



PSEG Long Island Update

Operating Report – September 2025

LIPA Board of Trustees Meeting

September 25, 2025

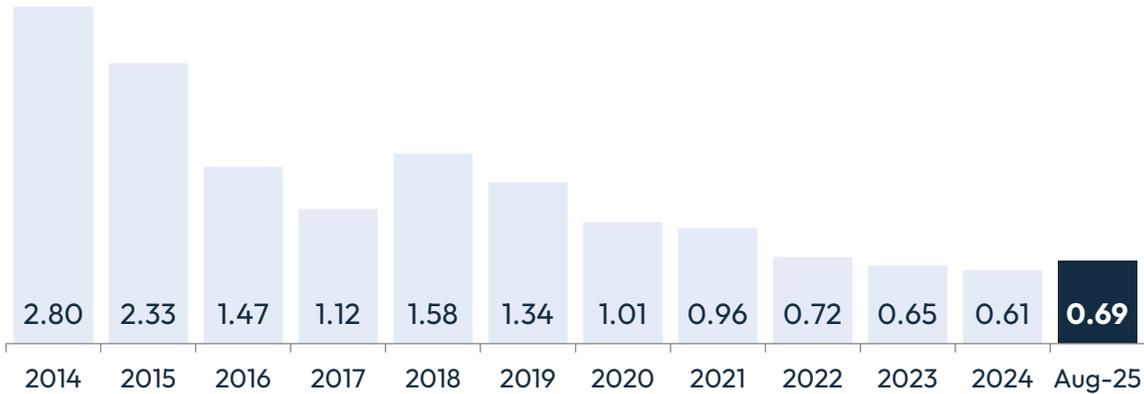
Agenda

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

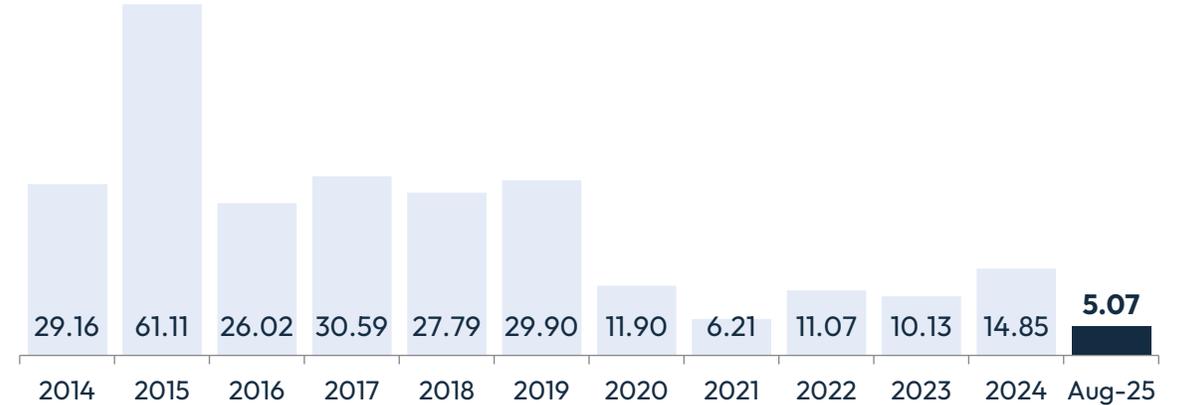
Operating Performance

Safety Performance

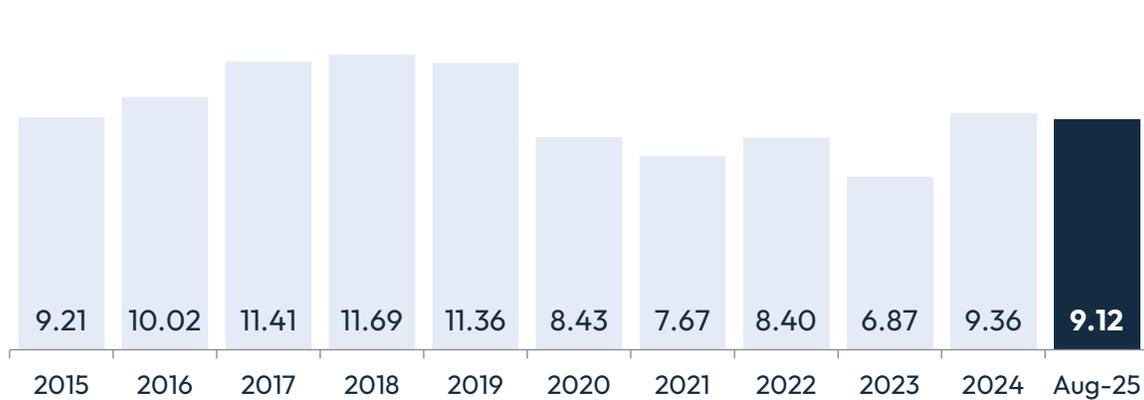
OSHA Recordable Incident Rate



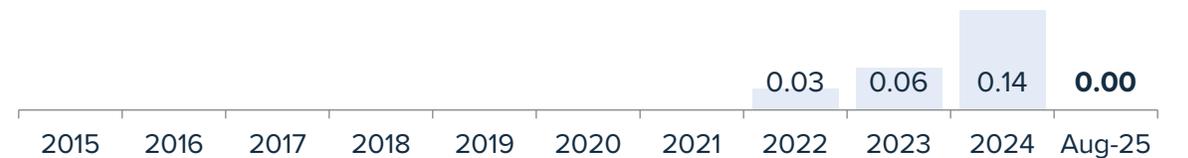
OSHA Days Away Rate (Severity)



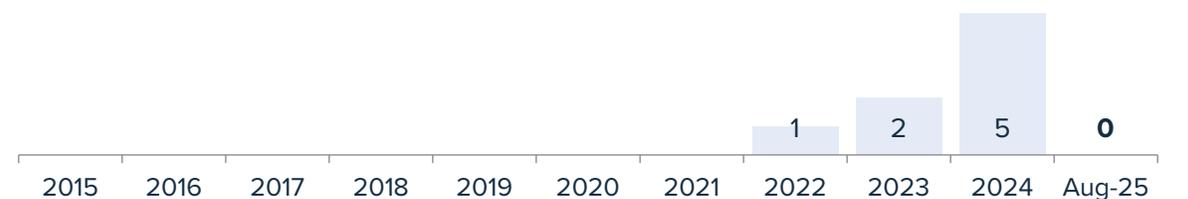
Motor Vehicle Accident Rate



Serious Injury Incident Rate



Serious Injuries - # of Incidents



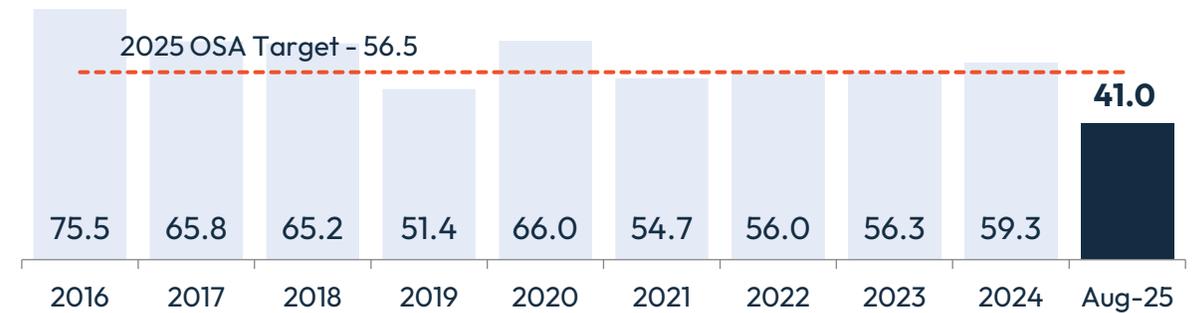
Operating Performance

Electric Reliability – SAIDI, SAIFI, MAIFI

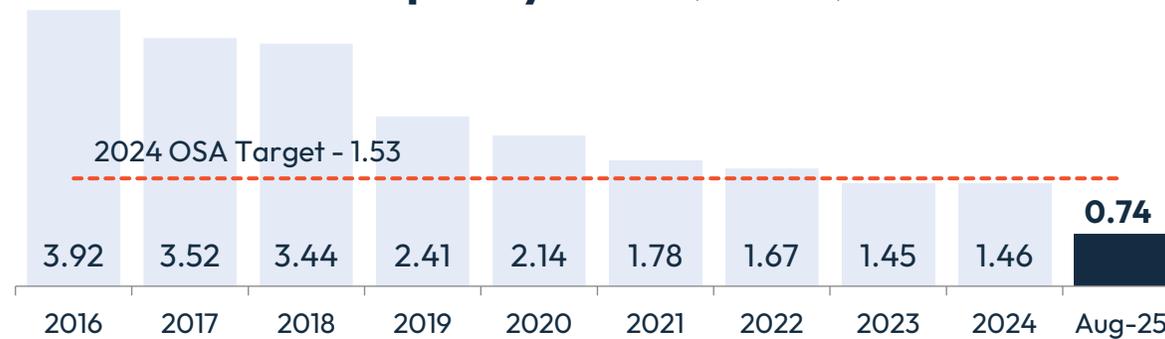
System Average Interruption Frequency Index (SAIFI)



System Average Interruption Duration Index (SAIDI)



Momentary Average Interruption Frequency Index (MAIFI)



Operating Performance

Call Center Performance

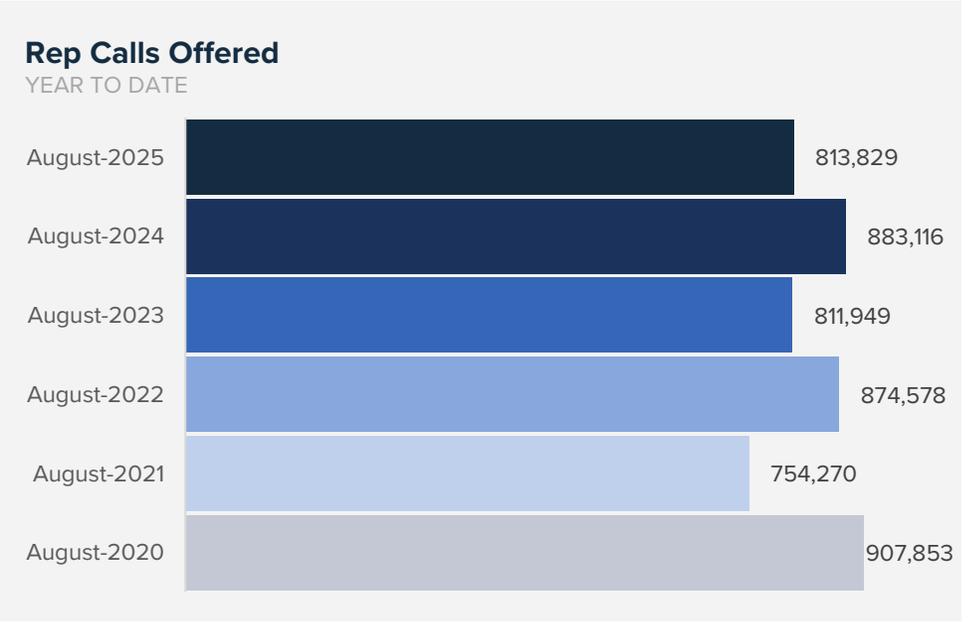
 **2025 August YTD Performance**
Performance through August 31, 2025



 **80.9%** First Call Resolution
OSA Target – 81.0%

 **95.3%** After Call Survey

 **147** Staffing
Contact Center Agents
34 Agents In Training



 **40**
Average Speed of Answer
Average time to answer a phone call in seconds

 **77.4%**
Service Level w/ Live Agent
Percentage of calls answered in by a live agent within 30 seconds
OSA Target – 77.0%

 **438.3**
Average Handle Time
Average length of time to complete a transaction
OSA Target - 433 seconds

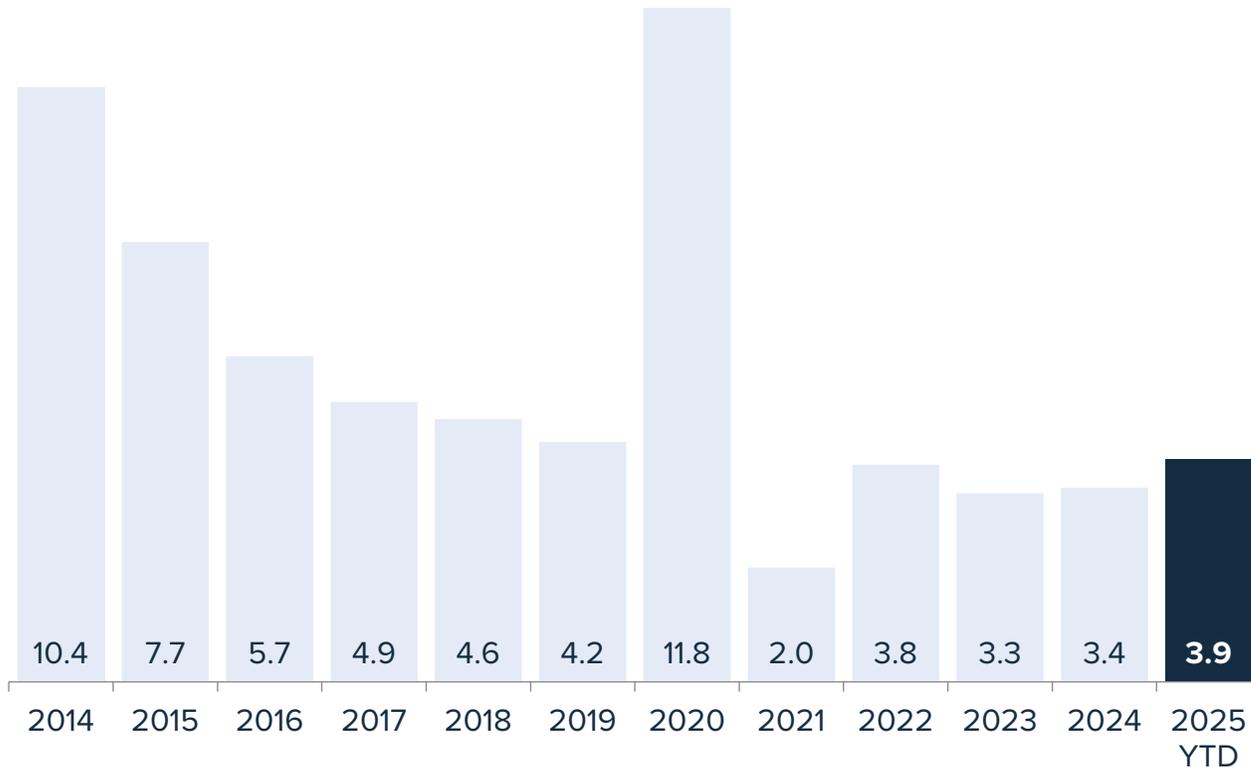
 **92.3%**
Agent Schedule Adherence
Compares an agent's schedule of work versus actual work completed

 **1.6%**
Abandonment Rate
Percentage of customers who disconnect before connecting with an agent

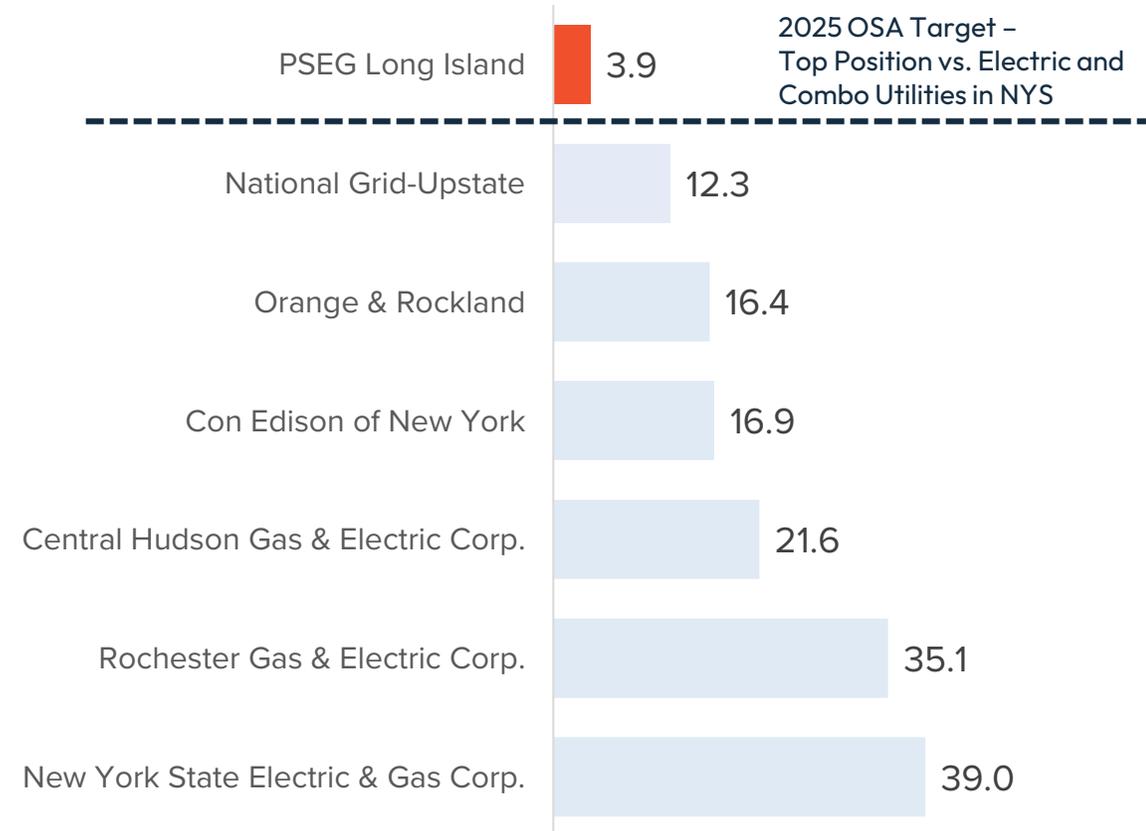
Operating Performance

Customer Complaint Rate per 100k Customers

Customer Complaint Rate



Rolling 12 Month DPS Complaint Rate per 100,000 Customers

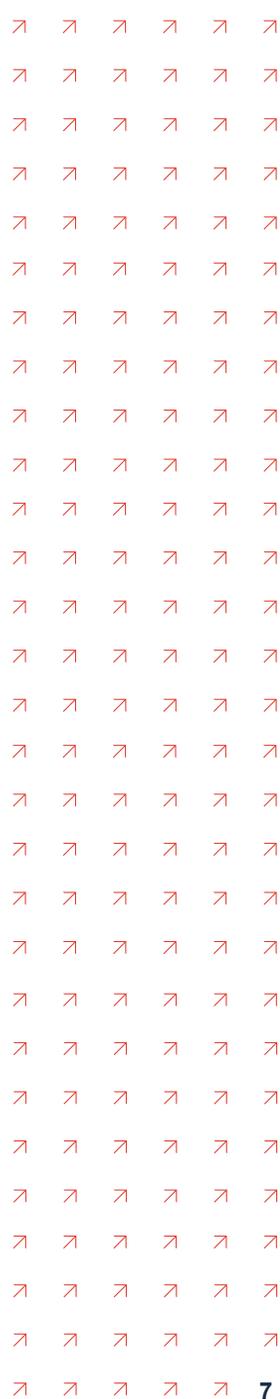


TOD Program Progress

*Customer Enrollment = 516,722**

Rate Code	Move-In	Voluntary Opt-In	Migrated	Total Customers
Off Peak Rate 194	92,910	23,250	388,267	504,427
Super Off-Peak Rate 195	-	12,295	-	12,295
Total Customers	92,910	35,545	388,267	516,722

Participation Rate: 97%



TOD Program Progress

2025 Migration Schedule

	January	February	March	April	May	June		September	October	November	December
Estimated Target Group Size	50,000	70,000	95,000	95,000	95,000		Summer Pause	100,000	105,000	105,000	105,000
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

System Separation Status

All systems are planned to be separated by December 2025

- **Bundle 1 – Finance, HR, Procurement (15 Systems)**
 - Systems were deployed to production on April 14 and continue to perform as expected.
- **Bundle 2 – Email & Identity (11 Systems)**
 - Microsoft M365, Teams and Intune – pilot deployment activities are underway. Target go-live in waves through Oct.
 - The Okta Single Sign On system is established for LI, and work to transfer 33 existing systems to LI Okta is in progress
 - ForcePoint, ProofPoint, CyberArk, RSA, and Hitachi Password Manager projects are all active / in progress.
- **Bundle 3 – Cloud Hosted & Other Systems (22 Systems)**
 - The ServiceNow system was deployed to production in June and is performing as expected.
 - 3E, Practising Law Institute (PLI), Westlaw Edge, Barista, ISNetworld and Sharepoint are complete.
 - Project Tracking System, Robotic Process Automation, LoadRunner, SIMS-AVA, SiteCore, CyberGrants, Caseworks, AssureClaims, iManage and Legal Tracker are active / in-progress with delivery dates in Sept–Nov timeframes.
- **Bundle 4 – Cybersecurity (14 Systems)**
 - Skyhigh and BurpSuite were completed in June as scheduled.
 - Vercara, Symantec, and Fortress are complete.
 - Trellix, Dome9 and CarbonBlack implementations were completed in August.
 - All remaining delivery activities (ArmorText, Venafi, Veracode, Bitsight, Knowbe4, Digicert) for Bundle 4 are proceeding on plan.



Budget Update

Financials as of August 31, 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 Aug 2025

Bundle	Actuals (\$M)
Bundle-1	37.4
Bundle-2	10.4
Bundle-3	12.7
Bundle-4	6.0
Total	66.5



2025 Estimate To Complete

Bundle	Estimate (\$M)
Bundle-1	0
Bundle-2	2.1
Bundle-3	3.1
Bundle-4	1.5
Total	6.7



Estimate At Completion

Bundle	EAC (\$M)
Bundle-1	37.4
Bundle-2	12.5
Bundle-3	15.8
Bundle-4	7.5
Total	73.2



There is an estimated \$6.7M remaining spend. Based on the CMMI/AACE methodology this estimate represents a range of \$6M – \$7.3M

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 fifth 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



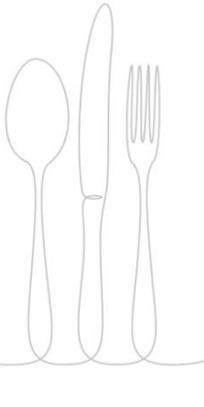
Baby Essentials



Pet Supplies



ISLAND HARVEST
MEMBER OF FEEDING AMERICA
Nourishing Long Island's Future



Please visit any of the following Stop & Shop locations between 9AM - 3PM.

- 06/13: 702 Hicksville Road, Massapequa (Open until 4 PM)
- 06/27: 3126 Jericho Tpk., East Northport
- 07/11: 3750 Hempstead Tpk., Levittown
- 07/25: 385 Route 25A, Miller Place
- 08/08: 95 Old Country Road, Carle Place
- 08/22: 3577 Long Beach Road, Oceanside
- 09/05: 8101 Jericho Tpk., Woodbury
- 09/19: 365 Route 109, West Babylon (Open until 4 PM)

Power to Feed has collected more than 150,000+ meals for local families over the 5-year period

CBIZ Workplace *Challenge*

- For 12 years running, PSEG Long Island has participated in the CBIZ/Marcum Workplace Challenge, with **over 500** employees, friends, and families in attendance this year.
- PSEG Long Island raised close to \$25,000 for the CBIZ Workplace Challenge, which supports the following charities:
 - Long Island Cares
 - The Children's Medical Fund of New York
 - Long Island Children's Museum
 - The Nassau County Society for the Prevention of Cruelty to Animals
- PSEG Long Island has also won the First Place Award for **Participation** and the **Benefactor Award** which is awarded to the company that has raised the most funds of any company outside of our registration fees.





 Thank
you