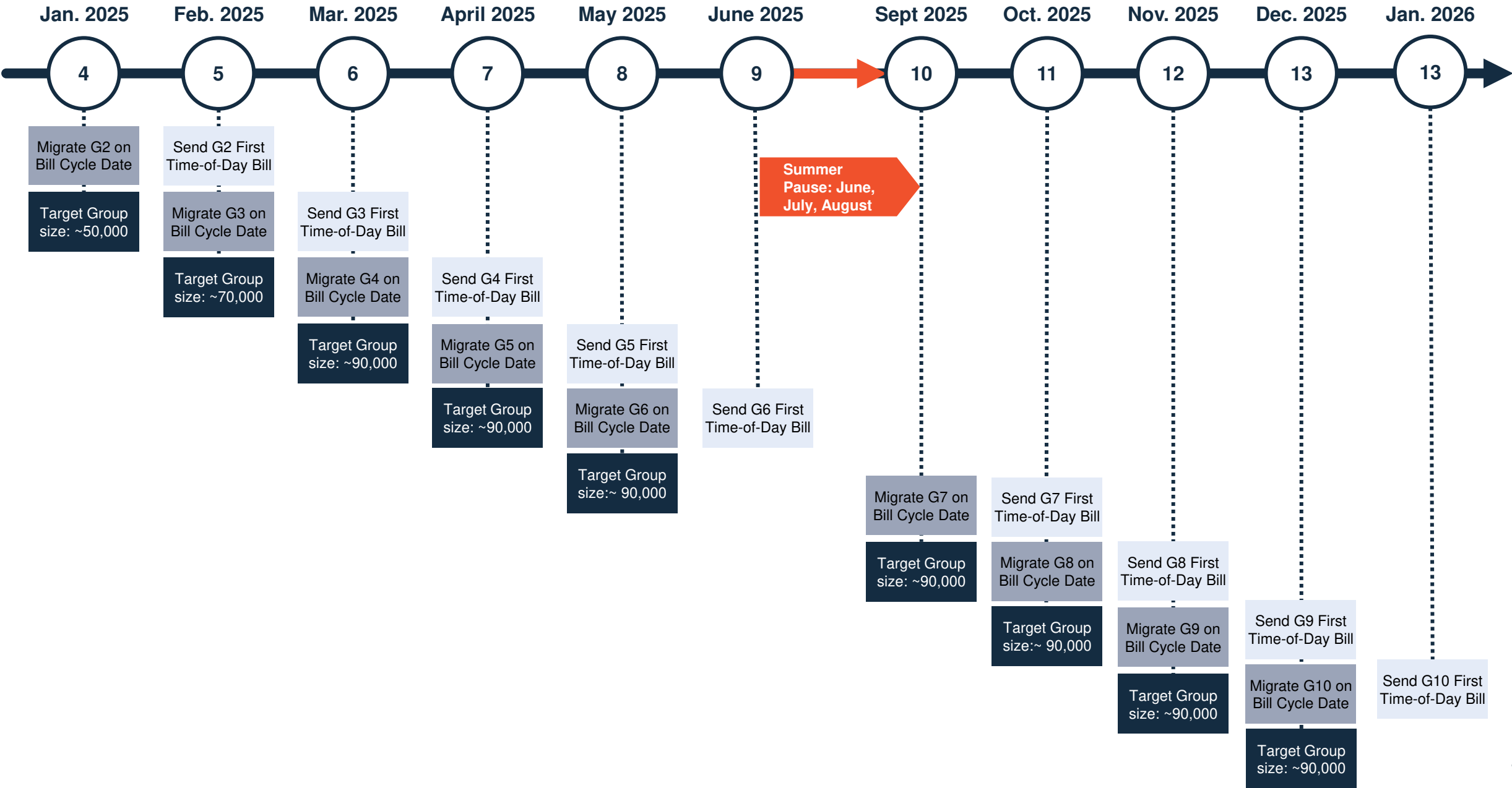


TOD Program Progress: Customer Enrollment

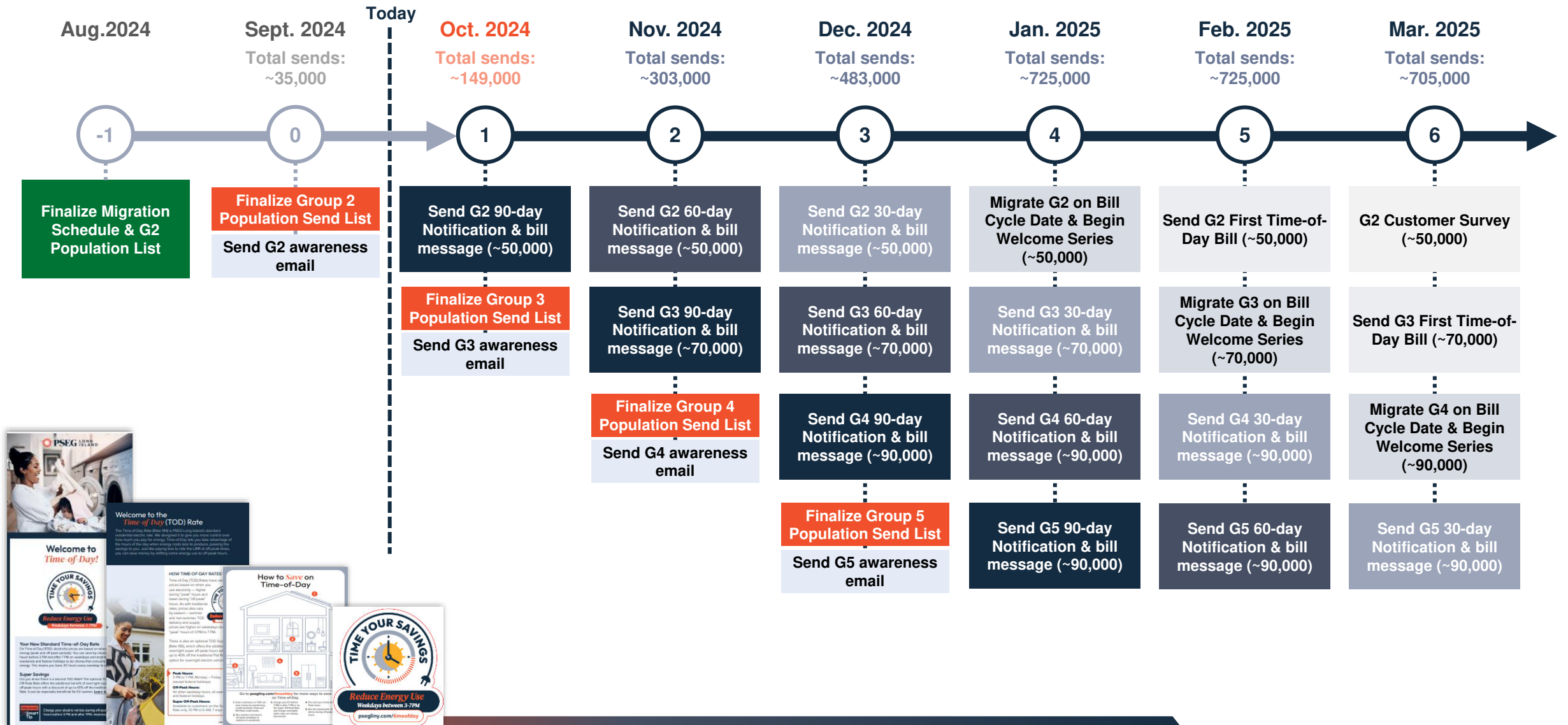
	Total As of 2023	2024 Program Enrollment										Total Customers
		Q1	April	May	June	July	August	September	October	November	December	
	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Forecast	Forecast	Forecast	Forecast	
Voluntary	471	2,572	1,483	1,427	644	667	868	500	500	500	500	10,132
Move-in		10,619	5,502	4,248	5,219	5,940	5,280	5,000	5,000	5,000	5,000	56,808
Targeted Migration Population					28,615							28,615
Total*	471	13,191	6,985	5,675	34,478	6,607	6,148	5,500	5,500	5,500	5,500	95,555

* Monthly totals do not equal the sum of the Voluntary, Move-in and Targeted Migration Population values. Program Enrollment totals also reflect variances due to customer opt-out, unenrollment and account closures.

TOD 2025 Migration Schedule

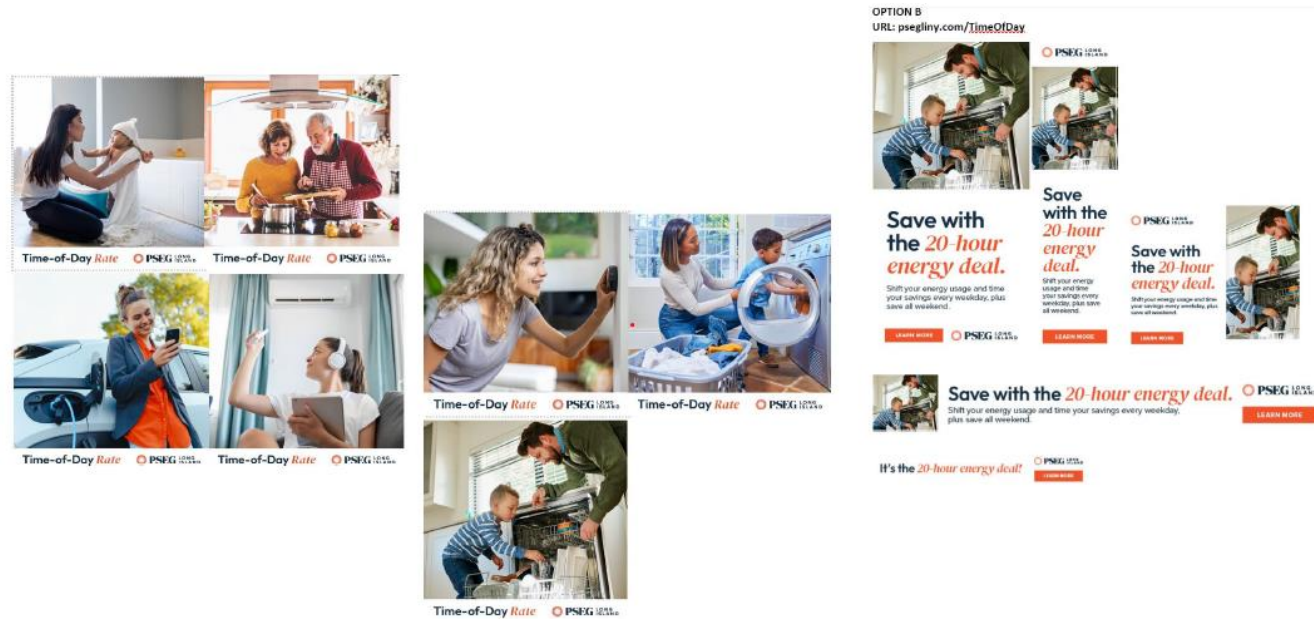


TOD Migrations: Direct Customer Communications



TOD Mass Media Communication Examples

Digital Display Ads



Digital display banners and video ad spots for Groups 1-4 are targeted by customer email address.

Video Ad Spot



30 second video spot in production

JOIN THE FIGHT, ONE STEP AT A TIME!

Join us at one of the two Making Strides Against Breast Cancer events!

The Making Strides movement raises lifesaving funds that support breast cancer patients, survivors, thrivers, and caregivers through every step of the journey.

PSEG Long Island is a flagship sponsor of Making Strides Against Breast Cancer walks in Long Island.

We have raised over \$639,000 in support of the cause over the past decade.

PSEG Long Island employees, their family, and friends have participated in the walks by attending in person and raising funds.

REGISTRATION INFORMATION

- Join one of many **PSEG Long Island** teams and complete registration at makingstrideswalk.org/PSEGLI



OCTOBER 5
GRANGABEL PARK
RIVERHEAD

OCTOBER 20
FIELD 5
JONES BEACH



PSEG LONG ISLAND

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



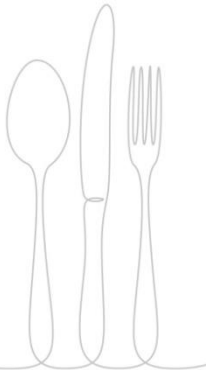
Pet Supplies

➤ 2024 YTD events have collected **24,989 meals**

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



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

Community Partnership *Program*

↗ Corporate Citizenship

PSEG Long Island was the recipient of the Long Island Business News **Corporate Citizenship of the Year for Large Business!**

The Corporate Citizenship Awards recognize companies who believe that by being good corporate citizens, we contribute to the economic and social well-being of our employees, businesses and the community.

Honorees consistently prove that true community stewardship evolves through building strong partnerships with nonprofit organizations and others that strive to meet the critical needs of our community.

PSEG Long Island has received the award seven times!





 Thank
you