



# PSEG Long Island Update

*Operating Report – May 2025*

*LIPA Board of Trustees Meeting*

May 22, 2025

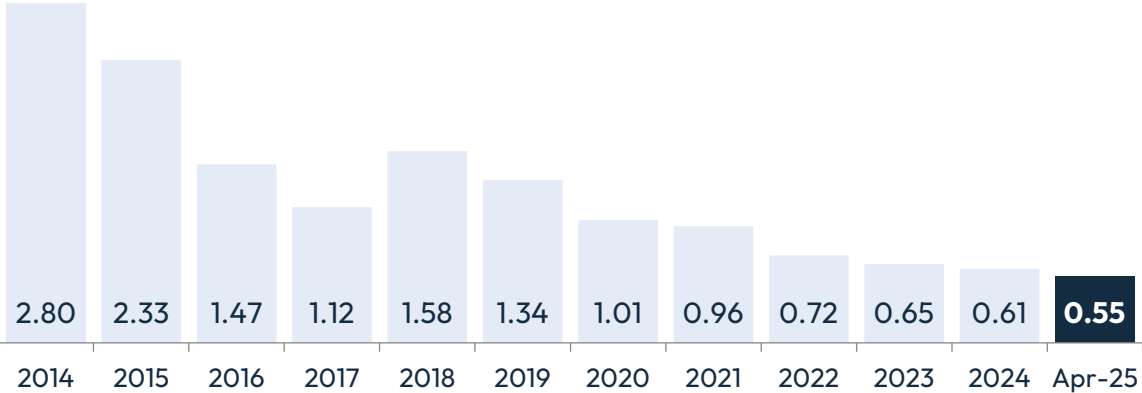
# Agenda

- *Operating Performance*
- *Time-of-Day Program Update*
- *System Separation Update*

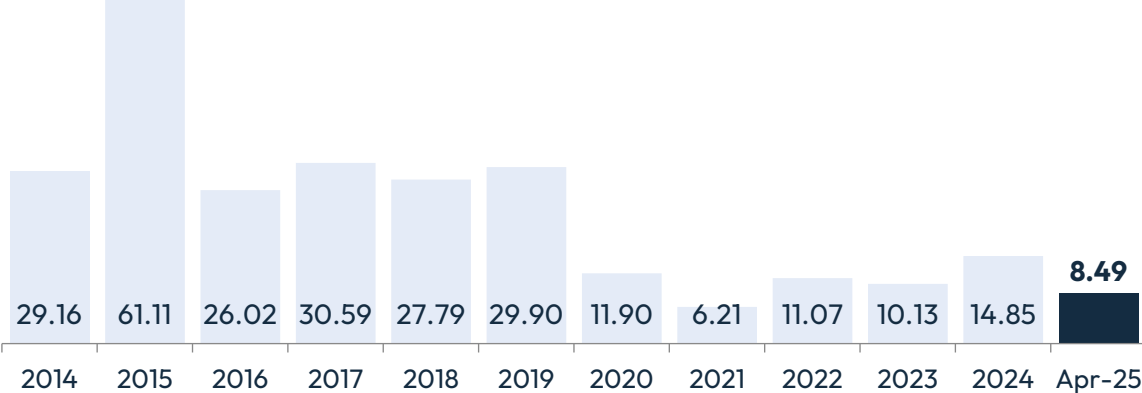
# Operating Performance

## Safety Performance

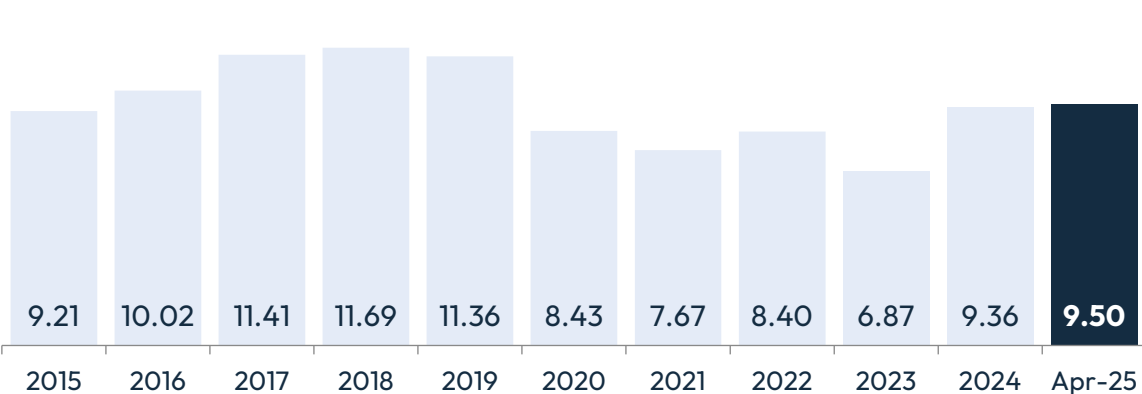
OSHA Recordable Incident Rate



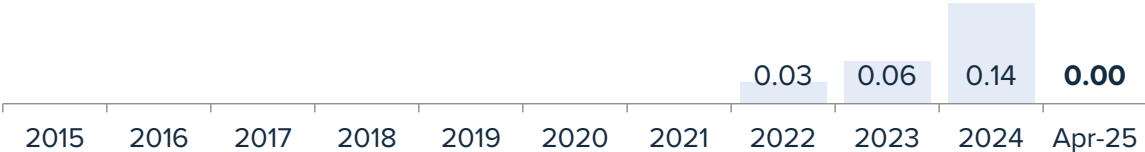
OSHA Days Away Rate (Severity)



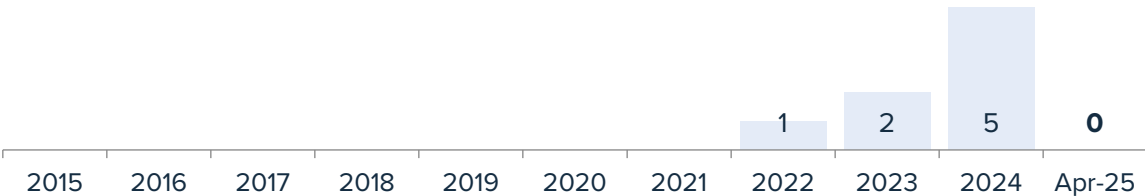
Motor Vehicle Accident Rate



Serious Injury Incident Rate



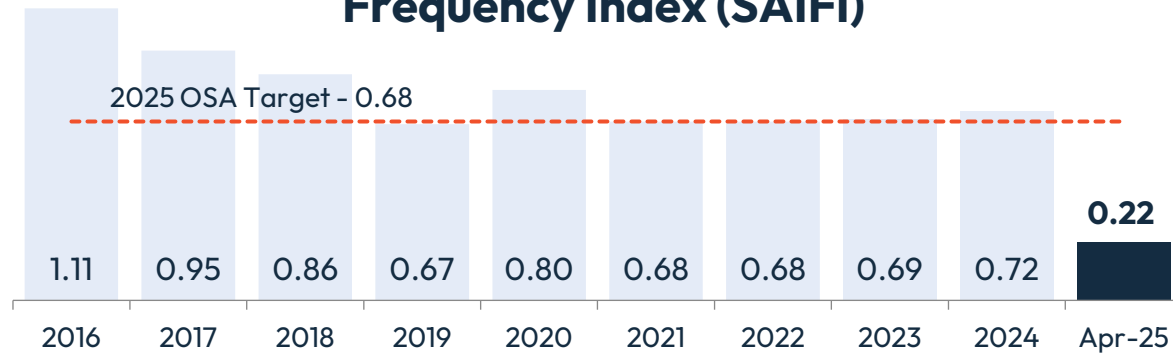
Serious Injuries - # of Incidents



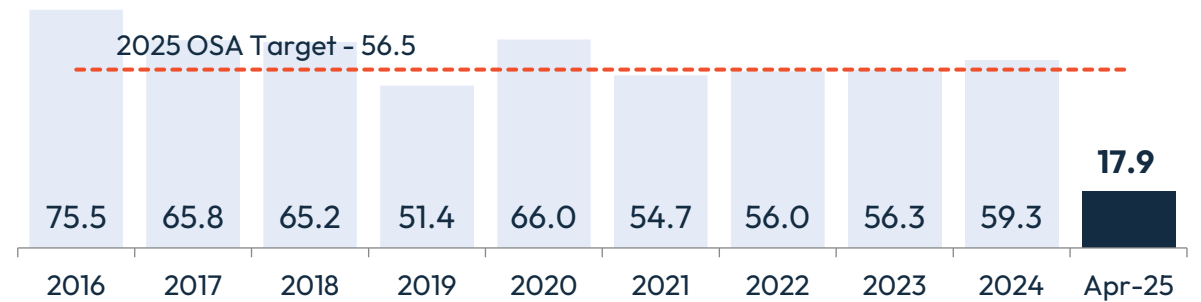
# Operating Performance

*Electric Reliability – SAIDI, SAIFI, MAIFI*

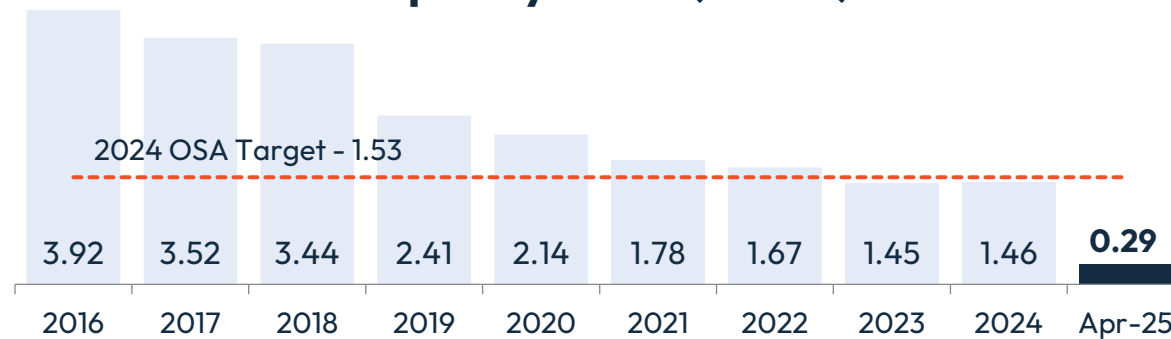
## System Average Interruption Frequency Index (SAIFI)



## System Average Interruption Duration Index (SAIDI)

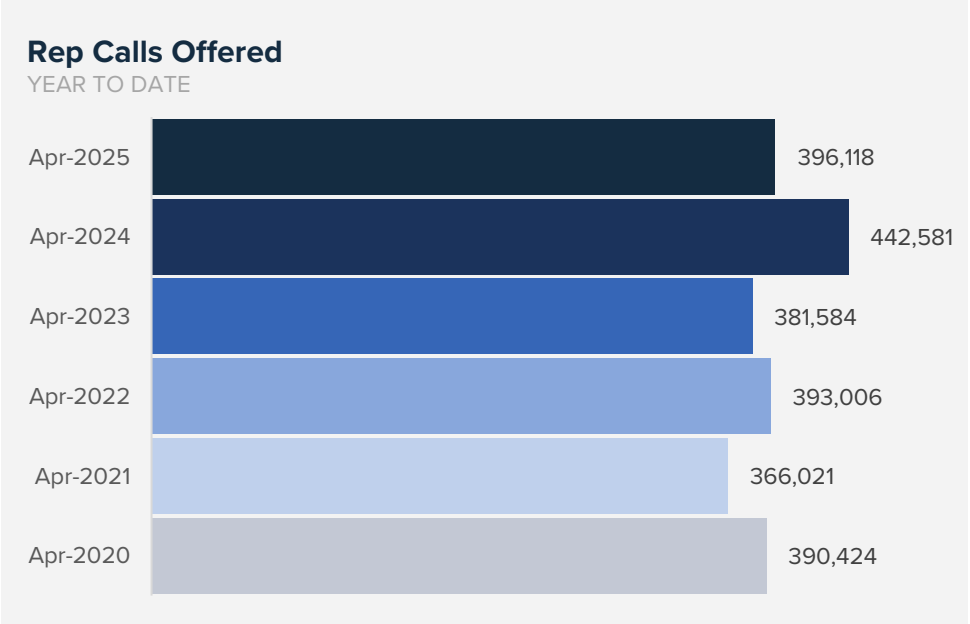
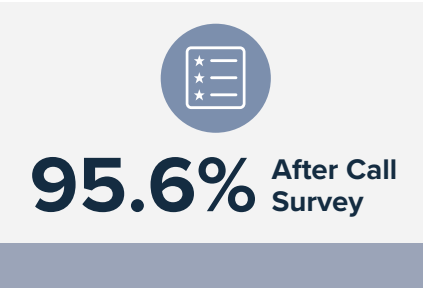
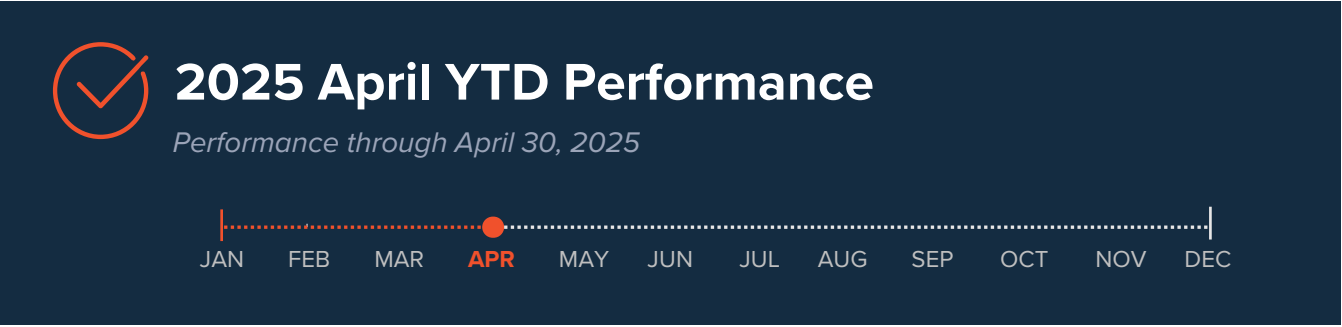


## Momentary Average Interruption Frequency Index (MAIFI)



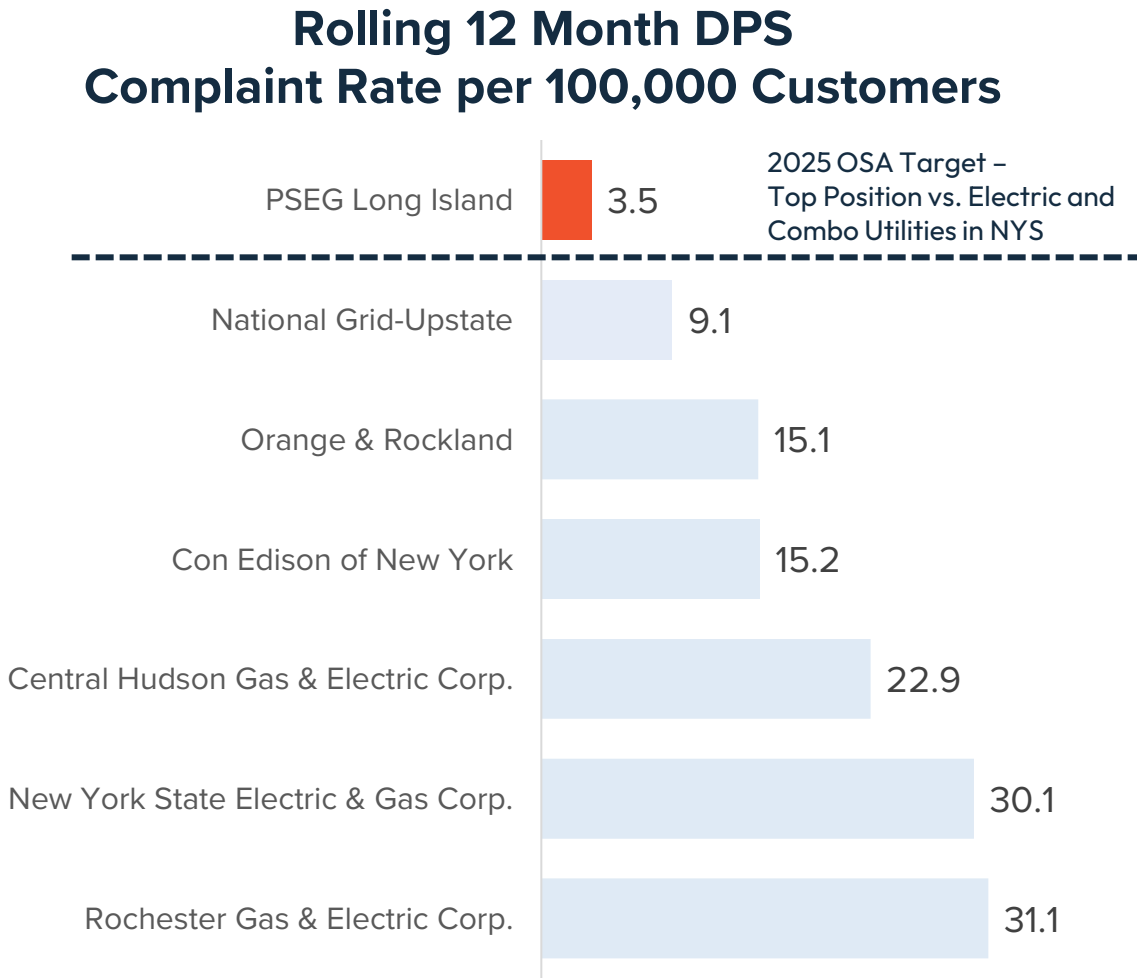
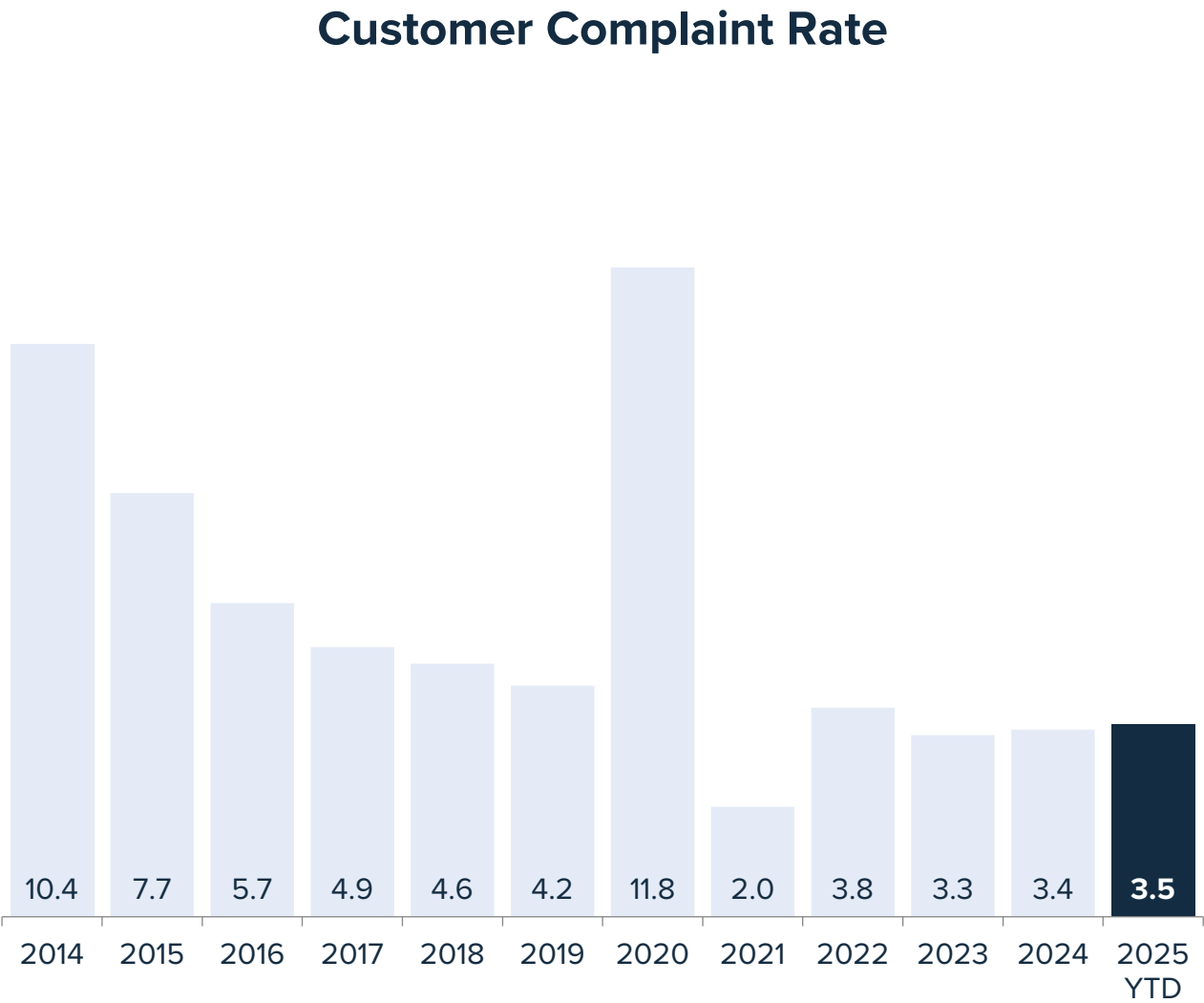
# Operating Performance

## Call Center Performance



# Operating Performance

## Customer Complaint Rate per 100k Customers



# TOD Program Progress

*Customer Enrollment = 455,929\**

Rate Code	Move-In	Voluntary Opt-In	Migrated	Total Customers
Off Peak Rate 194	77,800	16,700	350,738	445,238
Super Off-Peak Rate 195	0	10,691	0	10,691
Total Customers	77,800	27,391	350,738	455,929

Participation Rate: 97%

\* Customer Enrollment Totals as of May 16, 2025



# TOD Program Progress

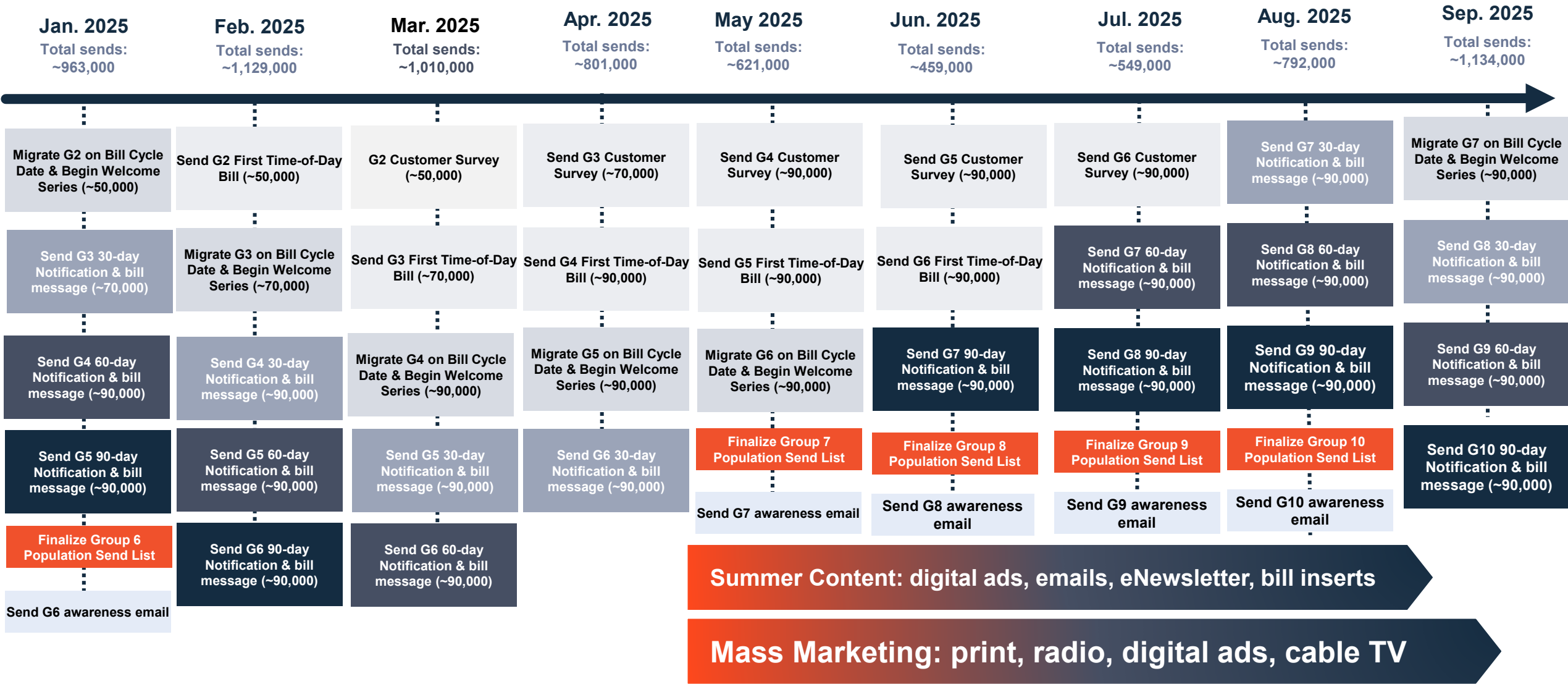
## 2025 Migration Schedule

	January	February	March	April	May	June	Summer Pause	September	October	November	December
Estimated Target Group Size	50,000	70,000	95,000	95,000	95,000			95,000	95,000	95,000	95,000
Migrate Billing Cycle Date	Group 2	Group 3	Group 4	Group 5	Group 6			Group 7	Group 8	Group 9	Group 10
Send First TOD Bill		Group 2	Group 3	Group 4	Group 5	Group 6			Group 7	Group 8	Group 9



# TOD Program Progress

## Customer Communications



# Summer Content

## *Warm weather energy saving tips*

- While there are no customer account migrations from June-August, customers will be proactively provided summer/warm weather energy savings tips via email, bill inserts, etc., as follows:
  - TOD Residential Email Newsletter video content: Pre-Cooling Your Home and Using Pool Pumps
  - Paid social media video content: Pre-Cooling Your Home and Using Pool Pumps
  - Emails with summer savings tips, videos, etc.
  - Print bill inserts targeted by rate (194/195): precool and pool pump tips; May/June, July/August

**Prepare to *save* by pre-cooling**


Saving money on a Time-of-Day rate often involves simple steps. That's true even when it comes to staying cool.

To save on air conditioning, follow the easy steps shown here. Pre-cool your home on weekdays, before the peak hours from 3 PM to 7 PM.

These steps are not necessary on weekends and federal holidays when there are no peak hours.


**You can automate the following timeline with a programmable or smart thermostat:**

**12 PM**




Set the thermostat temperature three degrees lower than your usual setting so your home is cool and comfortable when the peak period begins at 3 PM.

**3 PM**



Set the thermostat temperature three degrees higher than your usual setting so that the air conditioner runs less often, while not letting your home get too warm.

**7 PM**



Set the thermostat to return to your usual setting.

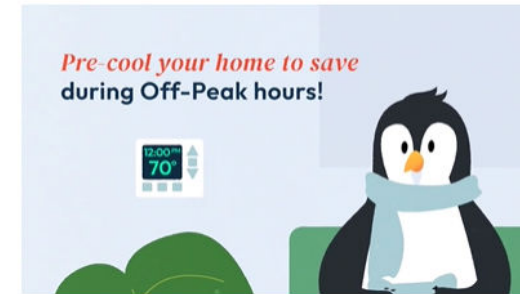


Link: [Pre-Cooling Your Home](#)



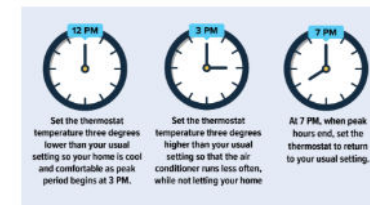
Link: [Using Pool Pumps](#)

# TOD eNewsletter



April showers bring May flowers – and warmer temperatures. In the spring and summer months, air conditioning can drive up your energy bills. With the Time-of-Day Rate, you can still keep comfortable and save.

Follow our easy step-by-step guide to pre-cool your home on weekdays. Remember, there are no peak hours on weekends and federal holidays.



Pre-cooling works best in a well-insulated home. Consider a free home energy assessment to help you find energy waste. Find out more about pre-cooling your home and other ways to save on our website.



Look to our TOD Coach for tips on how to save on the new standard rate.



Optimize savings!  
Shift use of these  
appliances to off-  
peak hours



**Peak Hours:**

3 to 7 PM weekdays

**Off-Peak Hours:**  
Remaining 20 hours on weekdays and hours on weekends and federal holidays

**LEARN MORE**



# Mass Media

*Advertising campaign launched in May (includes TV, print, radio, and digital ads)*

## TV Spot\*



Link: [TV Spot](#)

## Print Ads

**It might not look like it, but he's *saving money.***

New Time-of-Day Rates could help you save, too. Why? Because you can do high-energy-use chores at less expensive times of the day. These hours are anytime on weekends or on weekdays before 3 PM or after 7 PM. Like doing laundry at 12 PM or running your dishwasher at 6 PM. It's all about timing your savings. Some of the appliances that use the most energy are shown below.

Air conditioner Clothes dryer Dishwasher EV charger

Learn more. Scan the QR code or go to [psegliny.com/timeofday](https://psegliny.com/timeofday). For the complete terms and conditions, go to [psegliny.com/timeofday/terms](https://psegliny.com/timeofday/terms).

**PSEG LONG ISLAND**



**ourself to *save mode.***

Rates, 3 PM to 7 PM is now "me time." By doing chores that use a lot of electricity hours on weekdays, you take advantage of the times when energy costs less to produce. PM. Read a book or catch up on emails at 4 PM. Dishes at 6 PM. It's all about timing your time. Some of the appliances that use the most energy are shown below.



Learn more. Scan the QR code or go to [psegliny.com/timeofday](https://psegliny.com/timeofday). For the complete terms and conditions, go to [psegliny.com/timeofday/terms](https://psegliny.com/timeofday/terms).

**PSEG LONG ISLAND**

# The System Separation Program

## *Bundle 1 – Human Resources, Payroll, Finance, Procurement, Materials Mgmt*

*On Monday, April 14<sup>th</sup> - The Program achieved a key milestone when Long Island operations began using the separated Bundle 1 systems.*

### **15 Systems – business critical, high complexity, highly integrated and interconnected**

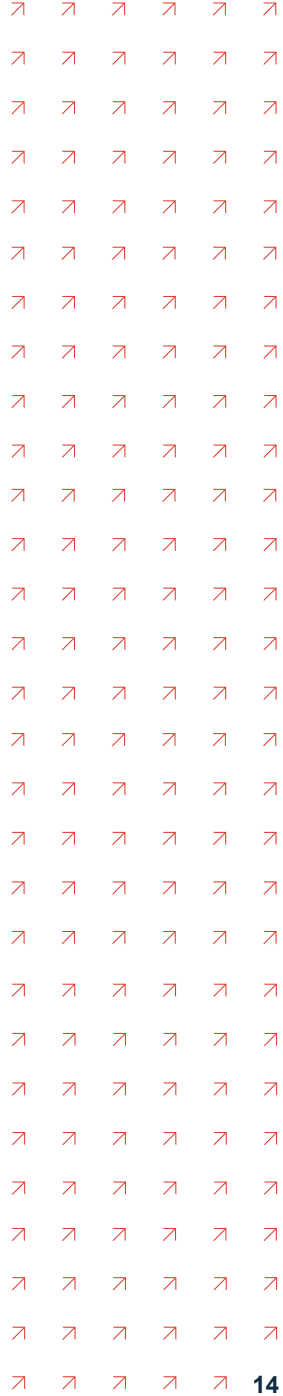
- **Bundle 1** represents 40% of the overall program and is estimated at \$34M when complete.
- **Delivery work** for Bundle 1 started in April 2024 and has included over 300 team members.
  - 102 Design Workshops, 1,100 Test Cases, 3 Mock Conversions, 2 Cutover Dress Rehearsals
- **Transition to Go-Live** began on April 5 and the new systems were open for use on April 14 at 9am.
- **Hyper Care Services** are in place through mid-July 2025, at which time PSEG LI IT will provide operations support for the new LI systems.
- **Key Business Operations Milestones** are being closely monitored as they are processed in the newly separated systems.
  - Multiple Payroll Runs, April Month End Financial Close, multiple Vendor Invoice Processing activities have all been completed successfully

# System Separation Status

## Bundles 2, 3, and 4

*All systems are planned to be separated by December 2025*

- **Bundle 2 – Email & Identity (13 Systems)**
  - Design and initial build activities for M365, Teams and Intune are underway, along with preparation for related Testing and change management communications
  - Okta Single Sign On system for LI is established and requirements for transferring the 33 existing systems using it are in progress
  - ForcePoint, ProofPoint, CyberArk, RSA, and Hitachi Password Manager projects have all kicked off
- **Bundle 3 – Cloud Hosted & Other Systems (23 Systems)**
  - The ServiceNow project is preparing for data validation and end user testing to begin as they work through their agile development methodology, with 5 Sprints completed successfully so far
  - Project Tracking System, 3E, ISNetwork, Practising Law Institute and Westlaw Edge projects are on track to complete in June
  - Robotic Process Automation, LoadRunner, SIMS-AVA, and SiteCore projects are kicked off and teams starting work on requirements and design activities
- **Bundle 4 – Cybersecurity (15 Systems)**
  - Majority of procurement activities for Bundle 4 are complete; outstanding items on track to complete this month
  - Trellix, Dome9 and CarbonBlack Requirements drafted and out for review; implementation scheduled to complete in July
  - Skyhigh and BurpSuite on track to complete in June



# Budget Update

## Financials as of April 30, 2025

Original Estimates (mid-2023)

Bundle	Estimate (\$M)
Bundle-1	24.4
Bundle-2	17.1
Bundle-3	13.9
Bundle-4	13.3
Total	68.7



Estimates include tolerances for variability per CMMI/AACE standard practices based on project state

Preliminary Estimate Range	+100%/-50%	\$34M – \$137M
Initial Design Phase	+30%/-20%	\$55M – \$89M
Build Phase	+10%/-10%	\$62M – \$76M

Project Actuals thru Apr 2025

Bundle	Actuals (\$M)
Bundle-1	32.1
Bundle-2	7.3
Bundle-3	7.7
Bundle-4	2.6
Total	49.7



2025 Estimate To Complete

Bundle	Estimate (\$M)
Bundle-1	5.6
Bundle-2	3.6
Bundle-3	6.8
Bundle-4	6.4
Total	22.4



Estimate At Completion

Bundle	EAC (\$M)
Bundle-1	37.7
Bundle-2	10.9
Bundle-3	14.5
Bundle-4	9.0
Total	72.1



There is an estimated \$22.4 remaining spend. Based on the CMMI/AACE methodology this estimate represents a range of \$29.1M – \$18M



 Thank  
*you*