



# PSEG Long Island Update

*Operating Report – December 2025*

*LIPA Board of Trustees Meeting*

December 17, 2025

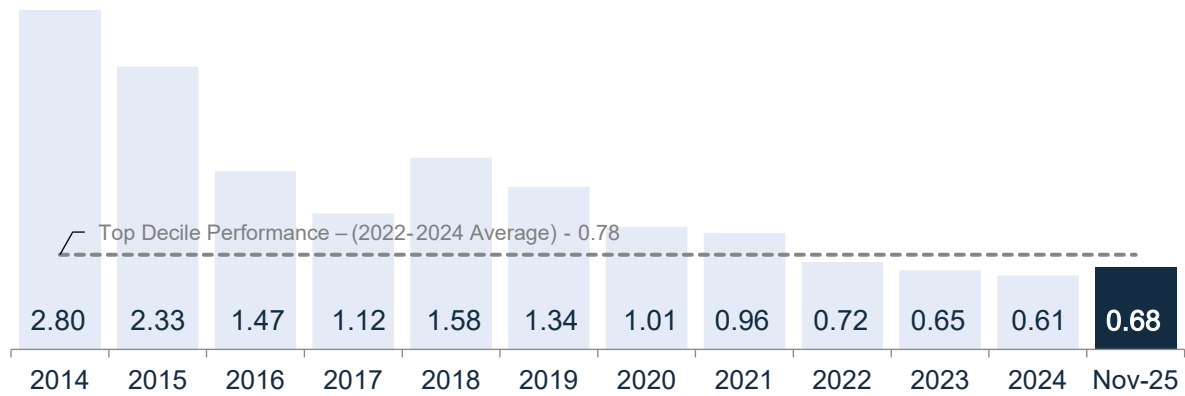
# Agenda

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

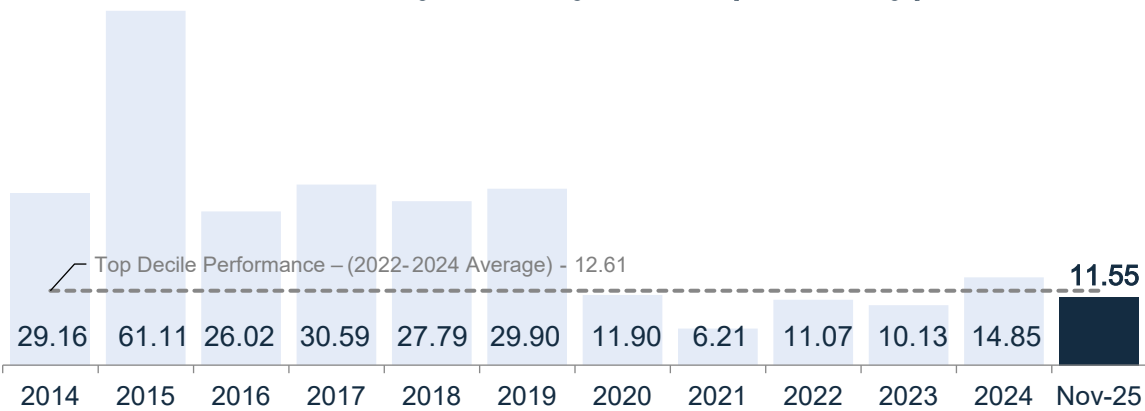
# Operating Performance

## Safety Performance

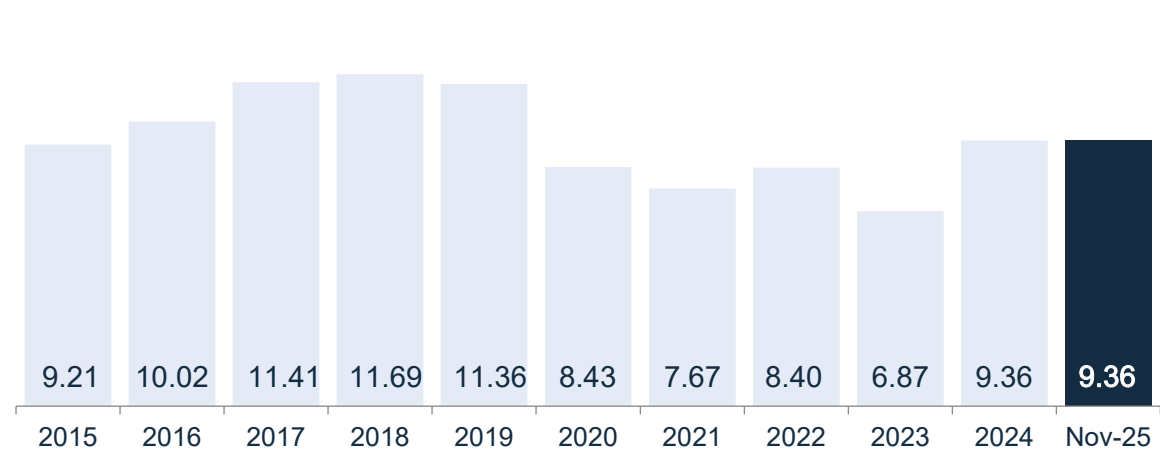
OSHA Recordable Incident Rate



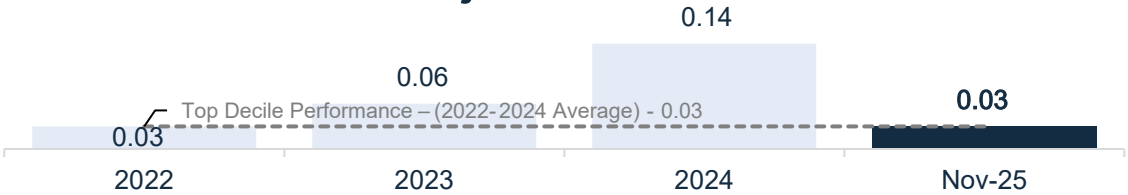
OSHA Days Away Rate (Severity)



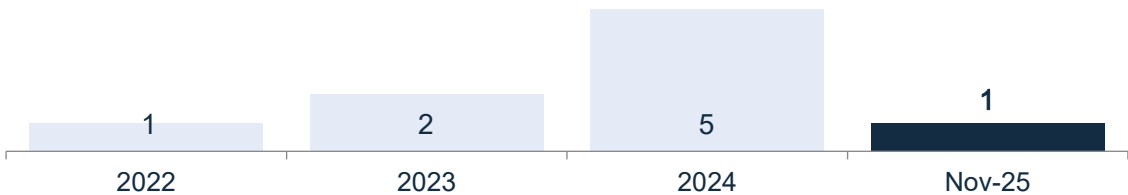
Motor Vehicle Accident Rate



Serious Injuries Incident Rate



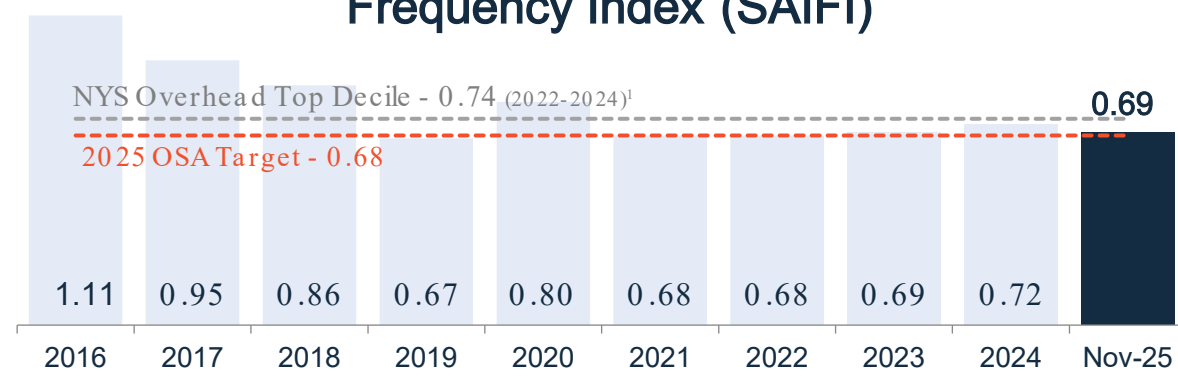
Serious Injuries - # of Incidents



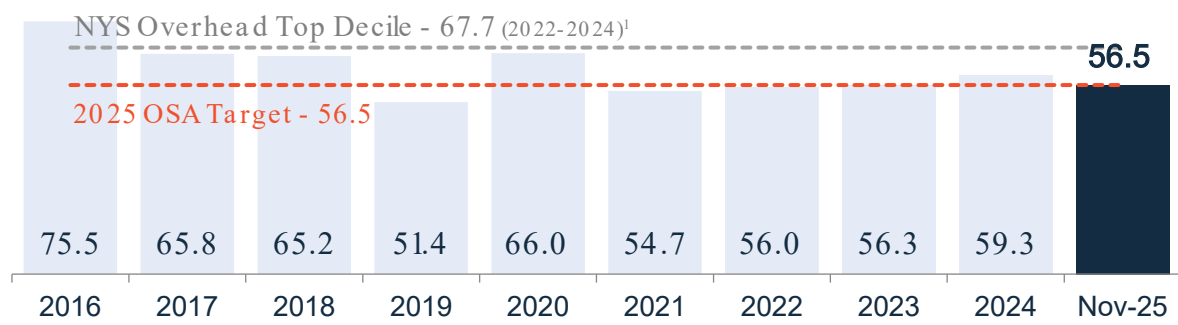
# Operating Performance

*Electric Reliability – SAIDI, SAIFI and MAIFI*

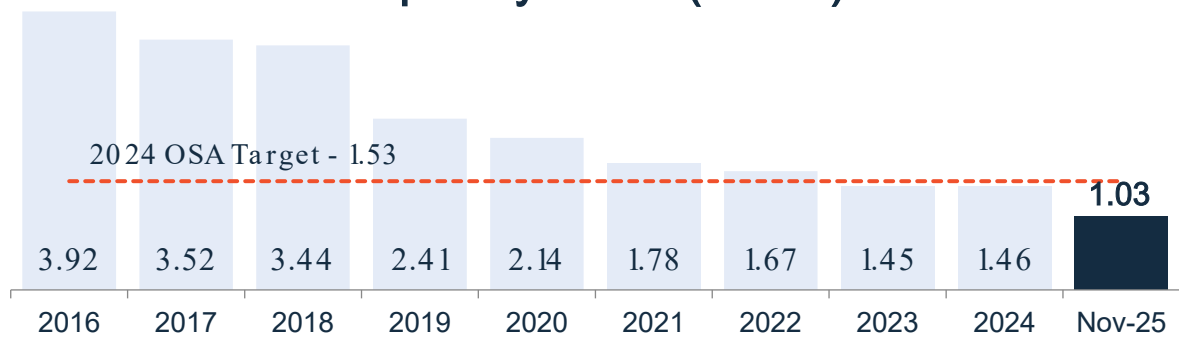
System Average Interruption  
Frequency Index (SAIFI)



System Average Interruption  
Duration Index (SAIDI)



Momentary Average Interruption  
Frequency Index (MAIFI)



<sup>1</sup> Source: NYS Electric Reliability Reports (2022-2024) - <https://dps.ny.gov/electric-service-reliability-reports>

# We're ranked #1 by J.D. Power

*For Business Customer Satisfaction among Large Electric Utilities in the East.*

## *We mean business*

- Our Business First programs have helped hundreds of local businesses reduce costs and operate more efficiently.
- This award reflects the hard work and dedication of more than 2,500 local employees who work every day, at all hours of the day, to deliver reliable power and services that help our business customers save time, energy and money.

## *Highlights/Call Outs*

- This is the first time PSEG Long Island has achieved the #1 spot in J.D. Power.
- This award highlights the power of working together with our corporate partners.

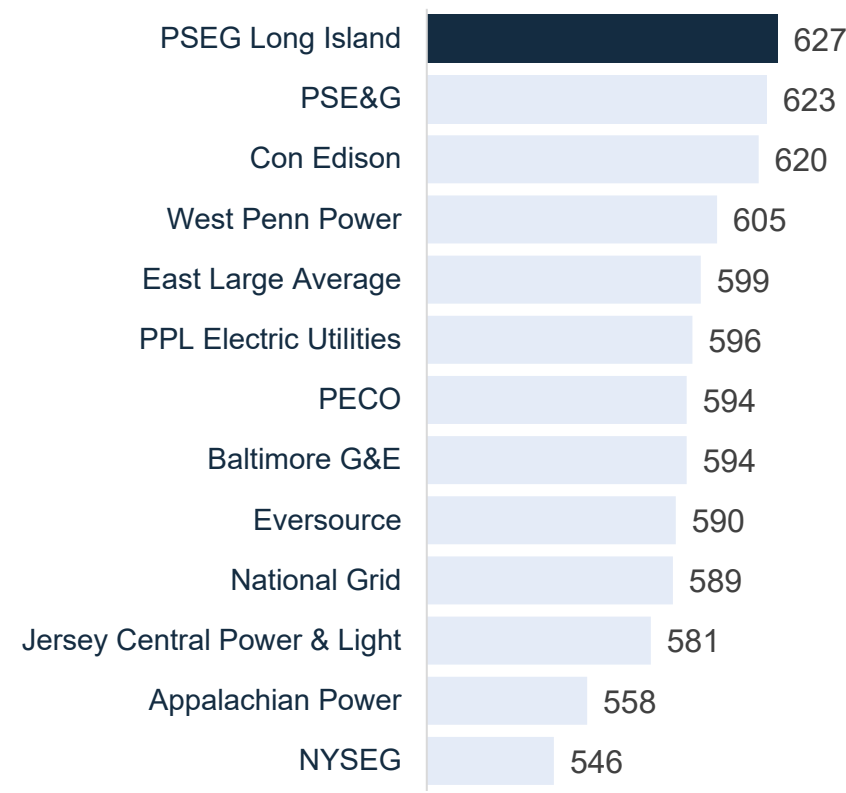
J.D. Power ranks our  
*Business First*



# J.D. Power Electric Utility Business Customer Satisfaction Study<sup>SM</sup>

## Results Summary (2020-2025)

### 2025 YE Syndicated Results



| Quartile                            | J.D. Power Business - Rankings |      |      |      |      |      |
|-------------------------------------|--------------------------------|------|------|------|------|------|
|                                     | Traditional                    |      |      |      |      | New  |
|                                     | 2020                           | 2021 | 2022 | 2023 | 2024 | 2025 |
|                                     | 7                              | 12   | 12   | 9    | 11   | 1    |
|                                     |                                |      |      |      |      | 3    |
| Overall Customer Satisfaction Index |                                |      |      |      |      | 2    |
| Safety and Reliability              |                                |      |      |      |      | 2    |
| Resolving Problems or Complaints    |                                |      |      |      |      | 1    |
| Ease of Doing Business              |                                |      |      |      |      | 1    |
| Digital Channels                    |                                |      |      |      |      | 1    |
| People                              |                                |      |      |      |      | 1    |
| Total Monthly Cost                  |                                |      |      |      |      | 2    |
| Trust                               |                                |      |      |      |      | 1    |
| Information Provided                |                                |      |      |      |      |      |

PSEG Long Island ranked #1 of 12 utilities in the East Large segment and top quartile performer in each index in 2025



# How Are We Improving?

*Ongoing education and engagement across the enterprise*



- **J.D. Power CX Assessment** - Partnered with J.D. Power to complete a customer experience assessment of existing organization and develop recommendations on how to improve CSAT culture.
- **Customer ONE** – Cross-functional task force of PSEG Long Island SMEs focusing on improving J.D. Power topic areas.
- **Annual CSAT Improvement Plan** - 2025 CSAT improvement plan has been developed, focusing on 6 key areas – Process Improvement, Operational Efficiency, Digital CX, Marketing & Outreach, Business Customer Support, and Employee Engagement.
- **Training and Development** - Partnering with HR to work with cohort of leadership development participants on J.D. Power improvement projects, continuously educating new hire classes, introducing mandatory training.
- **Voice of Customer** – Ongoing surveys, including in-house CSAT trackers, program specific, Cogent, transactional surveys, customer council, complaints/escalations, QA listening, social media, focus groups, etc.
- **Employee Engagement** – Internal surveys, roadshows/presentations, contests, leadership forum, etc.



# Customer Satisfaction Improvement Plan

## *2025 Key Programs and Initiatives*

### Process Improvement/Journey Mapping

- Outage communication continuous improvement and customer follow up
- Customer transactions (MIMO and Email channel)
- Customer Segmentation (Blastpoint)

### Marketing & Community Outreach

- Overarching theme of community and reliability
- Multi-cultural marketing (translatable emails, content)
- Increased community events (launched seniors' program, expanded our Power To Feed program)

### Operational Improvements

- CCaaS Knowledge Management tool implementation
- Continuous call center recruiting, staffing, training, and process improvement

### Business Customer Support

- Promotion of Business First program (chambers, in-person, co-sponsored events, etc.)
- Introduced monthly webinars geared towards SMBs
- Personalized communications and support
- Executive Contact Program

### Digital Customer Experience

- MIMO RPAs and self-service improvements
- SMB customer alerts through Bidgely
- IVR Improvements/ Visual IVR
- Kubra outage map upgrades/notify platform

### Time of Day

- Robust marketing and customer research plan
- Continuous customer experience enhancement and refinement
- TOD specific operational enhancements (exception handling, billing, training, etc.)



# Operating Performance

## Call Center Performance



### 2025 November YTD Performance

Performance through November 30, 2025



**80.9%** First Call Resolution

OSA Target – 81.0%



**95.3%** After Call Survey



**147** Staffing  
Contact Center Agents

17 Agents In Training



**42**

Average Speed of Answer

Average time to answer a phone call in seconds



**76.9%**

Service Level w/ Live Agent

Percentage of calls answered in by a live agent within 30 seconds

OSA Target – 77.0%



**430.0**

Average Handle Time

Average length of time to complete a transaction

OSA Target\*\* - 433 seconds



**92.4%**

Agent Schedule Adherence

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



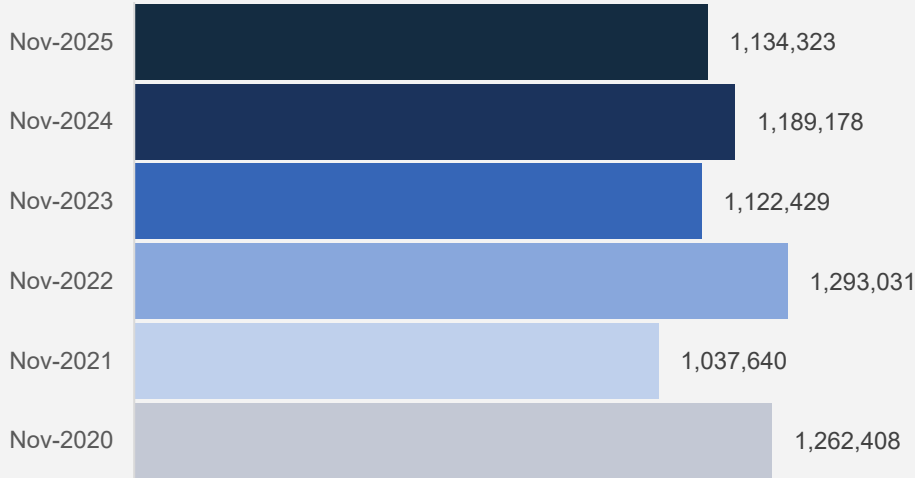
**1.8%**

Abandonment Rate

Percentage of customers who disconnect before connecting with an agent

### Rep Calls Offered

YEAR TO DATE

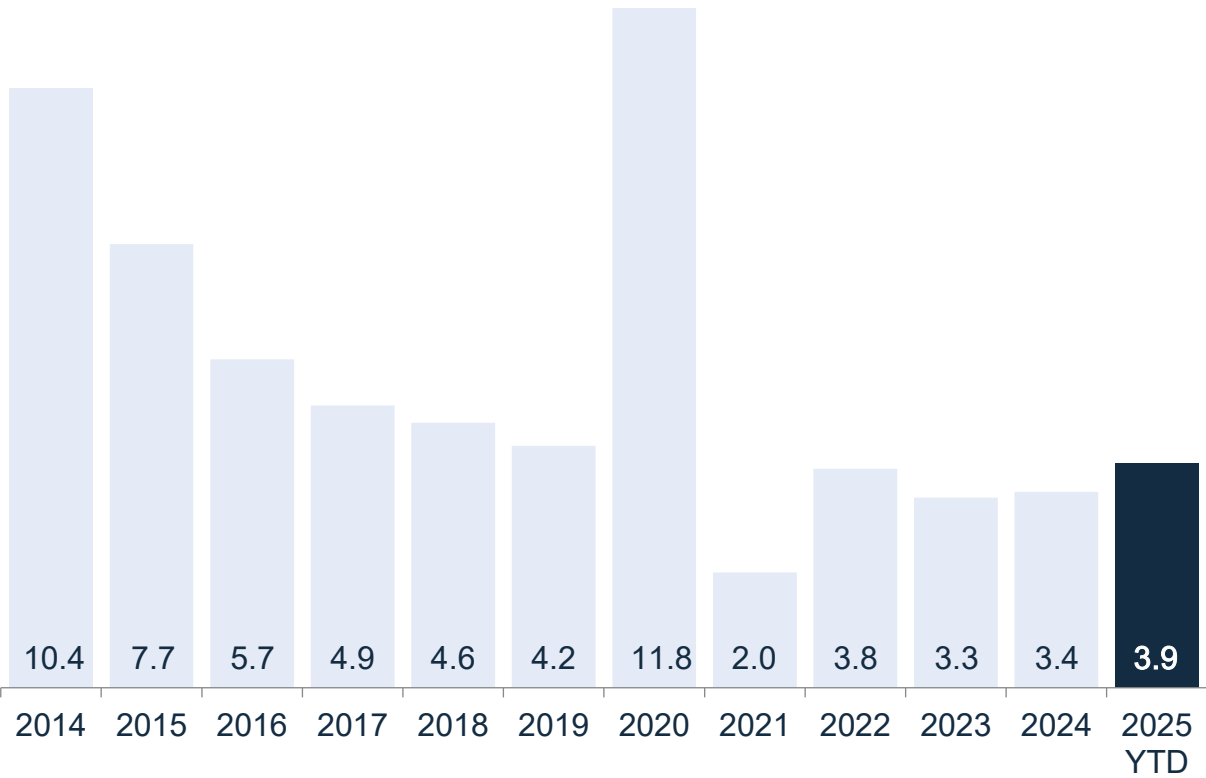


\*\* Target measured July-December

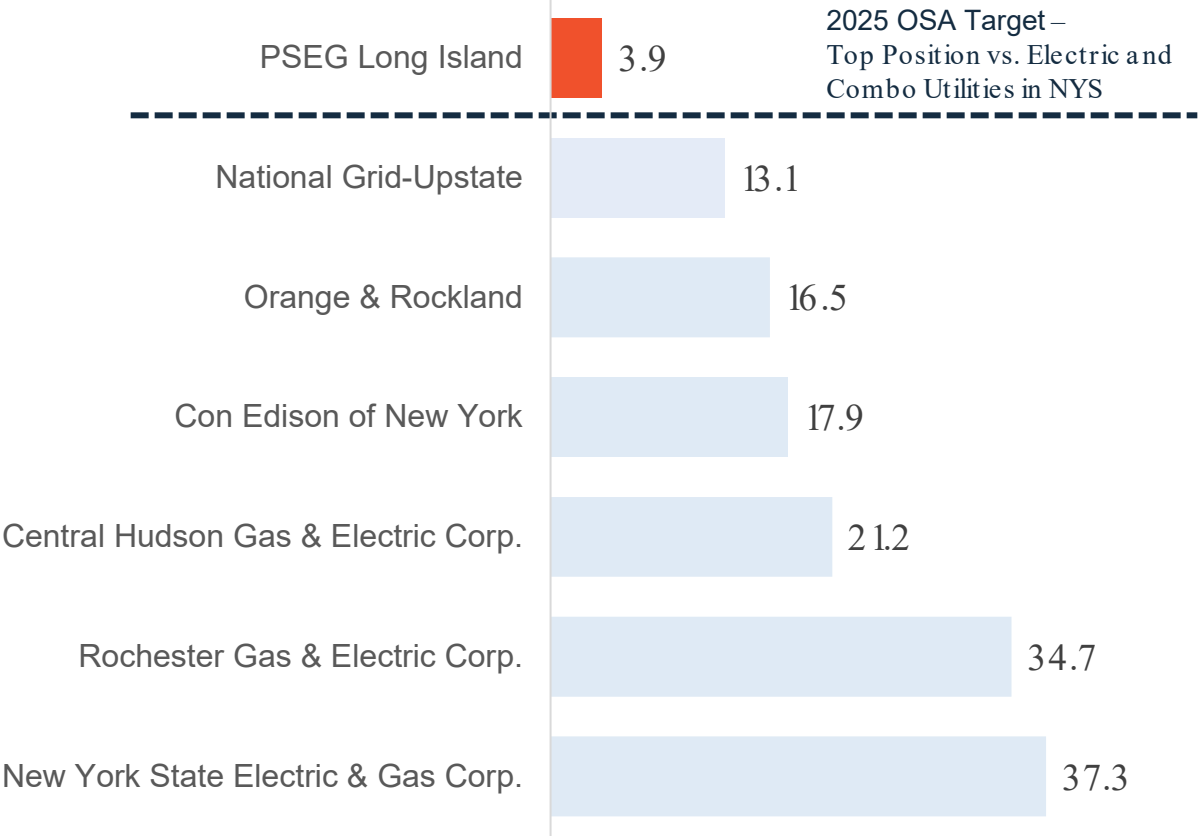
# Operating Performance

*Customer Complaint Rate per 100k Customers*

Customer Complaint Rate



Rolling 12 Month DPS  
Complaint Rate per 100,000 Customers



# Time of Day *Program Progress*

*Customer Enrollment = 817,240\**

| Rate Code               | Move-In | Voluntary Opt-In | Migrated | Total Customers |
|-------------------------|---------|------------------|----------|-----------------|
| Off Peak Rate 194       | 105,917 | 29,757           | 667,239  | 802,913         |
| Super Off-Peak Rate 195 | -       | 14,327           | -        | 14,327          |
| Total Customers         | 105,917 | 44,084           | 667,239  | 817,240         |

Participation Rate: 96%

\* Customer Enrollment Totals as of December 5, 2025



# System Separation *Status*

*System Separation is nearing completion*

- **Bundle 1 – Finance, HR, Procurement (14 Systems)**
  - All Bundle 1 systems were deployed to production in the first part of the year and continue to perform as expected.
- **Bundle 2 – Email & Identity (11 Systems)**
  - All Bundle 2 systems have been separated and are actively in service in Long Island. Hypercare activities continue through year-end.
- **Bundle 3 – Cloud Hosted & Other Systems (21 Systems)**
  - Caseworks, LoadRunner, RelativityOne, and SiteCore went into production in November and are operating as expected. Hypercare on these systems will continue through end of year.
  - LotusNotes (now Natuvion ‘DCS Retire’) is now scheduled to go live by mid-December due to some minor delays regarding access. The subscription has been licensed, and the first of two databases are undergoing validation in our “sandbox” the first week of December, with target for completion of all by Dec. 12.
- **Bundle 4 – Cybersecurity (14 Systems)**
  - All Bundle 4 applications have been deployed to production and are operating as expected and the Hypercare period is now closed.



# System Separation *Budget Update*

*Financials as of October 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 Oct 2025

| Bundle   | Actuals (\$M) |
|----------|---------------|
| Bundle-1 | 37.1          |
| Bundle-2 | 12.0          |
| Bundle-3 | 15.0          |
| Bundle-4 | 6.4           |
| Total    | 70.5          |



2025 Estimate To Complete

| Bundle   | Estimate (\$M) |
|----------|----------------|
| Bundle-1 | 0.0            |
| Bundle-2 | 1.0            |
| Bundle-3 | 1.2            |
| Bundle-4 | 0.3            |
| Total    | 2.5            |



Estimate At Completion

| Bundle   | EAC (\$M) |
|----------|-----------|
| Bundle-1 | 37.1      |
| Bundle-2 | 13.0      |
| Bundle-3 | 16.2      |
| Bundle-4 | 6.7       |
| Total    | 73.1      |



There is an estimated \$2.5M remaining spend.  
Based on the CMMI/AACE methodology this estimate  
represents a range of \$2.25M - \$2.75M



# Thanksgiving CPP Events

## VETERANS TURKEY DISTRIBUTION- NOVEMBER 18<sup>TH</sup>

- Partnership between Suffolk County, PSEG Long Island & Long Island Cares
- PSEG Long Island employee volunteers handed out **465** Thanksgiving Dinners including turkeys, sides and desserts as well as LED bulbs to veterans

## FOUR LEAF TURKEY DRIVE TO BENEFIT ISLAND HARVEST NOVEMBER 2<sup>ND</sup>

- PSEG Long Island employees donated **176** turkeys & **190** lbs. of fixings
- PSEG Long Island presented a check for **\$10,000** to Island Harvest
- PSEG Long Island employees volunteered with day of traffic control and food collections



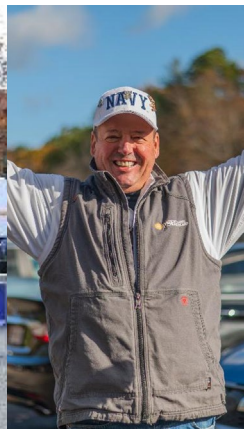


# PSEG Long Island November Outreach and Application Assistance *Events*

- PSEG Long Island held three events in November:
  - Shirley, 11/3/25
  - Elmont, 11/6/25
  - Far Rockaway, 11/13/25
- PSEG Long Island employees assisted **over 400** customers
- Processed **75** Household Assistance Applications
- Partnered with **18** community and government organizations

## Veteran *Outreach*

- Suffolk County Veteran Resource Fair, Suffolk Community College
- 9-1-1 Veterans Turkeys for Vets event, Lindenhurst





# *PSEG* Foundation Donations



**\$100K**

to Island Harvest as part of a \$1.5M PSEG Foundation Community Relief Initiative

*PSEG Foundation donated \$100,000 to Island Harvest through the Community Relief Initiative*

"On behalf of the 240,000 people we serve who face food insecurity and uncertainty of when their next meal will come, we are incredibly grateful to direct the PSEG Foundation grant to our Hunger Relief Action Fund. The strong, long-term partnership we have with PSEG Long Island and the PSEG Foundation continues to make a positive impact on the lives of Long Islanders. PSEG's commitment to improving the quality of life and providing critical resources for our neighbors in need, especially during these difficult times, is truly commendable and heartwarming."

— Randi Shubin Dresner, President and CEO of Island Harvest Food Bank



*The Community Relief Initiative reflects PSEG Foundation's ongoing dedication to affordability and community well-being.*



 Thank  
*you*