2026 Proposed PSEG Long Island Performance Metrics

September 2025

TABLE OF CONTENTS

PS&CE-18	Solar Interconnection
PS&CE-19	Building Weatherization
PS&CE-20	Demand Response
PS&CE-21	Large Load Performance Requirements
T&D-06	Primary Transmission Control Center (PTCC) Replacement
T&D-07	System Average Interruption Duration Index (SAIDI) Reliability
T&D-08	System Average Interruption Frequency Index (SAIFI) Reliability
T&D-09	Momentary Average Interruption Frequency Index (MAIFI) Reliability
T&D-10	Reduce Sustained Multiple Customer Outages (S-MCOs)
T&D-12	Reduce Momentary Multiple Customer Outages (M-MCOs)
T&D-13	Safety – Serious Injury Incident Rate (SIIR)
T&D-14	Safety – OSHA Recordable Incidence Rate
T&D-16	Safety – Motor Vehicle Accident (MVA) Rate
T&D-18	Improve Reliability Through Work Management Enhancements
T&D-24	Improve Reliability Through Vegetation Management Work Plan
T&D-37	Improve Reliability and Resiliency Through Completion of Program Planned Units
T&D-40	Reduce Double Wood Poles
T&D-50	Storm Outage Response Performance
T&D-54	Storm Crewing Efficiency and Prudency
T&D-57	Improve Underground (UG) Reliability Performance
T&D-58	Distribution System Automation and Advanced Operations

2026 Performance Metrics

BS-13: Information Request (IR) Responses

Board Policy: N/A	**Board PIPs**: N/A
LIPA Exec. Sponsor: Bobbi OConnor	**LIPA Proj. Mgr**: Lisa Zafonte
PSEGLI Exec. Sponsor: Andrea Elder-Howell	**PSEGLI Proj. Mgr**: Michael Ennis
PSEGLI Director: Kara Krueger	**DPS Contact**: Nicholas Forst
Allocated Compensation (2021 Dollars): $150,000	

Historical Context YE Results (Quantitative Metrics Only)						
2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
90%	95.1%	94%	100%	94%	100%	94%

Objective

To respond to information and document requests from LIPA (such information and document requests referred to in this metric as "IRs") from a broad range of areas, including internal audit, for data, records, and information that PSEG Long Island generates or maintains in connection with providing operations services under the Second A&R OSA, within 10 days of such requests, except where LIPA agrees to exceptions to such response time as described in Targets and Calculations.

Targets and Calculations

Respond to a minimum of 94% of LIPA IRs with responses that are timely (as defined below) and are reasonably acceptable to LIPA in terms of substance.

IRs fall into the following two categories:

• IRs for documents LIPA believes already exist in some format (e.g., electronic, paper) in PSEG Long Island's records and do not require the generation of new content ("Existing Documents"); and

• IRs for documents that require PSEG Long Island to generate information, in a format that does not currently exist ("Created Documents").

For the avoidance of doubt, requests that PSEG Long Island retrieve documents from IT platforms maintained by PSEG Long Island do not constitute IRs for "Created Documents." In addition, collection of documents from multiple sources does not constitute the generation of "Created Documents." Documents electronically maintained by PSEG Long Island for LIPA under the Second A&R OSA, whether such documents exist and are maintained today or at any time during the remainder of the contract, are "Existing Documents" for purposes of this metric, regardless of whether they are housed on an IT platform dedicated to LIPA documents or on a platform integrated with non-LIPA documents.

BS-13: Information Request (IR) Responses

Targets:

IRs for Existing Documents will be subject to the 10/11-day rule mentioned below, subject to LIPA's discretion to grant extensions on a case-by-case basis.

IRs for Created Documents will be subject to the 10/11-day rule plus an additional 15 days upon 3 days' notice to LIPA with a reasonable explanation of why the document is a Created Document as opposed to an Existing Document. The three days' notice shall be provided prior to the IR's due date calculated under the 10/11-day rule. For Created Documents, additional extensions of time to respond beyond the automatic 15-day extension will be considered on a case-by-case basis consistent with the terms of the metric.

If PSEG Long Island requires additional time to respond to an IR for an Existing Document, a request for an extension of time must be made within 7 days of PSEG Long Island's initial receipt of the IR.

If PSEG Long Island requires additional time to respond to an IR for a Created Document (beyond the additional 15 days permitted above upon notice to LIPA), a request for an additional extension of time must be made within 14 days of the IR with a proposed new due date and a reasonable explanation of why the extension is necessary.

Calculations:

All calculations of "days" are based on calendar days.

For IRs issued by 2:00PM, a response to such request is expected within 10 days, and for IRs issued after 2:00PM, a response to such request is expected within 11 days (with the number of days adjusted for Created Documents above).

If a deadline falls on a Saturday, Sunday or holiday, it automatically becomes due on the next business day.

Should an IR need clarification, PSEG Long Island will notify LIPA within 2 days of receiving the IR. Once clarification is received from LIPA, the 10/11 day clock will re-start for the submission of the IR by the required due date. For example, if PSEG Long Island receives an IR on Monday that it reasonably believes requires clarification, it will request such clarification by Wednesday of that week. Calculation of the due date for the IR will begin once PSEG Long Island receives clarification from LIPA. So, if clarification is requested on Wednesday and LIPA provides clarification on Thursday, the clock begins on Thursday.

Exclusions

Where LIPA has agreed to an exclusion to the above or to a longer time frame, the exclusion or extended time frame will apply.

BS-13: Information Request (IR) Responses

DELIVERABLES

Deliverable Name	Target Due Date
PSEG Long Island will report monthly to LIPA on the percent of Information Requests substantively responded to within the specified time frame, as tracked through LIPA's SmartSheet system.	Monthly

2026 Performance Metrics

BS-22: Timely, Accurate, and Supported Storm Event Invoicing

Board Policy: Fiscal Sustainability	**Board PIPs**: N/A
LIPA Exec. Sponsor: Donna Mongiardo	**LIPA Proj. Mgr**: Kenneth Kane
PSEGLI Exec. Sponsor: Peggy Keane	**PSEGLI Proj. Mgr**: Zuly Suarez
PSEGLI Director: Martin Shames	**DPS Contact**: Daniel Pohoreckyj
Allocated Compensation (2021 Dollars): $150,000	

OBJECTIVE

To ensure PSEG Long Island provides timely, accurate, and appropriately-supported Storm Event costs to LIPA.

TARGETS AND CALCULATIONS

For Storm Events, PSEG Long Island shall:

1. Provide an estimated dollar value of damages by County (using preliminary estimated job counts that are subject to change based on final review), for each Storm Event, when requested by LIPA, within 10 days of the end of the follow-up period defined in ERIP-FIN-001 (Storm Accounting Protocols for Storm Events).

2. For 2024-2025 Storm Events whereby invoicing is due in 2026, submit "Invoice 1" within 3 months of the end date of the Storm Event which shall consist of:
(i) PSEG Long Island Labor; (ii) Indirect Labor (Fleet/Materials Handling); (iii) Labor Burdens (contract labor burdens); (iv) Indirect outside Services (Fleet/Materials Handling); (v) Employee Expenses (Logistics and Travel and Subsistence); and (vi) Materials.

3. For 2025-2026 Storm Events whereby invoicing is due in 2026, submit "Invoice 2" within 6 months of the end date of the Storm Event which shall consist of: (i) Foreign crew tree trim, HV & LV; (ii) Damage Assessors; (iii) Wire watchers; (iv) Logistics (outside services); and (v) Other contractor invoices in support restoration.

For any 2025-2026 FEMA events whereby reporting/invoicing would be due in 2026, invoices shall be organized according to the Categories as defined in the Damage Inventory Line Item (DILI) and the timelines as outlined below (based on CAM FI-H1-16):
- Within 3 months from the Date of DILI: Category B – Call Center & Emergency Operations Center Costs, including PSEG Long Island Labor, Labor Burdens & Logistics
- Within 4 months of Date of DILI provide Category B – Environmental Spills Clean-up cost
- Within 5 months of Date of DILI provide Category F – PSEG Long Island Labor and Burdens
- Within 6 months of Date of DILI provide Category F – Materials
- Within 7 months of Date of DILI provide Category F – Fleet
- Within 8 months of Date of DILI provide Category F – Logistics
- Within 10 months of Date of DILI provide Category F – Outside Services and Proof of Payment for all Categories Above

BS-22: Timely, Accurate, and Supported Storm Event Invoicing

Timeliness is defined as meeting each of the above-stated deliverable timelines for a Storm Event. These dates can be modified by mutual consent, which shall not be unreasonably withheld, in writing by both parties depending upon the size of the event as stated on CAM-FI-H15. All such modifications will be documented through the metric exception process.

• Accuracy – LIPA will perform Independent Verification and Validation of 5 or more Storm Events for which storm invoices are presented in 2026 (storm could be declared in 2025) for compliance as defined in the 2nd Amended and Restated OSA (OSA).

- o For any Non-FEMA Storm Event, all adjustments related to the sum of PSEG Long Island labor, Employee expenses, and Materials provided in Invoice 1, or the total of Invoice 2 (measured separately) cannot exceed 5% of total applicable invoice to meet the accuracy standard for an event (i.e. the sum of PSEG Long Island Labor, Employee expenses, and Materials included in Invoice 1 = $2M – adjustments to Invoice 1 cannot be greater than $100k).
- o For FEMA events, the accuracy measurement will be measured on each month's Category package, described above accordance with CAM-FI-H16, Appendix A.
- o LIPA has 45 days to inform PSEG Long Island of any disputed costs submitted and PSEG Long Island has 10 business days to substantiate or remove such costs as outlined in CAM-FI-H15 and CAM-FI-H16.

Target: PSEG Long Island must meet both the Accuracy and Timeliness standard on 90% of Storm Events (rounded to nearest whole number, i.e. 20 storms @90%=18 storms; 15 storms @90%=14 storms) to earn the compensation.

PSEG Long Island shall provide a Monthly Status Report demonstrating metric performance for the prior month in a LIPA-approved format.

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. “LIPA Approved format”, where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

Exclusions

None

Deliverables

Deliverable Name	Target Due Date
Provide a Monthly Status Report demonstrating metric performance for the prior month.	2026-02-13
Provide a Monthly Status Report demonstrating metric performance for the prior month.	2026-03-13
Provide a Monthly Status Report demonstrating metric performance for the prior month.	2026-04-13
Provide a Monthly Status Report demonstrating metric performance for the prior month.	2026-05-15
Provide a Monthly Status Report demonstrating metric performance for the prior month.	2026-06-12
Provide a Monthly Status Report demonstrating metric performance for the prior month.	2026-07-13
Provide a Monthly Status Report demonstrating metric performance for the prior month.	2026-08-14

2026 Performance Metrics

BS-22: Timely, Accurate, and Supported Storm Event Invoicing

Provide a Monthly Status Report demonstrating metric performance for the prior month.	2026-09-11
Provide a Monthly Status Report demonstrating metric performance for the prior month.	2026-10-12
Provide a Monthly Status Report demonstrating metric performance for the prior month.	2026-11-13
Provide a Monthly Status Report demonstrating metric performance for the prior month.	2026-12-11

BS-42: Develop Annual Work Based Budget for select Transmission & Distribution category for LIPA's review and approval

Board Policy: Customer Value & Affordability	**Board PIPs**: N/A
LIPA Exec. Sponsor: Donna Mongiardo	**LIPA Proj. Mgr**: Thomas Kelly
PSEGLI Exec. Sponsor: Sonny Chung	**PSEGLI Proj. Mgr**: Martin Shames
PSEGLI Director: Martin Shames	**DPS Contact**: Jami Nafiul, Seth Johnson
Allocated Compensation (2021 Dollars): $600,000	

Objective

To ensure appropriate scope of work is assigned to Transmission and Distribution (T&D) work category and there is a comprehensive and auditable justification of costs basis.

Targets and Calculations

1. Provide a scope document that outlines the process for piloting and assessing the applicability of a work based approach within selected work categories within the T&D O&M budget. **Earn 25%**

2. Develop and submit a detailed budget proposal for to enhance planning for a select set of T&D work categories as part of the 2027 budget cycle. The proposal should include clear cost drivers, supporting documentation for major line items, and justification of any major year-over-year changes, following zero-based budgeting principles where practical. **Earn 45%**

3. Prepare the 2027 T&D budget to reflect continuous improvement efforts, demonstrating efficiency gains and cost avoidance compared to 2025 where achievable, with transparent documentation of cost drivers. **Earn 30%**

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

BS-42: Develop Annual Work Based Budget for select Transmission & Distribution category for LIPA's review and approval

EXCLUSIONS

None

DELIVERABLES

Deliverable Name	Target Due Date
Develop a scope document that outlines the approach for piloting work-based budgeting in selected T&D work categories, including roles, responsibilities, and process steps.	2026-03-31
PSEGLI to provide for LIPA review and feedback a proposed schedule to pilot work-based reviews in the most applicable T&D work categories.	2026-04-30
PSEGLI completes the work based pilot for the selected T&D cost categories and submits the results to LIPA for review and approval	2026-08-15
Develop an evaluation of insights gained from the pilot, along with recommendations for potential refinement or broader application in subsequent budget years.	2026-12-31

BS-43: Implement Standards and Methods to Reduce Project Variances

Board Policy: Customer Value & Affordability	**Board PIPs**: N/A
LIPA Exec. Sponsor: Donna Mongiardo	**LIPA Proj. Mgr**: Thomas Kelly
PSEGLI Exec. Sponsor: Sonny Chung	**PSEGLI Proj. Mgr**: Martin Shames
PSEGLI Director: Martin Shames	**DPS Contact**: Jami Nafiul, Seth Johnson
Allocated Compensation (2021 Dollars): $200,000	

Objective

To improve capital project estimating and reporting on variances to ensure prudent planning for capital projects addressing concerns of management audit.

Targets and Calculations

1. Beginning in June, provide monthly enhanced capital project variance reporting to explain year-to-date financial variances relative to the scope and timeline of the project (e.g., earn vs. burn, unit cost vs. units completed). Ensure report captures 50% of the capital budget. **Earn 30%**

2. Beginning after June close, provide year-end forecasts for ten (10) highest valued capital budgeted projects and provide detailed analysis of forecasted variances for any +/- 10%. **Earn 20%**

3. Conduct analysis of ten (10) large Capital projects (as mutually agreed upon by PSEG Long Island and LIPA) put in service since 2024 (if the ten (10) can't be met using 2024, review prior years for applicable projects) to analyze variances of final spend vs original as well as drivers of changes in approved estimates. Document variance %, variance drivers, % of risk and contingency used, and lessons learned. Incorporate lessons learned into project estimating processes and documentation. **Earn 20%**

4. Complete an end-to-end review of the capital budget process, including the number of staff that is managing the PJD, URB, and forecasting process. Quantify cost of managing the capital process and identify areas for improvement and efficiencies to be implemented in 2027. **Earn 30%**

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long

BS-43: Implement Standards and Methods to Reduce Project Variances

Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

Exclusions

None

Deliverables

Deliverable Name	Target Due Date
Enhance variance reporting to show for Capital Project financial variances relative to scope and timeline.	2026-06-30
Create and submit to LIPA report to show for Capital Projects relative financial variances relative to scope and timeline.	2026-07-31
Create and submit to LIPA report to show for Capital Projects relative financial variances relative to scope and timeline.	2026-08-31
Create and submit to LIPA report to show for Capital Projects relative financial variances relative to scope and timeline.	2026-09-30
Create and submit to LIPA report to show for Capital Projects relative financial variances relative to scope and timeline.	2026-10-31
Create and submit to LIPA report to show for Capital Projects relative financial variances relative to scope and timeline.	2026-11-30
Create and submit to LIPA report to show for Capital Projects relative financial variances relative to scope and timeline.	2026-12-31
Provide year-end forecasts for ten (10) highest valued capital budgeted projects and provide detailed analysis of forecasted variances for any +/- 10%.	Recurring monthly after 2026-07-31
Identify ten (10) largest projects since 2021 for analysis of estimate changes and variances.	2026-03-31
Provide documentation of drivers and lessons learned from analysis of ten (10) largest projects since 2021 variances and changes in approved estimated.	2026-08-31
Incorporate changes into project estimating processes and documentation.	2026-12-15
Provide LIPA an end-to-end review of the capital budget process, including the number of staff that is managing the PJD, URB, and forecasting process. Quantify cost of managing the capital process and identify areas for improvement and efficiencies to be implemented in 2027.	2026-12-31

BS-44: Establish Annual Assessment Allocation Model for LIPA's approval with quarterly selected work orders audits

Board Policy: Customer Value & Affordability	**Board PIPs**: N/A
LIPA Exec. Sponsor: Donna Mongiardo	**LIPA Proj. Mgr**: Richard Tinelli
PSEGLI Exec. Sponsor: Sonny Chung	**PSEGLI Proj. Mgr**: Martin Shames
PSEGLI Director: Martin Shames	**DPS Contact**: Jami Nafiul, Seth Johnson
Allocated Compensation (2021 Dollars): $250,000	

Objective

Ensure overheads are appropriately allocated based on valid causation principals addressing the concerns of the management audit finding in section IV-2.

Targets and Calculations

Develop monthly assessment analysis report to incorporate the following:

1. Develop Overhead rate (Assessed Costs / Direct Charges = Overhead Rate) monthly trending reports for Capital Projects. On a quarterly basis, select 3 significant Capital Projects for further review and investigation of assessed costs (e.g. New Business/Distribution Pole Replacement) based on size and/or if an outlier in terms of assessment rate as compared to similar projects and company-wide rate. Document appropriate cost causation leveraging the documentation from 2025 BS-44 Metric audits and deliverables (Analysis documenting what is being charged into the 5 largest pools). A clear standardized package should be utilized to document and evidence the review and justification of assessments be charged to the project. The package should clearly breakdown the assessed costs being charged to the project and (1) Identify the operating area originating the cost (2) what specific work activities are being performed are supporting the project (3) identify process improvements, if required. (Q1 30% / Q2 30% / Q3 30%)
2. Provide support for assessment factors used in the 2027 Budget Cycle. (10%)

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA’s expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA’s standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA’s feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long

BS-44: Establish Annual Assessment Allocation Model for LIPA's approval with quarterly selected work orders audits

Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

Exclusions

None

Deliverables

Deliverable Name	Target Due Date
Provide documentation evidencing review of 3 Capital Projects for Q1 2026 which clearly explains and justifies the costs being assessed to each selected project and justifies how these costs specifically support the work being done. Propose process improvements if required.	2026-05-31
Provide documentation evidencing review of 3 Capital Projects for Q2 2026 which clearly explains and justifies the costs being assessed to each selected project and justifies how these costs specifically support the work being done. Propose process improvements if required.	2026-08-31
Provide support for the assessment factor used for the 2027 Budget Cycle.	2026-09-30
Provide documentation evidencing review of 3 Capital Projects for Q3 2026 which clearly explains and justifies the costs being assessed to each selected project and justifies how these costs specifically support the work being done. Propose process improvements if required.	2026-11-31

2026 Performance Metrics

BS-45: Develop methods and standards for tracking productivity gains and sharing CapEx and OpEx savings

Board Policy: Customer Value & Affordability	**Board PIPs**: N/A
LIPA Exec. Sponsor: Donna Mongiardo	**LIPA Proj. Mgr**: Thomas Kelly
PSEGLI Exec. Sponsor: Sonny Chung	**PSEGLI Proj. Mgr**: Martin Shames
PSEGLI Director: Martin Shames	**DPS Contact**: Jami Nafiul, Seth Johnson
Allocated Compensation (2021 Dollars): $150,000	

Objective

To ensure savings opportunities sought from major specific types of capital projects or operational projects are achieved (productivity gains or operational efficiencies resulting in savings) as anticipated and addresses the finding of the management audit section XVI-2.

Targets and Calculations

1. Develop Smartsheets/Excel to track anticipated gains and productivity for projects selected for the continuation of the 2025 pilot program. Develop a process where new capital projects that claim will achieve productivity gains or operational efficiencies resulting in savings in the Project Justification Document (PJD) will be added to Smartsheet tracker developed during 2025. **Earn 15%**

2. Select two (2) additional T&D and IT Capital Projects based on Total Project Costs in-service by 2025 or before going two (2) years back that mention productivity gains or operational efficiencies resulting in savings on PJD, and add to the tracker to monitor savings or productivity gains on a forward-looking basis. Explain variances of +/- 25%. **Earn 25%**

3. Propose an O&M project that may provide potential for O&M savings and submit a plan for LIPA's review and approval demonstrating savings potential to LIPA's ratepayers. **Earn 30%**

4. Beginning with 2Q data, provide quarterly report to LIPA to demonstrate savings or productivity gains as tracked in Smartsheet/Excel. **Earn 30%**

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring

BS-45: Develop methods and standards for tracking productivity gains and sharing CapEx and OpEx savings

the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

Exclusions

None

Deliverables

Deliverable Name	Target Due Date
Develop a process where new capital projects that claim will achieve productivity gains or operational efficiencies resulting in savings in the Project Justification Document (PJD) will be added to Smartsheet tracker.	2026-04-30
Select 2 additional T&D and IT Capital Projects based on Total Project Costs in-service by 2025 or before going 2 years back that mention productivity gains or operational efficiencies resulting in savings on PJD and add to tracker to monitor savings or productivity gains on a forward-looking basis. Explain variances of +/- 25%.	2026-06-15
Propose an O&M project that may provide potential for O&M savings and submit a plan for LIPA's review and approval demonstrating savings potential to LIPA's ratepayers.	2026-07-31
Provide 3Q report to LIPA.	2026-10-31
Provide 4Q report to LIPA.	2027-01-15

2026 Performance Metrics

BS-48: Strategic Supplier MSAs

Board Policy: Procurement	**Board PIPs**: N/A
LIPA Exec. Sponsor: Bobbi O'Connor	**LIPA Proj. Mgr**: Joseph LaMotta
PSEGLI Exec. Sponsor: Sonny Chung	**PSEGLI Proj. Mgr**: Suzanne Berry, Ehud Cohen
PSEGLI Director: N/A	**DPS Contact**: Jami Nafiul, Seth Johnson
Allocated Compensation (2021 Dollars): $550,000	

OBJECTIVE

To develop a comprehensive plan to establish Master Service Agreements (MSAs) for strategic spend categories. This will involve analyzing procurement spend, collaborating with internal business units to understand long-term requirements, conducting a supplier market analysis, and developing a strategic sourcing plan for MSA implementation.

TARGETS AND CALCULATIONS

1. Analysis of Procurement Spend:
   a. Collect procurement spend data, including vendor details and contract terms. Analyze and categorize this data to identify spend categories of strategic importance where the establishment of long-term contracts (e.g. MSAs) could be mutually beneficial to vendor and company. In collaboration with LIPA, use the analysis to develop a list of five (5) strategic spend categories where longer-term MSAs would streamline the procurement process and(or) allow the company more favorable commercial terms (including cost savings from increased order volumes, production slots).
   Examples: Transformers, Wire and Cable, Switchgear Components, Switchgear, Capacitors

2. Collaborate with Internal Business Units:
   a. Review the five (5) strategic spend categories with stakeholders from relevant business units. Conduct interviews, workshops, or surveys to synthesize and document long-term business requirements for each category.
   b. Standardize specifications/work scope with stakeholders from relevant business units for each category.

3. Develop Supply Market Analysis:
   a. Conduct a supplier market analysis to identify potential strategic vendors associated with each strategic spend category. Market analysis to include external vendors and incumbent supply base.

4. Develop a Sourcing Strategy and Execution Plan:
   a. Develop a strategic sourcing strategy for each strategic spend category. Each sourcing strategy should identify a sourcing method (e.g. RFx, non-competitive award, e-auction), purchasing method (e.g. blanket PO, Catalog), and preferred pricing methodology (e.g. Lump sum, unit price, T&M) for each strategic spend category.
   b. Develop an execution plan with key milestones for each category. The plan(s) will be submitted to LIPA for approval.

5. Execution of Sourcing Strategy:
   a. MSA re-negotiation and issue multi-year blanket purchase order (PO) based on the multi-year plan, or
   b. Initiate MSA RFP release

BS-48: Strategic Supplier MSAs

Target improvement for 2026:

- 50% Compensation for Completion of Plan Development (Steps 1 through 4)
- 50% Execute Master Services Agreement for the five (5) strategic spend categories.
    - Issue multi-year blanket PO based on the multi-year plan, or
    - Execution of MSA RFP or renegotiation based on plan milestones per project timeline
    - Compensation will be prorated based on percent completion

Exclusions

- Operational Spend Categories: Non-strategic spend categories that do not warrant MSA agreements will be excluded from the analysis and plan.
- Non-Procurement Spend: Company transactions that are not managed by PSEG Long Island Procurement Group (e.g. Activities associated with the Office of Chief Executive or Board of Directors, PSEG Treasury transactions or Non-Purchase Order Payments)
- Historical Spend Data: Historical spend data older than 2 years may be excluded if it is no longer relevant for current strategic planning.

Deliverables

Deliverable Name	Target Due Date
Procurement Spend Analysis Report and a list of five (5) strategic spend categories where longer-term MSAs would streamline the procurement process and (or) allow the company more favorable commercial terms (step 1).	2026-03-31
Evidence of completion of steps 2-4 for each strategic spend category.	2026-06-30
Evidence of execution of sourcing strategy deliverables (step 5).	As execution strategies have been completed no later than 2026-12-31

2026 Performance Metrics

BS-50: Time to Start

Board Policy: Customer Value and Affordability	**Board PIPs**: N/A
LIPA Exec. Sponsor: Bobbi O'Connor	**LIPA Proj. Mgr**: Barbara Ann Dillon
PSEGLI Exec. Sponsor: David Lyons	**PSEGLI Proj. Mgr**: Beverly Esposito
PSEGLI Director: Jodi Varon	**DPS Contact**: Jami Nafiul, Seth Johnson, Monique Clarke-Kerr
Allocated Compensation (2021 Dollars): $100,000	

Objective

To measure the efficiency of the recruitment and onboarding process and reduce a candidate's Time to Start in position, thereby increasing effectiveness and productivity.

Targets and Calculations

Time to Start measures average number of calendar days from the date a job requisition is created in the system to the date a new hire begins work except that for purposes of 2026:

- Candidates who are Senior Managers under the OSA that require LIPA approval will be measured from date a job requisition is created in the system to the date the Senior Manager begins work, minus the number of days between a qualified candidate is presented to LIPA for interview and the day LIPA provides a response to PSEG Long Island's request for approval. .
- Candidates who receive offers with future start dates contingent upon graduation (interns, entry level engineers) will be measured from date a job requisition is created in the system to the date an offer is accepted by the candidate.
- Candidates for Apprentice Lineperson will be measured from the date a job requisition is created in the system to the date a new hire begins work, but excludes the period of time associated with testing.

<u>2026 Target</u>

100% of allocated compensation for 5% reduction from 2025 YE target.
50% of allocated compensation for 2.5% reduction (up to 4.9%) from 2025 YE target.

Inclusive of all requisitions closed in 2026 (MAST, Union, Temporary, Full-time)

Exclusions

Excluding situations or business conditions that arise that LIPA determines or agrees are out of the Service Provider's control.

BS-50: Time to Start

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Time to Start (Elapsed)	Quarterly

2026 Performance Metrics

BS-53: Non-Utility Billing Collections

Board Policy: Customer Value, Affordability, & Rate Design/Fiscal Sustainability	**Board PIPs**: N/A
LIPA Exec. Sponsor: Donna Mongiardo	**LIPA Proj. Mgr**: Rich Tinelli
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Kim Soreil
PSEGLI Director: N/A	**DPS Contact**: Jami Nafiul, Seth Johnson
Allocated Compensation (2021 Dollars): $250,000	

Objective

Effective management for aged non-utility billing receivables to maintain a solid financial position, increase liquidity, and reduce interest charges incurred.

Targets and Calculations

Definition: Non-Utility Billing invoices are billed out for miscellaneous projects performed by PSEGLI employees and resources that are not directly related to utility services. The financing costs to fund these projects are incurred by LIPA customers. Any delay in the collection of Non-Utility Billing invoices requires LIPA to incur additional interest costs, which are passed along to customers.

The definition of this metric relates to the collection of invoices that meet two criteria

- Invoice is greater than $50K and
- Invoice is outstanding greater than 300 Days

PSEGLI to provide a listing of write-offs for any invoices greater than $50K occurring throughout 2026.

Targets for 2026:

Comparison of 12/31/25 aging report to 12/31/26 aging report:

- 100% of Compensation for a 75% reduction of invoices that meet the criteria.
- 75% of Compensation for 50% reduction of invoices that meet the criteria.
- 50% of Compensation for 25% reduction of invoices that meet the criteria.

CALCULATION:

The sum of the number of open invoices ≥ $50K and 300 days on the Non-Product Aging report (less the exclusions listed below) based on the 12/31/2025 aging report will set the benchmark for all targets above.

For example, if the 12/31/2025 aging report has 20 invoices that meet the criteria, the targets are the following:

- 20 X 75% Reduction = 5 Invoices that meet the criteria at 12/31/26

Any invoice where ≥ 98% of the outstanding receivables were collected would be treated as an invoice that has been paid.

BS-53: Non-Utility Billing Collections

Exclusions

Any invoices that are under active litigation or has an active payment agreement (defined as having received a payment within the last 45 days). PSEG Long Island to provide a listing of any invoices that are transferred into one of these categories throughout 2026.

NYS DOT: the remaining 10% balance of reimbursement work since the work is dependent upon audit and outside of the control of PSEG Long Island.

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: • Final 12/31/25 aging report with a summary of target benchmark. The summary should include total invoices that meet the criteria and any exclusions to arrive at target benchmark. • Details of all invoices that create the total population (including excluded items) should be presented in a separate sheet, including Customer Name, PO#, Bill Date, Invoice Amount, Days Outstanding	1/31/2026
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: Non-Utility AR Aging Report with Monthly Summary that tracks progress vs. target benchmark. The report should include: • Listing of any invoices written off that are $50K or greater • Listing of any invoices that have been transferred to an “Exclusion” category	2/28/26 and monthly going forward

2026 Performance Metrics

BS-54: Competitive Transactions

Board Policy: Procurement	**Board PIPs**: N/A
LIPA Exec. Sponsor: Bobbi O'Connor	**LIPA Proj. Mgr**: Joseph LaMotta
PSEGLI Exec. Sponsor: Sonny Chung	**PSEGLI Proj. Mgr**: Suzanne Berry
PSEGLI Director: N/A	**DPS Contact**: Jami Nafiul, Seth Johnson
Allocated Compensation (2026 Dollars): $350,000	

OBJECTIVE

To encourage the use of competitive contracting and transacting to ensure PSEG Long Island as agent for LIPA can enter into agreements with vendors that ensure the best overall value for LIPA.

TARGETS AND CALCULATIONS

Percent of Procurement Purchase Order (PO) transactions that are classified as competitive (less exclusions) vs. the total number of PO transactions (less exclusions) during that Month along with a calculation that covers YTD.

Formula:

$$\frac{\text{Competitive Transactions Less Exclusions}}{\text{Total Transactions Less Exclusions}}$$

Baseline for 2026: 68.0% (Trailing 3 Year average)

Target improvement for 2026:
- 100% of Compensation for 4% or greater increase in competitive transactions over trailing 3-year average (68%)
- 75% of Compensation for 2.5% increase in competitive transactions over trailing 3-year average
- 50% of Compensation for 1% increase in competitive transactions over trailing 3-year average

EXCLUSIONS

The following transactions will be excluded from both numerator and denominator:

- Emergency transactions will NOT be included because of the need to execute a transaction quickly to resolve a situation that has resulted or would result in an interruption of service, damage or loss of PSEG Long Island assets, presents an imminent health or safety hazard to an employee or the public, or similar scenario as declared by an officer of PSEG Long Island. In such scenarios, competitively bidding a transaction would cause undue delays.
- "Discretionary" transactions will NOT be included as NY State encourages "Discretionary" transactions to provide single sourced options for diverse suppliers in support of NY State's supplier diversity requirements.
- Local Orders will NOT be included as these transactions are processed outside of the Procurement Organization. Local Orders allow the business to purchase low valued material and services (Up to $20k) on an expedited basis with pre-approved vendors.

BS-54: Competitive Transactions

- Single/Sole source events where both LIPA and PSEG Long Island mutually agreed that the vendor transaction will provide a strategic benefit to operations will NOT be included.
- Non-Procurement Spend will NOT be included: Company transactions that are not managed by PSEG Long Island Procurement Group (e.g. Activities associated with the Office of Chief Executive or Board of Directors, PSEG Treasury transactions or Non-Purchase Order Payments)

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Competitive Transactions	Monthly

2026 Performance Metrics

BS-55: Procurement Savings

Board Policy: Procurement	**Board PIPs**: N/A
LIPA Exec. Sponsor: Bobbi O'Connor	**LIPA Proj. Mgr**: Joseph LaMotta
PSEGLI Exec. Sponsor: Sonny Chung	**PSEGLI Proj. Mgr**: Suzanne Berry
PSEGLI Director: N/A	**DPS Contact**: Jami Nafiul, Seth Johnson
Allocated Compensation (2021 Dollars): $250,000	

OBJECTIVE

To establish a cost savings-cost avoidance program that tracks and monitors cost reduction activity associated with competitive sourcing events.

To reduce the cost of goods and services over the next fiscal year by applying industry best-in-class sourcing strategies, supplier negotiations, and the use of procurement process optimization. Cost reduction to be achieved while maintaining or improving the quality and reliability of goods and services.

TARGETS AND CALCULATIONS

The program will be measured by successful development of a cost savings-cost avoidance policy, program implementation, and reporting.

Policy Development – PSEG Long Island to define clear objectives for cost savings-cost avoidance, including which sourcing events it will cover and how savings and avoidance will be measured. PSEG Long Island will establish criteria for calculating savings and avoidance, and to secure approval from key stakeholders. PSEG Long Island will communicate the policy effectively to all relevant teams.

Target Compensation – 10% for completion of policy and communication of the policy to Procurement Organization and LIPA.

Program Implementation - Create standardized procedures for tracking sourcing events and calculating savings. Integrate the necessary tools for data management, and provide comprehensive training for staff on the new processes. Establish reporting mechanisms, including data collection methods, and set up a system for ongoing monitoring (e.g. Self-Assessment) and review to refine processes as needed.

Target Compensation – 45% for completion of cost savings-cost avoidance tracking procedures, training rollout and development of ongoing monitoring to ensure compliance.

Reporting - In executing the reporting phase, design clear report templates and automate data capture to streamline the process. Generate and analyze reports on a quarterly basis to assess the program's effectiveness, identify trends, and highlight significant findings. Share insights with stakeholders and use feedback to continuously improve the cost savings-cost avoidance policy.

BS-55: Procurement Savings

Target Compensation – 45% for submission of three (3) cost savings-cost avoidance summary reports to LIPA. Reports are to be submitted on a quarterly basis no later than 10 calendar days from quarter close. The first report is to be submitted no later than 4/10/25

Exclusions

The cost savings-cost avoidance program will apply to Procurement transactions associated with new competitive sourcing events. Excluded from the program is Non-Procurement Spend, Company transactions that are not managed by PSEG Long Island Procurement Group (e.g. Activities associated with the Office of Chief Executive or Board of Directors, PSEG Treasury transactions or Non-Purchase Order Payments).

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Quarterly Scorecard Reporting Requirement for Cost Reduction	Quarterly
Cost savings-cost avoidance policy	2026-01-31
Cost savings-cost avoidance program implementation	2026-03-31

2026 Performance Metrics

CS-02: J.D. Power – Residential

Board Policy: Customer Experience	**Board PIPs**: N/A
LIPA Exec. Sponsor: Stephen Driscoll	**LIPA Proj. Mgr**: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Edyta Keppler
PSEGLI Director: Mike Presti	**DPS Contact**: Chris Ronacher
Allocated Compensation (2021 Dollars): $450,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
#8 | 730	#16 | 677	#13 | NA	#14 | 690	#10 | 740	#09 | 702	#5	#10	1st Quartile

Objective

Drive toward achievement of top quartile customer satisfaction within J.D. Power Residential East Large segment.

Targets and Calculations

Definition: Measures PSEG Long Island's position in the overall J.D. Power and Associates Annual Electric Utility Customer Satisfaction Study for Residential Customers for the "East Region, Large Segment."

Calculation: PSEG Long Island's relative performance for J.D. Power Customer Satisfaction Survey (Residential) 2026 year-end syndicated as reported by J.D. Power for "East Region, Large Segment." This year-end syndicated position represents results fielded in 2026 and will be the final year-end results publicly reported by J.D. Power. PSEG Long Island's performance will be measured by either:

- the percentile placement, determined by the utilities' year-end scores, or
- the position improvement over PSEG Long Island's 2025 year-end syndicated results

Incentive to be allocated as follows:
- 100% if achieve 25.0 percentile (top quartile) performance, or
- 75% if achieve 37.5 percentile (upper half of second quartile) performance or a 4-position improvement from 2025 year-end syndicated results, or
- 50% if achieve 50 percentile (bottom half of second quartile) performance or a 3-position improvement from 2025 year-end syndicated results

PSEG Long Island will not be compensated for any position improvement if the 2026 syndicated result is below 62.5 percentile (top half of third quartile).

CS-02: J.D. Power – Residential

Exclusions

None

Deliverables

Deliverable Name	Target Due Date
PSEG Long Island submits 2026 target based on JD Power's 2025 results.	2026-01-16
Upload to the LIPA designated folder on the LIPA SharePoint Site the Scorecard Reporting Requirement for J.D. Power - Residential (aligned to quarterly J.D. Power reporting)	Quarterly

2026 Performance Metrics

CS-03: J.D. Power – Business

Board Policy: Customer Experience	**Board PIPs**: N/A
LIPA Exec. Sponsor: Stephen Driscoll	**LIPA Proj. Mgr**: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Edyta Keppler
PSEGLI Director: Mike Presti	**DPS Contact**: Chris Ronacher
Allocated Compensation (2021 Dollars): $450,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
#6 | 789	#12 | 737	#9 | NA	#12 | 710	#9 | NA	#9	#9	#11	1St Quartile

Objective

Drive toward achievement of top quartile customer satisfaction within J.D. Power Business East Large segment.

Targets and Calculations

Definition: Measures PSEG Long Island's position in the overall J.D. Power and Associates Annual Electric Utility Customer Satisfaction Study for Business Customers for the "East Region, Large Segment."

Calculation: PSEG Long Island's relative performance for J.D. Power Customer Satisfaction Survey (Business) 2026 year-end syndicated as reported by J.D. Power for "East Region, Large Segment." This year-end syndicated position represents results fielded in 2026 and will be the final year-end results publicly reported by J.D. Power. PSEG Long Island's performance will be measured by either:

- the percentile placement, determined by the utilities' year-end scores, or
- the position improvement over PSEG Long Island's 2025 year-end syndicated results

Incentive to be allocated as follows:
• 100% if achieve 25.0 percentile (top quartile) performance, or
• 75% if achieve 37.5 percentile (upper half of second quartile) performance or a 3-position improvement from 2025 year-end syndicated results, or
• 50% if achieve 50 percentile (bottom half of second quartile) performance or a 2-position improvement from 2025 year-end syndicated results

PSEG Long Island will not be compensated for any position improvement if the 2026 syndicated result is below 75 percentile (third quartile).

CS-03: J.D. Power – Business

Exclusions

None

Deliverables

Deliverable Name	Target Due Date
PSEG Long Island submits 2026 target based on JD Power's 2025 results	2026-01-16
Upload to the LIPA designated folder on the LIPA SharePoint Site the Scorecard Reporting Requirement for J.D. Power - Business (aligned to Bi-Annual J.D. Power reporting)	Biannually

2026 Performance Metrics

CS-11: Contact Center Service Level with Live Agent Calls

Board Policy: Customer Experience	**Board PIPs**: N/A
LIPA Exec. Sponsor: Stephen Driscoll	**LIPA Proj. Mgr**: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Brian Merkle, Lorraine Barrucco
PSEGLI Director: Jessica Tighe	**DPS Contact**: Mike Sherman
Allocated Compensation (2021 Dollars): $500,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
N/A	80.3%	80%	29.2%	80%	41.8%	77%	41.3%	77%

Objective

Measure response of Customer Service Representatives to customer calls to promote efficient staffing and customer satisfaction.

Targets and Calculations

Definition: The Contact Center Service Level is the percent of Main Campaign inbound calls answered (i.e. handled) by a representative within the following parameters:
• Within 30 seconds during blue sky days and any storms defined as “non-major,” and
• Within 90 seconds during “major storms"*

*A major storm is defined as any storm which causes service interruptions of at least ten percent of customers in an operating area, or if the interruptions last for 24 hours or more.

Calls that abandon within 30 seconds after transferring to a representative are not included in the count of offered (i.e. queued) calls.

Calculation:
Service Level % = (Major storm day inbound calls handled in 90 seconds + non-storm inbound calls handled in 30 seconds) / (Total queued calls – queued calls abandoned within 30 seconds)

Target: ≥ 77% of calls answered within service level for contract year

Rounding protocols using the second significant digit will be implemented for target measurement purposes.

CS-11: Contact Center Service Level with Live Agent Calls

Exclusions

None

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Contact Center Service Level with Live Agent Calls 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

CS-13: First Call Resolution

Board Policy: Customer Experience	**Board PIPs**: N/A
LIPA Exec. Sponsor: Stephen Driscoll	**LIPA Proj. Mgr**: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Brian Merkel, Lorraine Barrucco
PSEGLI Director: Jessica Tighe	**DPS Contact**: Mike Sherman
Allocated Compensation (2021 Dollars): $100,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		**2022**		**2023**		**2024**		**2025**
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
82.8%	83.0%	80.0%	79.4%	81.0%	80.6%	N/A	80.1%	81.0%

OBJECTIVE

Measure call center proficiency in satisfactorily resolving customer issues and questions at the time of initial call.

TARGETS AND CALCULATIONS

Survey immediately after calls from residential and commercial customers to measure whether the customer issue was handled on the first call. The question used for calculation of this metric is Question #5 in the Customer Rep SAT Survey V2: "Was this the first time you contacted us to resolve this issue?" for the Main Campaign.

Calculation: Blended (Residential + Commercial calls) for issues handled on the first call / total number of responses

Target: ≥ 81.0% overall performance for the Contract Year

There is no rounding protocol. Performance must achieve or exceed the target.

EXCLUSIONS

In the event of a storm that produces 100,000 or more outages, FCR results will be excluded up to 3 additional days after the active outages fall below 100,000 or the conclusion of the major storm, whichever is sooner.

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for First Call Resolution 2) Any additional supporting documentation as required	Monthly

CS-14: Net Dollars Written Off

Board Policy: Customer Value, Affordability, & Rate Design	**Board PIPs**: N/A
LIPA Exec. Sponsor: Stephen Driscoll	**LIPA Proj. Mgr**: Erin Mullen
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Kim Soreil
PSEGLI Director: Brigitte Wynn	**DPS Contact**: Mike Sherman
Allocated Compensation (2021 Dollars): $350,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023*		2024*		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
0.54%	0.28%	0.77%	0.55%	$29,576,986	$34,315,841	$20,836,630	$20,403,370	0.51%

Objective

Actively manage the receivables and associated write-offs and recoveries to maintain a solid financial position.

Targets and Calculations

Definition: Net Write-Offs as a % of revenue measures the effectiveness of recovery efforts of uncollectible revenue. It is an overall measure of the possibility of the business incurring bad debts.

Measured as the total net dollars written-off for January 1, 2026 to December 31, 2026.

Calculation: The total amount of write-offs / by the total revenue and multiplied by 100

Targets:
≤ 0.42% for 100% of incentive compensation
≤ 0.44% for 75% of incentive compensation

Exclusions

Both parties agree to revisit the metric result if a statewide moratorium on shut off is instituted for residential customers or if regulatory changes are implemented that are beyond the control of PSEG LI which impede the ability to effectively utilize various collection tools and strategies.

CS-14: Net Dollars Written Off

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Net Write-Offs 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

CS-15: Arrears Aging Percent > 90 Days Past Due (Arrears %>90)

Board Policy: Customer Value, Affordability, & Rate Design	**Board PIPs**: N/A
LIPA Exec. Sponsor: Stephen Driscoll	**LIPA Proj. Mgr**: Erin Mullen
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Kim Soreil, Lynda Thompson
PSEGLI Director: Balaji Ambriyath, Brigitte Wynn	**DPS Contact**: Mike Sherman
Allocated Compensation (2021 Dollars): $350,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
N/A	68.3%	N/A	65.63%	48.03%	55.82%	48.58%	50.18%	51.91%

Objective

Effective management for aged receivables > 90 days to maintain a solid financial position.

Targets and Calculations

Definition: Accounts receivable (AR) > 90 days measures the percent of past-due AR that have aged more than 90 days (i.e. excluding current AR).

Calculation: AR aging % YTD = Rolling 12-month total dollars outstanding more than 90 days/ Rolling 12-month total dollars outstanding 30 and more days past due.

Target:
≤ 47.04% = 100% of incentive compensation
≤ 48.18% = 75% of incentive compensation

Exclusions

Both parties agree to revisit the metric result if a statewide moratorium on shut off is instituted for residential customers or if regulatory changes are implemented that are beyond the control of PSEG LI which impede the ability to effectively utilize various collection tools and strategies.

CS-15: Arrears Aging Percent > 90 Days Past Due (Arrears %>90)

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Arrears Aging Percent > 90 Days Past Due (Arrears %>90) 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

CS-17: Low to Moderate Income (LMI) Program Participation

Board Policy: Customer Value, Affordability, & Rate Design	**Board PIPs**: N/A
LIPA Exec. Sponsor: Stephen Driscoll	**LIPA Proj. Mgr**: Erin Mullen
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Kim Soreil
PSEGLI Director: Brigitte Wynn	**DPS Contact**: Denise Prestinari
Allocated Compensation (2021 Dollars): $400,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
35000	46917	55000	42528	50000	41933	50000	38716	40000

Objective

Increase the Low to Moderate Income (LMI) program customer enrollment in the Household Assistance Rate (HAR).

Targets and Calculations

Definition: Count the number of unique valid LMI program enrollees in any month during the calendar year 2026.

Target and Calculation: Meet stated LMI program enrollees in any month during the calendar year 2026 for Allocated Compensation as follows:

≥47,500 LMI enrolled customers = 100% of incentive compensation
≥45,000 LMI enrolled customers = 75% of incentive compensation
≥42,500 LMI enrolled customers = 50% of incentive compensation

Exclusions

Customers who have not met the 18-month renewal process.
Customers who are enrolled in the Enhanced Energy Assistance Program (EEAP) to be tracked separately and not part of this metric calculation for 2026.

CS-17 metric will be revisited if program(s) are eliminated or changed that (is) are used to enroll customers in the LMI rate program.

CS-17: Low to Moderate Income (LMI) Program Participation

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Low to Moderate Income (LMI) Program Participation 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

CS-19: DPS Customer Complaint Rate

Board Policy: Customer Experience	**Board PIPs**: N/A
LIPA Exec. Sponsor: Steve Driscoll	**LIPA Proj. Mgr**: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Edyta Keppler
PSEGLI Director: Mike Presti	**DPS Contact**: Chris Ronacher
Allocated Compensation (2021 Dollars): $100,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
6.5 |NA	11.8 | #6	5.0 |NA	2.0 |#1	4.2 | N/A	3.3 | #1	#1	#1	#1

Objective

Keep customer regulatory complaints to a minimum.

Targets and Calculations

Definition: Total number of initial customer complaints registered with the NY Department of Public Service, Public Service Commission

Calculation:
- Monthly: Initial Complaint Rate = (Initial Complaints Total / Customer Population) * 100,000 Customers
- YTD: Rolling 12-month Initial Complaint Rate = [(Rolling 12-Month Initial Complaints Total / 12) / Customer Population] * 100,000 Customer

Target: Achieve the top position (#1) for Rolling 12-month Initial Complaint Rate for electric and combination companies within the peer group at yearend. The peer group will include all electric and combination companies in New York State, which includes the below:
- Central Hudson Gas & Electric Corp.
- Con Edison of New York
- National Grid-Upstate
- New York State Electric & Gas Corp.
- Orange & Rockland
- Rochester Gas & Electric Corp.

Exclusions

None

CS-19: DPS Customer Complaint Rate

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for DPS Customer Complaint Rate 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

CS-31: Call Average Handle Time (AHT)

Board Policy: Customer Experience	**Board PIPs**: N/A
LIPA Exec. Sponsor: Stephen Driscoll	**LIPA Proj. Mgr**: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Brian Merkle; Lorraine Barrucco
PSEGLI Director: Jessica Tighe	**DPS Contact**: Mike Sherman
Allocated Compensation (2021 Dollars): $200,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		**2022**		**2023**		**2024**		**2025**
YE Target	**YE Result**	**YE Target**	**YE Result**	**YE Target**	**YE Result**	**YE Target**	**YE Result**	**YE Target**
N/A	388	N/A	433	N/A	438	376	471*	433

*Excludes TOD calls. 472 with TOD

OBJECTIVE

Improve agent efficiency in responding to customer inbound phone inquiries

TARGETS AND CALCULATIONS

Definition: The AHT for this metric is the average duration of calls answered by the Call Center reps in the Main Campaign as tracked in the PSEG Long Island Call Center Daily Monthly YTD Summary report.

Calculation: AHT = The sum of the call duration (Talk time + Conference time + Hold time + After call work time) in seconds of rep answered calls / Total number of representative-answered calls

Target:
≤ 433 seconds = 100% incentive compensation
≤ 438 seconds = 75% incentive compensation

EXCLUSIONS

In the event of a major storm that produces 100,000 or more outages, AHT results will be excluded up to 3 additional days after the active outages fall below 100,000 or the conclusion of the major storm, whichever is sooner.

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Call Average Handle Time 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

CS-36: E-Bill Enrollment

Board Policy: Customer Experience; Customer Value, Affordability & Rate Design	**Board PIPs**: N/A
LIPA Exec. Sponsor: Steve Driscoll	**LIPA Proj. Mgr**: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Michelle Somers
PSEGLI Director: Mike Presti	**DPS Contact**: Mike Sherman
Allocated Compensation (2021 Dollars): $300,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
N/A	42.2%	N/A	43.8%	N/A	45.1%	N/A	47.5%	52.0%

Objective

Increase enrollments in paperless billing to ensure timely bill receipt and reduce postage costs.

Targets and Calculations

Definition: The e-bill enrollment rate is the percent of customer accounts actively enrolled in a paperless bill delivery method by year end 2026. Customer accounts enrolled in dual-delivery (paperless + paper) are not included in the numerator. Customer bill credits cannot be used to incentivize customers to achieve the metric target.

Calculation: E-bill Enrollment % = (Third-party e-bill enrollments + Kubra e-bill enrollments) / Total number of active residential and commercial accounts at year end 2026

Target:
100% incentive compensation for ≥ 30,000 enrollments above 2025 year-end results, or
75% incentive compensation for ≥ 25,000 enrollments above 2025 year-end results

Exclusions

None

CS-36: E-Bill Enrollment

Deliverables

Deliverable Name	Target Due Date
PSEGLI to submit target as a % of total active accounts based on 2025 year-end results.	2026-01-16
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for E-Bill Enrollment 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

CS-37: Self-Service Containment Enhancements

Board Policy: Customer Experience; Customer Value, Affordability & Rate Design	**Board PIPs**: N/A
LIPA Exec. Sponsor: Stephen Driscoll	**LIPA Proj. Mgr**: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Nayan Parikh
PSEGLI Director: Mike Presti	**DPS Contact**: Mike Sherman
Allocated Compensation (2021 Dollars): $500,000	

OBJECTIVE

Enhance self-service eligibility rules to allow more customers to transact in a self-service channel and reduce call transfers to a call center rep.

TARGETS AND CALCULATIONS

This project is to enhance the self-service channels with the following eligibility rule changes:

1. Allow customers in collections to transact in self-service up to the point when the disconnect work order is fielded.
2. Allow customers with 2 or more returned ACH/check payments in a 12-month period to make credit card payments.

EXCLUSIONS

None

DELIVERABLES

Deliverable Name	Target Due Date
Meet with LIPA and present an overview of the solution design	2026-02-20
Go-live	2026-11-30

CS-40: Outage Information Satisfaction & Cause Code

Board Policy: Customer Experience	**Board PIPs**: N/A
LIPA Exec. Sponsor: Steve Driscoll	**LIPA Proj. Mgr**: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino; Mike Sullivan	**PSEGLI Proj. Mgr**: Edyta Keppler; Jason Goldsmith
PSEGLI Director: Mike Presti; Larry Torres	**DPS Contact**: Chris Ronacher
Allocated Compensation (2021 Dollars): $300,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
N/A	N/A	N/A	64.4%|N/A	70.0%|N/A	63.3%|32.8%	71.1%|N/A	69.3%|65.7%	N/A

Objective

Improve customer satisfaction with PSEG Long Island's proficiency in providing information for customers who experience an outage

Targets and Calculations

1. Measure overall satisfaction with the information received during the outage (50% compensation)

Survey all impacted customers after a residential customer experience of an outage to measure whether the customer was satisfied when asked the following question on the outage survey, "Overall satisfaction with the information received during the outage." Measured on a scale of 1 to 10 with 10 being extremely satisfied and 1 being extremely dissatisfied.

Calculation: % of Satisfied Customers = Reponses with a Rating of 6-10 for the Target Question / Total Number of 1- 10 Responses to the Target Question

Target:
≥ 74.0% satisfaction = 100% of Allocated Incentive Compensation for survey component, or
≥ 72.0% satisfaction = 75% of Allocated Incentive Compensation for survey component

There is no rounding protocol. Performance must achieve or exceed the target.

2. Measure the % of outage restoration notifications that contain a cause code. (50% compensation)

Determine the percentage of accounts that received restoration notifications with a cause code, out of all accounts that received restoration notifications. Accounts will be counted by outage incident.

Calculation: % of Cause Code = Number of accounts with a cause code restoration notification / Total accounts with a restoration notification

CS-40: Outage Information Satisfaction & Cause Code

Target:
≥ 5 percentage point improvement over 2025 year-end performance = 100% of Allocated Incentive Compensation for cause code component, or
≥ 3 percentage point improvement over 2025 year-end performance = 75% of Allocated Incentive Compensation for cause code component

There is no rounding protocol. Performance must achieve or exceed the target.

Exclusions

A catastrophic storm where outages last three days or more will be excluded from this metric

Deliverables

Deliverable Name	Target Due Date
PSEGLI to submit cause code target as % of 2025 total accounts with a restoration notification	2026-01-16
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Outage Information Satisfaction & Cause Code 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

IT-03: System Resiliency - Business Continuity Plans and Functional Drills

Board Policy: Information Technology and Cyber Security	**Board PIPs**: 5.02: ERP and BCP Training and Exercises, 5.04: Develop Rigorous BCPs
LIPA Exec. Sponsor: Greg Flay	**LIPA Proj. Mgr**: Greg Flay
PSEGLI Exec. Sponsor: Gregory Filipkowski	**PSEGLI Proj. Mgr**: Frank Savin
PSEGLI Director: Irving Landesbaum	**DPS Contact**: John Goench
Allocated Compensation (2021 Dollars): $500,000	

OBJECTIVE

The objective of this metric is to have an effective business continuity program that is well-designed, robust, and tested. For 2026, this metric targets the critical "Class 1" business processes impacted by the loss of the following critical systems:

- DSCADA
- EMS
- OMS/CAD

Two additional systems were considered but are not in scope for the 2026 metric are the PI Historian system and Mulesoft. PI Historian does not support any Class 1 processes, and the loss of data flowing through Mulesoft results in impaired functionality for the three systems included in scope. Loss of those systems is already covered in the BC planning for processes using those systems.

PSEG-LI shall enhance its business continuity management program by addressing the nine recommendations contained in the 2024 IT Systems Resiliency Report indicated below.

- RC.CI3.E5
- RC.CI3.ECO6
- RC.GF3.RR8
- RC.GV3.IP2
- RC.GV3.MR1
- RC.GV3.PF6
- RC.RA3.BI3
- RC.SP3.PD4
- RC.SP3.TA7

The improvements will leverage guidance from ISO standards such as 22301:2019 or others as applicable. The components of the BC program should be annually reviewed, updated, and approved by LIPA. The program should be successfully and thoroughly exercised via functional drills for all in-scope critical processes.

Background

PSEG-LI states that the business continuity program currently consists of the following:

IT-03: System Resiliency - Business Continuity Plans and Functional Drills

- A PSEG enterprise-level risk management policy
- A PSEG enterprise-level emergency management practice area
- A PSEG enterprise-level business continuity work instruction, which references departmental business continuity plans. PSEG-LI has been granted permission to develop its own business continuity work instruction, but has not yet written it.
- PSEG-LI department-specific business continuity plans, which identify critical business processes and plans for dealing with the following situations: Facility Loss, Personnel Loss, Information Technology Loss, Equipment Loss, and Vendor Loss
- PSEG-LI business impact analyses, which map the loss of systems to the associated impact on business processes.
- PSEG-LI workaround documents, which detail, by business process, how to continue business operations in the event of a loss of one or more systems supporting that business process

Components of the BC program that would normally be contained in a business continuity policy per ISO 22301:2019 will need to be developed in one of the documents under PSEG-LI control or in a new document, if they are not already addressed in the PSEG risk management policy or in the PSEG emergency management practice area.

TARGETS AND CALCULATIONS

A. All planned scope and work for 2026 in the LIPA-approved IT-03 Project Implementation Plan (PIP), will be completed in 2026 in accordance with the approved PIP. PSEG Long Island is responsible for allocating appropriate budget in accordance with the established schedule for the 2026 budget cycle.

B. Any planned 2025 IT-03 scope of work not completed in 2025 will be completed in 2026. Associated deliverables will be added to this metric after the year-end closeout of the 2025 IT-03 metric. PSEG Long Island to submit proposed due dates for the deliverables for LIPA's review and approval, failing which the Due Date will default to 3/31/2026.

C. PSEG Long Island to fully participate in a gap-closure assessment by a LIPA representative or LIPA-engaged third-party consultant, to be conducted in Q4 2026. The assessment will include reviewing the BC Program documents and witnessing exercises for the business processes that utilize the critical systems identified in the mutually agreed-upon PIP. LIPA's approval of the deliverables will be based on the consultant's recommendations resulting from this assessment. All BCP and Functional Drills Recommendations of the 2024 IT Systems Resiliency Report that have not already been determined to have been fully met by a LIPA representative or LIPA-engaged third-party Consultant pursuant to the 2025 IT-03 metric will be assessed for gap-closure.

D. PSEG Long Island to capture lessons learned from the exercises and put them into an After-Action Report. PSEG Long Island is to submit a revised PIP for LIPA approval with additional deliverables arising from the After-Action Report and their due dates, as well as any BCPs that have been updated to incorporate any of the lessons learned.

IT-03: System Resiliency - Business Continuity Plans and Functional Drills

Expected outcomes for 2026:

- As determined by a LIPA representative or LIPA-engaged third-party consultant in a gap closure assessment, in-scope recommendations have been fully implemented.
- BC program documents related to the critical systems and their associated critical business processes have been reviewed by a LIPA representative or LIPA-engaged third-party consultant and are approved by LIPA.
- BC program documents provide clear and concrete direction for maintaining critical functions and processes in realistic disaster scenarios, including unplanned partial or complete loss of one or more critical systems and/or infrastructure.
- BC program documents and the design of the functional drills are in accordance with the in-scope recommendations of the 2024 IT Systems Resiliency Assessment.
- BC program documents have been successfully updated and exercised for the critical systems and their associated critical business processes, with the functional drills witnessed and their success assessed by a LIPA representative or LIPA-engaged third-party consultant.

Target:
Minimum Baseline Target for receiving compensation requires:
(i) PSEG Long Island has fully participated in the gap-closure assessment, including making all relevant PSEG Long Island personnel available as needed for interviews, meetings, etc., and providing all requested information and data in a timely manner.

(ii) 2026 deliverables in the LIPA-approved PIP or in this metric, are submitted by the specified due dates and subsequently accepted by LIPA.

If the Minimum Baseline Targets are met, incentive will be allocated based on the determination of the gap-closure assessment of the BCP and Functional Drills Recommendations of the 2024 IT Systems Resiliency Report, as follows:
• 70% of compensation for successful completion of the high priority identified gaps, as determined by the gap-closure assessment:
  o RC.GV3.MR1
  o RC.GV3.IP2
  o RC.RA3.BI3
  o RC.SP3.PD4
  o RC.CI3.E5
  o RC.CI3.ECO6
• 20% of compensation for successful completion of the medium priority identified gaps, as determined by the gap-closure assessment:
  o RC.GV3.PF6
  o RC.SP3.TA7

IT-03: System Resiliency - Business Continuity Plans and Functional Drills

• 10% of compensation for successful completion of the low priority identified gaps, as determined by the gap-closure assessment:

  o RC.GF3.RR8

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

Exclusions

Schedule relief may be granted for i) delays directed or requested by LIPA or ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

Deliverables

Deliverable Name	Target Due Date
All 2026 Deliverables in the LIPA-approved PIP	Per LIPA-approved PIP
Successful exercise of the LIPA-approved business continuity program elements in functional drills, as specified in the LIPA-approved PIP	2026-10-31
Lessons Learned from the exercises and a revised PIP incorporating the lessons learned	2026-11-14
Successful gap-closure assessment with active PSEG-LI participation	2026-12-31

2026 Performance Metrics

IT-04: System and Software Lifecycle Management

Board Policy: Information Technology and Cyber Security	**Board PIPs**: N/A
LIPA Exec. Sponsor: Greg Flay	**LIPA Proj. Mgr**: Sidney Shelton
PSEGLI Exec. Sponsor: Gregory Filipkowski	**PSEGLI Proj. Mgr**: Maurice Johnson
PSEGLI Director: Irving Landesbaum	**DPS Contact**: John Goench
Allocated Compensation (2021 Dollars): $100,000	

Objective

All IT and OT applications and technology assets managed by PSEG Long Island on behalf of LIPA, including computers, communications equipment, networking equipment, hardware, software, and storage systems, are within their active service life and under general support from the product vendor.

Targets and Calculations

% of defined systems within the vendor's general support lifecycle, weighted by the tiered approach utilizing Recovery Time Objectives (RTO) to assign weights based on the priority of the application or technology defined below

Tiered Approach:
Systems and applications will be categorized into tiers based on RTO ranges:

Tier	Tier Name	RTO Range	Description in Utility Context
Tier 0	Critical	0-4 hours	Mission-critical systems requiring near-immediate recovery
Tier 1	High	5-8 hours	High-priority systems essential for core operations. Recovery must be swift to avoid significant disruptions.
Tier 2	Moderate	9-24 hours	Important but non-immediate systems. Tolerable for short-term interruptions without catastrophic effects.
Tier 3	Low	>24 hours	Supportive or low-impact systems. Extended recovery is acceptable with minimal business repercussions.

Weighting by Tiers (Multipliers reflect business risk/priority in overall metric calculation)	Tier Name	Associated Weighting Factor
Tier 0	Critical	10 x
Tier 1	High	5 x
Tier 2	Moderate	3 x
Tier 3	Low	1 x

IT-04: System and Software Lifecycle Management

Calculation:

$$\text{System and Software Lifecycle Management \% Achievement} = \frac{\Sigma\,(\text{Units Within Vendor Support x Multiplier})}{\Sigma\,(\text{Maximum Possible Points})}$$

Units for inclusion for calculation purposed will only include the following:

1. Production Systems
2. Disaster Recovery Environments
3. Q/A environments where they exist.

Calculation Example:

App	Tier	Tier Factor	Units	Units within Vendor Support	Weighted Units	Weight %	Incentive at Risk	Incentive Earned
					= tier factor x units	*= weighted units / total number of weighted units*	*= weight % x total target incentive*	*= (units within vendor support / total units) x target incentive*
Technology 1	3	1	10	8	10	2.13%	$2,127.66	$1,702.13
Technology 2	3	1	5	5	5	1.06%	$1,063.83	$1,063.83
Technology 3	3	1	10	9	10	2.13%	$2,127.66	$1,914.89
Technology 4	3	1	1	1	1	0.21%	$212.77	$212.77
Application 1	2	3	15	14	45	9.57%	$9,574.47	$8,936.17
Application 2	0	10	24	24	240	51.06%	$51,063.83	$51,063.83
Application 3	0	10	15	10	150	31.91%	$31,914.89	$21,276.60
Application 4	3	1	9	7	9	1.91%	$1,914.89	$1,489.36
Total			**89**	**78**	**470**	**100%**	**$100,000.00**	**$87,659.57**

Exclusions

SAS systems will not be included. Units that don't meet the above defined inclusion criteria.

Deliverables

Deliverable Name	Target Due Date
Submit list of current inventories	2026-01-02
Submit the current IT and OT asset inventory, as specified in this metric.	2026-01-31
Submit the current IT and OT asset inventory, as specified in this metric.	2026-12-15

2026 Performance Metrics

IT-05: Project Performance - In-flight Projects

Board Policy: Information Technology and Cyber Security	**Board PIPs**: N/A
LIPA Exec. Sponsor: Greg Flay	**LIPA Proj. Mgr**: Brian Rudowski, Sidney Shelton
PSEGLI Exec. Sponsor: Gregory Filipkowski	**PSEGLI Proj. Mgr**: Multiple
PSEGLI Director: Irving Landesbaum, Joseph Jacko, Larry Rocha, Lavanya Myneni	**DPS Contact**: John Goench
Allocated Compensation (2021 Dollars): $300000	

OBJECTIVE

IT Projects are conducted in a structured manner with strong and rigorous project planning, monitoring, and controls, as demonstrated by:

1. Project Implementation Plans (PIPs) in an acceptable format, approved by LIPA, for all in scope projects.
2. Monthly Reporting of Project Status by ten days after the close of each month. Monthly Project Status Reporting will be in a LIPA-approved format and will be required starting from the month the PIP is due and continuing through the month that final close-out reports and/or artifacts are accepted by LIPA.
3. Planned project work completed on time and budget.

TARGETS AND CALCULATIONS

This metric includes all in-flight 2025 IT Project Performance Metrics (IT-05 and IT-06) projects that have LIPA-approved PIPs and LIPA-approved work plans for 2026, with the Deliverables and Due Dates as specified in the LIPA-approved PIPs.

Any approved Exception Request for a 2025 IT-05 or IT-06 project that moves a Deliverable Due Date from 2025 to 2026 will automatically result in that Deliverable being incorporated into this metric and will move the associated project in-scope if previously out-of-scope. Additionally, any 2025 Deliverables for IT-05 or IT-06 projects that are not completed in 2025 will be automatically incorporated into this metric for remediation even if the Due Date is not officially adjusted through the Exception process.

The in-scope Projects and Deliverables listing will be compiled and updated through 2025 year-end closeout as the 2025 IT-05 and IT-06 projects complete PIP reviews and progress through execution, and the projects that meet the criterion for inclusion are determined. The final Deliverables and Due Dates for the metric will be as specified in the LIPA-approved PIPs for the projects, with any applicable adjustments resulting from the Exception Request process or as determined by LIPA for deliverables that have been incorporated for remediation without approved Exception Requests.

All submitted deliverables shall be clear, comprehensive, and substantive.

Target:

100% of the in-scope projects meet the following targets:

- 100% of the 2026 Deliverables specified in the LIPA-approved PIP or in this metric are submitted by the specified due date and subsequently accepted by LIPA.
- 100% of the planned 2026 work specified in the LIPA-approved PIP or in this metric is completed in 2025.
- Projects completed in 2026 satisfy the End State and Success Criteria detailed in the LIPA-approved PIP.

IT-05: Project Performance - In-flight Projects

Incentive will be awarded as follows:

- The incentive will be based on the allocated portion of in-scope projects that are completed in 2025 in alignment with the planned 2025 work specified in the LIPA-approved PIP
- No incentive if the target is met for less than 50% of in-scope projects

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

Exclusions

Schedule relief may be granted for delays i) directed or requested by LIPA or ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

Any exceptions sought for a deliverable must be submitted by PSEG Long Island, via the standard Metric Exception Request process, within ten business days of the deliverable due date.

Any requests by PSEG Long Island to remove a project from the in-scope projects list must be submitted by PSEG Long Island, via the standard Metric Exception Request process, within ten business days of the first deliverable due date.

Deliverables

Deliverable Name	Target Due Date
2026 Deliverables from LIPA-approved PIPs for all in-scope projects	Per LIPA-approved PIPs

2026 Performance Metrics

IT-06: New 2026 Projects

Board Policy: Information Technology and Cyber Security	**Board PIPs**: N/A
LIPA Exec. Sponsor: Greg Flay	**LIPA Proj. Mgr**: Brian Rudowski, Sidney Shelton
PSEGLI Exec. Sponsor: Gregory Filipkowski	**PSEGLI Proj. Mgr**: Multiple
PSEGLI Director: Irving Landesbaum, Joseph Jacko, Larry Rocha, Lavanya Myneni	**DPS Contact**: John Goench
Allocated Compensation (2021 Dollars): $700,000	

Objective

IT Projects completed on time, on budget, with full scope and high quality, as demonstrated by:

- Project durations that are equal to the duration specified during SGP Stage 5 project deliverables, using approved project estimation methodologies, within margins of error of (+/- 30 days).
- Project costs that are equal to the estimated cost specified during SGP Stage 5 project deliverables, using approved project estimation methodologies, within margins of error (+20%/-15%).
- Quality of Project Execution as measured through a defined scorecard which will capture delivered project scope and quality which will be mutually developed in Q1 of 2026 by the parties outlining the deliverables and rubric for objectively measuring project delivery quality.

Targets and Calculations

The incentive for each project is allocated from the total for IT-06 by its Board-approved Capital budget for 2026. The total compensation for each project is divided into components for cost, schedule, scope, and quality.

- **Cost (40%)**: Project costs, that are equal to the duration specified during SGP Stage 5 project deliverables, using approved project estimation methodologies, within margins of error of (+/- 30 days).
- **Schedule (30%)**: Project schedules, that are equal to the estimated cost specified during SGP Stage 5 project deliverables, using approved project estimation methodologies, within margins of error (+20%/-15%).
- **Quality (30%)**: Project Quality, as measured through a defined scorecard which will capture delivered project scope and quality which will be mutually developed in Q1 of 2026 by the parties outlining the deliverables and rubric for objectively measuring project delivery quality.
  - The grading rubric will have a define scoring methodology that would incentivize outcomes based on below grading structure:
    - A – 100%
    - B – 85%
    - C – 70%

This metric includes the following projects:

- All new IT Projects at or over $1 million in Capital Budget project lifecycle costs that have an approved 2026 Capital Budget and are expected to be closed during the 2026 metric performance period. In-flight projects and projects planned per the SGP Stage 5 project deliverables that close after the 2026 performance period will be

IT-06: New 2026 Projects

measured in future performance metrics. For the purposes of this metric, project closure occurs following the hyper-care or equivalent monitoring period, when the Project Closeout Report (as defined in this metric) is prepared.

The in-scope project list will be compiled based on the Board-approved 2026 PSEG Long Island Capital Budget.

Target:
100% of the in-scope projects delivered on time, on budget, with full scope and high quality. Payout is proportional to the allocated value of projects based on the Board-approved budget for the project.

Example Calculation:

		Project 1	Project 2	Project 3	Project 4	Total
Budget	**Allocations**	$1,000,000	$2,000,000	$5,000,000	$10,000,000	**$18,000,000**
Weight		*6%*	*11%*	*28%*	*56%*	***100%***
Target Incentive (2021 Dollars)	***100%***	$38,889	$77,778	$194,444	$388,889	**$700,000**
Cost Within Tolerance		Yes	No	Yes	Yes	
Cost Incentive	**40%**	$15,556	$0	$77,778	$155,556	
Schedule within Tolerance		No	No	Yes	Yes	
Schedule Incentive	**30%**	$0	$0	$58,333	$116,667	
Quality Score		C	F	B	A	
Quality Incentive	**30%**	$8,167	$0	$49,583	$116,667	
Total Incentive Earned		**$23,722**	**$0**	**$185,694**	**$388,889**	**$598,306**

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

IT-06: New 2026 Projects

Exclusions

Schedule relief may be granted for delays i) directed or requested by LIPA or ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

Any exceptions sought for a deliverable must be submitted by PSEG Long Island, via the standard Metric Exception Request process, within ten business days of the deliverable due date.

Deliverables

Deliverable Name	Target Due Date
LIPA and PSEG Long Island to develop and mutually agree upon Quality component of the metric and applicable documentation for submission and grading rubric for incentive payout determination	2026-03-31
Project Monthly Status Reports	10^{th} of Every Month
Project Closeout Reports	Within 30 Days of Project Closeout

2026 Performance Metrics

IT-09: IT Planning - Ransomware Readiness and Response

Board Policy: Information Technology and Cyber Security	**Board PIPs**: N/A
LIPA Exec. Sponsor: Greg Flay	**LIPA Proj. Mgr**: Brian Rudowski
PSEGLI Exec. Sponsor: Gregory Filipkowski	**PSEGLI Proj. Mgr**: N/A
PSEGLI Director: Irving Landesbaum, John Kupcinski	**DPS Contact**: John Goench
Allocated Compensation (2021 Dollars): $500,000	

OBJECTIVE

Development and Implementation of Ransomware Readiness and Response plans to ensure that any suspected or confirmed ransomware incidents are responded to consistently, controlled, and effectively.

TARGETS AND CALCULATIONS

All planned scope and work for 2026 in the LIPA-approved Ransomware Readiness and Response Project Implementation Plan (PIP) and in any subsequent LIPA-approved detailed plans developed according to the PIP, for which reasonable and supported budget is approved and funded will be completed in 2026 in accordance with the plans.

Any planned 2025 IT-09 scope of work not completed in 2025 will be completed in 2026. Associated deliverables will be added to this metric after the year-end closeout of the 2025 IT-09 metric. PSEG Long Island to submit proposed due dates for the deliverables for LIPA's review and approval.

All Recommendations of the 2024 Ransomware Readiness and Response Roadmap that are planned to be completed in or prior to 2026 per the LIPA-approved PIP, and that have not already been determined to have been fully met by a LIPA-engaged third-party Consultant pursuant to the 2025 IT-09 metric, will be assessed for gap-closure and determined to be fully met by a LIPA-engaged third-party Consultant in 2026.

Restoration of backups for all priority systems/subsystems (on-premise and cloud) identified in the PIP will be successfully tested in 2026. If testing the full restoration of backups is not feasible for a given system, PSEG Long Island may test the restoration of a representative subset of the backups to demonstrate that the backups were completed successfully and are viable. The testing approach for each system will be provided in Test Plans, which will be submitted to LIPA for review and approval before the system is tested.

The Ransomware Response and Recovery Plan will be exercised from incident through resumption to normal in 2026, in accordance with the Plan. Lessons learned from the exercise will be incorporated into the Ransomware Response and Recovery Plan or added as deliverables/actions into a revised PIP. Revisions to the Ransomware Response and Recovery Plan or the PIP will be submitted to LIPA for review and approval in 2026. The exercise will be observed by LIPA and/or a LIPA-engaged third-party Consultant.

IT-09: IT Planning - Ransomware Readiness and Response

Expected End State outcomes after full implementation per LIPA-approved PIP:

i) A written LIPA-approved Recovery Readiness Plan is in effect, providing detailed processes and procedures for regular data backups that are consistent with NIST/NCCOE Recommendations. Each of the priority systems/subsystems is explicitly addressed.

ii) All identified priority systems/subsystems are regularly backed up in accordance with the Recovery Readiness Plan. Backups may be conducted at system-specific or infrastructure levels as long as all essential components of all priority systems/subsystems are fully covered. For SaaS systems, vendors have provided documentation on their current backup and restore processes, which has been analyzed for potential gaps under ransomware attack scenarios. Remediation plans from vendors have been requested/negotiated for any identified gaps, and all gaps have been either closed or addressed with contingency plans in the Ransomware Response and Recovery Plan. If any vendors have been unwilling or unable to provide sufficient documentation or adequate remediation plans, PSEG Long Island will follow its risk management process for third parties.

iii) Restoration of backups for priority systems/subsystems are tested annually. For SaaS systems, requirements to ensure that uncontaminated data can be restored in case of contamination are documented for each system, and the vendor provides written evidence/assurance that the requirements are met, including, at a minimum, clearly defined SLAs for data recovery, backups, and restoration (RTO, RPO). If any vendors have been unwilling or unable to provide sufficient documentation or adequate evidence/assurance, PSEG Long Island will follow its risk management process for third parties.

iv) A written LIPA-approved Ransomware Response and Recovery Plan consistent with NIST/NCCOE Recommendations is in effect, addressing assessment and validation of attack vectors and level of breach, containment of breach; incident command and stakeholder communications; approach to business continuity, recovery, and resumption to normal; recovery of systems; and regular, periodic testing of the response from incident through resumption to normal for the entire organization.

v) The Ransomware Response and Recovery Plan provides a Business Response Playbook/Runbook that delivers policies and procedures for plan activation, internal executive communication (including LIPA), external communication, coordination, business continuity until systems are restored/recovered, and procedures and process for resumption to normal including input of any manually captured data. The Business Response Playbook/ Runbook can be similar to the Storm ERIP but more limited in scope.

vi) The Ransomware Response and Recovery Plan provides a Technical Response Playbook/Runbook that provides step-by-step procedures to guide validation and assessment, containment, data recovery, post-recovery data integrity assessment, and resumption of services. Procedures are detailed for priority systems and subsystems, including communication and coordination with vendors for SaaS systems.

vii) Thorough testing of the response is planned to be conducted annually.

IT-09: IT Planning - Ransomware Readiness and Response

In 2026, a LIPA-engaged third-party Consultant will conduct a gap-closure assessment of the Ransomware Readiness Assessment conducted by a LIPA-engaged third-part Consultant (Ernst & Young) in 2024. The 2026 assessment will evaluate closure of the recommendations that are planned to be completed in 2026 per the LIPA-approved PIP.

Incentive will be awarded as follows:

• 20% of allocated incentive compensation for completion of the 2026 LIPA-observed annual exercise of the Ransomware Response and Recovery Plan and incorporation of Lessons Learned into the Ransomware Response and Recovery Plan or revised PIP, as specified in this metric, with deliverables submitted by the specified due dates and subsequently accepted by LIPA. 'LIPA-observed' means observed by LIPA and/or a LIPA-engaged third-party Consultant.

• 80% of allocated incentive compensation for meeting the following targets:

- 100% of 2026 deliverables in the LIPA-approved PIP or in this metric are submitted by the specified due dates and subsequently accepted by LIPA, excluding the deliverables for the 2026 annual exercise of the Ransomware Response and Recovery Plan and the incorporation of Lessons Learned into the Ransomware Response and Recovery Plan or revised PIP.
- 100% of any 2025 Deliverables that are added to this metric for completion after the year-end closeout of the 2025 IT-09 metric are submitted by the specified due date and subsequently accepted by LIPA.
- PSEG Long Island has fully participated in the gap-closure assessment, including making all relevant PSEG Long Island personnel available as needed for interviews, meetings, etc., and providing all requested information and data in a timely manner.
- 100% of the Recommendations of the 2024 Ransomware Readiness and Response Roadmap that are planned to be completed in or prior to 2026 per the LIPA-approved PIP are determined to be fully met by a LIPA-engaged third-party Consultant in 2026.

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations. PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

IT-09: IT Planning - Ransomware Readiness and Response

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

Exclusions

Schedule relief may be granted for delays i) directed or requested by LIPA or ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

Deliverables

Deliverable Name	Target Due Date
Monthly progress reports and status briefing	Monthly
All 2026 deliverables in the LIPA-approved PIP	Per LIPA-approved PIP
Test plans and results for testing the restoration of backups for all priority systems/subsystems identified in the PIP	Per LIPA-approved PIP
Annual exercise of the Ransomware Response and Recovery Plan and Lessons Learned	2026-10-31
Revised PIP with additional after-actions from the exercise	2026-11-15
Close-out Report	2026-12-01
PSEG Long Island has fully participated in the gap-closure assessment, including making relevant personnel available and providing requested information and data and access to relevant systems, in a timely manner.	2026-12-31

2026 Performance Metrics

IT-10: System Resiliency - Disaster Recovery Plans and Testing

Board Policy: Information Technology and Cyber Security	**Board PIPs**: 5.02: ERP and BCP Training and Exercises, 5.04: Develop Rigorous BCPs
LIPA Exec. Sponsor: Greg Flay	**LIPA Proj. Mgr**: Sidney Shelton
PSEGLI Exec. Sponsor: Gregory Filipkowski	**PSEGLI Proj. Mgr**: Tikka Singh
PSEGLI Director: Irving Landesbaum	**DPS Contact**: John Goench
Allocated Compensation (2021 Dollars): $500,000	

Objective

Well-designed and robust IT System Resiliency Planning that includes Disaster Recovery Plans (DRPs) that are annually reviewed, updated, approved by LIPA, and successfully and thoroughly exercised, for all critical systems. Plans should be developed and implemented using guidance from ISO 22301:2019, as applicable.

Targets and Calculations

A. All planned scope and work for 2026 in the LIPA-approved IT-10 PIP, for which a reasonable and supported budget is approved and funded, will be completed in 2026 in accordance with the approved PIP. PSEG Long Island is responsible for requesting budget in accordance with the established schedule for the 2026 budget cycle.

B. Any planned 2025 IT-10 scope of work not completed in 2025 will be completed in 2026. Associated deliverables will be added to this metric after the year-end closeout of the 2025 IT-10 metric. PSEG Long Island to submit proposed due dates for the deliverables for LIPA's review and approval.

C. PSEG Long Island to fully participate in a gap-closure assessment by a LIPA representative or LIPA-engaged third-party consultant, to be conducted in Q42026. The assessment will include reviewing the DRP documents and witnessing testing for the critical systems identified in the approved PIP. LIPA's approval of the associated DRP and testing deliverables will be based on the consultant's recommendations resulting from this assessment. All DRP and Testing Recommendations of the 2024 IT Systems Resiliency Report that have not already been determined to have been fully met by a LIPA-engaged third-party Consultant pursuant to the 2025 IT-10 metric will be assessed for gap-closure.

D. PSEG Long Island to capture lessons learned from the testing and put them into an After-Action Report. PSEG Long Island is to submit a revised PIP for LIPA approval with additional deliverables arising from the After-Action Report and their due dates, as well as any DRPs that have been updated to incorporate any of the lessons Learned. Lessons learned that are required for gap-closure will be included in the revised PIP, otherwise they will be incorporated into respective DRPs.

IT-10: System Resiliency - Disaster Recovery Plans and Testing

Expected outcomes for 2026:

• The Future State Roadmap's Disaster Recovery Plans and Testing recommendations have been fully implemented, as determined by a LIPA-engaged third-party Consultant in a gap-closure assessment.
• DRPs for the critical systems identified in the mutually agreeable and LIPA-approved PIP have been reviewed by the third-party Consultant and approved by LIPA based on the Consultant's recommendation. The DRPs provide clear and concrete direction for recovery and restoration of the systems in realistic disaster scenarios, including unplanned partial or complete loss of one or more critical systems and/or infrastructure components.
• The DRPs and the design of the tests are in accordance with the recommendations of the 2024 IT Systems Resiliency Assessment.
• LIPA-approved DRPs have been successfully exercised for the critical systems identified in the mutually agreeable and LIPA-approved PIP, with the tests witnessed, and their success assessed, by a LIPA-engaged third-party Consultant.

Target:

Minimum Baseline Target for receiving compensation requires:
(i) PSEG Long Island has fully participated in the gap-closure assessment, including making all relevant PSEG Long Island personnel available as needed for interviews, meetings, etc. and providing all requested information and data in a timely manner.
(ii) 2026 deliverables in the LIPA-approved PIP or in this metric, are submitted by the specified due dates and subsequently accepted by LIPA.

If the Minimum Baseline Targets are met, incentive will be allocated based on the determination of the gap-closure assessment of the DRP and Testing Recommendations of the 2024 IT Systems Resiliency Report, as follows:

• 70% of compensation for successful completion of the high priority identified gaps, as determined by the gap-closure assessment
o RC.GV10.DR1
o RC.GV10.DR2
o RC.GV10.DR3
o RC.GV10.DR4
• 20% of compensation for successful completion of the medium priority identified gaps, as determined by the gap-closure assessment
o RC.GV10.DR5
o RC.GV10.DR6
o RC.GV10.DR7
• 10% of compensation for successful completion of the low priority identified gaps, as determined by the gap-closure assessment
o RC.GV10.DR9
o RC.GV10.DR8

IT-10: System Resiliency - Disaster Recovery Plans and Testing

- o RC.GV10.DR10
- o RC.GV10.DR11

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

Exclusions

Schedule relief may be granted for delays i) directed or requested by LIPA or ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

Deliverables

Deliverable Name	Target Due Date
All 2026 Deliverables in the LIPA-approved PIP	Per LIPA-approved PIP
Successful exercise of LIPA-approved DRPs as specified in the LIPA-approved PIP	2026-12-15
Lessons Learned from the exercises and a revised PIP incorporating the lessons learned	2026-12-15
PSEG Long Island has fully participated in the gap-closure assessment, including making relevant personnel available and providing requested information and data and access to relevant systems, in a timely manner.	2026-12-31

2026 Performance Metrics

IT-11: System Cost Effectiveness

Board Policy: Information Technology and Cyber Security	**Board PIPs**: N/A
LIPA Exec. Sponsor: Greg Flay	**LIPA Proj. Mgr**: Omar Shareef
PSEGLI Exec. Sponsor: Gregory Filipkowski	**PSEGLI Proj. Mgr**: N/A
PSEGLI Director: Joseph Jacko	**DPS Contact**: John Goench
Allocated Compensation (2021 Dollars): $200,000	

Objective

The objective for this metric is to enable the reduction of the operating and maintenance costs associated with PSEG-LI platforms. To do this, we need to first have a baseline of the total cost of ownership (TCO) for tier 1 and tier 2 major applications and technologies. The objective of this metric is to develop the processes and systems required to measure TCO, and then to measure TCO for all tier 1 and 2 technology or application platforms using this process. The TCO for a given technology should include the annual cost of associated hardware, software, third-party services, and internal labor assigned to support the technology or application asset.

This TCO calculation capability will be used in future performance metric years (2027 and beyond) to set targets for cost reduction.

Targets and Calculations

Targets for 2026:
100% compensation for calculating TCO for the Tier 1 and Tier 2 major applications and technologies.

Exclusions

None

Deliverables

Deliverable Name	Target Due Date
Deliver Tier 1 and Tier 2 applications and technologies list	2026-01-15
Deliver Tier 1 and Tier 2 applications and technology draft TCO report (first 5 months)	2026-06-30
Deliver Tier 1 and Tier 2 applications and technology final TCO report (FY 2026)	2027-01-20

2026 Performance Metrics

IT-12: System Reliability

Board Policy: Information Technology and Cyber Security	**Board PIPs**: N/A
LIPA Exec. Sponsor: Greg Flay	**LIPA Proj. Mgrs**: Sidney Shelton and Brian Rudowski
PSEGLI Exec. Sponsor: Gregory Filipkowski	**PSEGLI Proj. Mgrs**: N/A
PSEGLI Director: Irving Landesbaum/John Kupcinski	**DPS Contact**: John Goench
Allocated Compensation (2021 Dollars): $100,000	

Objective

The objective of this metric is to ensure that PSEG Long Island maintains reliable systems by measuring uptime and system availability.

Targets and Calculations

Reliability is measured as aggregate uptime for major applications and technologies, weighted by the tiered approach utilizing Recovery Time Objectives (RTO) to assign weights based on the priority of the application or technology defined below. The target for 2026 is 99% or higher reliability and will be based on a defined list of systems.

Tiered Approach:
Systems and applications will be categorized into tiers based on RTO ranges:

Tier	Tier Name	RTO Range	Description in Utility Context
Tier 0	Critical	0-4 hours	Mission-critical systems requiring near-immediate recovery
Tier 1	High	5-8 hours	High-priority systems essential for core operations. Recovery must be swift to avoid significant disruptions.
Tier 2	Moderate	9-24 hours	Important but non-immediate systems. Tolerable for short-term interruptions without catastrophic effects.
Tier 3	Low	>24 hours	Supportive or low-impact systems. Extended recovery is acceptable with minimal business repercussions.

Below is a sample calculation utilizing the above methodology for a month – results will be reported monthly and cumulative YE results will be the basis of whether result was achieved to earn incentive compensation:

January 2026 Month

App	Tier	Points	Weight %	Downtime Minutes	Uptime Minutes	Total Minutes	Uptime %	Aggregate %
Application 1	0	10	22.22%	0	44,640	44,640	100.0%	22.2%
Application 2	0	10	22.22%	0	44,640	44,640	100.0%	22.2%
Application 3	0	10	22.22%	15	44,625	44,640	100.0%	22.2%
Application 4	1	5	11.11%	45	44,595	44,640	99.9%	11.1%
Application 5	1	5	11.11%	150	44,490	44,640	99.7%	11.1%

IT-12: System Reliability

App	Tier	Points	Weight %	Downtime Minutes	Uptime Minutes	Total Minutes	Uptime %	Aggregate %
Application 6	2	3	6.67%	15	44,625	44,640	100.0%	6.7%
Application 7	3	1	2.22%	450	44,190	44,640	99.0%	2.2%
Application 8	3	1	2.22%	45	44,595	44,640	99.9%	2.2%
Aggregate Reliability %		**45**	**100.00%**					**99.9%**

Exclusions

None

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1. Unplanned Outage/Uptime Report	Monthly
Submit list of defined systems and scope	2026-01-02

2026 Performance Metrics

IT-13: IT Service Management

Board Policy: Information Technology and Cyber Security	**Board PIPs**: N/A
LIPA Exec. Sponsor: Greg Flay	**LIPA Proj. Mgr**: Sidney Shelton
PSEGLI Exec. Sponsor: Gregory Filipkowski	**PSEGLI Proj. Mgr**: N/A
PSEGLI Director: Irving Landesbaum	**DPS Contact**: John Goench
Allocated Compensation (2021 Dollars): $100,000	

Objective

This metric's objective is to ensure that the PSEG-LI IT/Cyber team adequately meets the technology service management needs of the PSEG-LI operating company as measured by meeting or exceeding service level targets.

Targets and Calculations

This metric consists of several measures:

- **30% of Incentive Compensation - Incident Response**, as measured by the % of tickets responded to within SLA.
  - 100% of incentive compensation for performance ≥ 95%.
  - 75% of incentive compensation for performance ≥ 90% but < 95%
  - 0% of incentive compensation for any performance < 90%
- **30% of Incentive Compensation - Incident Resolution**, as measured by the % of tickets resolved within SLA.
  - 100% of incentive compensation for performance ≥ 95%.
  - 75% of incentive compensation for performance ≥ 90% but < 95%
  - 0% of incentive compensation for any performance < 90%
- **10% of Incentive Compensation - Service Request Completion SLA**, establishment of baseline within ServiceNow as measured by the % of tickets completed within SLA
- **30% of Incentive Compensation - Customer Satisfaction**, as measured by the Moment of Truth metric.
  - 100% of incentive compensation for performance ≥ 3.80
  - 75% of incentive compensation for performance ≥ 3.74 but < 3.80
  - 0% of incentive compensation for any performance < 3.74

Exclusions

None

Deliverables

Deliverable Name	Target Due Date
Complete the development of the Service Request Service Level Agreement (SLA) capabilities for the ability to measure and capture baseline performance within ServiceNow System	2026-06-30
Provide baseline performance result for July-December 2026 for Service Request Service Level Agreement (SLA) via ServiceNow System	2027-01-15
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) PSEGLI IT Monthly SteerCo PowerPoint Presentation – results will also be reported in the monthly PSEG LI OSA scorecard within a dashboard	Monthly

PS&CE-05: Beneficial Electrification – Building Electrification

Board Policy: Resource Planning and Clean Energy	**Board PIPs**: N/A
LIPA Exec. Sponsor: Gary Stephenson	**LIPA Proj. Mgr**: Louisa Chan
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Dan Zaweski
PSEGLI Director: Michael Voltz	**DPS Contact**: Ed Wilkowski
Allocated Compensation (2021 Dollars): $200,000	

Objective

Achieve the Beneficial Electrification targets from the Utility 2.0 filing, including any LIPA and DPS recommended changes to the targets in alignment with the LIPA portion of the 2 million home clean energy goals for whole home electrification and home electrification ready.

Targets and Calculations

The Target for 2026 is determined by Utility 2.0, which was filed on July 1, 2025. Achieve all of the following implementation targets by December 31, 2026:

100% of compensation allocated to this metric for paying rebates for a total of 5,808 dwellings (total of single-family and multi-family). Dwellings (total of single-family and multi-family) are considered to be homes served by whole-house heat pump systems. The heat pump system must be the primary heating source (minimum 100% heating load) to qualify as an electrified home under the statewide million homes initiative. The dwellings target identified may be modified to be commensurate with the LIPA-approved energy efficiency budget and plan.

PSEG Long Island will submit a monthly Tier 1, Tier 2, and TRC KPI report, which includes measures and costs, and meet with LIPA to present results. PSEG Long Island will also submit raw data to support IV&V of this metric.

Exclusions

None

Deliverables

Deliverable Name	Target Due Date
1) PSEG Long Island submits their calculation of the target based on the LIPA and DPS recommendations and final approved budget.	2026-01-15
2) Upload to the LIPA designated folder on the LIPA SharePoint Site the following: a. Monthly Scorecard Report b. Any additional supporting documentation as required Monthly	Monthly

2026 Performance Metrics

PS&CE- 06: Electric Vehicle (EV) Make-Ready

Board Policy: Resource Planning and Clean Energy	**Board PIPs**: N/A
LIPA Exec. Sponsor: Gary Stephenson	**LIPA Proj. Mgr**: Brian Levite
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Paul Dibenedetto
PSEGLI Director: Michael Voltz	**DPS Contact**: Ed Wilkowski
Allocated Compensation (2021 Dollars): $300,000	

Objective

Achieve EV Make-Ready Targets and Fleet Make-Ready Targets, including any LIPA and DPS, recommended changes to the targets.

Targets and Calculations

Achieve the following implementation targets above base targets set in Utility 2.0 by December 31, 2026:

- 35% of compensation allocated to this metric for “Plugs energized” Level 2: 720
- 35% of compensation allocated to this metric for “Plugs energized” DCFC: 115
- 30% of compensation allocated to this metric for achieving the Fleet Make Ready enrollment target: 20

Energize = Total population of DCFC and Level 2 ports that have a meter set and put into service in 2026 or made operational if tied into an existing meter.

Enrollment = PSEG Long Island commits funds to a make-ready project

Each target is measured on a pass/fail basis. A pass is earned by full completion of that target.

Exclusions

None

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Report 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

PS&CE-14: Transportation Strategic Initiatives

Board Policy: Resource Planning and Clean Energy	**Board PIPs**: N/A
LIPA Exec. Sponsor: Gary Stephenson	**LIPA Proj. Mgr**: Pervez Khaled
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Paul Dibenedetto
PSEGLI Director: Michael Voltz	**DPS Contact**: Ed Wilkowski
Allocated Compensation (2021 Dollars): $140,000	

OBJECTIVE

The purpose of this metric is to develop a large-scale residential active managed charging pilot, targeting 2,000 to 4,000 vehicles. This will be achieved by designing and issuing an RFP to identify a selected vendor with the appropriate solution, with the intention of the selected vendor intending on implementing this program in 2027. As part of the process, leverage the insights from PSEG Long Island's managed charging roadmap, the existing pilot with Optiwatt and LIPA active managed charging roadmap to proactively coordinate with key stakeholders – including IT and analytics, customer operations, and T&D. This pilot is intended to help identify scalable solutions that can be integrated with T&D operations.

The goals of the pilot are:

- Understand customer charging behaviors
- Given the limited power supply capacity on the island, determine the appropriate incentive level(s) that will motivate customers to participate in a managed charging program and allow LIPA/PSEG LI to extract the most value out of the electric vehicles to provide grid services for our customers
- Demonstrate whether residential active managed charging would extend the life of distribution transformers & feeders, and/or defer the asset upgrade if coordinated with grid planning.

TARGETS AND CALCULATIONS

The compensation allocation for this metric is explained below:

- 50% of the compensation allocated to this metric for drafting and issuing a managed charging pilot RFP.
- 50% of the compensation allocated to this metric for selecting a vendor.

EXCLUSIONS

None

DELIVERABLES

Deliverable Name	Target Due Date
Brief memo informing LIPA that the RFP has been designed, developed, and rolled-out as an RFP. As part of leading up to RFP, LIPA should have the opportunity to provide feedback on the draft RFP.	2026-04-30
Brief memo informing LIPA that PSEG LI has selected a vendor to deploy this pilot.	2026-12-15

2026 Performance Metrics

PS&CE-16: Residential Time-of-Day Participation Rate

Board Policy: Resource Planning and Clean Energy, Customer Value, Affordability, & Rate Design	**Board PIPs**: N/A
LIPA Exec. Sponsor: Steve Driscoll	**LIPA Proj. Mgr**: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Brian Kurtz
PSEGLI Director: Michael Voltz	**DPS Contact**: Sean Walters
Allocated Compensation (2021 Dollars): $400,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
N/A	N/A	N/A	N/A	N/A	N/A	N/A	97%	85%

Objective

Achieve a Time-of-Day (TOD) participation rate in line with successful California utilities for TOD opt-out programs.

Targets and Calculations

Calculation:
Participation Rate % (Running Total) = Number of active customer accounts on a Time-of-Day rate (194 or 195) / Number of active customer accounts that were eligible for migration (including opt-ins) or could have been defaulted at move-in

The source of the data is Datawarehouse reporting.

TOD migration/opt-in or move in default eligible customer accounts (after January 29, 2024) excludes: customers previously on Rates 181, 182, 184, 188, 190, 191, 192, 193, 480, 481, and 580; customers registered under Life Support System; customers who are on the Household Assistance Rate (HAR) that are classified by PSEG Long Island as non-benefiters at the time of group assignment; customers on Tier 4 discount rate (HAR); summary billing; customers not eligible for the TOD rates.

Target:

- ≥ 85% for 100% of allocated incentive compensation, or
- ≥ 80% for 75% of allocated incentive compensation, or
- ≥ 75% for 50% of allocated incentive compensation

There is no rounding protocol. Performance must achieve or exceed the target.

PS&CE-16: Residential Time-of-Day Participation Rate

Exclusions

None

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Report 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

PS&CE-17: Disadvantaged Communities (DACs) - Spend %

Board Policy: Resource Planning and Clean Energy	**Board PIPs**: N/A
LIPA Exec. Sponsor: Gary Stephenson	**LIPA Proj. Mgr**: Brian Levite
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Dan Zaweski
PSEGLI Director: Michael Voltz	**DPS Contact**: Ed Wilkowski
Allocated Compensation (2021 Dollars): $160,000	

Objective

Achieve the statewide goal of ensuring that at least 35% of the rebate, incentive and direct services (REAP) spending, and electric vehicle benefits go to customers who meet the criteria of low income or live in designated disadvantaged communities (DACs) as set forth in the NYS Climate Act for the following programs:

- Energy Efficiency and Beneficial Electrification Programs, including the Homes and Community Renewal (HCR) program.
- Electric Vehicle Programs including:
  - Residential Charger Rebate Program
  - EV Make Ready Program
  - Fleet Make Ready Program
  - DCFC Incentive Program (Demand Charge Rebate)
  - NYSERDA Clean Transportation Prize

Targets and Calculations

The target for 2026 to receive 100% incentive compensation will be to achieve 35% DAC spending based on the formula below:

Formula in accordance with the reporting template set forth by NYSERDA for reporting annual progress toward achieving NYS goals.

$$DAC\ Spend\ (\%) = \frac{DAC\ Qualified\ Rebates, Incentives, and\ Direct\ Services\ Spend\ (\$)}{Overall\ Rebates, Incentives, and\ Direct\ Services\ Spend\ (\$)}$$

Numerator: Calculate the total dollar amount of Energy Efficiency, Beneficial Electrification, and Electric Vehicle Charging rebates and incentives paid to customers (or contractors representing such customers) either

a. at or below 60% of state median income*, or

b. customer located in designated DAC communities

Denominator: Calculate the total dollar amount of Energy Efficiency, Beneficial Electrification, and Electric Vehicle Charging rebates and incentives paid to customers (or contractors representing such customers) plus the total direct services spending by TRC on the REAP program

*This excludes Moderate Income customers (at or below 60% AMI)

Exclusions

None

PS&CE-17: Disadvantaged Communities (DACs) - Spend %

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Report 2) Any additional supporting documentation as required	Monthly
Program lLevel documentation for DAC % are determined on a quarterly basis. (This data undergoes full QA/QC on an annual basis and will be submitted for NYSERDA statewide reporting when the template and guidance documents are finalized.)	Quarterly

2026 Performance Metrics

PS&CE-18: Solar Interconnection

Board Policy: Resource Planning and Clean Energy	**Board PIPs**: N/A
LIPA Exec. Sponsor: Gary Stephenson	**LIPA Proj. Mgr**: Brian Levite
PSEGLI Exec. Sponsor: Curt Dahl	**PSEGLI Proj. Mgr**: Scott Brown
PSEGLI Director: Yuri Fishman	**DPS Contact**: Ed Wilkowski
Allocated Compensation (2021 Dollars): $200,000	

Objective

Work with industry stakeholders and LIPA to understand opportunities and challenges in advancing our DER portfolio and develop a plan to address those issues in 2026 and 2027.

Targets and Calculations

Targets for 2026:

The targets below focus on enhancements to solar interconnection process.

Solar Interconnection

60% of Compensation for completing a report on Areas for Enhancement and Current Challenges in the solar interconnection process (Deliverable 1A). This report will be developed by considering feedback from stakeholders including the New York Solar Energy Industry Association, multiple Long Island solar developers, and others per PSEG LI's discretion. The report should identify elements of the solar interconnection process that could be improved and what the likely impact of those shortcomings is having on solar deployment on Long Island. It should be noted that some of the challenges may be external to PSEG LI operations- things like misperceptions about the program, local government and permitting rules as well as policies, the supply of materials, governmental actions or even developer practices. Identifying them along with PSEG LI enhancement opportunities will create a balanced view of what may further enhance the potential opportunities for solar.

25% of Compensation for completing a solar interconnection process enhancement plan for reducing the difficulty of and timeframe for securing interconnection for solar projects (Deliverable 1B). This plan should address all of the reasonably addressable challenges identified in the previous report. When challenges exist outside of PSEG LI control, the report should make some recommendation about how PSEG LI and/or LIPA might contribute to improving the situation. This could be through activities like communication, education, or collaborative planning. This scope will be limited to discussions with Long Island DER developers, NYSEIA, and to interconnection working groups (This scope will not include research or analysis on a national basis). The process enhancement plan will consider this feedback in developing the plan.

15% of Compensation for completing at least one operational change that addresses a delay/difficulty point identified in the enhancement plan. It is LIPA's desire to see this analysis and remedial action happen as quickly

PS&CE-18: Solar Interconnection

as possible. Hence, if PSEG LI can address at least one element of the enhancement plan within 2026, this additional incentive money will be awarded. Proof of completion of this change can be submitted in the form of a brief memo describing the change and which aspect of the enhancement plan it addressed (Deliverable IC).

Exclusions

Schedule relief may be granted for

i) delays directed or requested by LIPA or
ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island or
iii) Demonstrated scheduling challenges with industry stakeholders

Deliverables

Deliverable Name	Target Due Date
Report on areas of enhancement and current challenges in the solar interconnection process.	2026-07-01
Develop a solar interconnection process enhancement plan	2026-09-01
Memo describing one operational change made to address an element of the solar interconnection process improvement plan.	2026-12-31

2026 Performance Metrics

PS&CE-19: Building Weatherization

Board Policy: Resource Planning and Clean Energy	**Board PIPs**: N/A
LIPA Exec. Sponsor: Gary Stephenson	**LIPA Proj. Mgr**: Louisa Chan
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: Daniel Zaweski
PSEGLI Director: Michael Voltz	**DPS Contact**: Ed Wilkowski
Allocated Compensation (2021 Dollars): $280,000	

Objective

Achieve the building weatherization targets from the Utility 2.0 filing, including any LIPA and DPS recommended changes to the targets in alignment with the LIPA portion of the 2 million home clean energy goals for whole home electrification and home electrification ready.

Targets and Calculations

Target for 2026 will be determined by Utility 2.0 which is filed on July 1, 2025. Achieve all the following implementation targets by December 31, 2026:

- 50% of compensation allocated to weatherizing at least 1,785 dwellings (total of market rate and Low Income)
- 50% of compensation allocated to this metric for achieving 23,682 MMBTU savings from building weatherization of homes

For the purposes of the building weatherization metric, dwellings (total of single family and multi-family) do not have to be served by whole house heat pump systems in order to qualify. The dwellings target identified may be modified to be commensurate with the LIPA approved energy efficiency budget and plan.

PSEG Long Island to submit a monthly Tier 1, Tier 2, and TRC KPI report which includes measures and cost, and meet with LIPA to present results. PSEG Long Island to also submit raw data to support IV&V of this metric.

Exclusions

None

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Report 2) Any additional supporting documentation as required Monthly	Monthly

PS&CE-20: Demand Response

Board Policy: Resource Planning and Clean Energy	**Board PIPs**: N/A
LIPA Exec. Sponsor: Gary Stephenson	**LIPA Proj. Mgr**: Brian Levite
PSEGLI Exec. Sponsor: Louis Debrino	**PSEGLI Proj. Mgr**: TBD
PSEGLI Director: Michael Voltz	**DPS Contact**: Ed Wilkowski
Allocated Compensation (2021 Dollars): $200,000	

Objective

Work with industry stakeholders and LIPA to understand opportunities and challenges in advancing our DER portfolio and develop a plan to address those issues in 2026 and 2027.

Targets and Calculations

Demand Response

PSEG Long Island will reach out to solar and battery storage developers, and their customers, to increase the number of residential battery storage systems enrolled in the DLM tariff. There are currently 537 residential accounts with battery storage that are enrolled in the CSRP/DLRP tariffs. The goal would be to increase that number to 900 accounts by the end of 2026. This could be accomplished through a combination of encouraging new battery storage installations, reaching out to those customers who already own batteries, but are not currently enrolled, and educating customers about the potential benefits of using batteries in conjunction with time-of-day rates.

100% of Compensation for bringing the total number of residential accounts with battery storage that are enrolled in the CSRP/DLRP tariffs up to 900 by December 31, 2026.

Exclusions

None

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Quarterly Scorecard Reporting Requirement for Demand Response 2) Any additional supporting documentation as required	Quarterly

2026 Performance Metrics

PS&CE-21: Large Loads Performance Requirements

Board Policy: Resource Planning and Clean Energy	**Board PIPs**: N/A
LIPA Exec. Sponsor: Gary Stephenson	**LIPA Proj. Mgr**: Tom Simpson
PSEGLI Exec. Sponsor: Curt Dahl	**PSEGLI Proj. Mgr**: Nicholas Culpepper
PSEGLI Director: Anie Philip/Lucyna Khazanovich	**DPS Contact**: Ed Wilkowski
Allocated Compensation (2021 Dollars): $120,000	

Objective

Develop and implement process improvements regarding interconnection of Large Loads[1]. Work with industry experts in organizations like NERC, NYSRC, NYTOs and NYISO to participate, monitor and support progress with any potential Large Load requirements, processes, and/or regulations. Apply LIPA performance requirements to applicable Large Loads proposing interconnection to the LIPA system and refine internal processes based on developments in the industry.

Targets and Calculations

A. 40% of compensation to incorporate Large Loads Performance requirements in 2026 FERC filing.

B. 20% of compensation to formalize criteria for inclusion in load forecast and consideration in various planning studies.

C. 20% of compensation for implementing planning performance requirements for Large Loads applying to the NYISO and TO study processes, through establishing screening criteria for specialized studies.

D. 20% of compensation for completing a process flowchart covering applicable conditions and process steps that developers of Large Load facilities must follow before its In Service Date.

Exclusions

Schedule relief may be granted for

I. delays directed or requested by LIPA or

II. situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island or

The targets and dates above for Large Loads are predicated on existing regulatory and other requirements. The targets and projects completion dates may be subject to change – including potential removal – in the event industry changes implemented by FERC/NERC/NYSRC/NYISO would prohibit the completion of a target or the metric's overall objective.

[1] Large Loads is currently defined by NERC Large Loads Task Force as "Any commercial or industrial individual load facility or aggregation of load facilities at a single site behind one or more point(s) of interconnection that can pose reliability risks to the BPS due to its demand, operational characteristics, or other factors. Examples include, but are not limited to, data centers, cryptocurrency mining facilities, hydrogen electrolyzers, manufacturing facilities, and arc furnaces." Defining Large Loads is currently under discussion within various industry groups and as such those efforts and Large Loads Performance Requirements will further clarify the applicability to LIPA Transmission System.

PS&CE-21: Large Loads Performance Requirements

DELIVERABLES

Deliverable Name	Target Due Date
A – Include new LIPA Large Load Performance requirements in 2026 FERC 715 filing.	2026-04-01
B – Formalize criteria for inclusion in load forecast and consideration in various planning studies.	2026-06-01
C – Implement planning performance requirements for Large Loads applying to the NYISO and TO study processes, through establishing screening criteria for specialized studies.	2026-06-01
D – Draft a Large Load interconnection process flowchart covering applicable conditions and process steps that developers of Large Load facilities must follow before its In Service Date.	2026-11-01

2026 Performance Metrics

T&D-06: Primary Transmission Control Center (PTCC) Replacement

Board Policy: Transmission & Distribution Operations	**Board PIPs**: RE-02: PTCC and ATCC Strategy
LIPA Exec. Sponsor: Werner Schweiger/Umair Zia	**LIPA Proj. Mgr**: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	**PSEGLI Proj. Mgr**: Christopher Pezzino
PSEGLI Director: Paul Simmons	**DPS Contact**: Qin Shi
Allocated Compensation (2021 Dollars): $650,000	

OBJECTIVE

Execute the Project Implementation Plan (PIP) containing the key milestones for the construction of the Primary Transmission Control Center (PTCC).

TARGETS AND CALCULATIONS

Execute all identified and mutually agreed upon 2026 deliverables from the multi-year PTCC PIP approved in 2023, as amended by the Parties per the latest project schedule on or before their respective timeframes. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

Parties agree to refine the 2026 deliverables (Key Project Milestones – 90% of compensation) and target due dates by January 15, 2026, to reflect the current up-to-date overall project schedule at the close of 2025.

Target:

PSEG Long Island shall receive 9% compensation for each milestone achieved as part of the construction schedule for a total of **90% compensation.**

The remaining 10% compensation shall be allocated based upon the achievement of cost management per the following criteria*:

- Not to exceed 10% of the 2026 allocated budget and completion of all metric deliverable activities planned in the 2026 project plan, and
- Not to exceed 5% of the final Guaranteed Maximum Price (GMP) estimate after 75% of the trade packages are anticipated to be awarded by the end of Q1 2026.

* Note from Above: The Parties have agreed in principle to the above construct for the Budget/Cost Management Compensation component of T&D-06. A collaborative approach is in progress to perform a deeper dive into project cost details as well as the expected timing of events that will yield more refined cost estimates. The objective is to reach a mutually agreed to final position that delineates the exact specifications that would need to be satisfied to successfully meet this portion of the metric. The Parties commit to complete this analysis and refinement efforts during 2025 Q4 and will communicate with DPS and other stakeholders accordingly. The Metric Exception process will be utilized to finalize any changes to what is stated above, and will include supporting information, where applicable.

T&D-06: Primary Transmission Control Center (PTCC) Replacement

All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be reasonably coherent, error free, well structured, consistent with all deliverable requirements, and aligned with achieving the metric objectives.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA-approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

Exclusions

Schedule relief may be granted for delays

i) directed or requested by LIPA or

ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

Deliverables

PSEG Long Island shall receive 9% compensation for each milestone achieved as part of the construction schedule for a total of **90% compensation.** Additional detail in T&D-06 Appendix.

Deliverable Name		Target Due Date	Due Date
Site Preparation Complete – Team is mobilized, temporary construction fence installed, temporary parking area installed, clear trees, grading for building pad.	T&D-06.01	QTR 1	2026-03-31
Temp Power Complete - Temporary installation of two services supporting construction activity.	T&D-06.02	QTR 2	2026-06-30
Foundation Complete - Completion of underground supporting structure, including slab, footings, and under slab rough in.	T&D-06.03	QTR 3	2026-08-31
Slab on Grade Complete - Building concrete sub floor is complete.	T&D-06.04	QTR 3	2026-09-30
Steel Topping Out - The above-ground structural elements of the building, including slabs, columns, and beams. The superstructure is constructed from reinforced concrete.	T&D-06.05	QTR 4	2026-10-30

T&D-06: Primary Transmission Control Center (PTCC) Replacement

Superstructure Concrete Complete - The above-ground structural elements of the building, including slabs, columns, and beams. The superstructure is constructed from reinforced concrete.	T&D-06.06	QTR 4	2026-11-30
Precast Façade 50% Complete - The perimeter skin (exterior walls) are installed.	T&D-06.07	QTR 4	2026-12-31
Preliminary (30%) Low Voltage Design Drawing Packages - Low Voltage Design Drawing packages all non-electrical, communication wiring for the building, including backbones, risers, data center, security command center.	T&D-06.08	QTR 1	2026-02-28
Final (100%) Low Voltage Design Drawing Packages - Low Voltage Design Drawing packages all non-electrical, communication wiring for the building, including backbones, risers, data centers, security command centers.	T&D-06.09	QTR 2	2026-06-30
Final (100%) Network Design Drawing Packages - Includes IP addresses, VLANs, connections, subnet masks, gateway(s), firewall(s) and switches.	T&D-06.10	QTR 4	2026-10-31

2026 Performance Metrics

T&D-07: System Average Interruption Duration Index (SAIDI) Reliability

Board Policy: Transmission & Distribution Operations	**Board PIPs**: N/A
LIPA Exec. Sponsor: Werner Schweiger	**LIPA Proj. Mgr**: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	**PSEGLI Proj. Mgr**: Wayne Baldassare
PSEGLI Director: John Mccumiskey	**DPS Contact**: Justin Koebele, Qin Shi
Allocated Compensation (2021 Dollars): $600,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
59	54.7	59	56	57.5	56.3	56.5	59.3	56.5

Objective

Continuous improvement of SAIDI (System Average Interruption Duration Index) reflecting ongoing significant investments to programs and projects that will improve T&D system performance.

Targets and Calculations

Total duration of sustained interruption (>= 5 minutes) for the average customer during each Contract Year, computed in accordance with IEEE Standard 1366, Section 4.2.2.

SAIDI = Σ(ri * Ni) / NT – (measured in minutes); where:
Σ = Summation function.
ri = Restoration time, minutes.
Ni = Total number of customers interrupted 5 minutes or more.
NT = Total number of customers served (fixed at beginning of the Contract Year).

Target:

1. For 100% of the allocated incentive compensation, achieve a SAIDI of ≤ 56.0 minutes
2. For 75% of the allocated incentive compensation, achieve a SAIDI of ≤ 58.0 minutes
3. For 50% of the allocated incentive compensation, achieve a SAIDI of ≤ 59.0 minutes

Rounding protocols using two significant digits will be implemented for target measurement purposes.

All metric targets are based on the anticipation that all 2026 reliability-based program spending will be aligned with 2025 approved budgets. If budgets are reduced, targets will be revisited.

T&D-07: System Average Interruption Duration Index (SAIDI) Reliability

EXCLUSIONS

Excludes only Major Storms as defined by NY Department of Public Service and NYCRR 97.1.

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for SAIDI 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

T&D-08: System Average Interruption Frequency Index (SAIFI) Reliability

Board Policy: Transmission & Distribution Operations	**Board PIPs**: N/A
LIPA Exec. Sponsor: Werner Schweiger	**LIPA Proj. Mgr**: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	**PSEGLI Proj. Mgr**: Wayne Baldassare
PSEGLI Director: John Mccumiskey	**DPS Contact**: Justin Koebele, Qin Shi
Allocated Compensation (2021 Dollars): $500,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
0.76	0.68	0.76	0.68	0.7	0.69	0.67	0.72	0.68

Objective

Continuous improvement of SAIFI (System Average Interruption Frequency Index) reflecting ongoing significant investments to programs and projects that will improve T&D system performance.

Targets and Calculations

Frequency of sustained interruption (>= 5 minutes) within a Contract Year, computed in accordance with IEEE Standard 1366, Section 4.2.1.

SAIFI = Σ(Ni) / NT; where:
Σ = Summation function.
Ni = Total number of customers interrupted 5 minutes or more.
NT = Total number of customers served (fixed at beginning of the Contract Year).

Target:

1. For 100% of the allocated incentive compensation, achieve a SAIFI of ≤ 0.68
2. For 75% of the allocated incentive compensation, achieve a SAIFI of ≤ 0.70
3. For 50% of the allocated incentive compensation, achieve a SAIFI of ≤ 0.72

Rounding protocols using two significant digits will be implemented for target measurement purposes.

All metric targets are based on the anticipation that all 2026 reliability-based program spending will be aligned with 2025 approved budgets. If budgets are reduced, targets will be revisited.

T&D-08: System Average Interruption Frequency Index (SAIFI) Reliability

Exclusions

Excludes only Major Storms as defined by NY Department of Public Service and NYCRR 97.1.

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for SAIFI 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

T&D-09: Momentary Average Interruption Frequency Index (MAIFI) Reliability

Board Policy: Transmission & Distribution Operations	**Board PIPs**: N/A
LIPA Exec. Sponsor: Werner Schweiger	**LIPA Proj. Mgr**: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	**PSEGLI Proj. Mgr**: Wayne Baldassare
PSEGLI Director: John Mccumiskey	**DPS Contact**: Justin Koebele, Qin Shi
Allocated Compensation (2021 Dollars): $400,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
2.56	1.78	1.89	1.67	1.70	1.45	1.50	1.46	1.53

Objective

Continuous improvement of MAIFI (Momentary Average Interruption Frequency Index) reflecting ongoing significant investments to programs and projects that will improve T&D system performance.

Targets and Calculations

Frequency of momentary interruptions (less than 5 minutes) within a Contract Year, computed in accordance with IEEE Standard 1366, Section 4.2.1.

MAIFI = Σ(Ni) / NT; where:
Σ = Summation function
Ni = Total number of customers interrupted less than five (5) minutes
NT = Total number of customers served (fixed at beginning of the Contract Year)

Target:
1. For 100% of the allocated incentive compensation, achieve a MAIFI of ≤ 1.34
2. For 75% of the allocated incentive compensation, achieve a MAIFI of ≤ 1.40
3. For 50% of the allocated incentive compensation, achieve a MAIFI of ≤ 1.46

Rounding protocols using two significant digits will be implemented for target measurement purposes.

All metric targets are based on the anticipation that all 2026 reliability-based program spending will be aligned with 2025 approved budgets. If budgets are reduced, targets will be revisited.

T&D-09: Momentary Average Interruption Frequency Index (MAIFI) Reliability

EXCLUSIONS

Excludes only Major Storms as defined by NY Department of Public Service and NYCRR 97.1.

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for MAIFI 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

T&D-10: Reduce Sustained Multiple Customer Outages (S-MCOs)

Board Policy: Transmission & Distribution Operations	**Board PIPs**: N/A
LIPA Exec. Sponsor: Werner Schweiger	**LIPA Proj. Mgr**: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	**PSEGLI Proj. Mgr**: Wayne Baldassare
PSEGLI Director: John Mccumiskey	**DPS Contact**: Justin Koebele, Qin Shi
Allocated Compensation (2021 Dollars): $375,000	

Historical Context YE Results (Quantitative Metrics Only)				
2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target
21000	23730	100%	75%	100%

Objective

Improve performance for customers with the worst interruption experience, as measured by Sustained Multiple Customer Outages ("S-MCO" or "S-MCOs"), by continuing to improve overall system performance.

Targets and Calculations

Provide a level of reliability for each customer that is within a reasonable variance from the system average conditions.

The metric measures the number of customers that have experienced the following levels of S-MCOs (outages greater than or equal to 5 minutes in duration) over a rolling 12-month period, as of December 31, 2026:

A) A level of >= 6 S-MCOs
B) A level of >= 8 S-MCOs
C) A level of >= 10 S-MCOs
D) A level of >= 12 S-MCOs

The S-MCO metric is stated in number of customers and computed in accordance with IEEE Standard 1366, Section 4.2.1.

Targets: Achieve an S-MCO performance, as of December 31, 2026:
A) Equal to <= 2,275 customers with >= 6 S-MCOs
B) Equal to <= 350 customers with >= 8 S-MCOs
C) Equal to <= 25 customers with >= 10 S-MCOs
D) Equal to 0 customers with >= 12 S-MCOs

- Successfully achieving 1 of the 4 criteria = 25% of the allocated incentive compensation.
- Successfully achieving 2 of the 4 criteria = 50% of the allocated incentive compensation.
- Successfully achieving 3 of the 4 criteria = 75% of the allocated incentive compensation.
- Successfully achieving 4 of the 4 criteria = 100% of the allocated incentive compensation.

T&D-10: Reduce Sustained Multiple Customer Outages (S-MCOs)

All metric targets are based on the anticipation that all 2026 reliability-based program spending will be aligned with 2025 approved budgets. If budgets are reduced, targets will be revisited.

Exclusions

Major Storms as defined by NY Department of Public Service and NYCRR 97.1

Exclusion for planned intentional interruptions taken to affect improvements to system associated with these customers to improve reliability.

Outages shall be counted at an incident level due to forced outage restoration multistep recording as with predominantly underground areas.

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for S-MCOs 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

T&D-12: Reduce Momentary Multiple Customer Outages (M-MCOs)

Board Policy: Transmission & Distribution Operations	**Board PIPs**: N/A
LIPA Exec. Sponsor: Werner Schweiger	**LIPA Proj. Mgr**: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	**PSEGLI Proj. Mgr**: Wayne Baldassare
PSEGLI Director: John Mccumiskey	**DPS Contact**: Justin Koebele, Qin Shi
Allocated Compensation (2021 Dollars): $375,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
	73677	92500	72198	76300	50502	54000	52461	54000

Objective

Improve performance for customers with the worst interruption experience, as measured by Momentary Multiple Customer Outages (“M-MCO” or “M-MCOs”), by continuing to improve overall system performance.

Targets and Calculations

Provide a level of reliability for each customer that is within a reasonable variance from the system average conditions.

The metric measures the number of customers that have experienced 6 or more momentary interruptions (<5 minutes in duration) over a rolling 12-month period.

M-MCO = Total count of customers experiencing 6 or more interruptions of <5 minutes in the last 12 months.

The M-MCO metric is stated in number of customers.

Computed in accordance with IEEE Standard 1366, Section 4.2.1.

Target:

1. For 100% of the allocated incentive compensation, achieve an M-MCO of ≤ 36,000
2. For 50% of the allocated incentive compensation, achieve an M-MCO of ≤ 41,000

All metric targets are based on the anticipation that all 2026 reliability-based program spending will be aligned with 2025 approved budgets. If budgets are reduced, targets will be revisited.

Exclusions

Excludes only Major Storms as defined by NY Department of Public Service and NYCRR 97.1.

T&D-12: Reduce Momentary Multiple Customer Outages (M-MCOs)

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for M-MCOs 2) Any additional supporting documentation as required	Monthly

T&D-13: Safety – Serious Injury Incident Rate (SIIR)

Board Policy: Safety	**Board PIPs**: N/A
LIPA Exec. Sponsor: Werner Schweiger	**LIPA Proj. Mgr**: Michael Quinn
PSEGLI Exec. Sponsor: Margaret Keane	**PSEGLI Proj. Mgr**: Theodore Kern
PSEGLI Director: Gregory Player	**DPS Contact**: Sean Walters, Umar Sultan
Allocated Compensation (2021 Dollars): $600,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
		0.11	0.03	0	0.06	0	0.14	0

Objective

To safely maintain, construct, and operate the Electric T&D system without risk of serious injuries and/or fatalities.

Targets and Calculations

The prevention of fatalities and serious life altering injuries to a contractor employee or a PSEG Long Island employee associated with the operation, construction and/or maintenance of the Long Island Electric T&D System that are within the control of the contractor/employee (i.e. PSEG Long Island employee or contractor employee) in performance of their duties and/or the employer.

Fatalities and life-altering injuries in accordance with the EEI established criteria shown in the supporting documentation.

Injuries will be reported timely, using the PSEG Long Island Incident Alert process and internal guidelines for reporting and recording safety events, no later than seven (7) days from notification to PSEG Long Island of an event as required by the OSHA recordkeeping rule.

Serious Injury Incidence Rate (SIIR) for the calendar year of the OSA Contract.

The Serious Injury Incidence Rate (SIIR) is calculated using the formula (# cases x 200,000/exposure hours), where exposure hours equal the total of PSEG Long Island employee and contractor hours worked.

Target: A Serious Injury Incidence Rate (SIIR) of 0.00. Any qualifying life altering serious injury or fatality that occurs to an employee or contractor working on the system would constitute an automatic failure of this metric. All incidents that meet the criteria will be reviewed with LIPA.

Exclusions

LIPA will review qualifying incidents on a case-by-case basis and at their discretion, grant exclusions for up to two non-life-altering injuries (e.g., simple fractures and other milder injuries) that occur during the Contract Year.

T&D-13: Safety – Serious Injury Incident Rate (SIIR)

This metric excludes all non-work-related events consistent with the OSHA exceptions for non-recordable cases, i.e. https://www.osha.gov/laws-regs/interlinking/standards/1904.5(b)(2).

The following are examples of non-work-related events consistent with the OSHA exceptions for non-recordable cases and are not considered exclusions for the two non-life-altering injuries referenced above:

Injuries that occur on company property or while the worker is engaged in a work activity but would have occurred at the same time and at the same level of severity even if the employee was not engaged in a work activity (epileptic seizure, diabetic seizure, heart attacks, sudden joint failure, etc.).

- Injuries that are related to commuting to or from a place of employment outside of work hours.
- Injuries that result solely from normal body movements unrelated to work (sneezing, coughing, bending over to tie a shoe, walking, etc.).
- Injuries that result solely from personal tasks performed outside of assigned work hours (retrieving ice for personal use, holding community meeting at employer premises, etc.).
- Injuries that occur in a travel hotel unrelated to work.
- Injuries that occur where the employee is present at the site as a member of the general public, unrelated to his or her employment status.
- Injuries that result from voluntary participation in wellness, medical, or fitness programs, or recreational activity (teambuilding events).
- Injuries where symptoms surface at work from a known non-work-related event or exposure (yard work, sporting events, etc.).
- Injuries that result from eating/drinking or preparing food/drink for personal consumption (food/drink not provided by employer).
- Injuries that result from personal grooming, self-medication for a non-work-related condition, or intentionally self-inflicted injuries.
- Injuries that result from non-preventable vehicle accidents.
- The illness is a mental illness. Mental illness will not be considered work-related unless the employee voluntarily provides the employer with an opinion from a physician or other licensed health care professional with appropriate training and experience (psychiatrist, psychologist, psychiatric nurse practitioner, etc.) stating that the employee has a mental illness that is work-related.

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for SIIR 2) Any additional supporting documentation as required	Monthly

T&D-14: Safety – OSHA Recordable Incidence Rate

Board Policy: Safety	**Board PIPs**: N/A
LIPA Exec. Sponsor: Werner Schweiger	**LIPA Proj. Mgr**: Michael Quinn
PSEGLI Exec. Sponsor: Margaret Keane	**PSEGLI Proj. Mgr**: Theodore Kern
PSEGLI Director: Gregory Player	**DPS Contact**: Sean Walters, Umar Sultan
Allocated Compensation (2021 Dollars): $400,000	

Objective

Continuous improvement in employee safety as recorded by OSHA recordable incidents in alignment with LIPA Board of Trustees policy seeking top decile performance. Continued improvement in safety performance shall stem from an increased focus on safety and training, including recognizing, tracking and managing key safety leading indicators, resulting in increased employee safety awareness and diligence.

Targets and Calculations

Total illness and injury rate. The total OSHA (Occupational Safety and Health Administration) recordable injury and illness cases based on the exposure of 100 full-time workers, using 200,000 hours as the equivalent. This metric includes hearing loss.

Number of OSHA cases x 200,000 hours / Total hours worked (Note: 200,000 = 100 employees x 2,000 hours per employee per year).

Target:

- 100% - Achieve an OSHA Incidence Rate that is two (2) incidents better than the average of the 3-year top decile performance (2022-2024 performance benchmarks)
- 85% - Achieve an OSHA Incidence Rate that is 1 incident better than the average of the 3-year top decile performance (2022-2024 performance benchmarks)
- 70% - Achieve an OSHA Incidence Rate that is in the average of the 3-year top decile performance (2022-2024 performance benchmarks)

Rounding protocols will be applied for target setting and actual performance consistent with this metric's stated significant digits.

Note: This metric is applicable to the entire business, not solely the T&D area.

Exclusions

None

T&D-14: Safety – OSHA Recordable Incidence Rate

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for OSHA RIR 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

T&D-16: Safety – Motor Vehicle Accident (MVA) Rate

Board Policy: Safety	**Board PIPs**: N/A
LIPA Exec. Sponsor: Werner Schweiger	**LIPA Proj. Mgr**: Michael Quinn
PSEGLI Exec. Sponsor: Margaret Keane	**PSEGLI Proj. Mgr**: Theodore Kern
PSEGLI Director: Gregory Player	**DPS Contact**: Sean Walters, Umar Sultan
Allocated Compensation (2021 Dollars): $400,000	

Objective

Continuous improvement in employee safety as recorded by the Motor Vehicle Accident (MVA) Rate. Continued improvement in safety performance shall stem from an increased focus on safety and training, including recognizing, tracking and managing key safety leading indicators, resulting in increased employee safety awareness and diligence.

Targets and Calculations

The rate compares the total number of motor vehicle accidents relative to the total number of miles driven for a given period of time. This number is inclusive of all motor vehicle accidents. The year-end performance records all miles driven and accidents that have occurred over the Contract Year.

(Total Number of MVAs) x 1,000,000 / Miles Driven

1. Two data points will be leveraged in setting the targets for both MVA components: 3-Year Average Performance MVA Rate– All MVAs
2. 3-Year Average Performance MVA Preventable Incident Rate – Preventable MVAs

50% of compensation for Motor Vehicle Accident (MVA) Rate at Company Level

- 100% of allocated compensation for achieving an improvement over 3-Year Average Performance MVA Rate (2023-2025)

50% of incentive compensation allocated to reduction of preventable incidents

- 100% of allocated compensation for achieving an improvement 10% reduction over 3-Year Average Performance MVA Preventable Incident Rate (2023-2025)

Rounding protocols for both targets will be applied for target setting and actual performance consistent with this metric's stated significant digits.

Note: This metric is applicable to the entire business, not solely the T&D area.

Exclusions

None

T&D-16: Safety – Motor Vehicle Accident (MVA) Rate

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for MVA Rate 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

T&D-18: Improve Reliability Through Work Management Enhancements - Workforce Management Plans

Board Policy: Transmission & Distribution Operations	**Board PIPs**: WM PIPs
LIPA Exec. Sponsor: Werner Schweiger	**LIPA Proj. Mgr**: Peter Mladinich
PSEGLI Exec. Sponsor: Michael Sullivan	**PSEGLI Proj. Mgr**: Fritz Ferdinand, Jenna Roberts, Daniel Mayberry
PSEGLI Director: John Mccumiskey, Joseph Cicalo	**DPS Contact**: Sean Walters, Umar Sultan
Allocated Compensation (2021 Dollars): $600,000	

Objective

Develop Work Management Process Enhancements that optimize staffing levels, productivity, and overtime in support of the scheduled T&D work.

Targets and Calculations

100% of all deliverables delivered by the specified dates, including achieving all elements of the LIPA- approved 2027 Workforce Management Plan by December 1, 2026.

The Workforce Management Plan includes:
1. Histogram by labor source (in-house / Contractor) and functional area (Divisions, P&C)
2. Histogram by settlement (Capital, O&M)
3. Hours by High-Level Settlement
4. Hours by Low-Level Settlement
5. Monthly work plan at a division level (for each of the four divisions) providing planned units for proactive blankets and programs and planned hours for reactive (emergent) programs (includes monthly actual units completed for variance purposes)

Reports shall be in a LIPA-approved format and shall be reviewed in a meeting between LIPA, PSEG Long Island, and DPS. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations. Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including

T&D-18: Improve Reliability Through Work Management Enhancements - Workforce Management Plans

justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

Exclusions

Workforce management plans are limited to the following major workforce groups:
- Overhead, Underground, Substation Maintenance, Relay, Distribution Design, Transmission Engineering, Substation Engineering, Protection Engineering, and Substation Maintenance Civil.

Deliverables

Deliverable Name	Target Due Date
PSEG Long Island holds Q1 quarterly review meeting with LIPA to review the progress of the Workforce Management Plan • Plan Vs. Actual Units Complete YTD – Planned Vs. Forecast Units Complete PYE	2026-04-25
PSEG Long Island holds Q2 quarterly review meeting with LIPA to review the progress of the Workforce Management Plan • Plan Vs. Actual Units Complete YTD - Planned Vs. Forecast Units Complete PYE	2026-07-25
Initial submission of 2027 Workforce Management Plan for LIPA approval by August 31, 2026 (approval not be unreasonably withheld). The Workforce Management Plan shall include monthly and annual resource plans for all Capital and O&M work to be completed.	2026-08-31
PSEG Long Island holds Q3 quarterly review meeting with LIPA to review the progress of the Workforce Management Plan • Plan Vs. Actual Units Complete YTD - Planned Vs. Forecast Units Complete PYE	2026-10-26
Final submission of 2027 Workforce Management Plan for LIPA approval by November 14, 2026 (approval not be unreasonably withheld). The Workforce Management Plan shall include monthly and annual resource plans for all Capital and O&M work to be completed	2026-11-14
Successfully deliver all elements of the LIPA-approved 2026 Workforce Management Plan by January 29, 2027.	2027-01-29
PSEG Long Island holds Q4 quarterly review meeting with LIPA to review the progress of the Workforce Management Plan • Plan Vs. Actual Units Complete YTD - Planned Vs. Forecast Units Complete PYE	2027-01-26
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting for Work Plan Variance for 2026 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

T&D-24: Improve Reliability Through Vegetation Management Work Plan

Board Policy: Transmission & Distribution Operations	**Board PIPs**: N/A
LIPA Exec. Sponsor: Werner Schweiger	**LIPA Proj. Mgr**: Donald Schaaf
PSEGLI Exec. Sponsor: Michael Sullivan	**PSEGLI Proj. Mgr**: Mark Cerqueira
PSEGLI Director: Patrick Dempsey	**DPS Contact**: Jami Nafiul, Reshma Mathew
Allocated Compensation (2021 Dollars): $500,000	

OBJECTIVE

Develop and execute Vegetation Management Work Plans and budgets.

TARGETS AND CALCULATIONS

The Distribution Vegetation Programs is inclusive of three distinct programs:

1. Cycle Trim
2. Trim-to-Sky
3. Hazard Tree Removal

The metric will measure the following:

1. Completion of 2026 Planned Units – By December 31, 2026, execution of 100% of the work identified in the 2026 Vegetation Management Work Plan approved in August of 2025. For Cycle Trim and Trim-to-Sky to be considered trimmed and count towards metric achievement, 100% of a circuit must be trimmed per the Vegetation Management Specification (includes mainline trim-to-sky and substation, as per the 2026 Vegetation Management Work Plan) in the year. For Hazard Tree completion of the associated identified number of trees and limbs, as per the 2026 Vegetation Management Work Plan.
2. Budget Adherence – Actual spending that is within up to +5% of the Board-approved program level targets for cycle trim, trim-to-sky, and hazard tree program at the programmatic level. PSEG Long Island will have the ability to reallocate the funding at the program level if needed.
3. 2027 Work Plan Development – The Vegetation Work Plans for Cycle Trim and Trim-to-Sky shall identify the minimum of ¼ of the overhead distribution system (which equates to approximately 2,200 miles) and budgets. The work plans will be provided to LIPA for approval, which shall not be unreasonably withheld, by August 28, 2026.

   Hazard tree and limb units include storm hardening and base vegetation budgets. Work plans shall include annual and monthly work and resource plans. Work plans should be coordinated with maintenance and construction work plans, where possible.

Targets:

- Each program will be worth 1/3 of the applicable incentive compensation. To achieve the incentive compensation for the specific program PSEG Long Island must complete 100.0% of the work identified in the

T&D-24: Improve Reliability Through Vegetation Management Work Plan

program and actual spending must be within +5% of the Board-approved program level targets for cycle trim, trim-to-sky and hazard tree program at the programmatic level.

Exclusions

1. Schedule relief may be granted for:
i) delays directed or requested by LIPA or
ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

2. Vegetation trimmed as part of a storm response will not be included in completion count if charged to the storm account.

Deliverables

Deliverable Name	Target Due Date
Submit January report of work completed vs. schedule and budget at the monthly meeting.	2026-02-14
Submit February report of work completed vs. schedule and budget at the monthly meeting.	2026-03-14
Submit March report of work completed vs. schedule and budget at the monthly meeting.	2026-04-18
Submit April report of work completed vs. schedule and budget at the monthly meeting.	2026-05-16
Submit May report of work completed vs. schedule and budget at the monthly meeting.	2026-06-20
Submit June report of work completed vs. schedule and budget at the monthly meeting.	2026-07-18
Submit July report of work completed vs. schedule and budget at the monthly meeting.	2026-08-19
The 2027 Vegetation Work Plan shall identify the minimum of 1/4 of the overhead distribution system (which equates to approximately 2,200 miles) and budgets and be provided to LIPA for approval, which shall not be unreasonably withheld, by August 28, 2026.	2026-08-28
Submit August report of work completed vs. schedule and budget at the monthly meeting.	2026-09-19
Submit September report of work completed vs. schedule and budget at the monthly meeting.	2026-10-17
Submit October report of work completed vs. schedule and budget at the monthly meeting.	2026-11-14
Submit November report of work completed vs. schedule and budget at the monthly meeting.	2026-12-19
Submit 2026 YE closeout report of work completed vs schedule and budget	2026-12-28

T&D-37: Improve Reliability and Resiliency Through Completion of Program Planned Units and Management of Unit Costs Per Workplan

Board Policy: Transmission & Distribution Operations, Customer Value, Affordability, & Rate Design	**Board PIPs**: WM PIPs
LIPA Exec. Sponsor: Werner Schweiger	**LIPA Proj. Mgr**: Peter Mladinich
PSEGLI Exec. Sponsor: Margaret Keane	**PSEGLI Proj. Mgr**: Shaun Jeter
PSEGLI Director: Robert Rowe	**DPS Contact**: Jami Nafiul, Qin Shi
Allocated Compensation (2021 Dollars): $650,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
				100%	100%	100%	100%	100%

Objective

Adherence to Targeted Program planned units and unit costs.

Targets and Calculations

Targeted Programs, distinct and separate from Projects, must include units of work to be completed within one year. Units of work must be deemed as complete to count as a completed unit.

Unit costs will be reviewed and modified pending the completion of the scheduled audit of Compatibility Unit Estimate (CUE) accuracy review.

By December 29, 2026, complete program planned units/miles within prescribed cost range consistent with Program Workplan PJDs for the following Targeted Programs:

1. Distribution Circuit Improvement Program (CIP) (SOS-1293) – 400 miles at cost of $17,955 /mile.
2. Transmission breaker replacement (SOS-1452) – 15 units at cost of $96,000/breaker.
3. Underground distribution cable upgrades (SOS-1283) – 57,970 feet at cost of $200/foot.
4. Upgrade Supervisory Controller for Capacitor Banks (SOS-1183) – 130 units at a cost of $27,300 /unit.
5. Residential underground cables (SOS-1291) – 92,671 feet at cost of $190/foot.
6. Replacement of non-restorable distribution pole rejects (SOS -2124) – 1,050 units at cost of $15,076 /pole.
7. Single Phase Recloser Devices (SOS-2389) – 4,680 units at a cost of $10,144.37/unit.
8. Transformer Monitoring (SOS-1250) – 40 units at cost of $96,000/unit.

Note: Volumetric and cost targets to be based on PJDs submitted in September 2025. The final measurement for this will be based on the latest LIPA-approved PJD.

T&D-37: Improve Reliability and Resiliency Through Completion of Program Planned Units and Management of Unit Costs Per Workplan

Achievement for volumetric elements will be calculated as the difference between the planned units/jobs/miles/feet and the actual units/jobs/miles/feet achieved by December 29, 2026, divided by the planned units/jobs/miles/feet.

Achievement for cost elements will be calculated as the difference between the planned per unit and per foot costs and the actual per unit and per foot costs achieved by December 29, 2026, divided by the planned per unit and per foot costs.

Target: For the volumetric elements, complete ≥ 92.0% of the planned units/miles within the established target and based on the latest LIPA-approved PJD documentation. For the cost elements, achieve +/-5% of the planned per unit and per-mile costs within the established target and based on the latest LIPA-approved PJD documentation.

Exclusions

Schedule relief may be granted for delays
i) directed or requested by LIPA or
ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Completion of Program Planned Units Per Workplan. 2) Any additional supporting documentation as required	Monthly

2026 Performance Metrics

T&D-40: Reduce Double Wood Poles

Board Policy: Transmission & Distribution Operations	**Board PIPs**: N/A
LIPA Exec. Sponsor: Werner Schweiger	**LIPA Proj. Mgr**: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	**PSEGLI Proj. Mgr**: Tyler Pearsall, William Moir
PSEGLI Director: Richard Henderson	**DPS Contact**: Justin Koebele, Qin Shi
Allocated Compensation (2021 Dollars): $250,000	

Historical Context YE Results (Quantitative Metrics Only)								
2021		2022		2023		2024		2025
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
9110	6295	6295	6477	5289	7567	6810	7680	7296

Objective

As a safety and system reliability matter, continue to manage the amount of Double Wood Poles on the T&D system.

Targets and Calculations

Amount of double wood poles, as recorded in the National Joint Utilities Notification System (NJUNS), on December 31, 2026. Targets will be measured and stated in pole counts in the format of #,###.

Target: Achieve the following Double Wood Pole year-over-year performance criteria as of December 31, 2026:

1. For 75% of the allocated incentive compensation, achieve a PSEG Long Island Next-To-Go (NTG) that is 10% lower than the 2025 YE level.
2. For 100% of the allocated incentive compensation, successfully achieve the target stated in criterion #1 and and also achieve an overall Double Wood Pole count that is >= 5% lower than the 2025 YE level.

Note: Discrete 2026 pole count target numbers will be calculated for each of the above two criteria after the close of 2025, reflecting performance as of December 31, 2025.

Exclusions

None

T&D-40: Reduce Double Wood Poles

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Double Wood Poles 2) Documentation demonstrating NJUNS timely data-entry of all Double Wood Poles identified during the physical asset verification project. 3) Any additional supporting documentation, as required, including meeting minutes of bi-monthly meetings with external stakeholders.	Monthly

2026 Performance Metrics

T&D-50: Storm Outage Response Performance

Board Policy: Transmission & Distribution Operations	**Board PIPs**: 3.2.2.3: CGI Outage Management System
LIPA Exec. Sponsor: Werner Schweiger	**LIPA Proj. Mgr**: Donald Schaaf
PSEGLI Exec. Sponsor: Michael Sullivan	**PSEGLI Proj. Mgr**: Tim Lupski
PSEGLI Director: Larry Torres, Pat Hession, Richard Henderson	**DPS Contact**: Mohammed Hasan, Qin Shi
Allocated Compensation (2021 Dollars): $400,000	

OBJECTIVE

Measure and improve the overall outage management and response effectiveness during storms with customer outage durations of < 48 hours.

TARGETS AND CALCULATIONS

Demonstrate excellent performance as reflected in the Small Storm Scorecard ("Scorecard") for applicable OSA storms of >=24 hours and < 48 hours in length.

The Scorecard is based on a total maximum score of 1,000 points. Note: certain elements of the Scorecard will not be applicable for all storms. In those cases, a maximum eligible score of less than 1,000 points will result and be applicable to that specific storm. The % achievement calculations for that specific storm will then be calculated in the normal fashion on the lower point basis.

Each qualifying storm will be scored by PSEG Long Island within 15 business days from the end of the storm. LIPA will then perform IV&V and will render its own score within 10 business days of receiving the Scorecard from PSEG Long Island. In the event of an overall score discrepancy, the Parties will meet to discuss and reconcile. If full resolution does not occur, the final (original or modified) LIPA score shall serve as the official score for metric purposes.

Official reporting monthly as part of the T&D Balanced Scorecard monthly report and meeting between LIPA, PSEG Long Island, and DPS is required. Timely meetings to be held between the Parties within 10 business days after storm scorecards have been submitted by both PSEG Long Island and LIPA to conduct in-depth discussions specific to the qualifying storm.

The rating period will be for storms that commence on or after 12:00 a.m. EST on January 1, 2026, through storms ending on or before midnight December 31, 2026.

The elements and maximum point values of the Scorecard are shown below, with line-item detail and calculations contained in a Scorecard provided by LIPA (See Scorecard Structure in Figures 1-4 below):

1) PREPARATION AND CLOSE-OUT (15% of Total – 150 Points)
    a. Event Anticipation
    b. Technology Performance

T&D-50: Storm Outage Response Performance

c. Storm Close Out

2) OPERATIONAL RESPONSE (55% of Total – 550 Points)
   - a. Storm CAIDI
   - b. Down Wires
   - c. Estimated Time of Restoration (ETR)
     - i. ETR Changes (measured by total ETRs provided to customer(s) on the incident)
     - ii. ETR Accuracy (measured by final ETR to Restored time)
   - d. County EOC Communication
   - e. Utility Communication
   - f. Safety
     - i. Measure of any employee or contractor serious injury doing hazard work during storm/ outage and restoration (in accordance with SIIR metric)
     - ii. Preventable Motor Vehicle Accidents (in accordance with the prior MVA rate metric)

3) COMMUNICATION (30% of Total – 300 Points)
   - a. Call Answer Rates
   - b. Web Availability
   - c. Customer Communications
   - d. Social Media Engagement

Note: For applicable Storm Scorecard line items, the baseline will be established as soon as practicable after December 31, 2025. The Parties will then review and reach an agreement on the baseline levels applicable to be measured against for qualifying 2026 storms.

Target:
Incentive compensation will be awarded, based on the average point score for all qualifying storms over the course of the rating period, as follows:

1) 100% of the allocated incentive compensation awarded for an average score of >= 80.0% attainment of all eligible points for the rating period
2) 50% of the allocated incentive compensation awarded for an average score of >= 70.0% attainment of all eligible points for the rating period
3) 0% incentive compensation awarded for an average score of < 70.0% attainment of all eligible points for the rating period

Further, automatic metric failure will occur if one or more qualifying storms during the rating period earns a score(s) of <50.0% of the total maximum achievable points for that particular storm(s). In such case, no incentive compensation will be awarded for this metric, irrespective of performance for all other qualifying storms.

If there are no qualifying storms that occur in 2026, the full allocated incentive compensation will be reallocated on a pro-rata basis among the Electric T&D Scope Function

T&D-50: Storm Outage Response Performance

Exclusions

1) Storms that occur in whole or in part outside the established metric rating period
2) Planned (Scheduled) Outages
3) If a second storm occurs during the 5-day restoration period, then the Storm Brief and SAS report for the first storm will be due 10 business days after the end date of the second storm. The Storm Brief and SAS report due date for the second storm will not change and will be required as described in the definition of Measure in the Scorecard.

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Storm Outage Response Performance (Small Storm Scorecard) 2) Any additional supporting documentation as required	10 business days after a qualifying event
For each qualifying storm, the Parties will meet and discuss within 10 business days after both PSEG Long Island and LIPA have provided storm scorecards to the other Party.	10 business days After Storm Scores have been provided by both Parties.

2026 Performance Metrics

T&D-54: Storm Crewing Efficiency and Prudency

Board Policy: Transmission & Distribution Operations	**Board PIPs**: N/A
LIPA Exec. Sponsor: Werner Schweiger	**LIPA Proj. Mgr**: Brian Gallagher, Donald Schaaf, Nick Caracciola
PSEGLI Exec. Sponsor: Michael Sullivan	**PSEGLI Proj. Mgr**: Matt Otto/Abhinav Kumar
PSEGLI Director: Pat Hession/Rich Henderson	**DPS Contact**: Qin Shi, Umar Sultan
Allocated Compensation (2021 Dollars): $400,000	

OBJECTIVE

To achieve safe, efficient, and cost-effective restoration for our customers. This will be accomplished by ensuring that staffing levels for each recognized storm are within established ERP Storm Resource Matrix Guidelines submitted and approved by LIPA and DPS annually.

TARGETS AND CALCULATIONS

PSEG Long Island is to provide a copy of the crewing rosters/crew transfer sheet/emergency storm report and the completed LIPA Storm Staffing Spreadsheet within 20 calendar days of end of storm declaration.

Eligible storms are those events that qualify under the definition contained in the 2nd Amended & Restated (A&R) OSA ("OSA").

For 100% of the allocated incentive compensation, PSEG Long Island is to:

1) Demonstrate utilization of qualified High Voltage (HV) 2-man distribution crews, which should account for a minimum of 60% of the HV restoration staffing. This is limited to internal PSEG Long Island Overhead (OH)/ Underground (UG) crews, on-island OH/UG crews, and HV mutual aid crews. This metric is to be measured based on how PSEG Long Island sets up crews for a storm event. A High Voltage 2-man OH distribution crew is defined as a crew containing 2 HV FTEs (inclusive of a minimum of one working foreman and a second qualified HV FTE) with one vehicle, while an UG HV 2-man crew may have no more than two vehicles. All apprentices are considered part of the crew make-up. **(40% Total Compensation)**
2) Demonstrate a minimum of **90%** compliance with the ERP Storm Resource Matrix Guidelines. **(10% Total Compensation)**
3) Enhance Internal Restoration Crew Technology Utilization, Information, and Performance: During Storm Restoration OH/UG Lines high voltage crews, On-Island high voltage contractor crews, and Measurement Services low voltage crews are expected to be en-route to their first job within 1 hour from the start of their scheduled shift, or the first job is dispatched within 1 hour of start of scheduled shift, then crews are expected to be en-route within 1 hour from dispatched time. Demonstrate a 70% success rate to achieve full award of the metric.
    - The criteria for OH/UG Lines and Measurement Services is: scheduled pre-established shifts, job is dispatched prior to shift start time, or the first job is dispatched within 1 hour from shift start time, the vehicle must be within a designated yard, and it is measured by the crew leader.
        - The measurement is the yard geo-fence exit time minus the shift start time, or job OMS

T&D-54: Storm Crewing Efficiency and Prudency

dispatched time if after start of shift

- The criteria for the On-Island Contractors is: scheduled pre-established shift times, job is dispatched prior to shift start time, or the first job is dispatched within 1 hour from shift start time, and the lead crew job status of en-route in CAD
  - The measurement is the CAD lead crew en-route time minus shift start time, or the first job dispatched time if after start of shift. **(30% Total Compensation)**

4) Damage Assessment Performance:
   a. Complete 100% damage assessment on all locked out OH transmission circuits within 24 hours of the start of restoration. **(10% Total Compensation)**
   b. Complete 100% damage assessment of the 3-Phase mainline and unfused branchline of all OH distribution breaker locked out circuits within 48 hours of the start of restoration. **(10% Total Compensation)**

Calculations:

1) Calculation to be predicated on total qualified HV crews comprising 2-man crews divided by total qualified HV crews. This is to be calculated on a cumulative basis for OSA storms in 2026.
2) The success rate will be determined by dividing the total points achieved by the total points available for the Storm Resource Matrix. Success rate will be measured on a cumulative basis for the year 2026.
   a. On-Island High Voltage (HV) FTEs (includes on-island contractors): 30% weighting
   b. Non-PSEG LI HV Line FTEs (Mutual Aid): 30% weighting
   c. Line Clearance FTEs (includes off-island contractors): 20% weighting
   d. Damage Assessment (includes contractors): 5% weighting
   e. Wire Watch (WW) (includes contractors): 5% weighting
   f. Low Voltage (LV) (includes contractors): 5% weighting
   g. Make Safe to Clear (MSTC) (includes contractors): 5% weighting

Note: For storms that are deemed not to require mutual aid, Item 2a. will carry a weighting of 60%, and correspondingly, Item 2b. will not be applicable and will carry a weighting of 0%.

3) The success rate shall be calculated as the overall total occurrences that met the stated “enroute” 1-hour criteria divided by the total “enroute” occurrences recorded for all OSA storms during the measurement period. This is to be calculated on a cumulative basis for the year 2026.
4) Damage Assessment Performance:
   a. Cumulative total # of transmission lockouts that were Damaged Assessed within 24 hours divided by the total # of transmission lockouts during 2026 OSA storms.
   b. Cumulative total # of distribution lockouts that were Damaged Assessed within 48 hours divided by the total # of distribution lockouts during 2026 OSA storms.

100% of all deliverables delivered by the specified date in the deliverables section.

T&D-54: Storm Crewing Efficiency and Prudency

Reports shall be in a LIPA-approved format and shall be reviewed in a meeting between LIPA, PSEG Long Island and DPS.

Exclusions

Relief may be granted for delays
i) directed or requested by LIPA or
ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

Deliverables

Deliverable Name	Target Due Date
PSEG Long Island will complete "Summary of Staffing Levels" spreadsheet and provide an Excel worksheet that summarizes crew composition to support the 2-man High Voltage (HV) crews supported by documentation such as crew transfer sheets, crew rosters, etc., for every qualifying storm that occurs in calendar year 2026. PSEG Long Island will also supply an Excel Resource Matrix Compliance worksheet for each OSA 2026 storm. PSEG Long Island will supply documentation that validates damage assessment performance for Transmission Lockouts within 24 hours and Distribution Lockouts within 48 hours for each OSA 2026 storm. (The above is applicable to Metric criteria 1, 2, and 4)Upload to the LIPA designated folder on the	Within 20 calendar days of storm end declaration
PSEG Long Island will complete a report that demonstrates the stated enroute criteria as calculated in the metric (Criterion #3) for every OSA storm occurring in the year of 2026.	Within 20 calendar days of storm end declaration

2026 Performance Metrics

T&D-57: Improve Underground (UG) Reliability Performance

Board Policy: Transmission & Distribution Operations	**Board PIPs**: N/A
LIPA Exec. Sponsor: Werner Schweiger/Umair Zia	**LIPA Proj. Mgr**: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	**PSEGLI Proj. Mgr**: Wayne Baldassare
PSEGLI Director: John Mccumiskey	**DPS Contact**: Justin Koebele, Qin Shi
Allocated Compensation (2021 Dollars): $400,000	

Objective

Improve Underground (UG) system reliability as measured against historical 3-year average number of incidents and CAIDI specific to UG-related outages.

Targets and Calculations

Mainline
1. Number of UG Incidents – Target: <=3-year (2023-2025) average
2. UG CAIDI – Target: <=3-year (2023-2025) average

Branchline
3. Number of UG Incidents – Target: <=3-year (2023-2025) average
4. UG CAIDI – Target: <=3-year (2023-2025) average

- An amount of 25% of the overall allocated metric compensation will be awarded for successfully meeting each of the four stated components.

All metric targets are based on the anticipation that all 2026 reliability-based program spending will be aligned with 2025 approved budgets. If budgets are reduced, targets will be revisited.

Exclusions

Excludes only Major Storms as defined by NY Department of Public Service and NYCRR 97.1.

Deliverables

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Improve Underground (UG) Reliability Performance	Monthly

2026 Performance Metrics

T&D-58: Distribution System Automation and Advanced Operations

Board Policy: Transmission & Distribution Operations	**Board PIPs**: N/A
LIPA Exec. Sponsor: Werner Schweiger/Umair Zia	**LIPA Proj. Mgr**: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	**PSEGLI Proj. Mgr**: Wayne Baldassare
PSEGLI Director: John Mccumiskey	**DPS Contact**: Justin Koebele, Qin Shi
Allocated Compensation (2021 Dollars): $500,000	

Objective

Advance the automation of the Electric Distribution System through the deployment of technologies such as reclosers, Fault Location, Isolation, and Service Restoration (FLISR) schemes and an Advanced Distribution Management System (ADMS).

Targets and Calculations

1. Feeder Coordination Study and Protection Settings for ACRVs: Target all remaining ~160 Circuits with microprocessor relays. (Coordination Study to be completed and approved by December 31, 2026.)

2. Operationalize ACRVs:
    a. By January 31, 2026, identify all units from the 2025 Coordination Study to be completed in 2026. Complete all feasible units identified from the 2025 Coordination Study by May 29, 2026.
    b. Complete at least 40% of the units identified in the 2026 Coordination Study by December 31, 2026.

3. Phase 1 FLISR Implementation: Successfully implement FLISR on the first 42 circuits, and develop an after-action review of the completed implementation, including process changes, and electronic mapping requirements by May 29, 2026. By June 30, 2026, LIPA and PSEG Long Island will collaborate and establish a mutually agreed upon additional number of circuits to have FLISR implemented for the remainder of 2026.

4. NextGen Distribution Control Room: PSEG Long Island will develop a detailed Project Implementation Plan for the NextGen Distribution Control Room, based on the blueprint currently in development. The plan will address people, process and facilities. *Note: The IT/OT component of the plan is listed under the IT area/metric(s).*

Targets for 2026:

- 100% Compensation for successful completion of all elements listed in Criteria 1, 2a, 2b, 3 and 4.
- 75% Compensation for successful completion of any 4 of the 5 listed Criteria of 1, 2a, 2b, 3, and 4, and at least 50% successful completion of the remaining (uncompleted) element.
- 50% Compensation for successful completion of any 3 of the 5 listed Criteria of 1, 2a, 2b, 3 and 4, and at least 50% successful completion of each of the remaining two (uncompleted) elements.
- 25% Compensation for successful completion of any 2 of the 5 listed Criteria of 1, 2a, 2b, 3 and 4, and at least 50% successful completion of each of the remaining three (uncompleted) elements.

T&D-58: Distribution System Automation and Advanced Operations

Exclusions

Schedule relief may be granted for delays

i. directed or requested by LIPA or

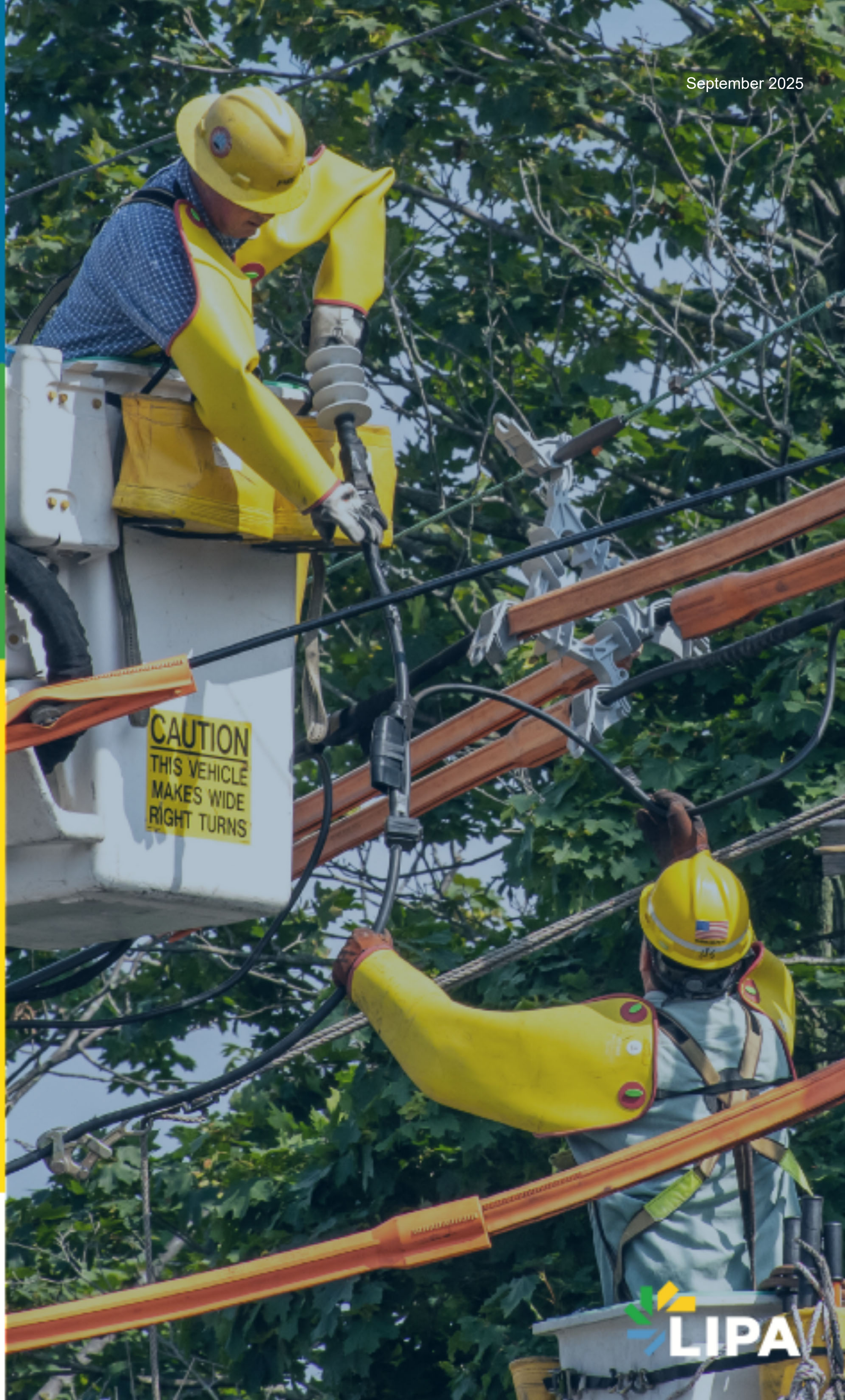
ii. situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

Deliverables

Deliverable Name	Target Due Date
1. Complete all remaining ~160 Circuits with Microprocessor Relays, Feeder Coordination Study and Protection Settings for ACRVs.	2026-12-31
2a.1. – Identify all units from the 2025 Coordination Study to be completed in 2026.	2026-01-31
2a.2. – Complete all feasible units identified from the 2025 Coordination Study by May 29, 2026.	2026-05-29
2b – Complete at least 40% of the units identified in the 2026 Coordination Study by December 31, 2026.	2026-12-31
3.1 – Successfully implement FLISR on the first 42 circuits, and develop an after-action review of the completed implementation, including process changes, and electronic mapping requirements by May 29, 2026.	2026-05-29
3.2 – By June 30, 2026, LIPA and PSEGLI will collaborate and establish a mutually agreed upon additional number of circuits to have FLISR implemented for the remainder of 2026.	2026-06-30
3.3 – Complete 100% of mutually agreed upon circuits to be completed in 2026.	2026-12-31
4 - PSEG Long Island will develop a detailed draft Project Implementation Plan for 2027 outlining objectives for the NextGen Distribution Control Room, based on the blueprint currently in development. The plan will address people, process and facilities. Note: The IT/OT component of the plan will be addressed under the IT area/metric(s).	2026-08-15
4.1 - PSEG Long Island will deliver a detailed final Project Implementation Plan for 2027 with budgetary requests for 2027 outlining objectives for the NextGen Distribution Control Room, based on the blueprint currently in development. The plan will address people, process and facilities. Note: The IT/OT component of the plan will be addressed under the IT area/metric(s).	2026-09-15

September 2025

2026 Proposed PSEG Long Island Performance Metrics



LIPA

TABLE OF CONTENTS

PS&CE-18	Solar Interconnection
PS&CE-19	Building Weatherization
PS&CE-20	Demand Response
PS&CE-21	Large Loads Performance Requirements
T&D-06	Primary Transmission Control Center (PTCC) Replacement
T&D-07	System Average Interruption Duration Index (SAIDI) Reliability
T&D-08	System Average Interruption Frequency Index (SAIFI) Reliability
T&D-09	Momentary Average Interruption Frequency Index (MAIFI) Reliability
T&D-10	Reduce Sustained Multiple Customer Outages (S-MCOs)
T&D-12	Reduce Momentary Multiple Customer Outages (M-MCOs)
T&D-13	Safety – Serious Injury Incident Rate (SIIR)
T&D-14	Safety – OSHA Recordable Incidence Rate
T&D-16	Safety – Motor Vehicle Accident (MVA) Rate
T&D-18	Improve Reliability Through Work Management Enhancements
T&D-24	Improve Reliability Through Vegetation Management Work Plan
T&D-37	Improve Reliability and Resiliency Through Completion of Program Planned Units
T&D-40	Reduce Double Wood Poles
T&D-50	Storm Outage Response Performance
T&D-54	Storm Crewing Efficiency and Prudency
T&D-57	Improve Underground (UG) Reliability Performance
T&D-58	Distribution System Automation and Advanced Operations

Business Scope	# of Metrics	Allocated Comp (2021 Dollars)
Business Services	11	$3,000,000
Customer Experience	12	$4,000,000
Information Technology	9	$3,000,000
Power Supply & Clean Energy	9	$2,000,000
Transmission & Distribution	17	$8,000,000
Total	58	$20,000,000

Appendix A

Newly Proposed or Reintroduced Metrics in 2026

Metric Title	Metric #	Objective
Non-Utility Billing Collections	BS-53	Effective management for aged non-utility billing receivables to maintain a solid financial position, increase liquidity, and reduce interest charges incurred.
Competitive Transactions	BS-54	To encourage the use of competitive contracting and transactions to ensure PSEG Long Island, as the agent for LIPA, can enter into agreements with vendors that ensure the best overall value for LIPA.
Procurement Savings	BS-55	To establish a cost savings-cost avoidance program that tracks and monitors cost reduction activity associated with competitive sourcing events.
Self-Service Containment Enhancements	CS-37	Enhance self-service eligibility rules to allow more customers to transact in a self-service channel and reduce call transfers to a call center representative.
Outage Information Satisfaction & Cause Code	CS-40	Improve customer satisfaction with PSEG Long Island's proficiency in providing information for customers who experience an outage.
System Cost Effectiveness	IT-11	The objective of this metric is to enable the reduction of the operating and maintenance costs associated with PSEG Long Island platforms.
System Reliability	IT-12	The objective of this metric is to ensure that PSEG Long Island maintains reliable systems by measuring uptime and system availability.
IT Service Management	IT-13	This metric ensures that the PSEG Long Island IT/Cyber team adequately meets the technology service management needs of the PSEG Long Island operating company as measured by meeting or exceeding service level targets.
Solar Interconnection	PS&CE-18	Work with industry stakeholders and LIPA to understand opportunities and challenges in advancing our DER (Distributed Energy Resources) portfolio and develop a plan to address those issues in 2026 and 2027.
Building Weatherization	PS&CE-19	Achieve the building weatherization targets from the Utility 2.0 filing, including any LIPA and DPS recommended changes to the targets in alignment with the LIPA portion of the 2 million home clean energy goals for whole home electrification and home electrification ready.
Demand Response	PS&CE-20	Collaborate with industry stakeholders and LIPA to understand opportunities and challenges in advancing our DER (Distributed Energy Resources) portfolio and develop a plan to address those issues in 2026 and 2027.

Large Loads Performance Requirements	PS&CE-21	Develop and implement process improvements regarding the interconnection of Large Loads. Work with industry experts in organizations like NERC, NYSRC, NYTOs and NYISO to participate, monitor and support progress with any potential Large Load requirements, processes, and/or regulations. Apply LIPA performance requirements to applicable Large Loads proposing interconnection to the LIPA system and refine internal processes based on developments in the industry.
Safety-OSHA Recordable Incidence Rate	T&D-14	Continuous improvement in employee safety as recorded by OSHA recordable incidents in alignment with the LIPA Board of Trustees policy, seeking top decile performance.
Safety-Motor Vehicle Accident (MVA) Rate	T&D-16	Continuous improvement in employee safety as recorded by the Motor Vehicle Accident (MVA) Rate.
Improve Underground (UG) Reliability Performance	T&D-57	Improve Underground (UG) system reliability as measured against the historical 3-year average number of incidents and CAIDI specific to UG-related outages.
Distribution System Automation and Advanced Operations	T&D-58	Advance the automation of the Electric Distribution System through the deployment of technologies such as reclosers, fault location, isolation, and service restoration (FLISR) schemes, and an Advanced Distribution Management System (ADMS).

Appendix B

2025 Performance Metrics Eliminated in 2026

Metric Title	Metric #	Justification
HR Cost Efficiency Per Employee	BS-51	This metric aimed to achieve cost savings by enhancing the efficient use of resources across PSEG Long Island and its Affiliates, providing HR services. LIPA is suspending the metric for 2026 to allow PSEG Long Island to address the impacts of the system separation and ensure that the necessary adjustments are made before reinstating the metric in 2027.
Unit Price Contract Reassessment	BS-52	The objective of this metric was to evaluate the effectiveness of active unit price contracts in providing market-competitive pricing for labor services. Develop strategies to improve cost savings through the use of more favorable price structures by renegotiating contract terms or executing new sourcing events. This project will be completed by December 31, 2025.
Interactive Voice Response (IVR) Containment	CS-25	This metric is being replaced by CS-37: Self-service Containment Enhancements.
System Separation	IT-07	The separation of LIPA IT systems from PSEG New Jersey systems will be completed by December 31, 2025.
Transition to New “Standard” Time of Day Residential Rates on an Opt-Out Basis	PS&CE-08	The transition of residential customers to a standard Time-of-Day (TOD) rate will be completed by December 31, 2025. LIPA will continue to track the TOD participation rate in 2026 to ensure that the opt-out rate does not increase substantially.
Heat Pump Strategy to Address Barriers to Customer Adoption	PS&CE-13	The scope of work associated with this metric will be completed by December 31, 2025. PSEG Long Island has implemented programmatic changes to address barriers to customer heat pump adoption as part of this multi-year heat pump strategy metric.
Asset Management Program Implementation-Asset Inventory	T&D-01	The field service surveys and GIS record accuracy of the Outside Plant (OSP) T&D assets will be completed by December 31, 2025.
Construction-Cost Estimating Accuracy	T&D-36	PSEG Long Island has consistently met the target; offering incentive compensation is no longer appropriate.
Program Effectiveness-Vegetation Management	T&D-41	The metric was intended to measure performance improvements in parts of the system that had completed prescribed vegetation management activities. LIPA determined that it was difficult to measure and didn’t reflect effectiveness.
Capital Project Process Enhancements	T&D-53	The process improvements dealing with the PSEG Long Island capital project planning, budgeting, and controls process to achieve next-level performance consistent with the NorthStar audit will be completed by December 31, 2025.

Appendix C

Performance Metric Historical Analysis

BS SCOPE	Metric Title	2022	2023	2024	2025	2026
BS-01	Enterprise Risk Management (ERM) Report	X	X			
BS-02	ERM Key Risk Indicators (KRIs)	X				
BS-03	Employee Engagement - Participation Rate	X				
BS-04	Employee Engagement Score	X				
BS-05	Full Time Vacancy Rate	X	X	X		
BS-06	Contract Administration Manual (CAM) Completion	X				
BS-07	2022 Affiliate Cost Benefit Justification 2023 Complete Affiliate Cost and Quality Justifications 2024 Implement Affiliate Service Remediation Plans and Transition Plans	X	X	X		
BS-08	2022 Capital Project Impact Analysis 2023 Improve the Capital Project Impact Analysis and Tracking Process	X	X			
BS-09	Substation Property Tax Report	X				
BS-10	2022 Substation Property Tax Module Plan 2023 Improve Annual Substation Property Tax Reports	X	X			
BS-11	Long Island Choice Reform	X				
BS-12	Advanced Metering Infrastructure (AMI) Opt Out Fees	X				
BS-13	Information Request (IR) Responses	X		X	X	X
BS-14	Legal Staffing	X				
BS-15	Contractor Performance Evaluation System	X				
BS-16	Government & Legislative Affairs	X				
BS-17	Project Outreach	X				
BS-18	2022 Customer Segmentation 2023 Utility Marketing Effectiveness	X	X			
BS-19	Reputation Management and Positive Media Sentiment	X	X			
BS-20	Reputation Management – Share of Voice	X	X			

BS-21	Social Media Engagement and Following	X	X			
BS-22	Timely, Accurate, and Supported Storm Event Invoicing		X	X	X	X
BS-23	FEMA Tropical Storm Isaias Grant -- Engineering to Support Grant Application		X			
BS-24	Improve the Accuracy of Asset Records for Outside Plant		X			
BS-32	Update Low and Moderate Income (LMI) Tariff and Billing		X			
BS-33	Consolidate Real Estate Footprint		X			
BS-34	Improve Budgeting, Billing, and Collection Efforts for Reimbursable Projects			X		
BS-35	Implement Budget Process Improvements			X		
BS-38	Improve the Rate and Tariff Change Implementation Process			X		
BS-40	Implement Improvements to Budget Process Using New Budget System			X		
BS-41	PJD and Capital Budget Process Improvements			X		
BS-42	Develop Annual Zero Based Budget (ZBB) for each "Affiliate Cost" category for LIPA's review and approval				X	X
BS-43	Implement standards and methods to reduce project variances including risk and contingency management (IV-1)				X	X
BS-44	Establish Annual Assessment Allocation Model for LIPA's approval with quarterly selected work orders audits (IV-2)				X	X
BS-45	Develop methods and standards for tracking productivity gains and sharing CapEx and OpEx savings (XVI-2)				X	X
BS-48	Strategic Supplier MSAs				X	X
BS-50	Time to Start				X	X
BS-51	HR Cost Efficiency Per Employee				X	
BS-52	Unit Price Contract Reassessment				X	
BS-53	Non-Utility Billing Collections					X
BS-54	Competitive Transactions					X
BS-55	Procurement Savings					X
CS SCOPE	**Metric Title**	**2022**	**2023**	**2024**	**2025**	**2026**
CS-01	Delivery of Strategic Customer Experience & Billing Projects	X	X	X		

CS-02	J.D. Power – Residential	X	X	X	X	X
CS-03	J.D. Power – Business	X	X	X	X	X
CS-04	Customer Information System (CIS) Modernization	X	X			
CS-05	Customer Transactional Performance Measurement & Analysis	X	X	X		
CS-06	Billing - Inactive Accounts Long-Term Estimates (LTEs)	X				
CS-07	Billing - Active Accounts Long-Term Estimates (LTEs)	X				
CS-08	Unauthorized Use/Advanced Consumption Resolution	X				
CS-09	Billing Exception Cycle Time	X	X			
CS-10	Billing – Cancelled Rebill	X	X	X		
CS-11	Contact Center Service Level with Live Agent Calls	X	X	X	X	X
CS-12	Customer Email Closure Rate	X				
CS-13	First Call Resolution (FCR)	X	X		X	X
CS-14	Net Dollars Written Off	X	X	X	X	X
CS-15	Arrears Aging Percent > 90 Days Past Due (Arrears %>90)	X	X	X	X	X
CS-16	Days Sales Outstanding	X				
CS-17	Low to Moderate Income (LMI) Program Participation	X	X	X	X	X
CS-18	Low to Moderate Income (LMI) Program Automation	X				
CS-19	DPS Customer Complaint Rate	X	X	X	X	X
CS-21	Outage Information Satisfaction		X	X		
CS-22	Advanced Metering Infrastructure Roadmap and 2023 Improvements		X			
CS-23	Deferred Payment Agreement (DPA) Improvement		X			
CS-24	Payment Transaction Ease		X			

CS-25	Interactive Voice Response (IVR) Containment Rate		X	X	X	
CS-26	Life Sustaining Equipment (LSE) Customer Compliance		X			
CS-27	Estimated Bill %		X			
CS-28	Move Process Improvement		X	X		
CS-29	AMI Meter Validation, Estimation, Editing Enhancements and Data Reporting		X			
CS-30	Optimize Contact Center Resource Utilization			X		
CS-31	Call Average Handle Time (AHT)			X	X	X
CS-36	E-Bill Enrollment				X	X
CS-37	Self-Service Expansion					X
CS-40	Outage Information Satisfaction & Ease					X
IT SCOPE	**Metric Title**	**2022**	**2023**	**2024**	**2025**	**2026**
IT-01	Organizational Maturity Level – Doing	X	X	X		
IT-02	Organizational Maturity Level – Managing	X				
IT-03	System Resiliency - Business Continuity Plans and Functional Drills	X	X	X	X	X
IT-04	System and Software Lifecycle Management	X	X	X	X	X
IT-05	2022 System Implementation - 2022 Budget Projects (Tier 1 and Tier 2) 2023 Project Performance - In-flight Projects 2024 Project Performance - In-flight Projects	X	X	X	X	X
IT-06	2022 System Implementation – Board Project Improvement Plans (PIPs) (Tier 1 and 2) 2023 Project Performance – New 2023 Projects 2024 Project Performance – New 2024 Projects	X	X	X	X	X
IT-07	System Segregation	X	X	X	X	
IT-08	2023 Cyber Security Organization - Structure, Staffing and Capabilities		X	X		

	Review 2024 Cyber Security Organization - Implementation					
IT-09	IT Planning - Ransomware Readiness and Response			X	X	X
IT-10	System Resiliency - Disaster Recovery Plans and Testing			X	X	X
IT-11	System Cost Effectiveness					X
IT-12	System Reliability					X
IT-13	IT Service Management					X
PS&CE SCOPE	**Metric Title**	**2022**	**2023**	**2024**	**2025**	**2026**
PS&CE-01	2022 Long Range Planning Studies – Integrated Resource Plan (IRP) 2023 Complete Integrated Resource Plan (IRP) Follow-on Activities 2024 Complete Integrated Resource Plan (IRP) Follow-on Activities	X	X	X		
PS&CE-02	2022 Long Range Planning Studies – Energy Storage Request for Proposal (RFP) 2023 Complete Energy Storage Request for Proposal (RFP) Follow-on Activities	X	X			
PS&CE-03	Energy Efficiency Plan Savings	X	X	X		
PS&CE-04	Utility 2.0 – Distributed Energy Resources (DER) Hosting	X				
PS&CE-05	Beneficial Electrification – Building Electrification	X	X	X	X	X
PS&CE-06	Electric Vehicle (EV) Make-Ready	X	X		X	X
PS&CE-07	Distributed Energy Resources (DER) Interconnection Process	X				
PS&CE-08	2022 Time of Use (TOU) Pricing Options - Space Heating and Large Commercial 2023 Transition to New "Standard" Time of Day Residential and Small Business Rates on an Opt-Out Basis 2024 Transition to New "Standard" Time of Day Residential Rates on an Opt-Out Basis	X	X	X	X	
PS&CE-09	Time of Use Pricing Pilot - Year 1 Marketing	X				
PS&CE-11	Implementation of Utility 2.0 Projects		X			
PS&CE-13	Heat Pump Strategy to Address Barriers to Customer Adoption		X	X	X	
PS&CE-14	Transportation Electrification Strategic Initiatives			X	X	X
PS&CE-16	Residential Time-of-Day Participation Rate				X	X

PS&CE-17	Disadvantaged Communities (DACs) - Spend %				X	X
PS&CE-18	Solar Interconnection					X
PS&CE-19	Building Weatherization					X
PS&CE-20	Demand Response					X
PS&CE-21	Large Loads Performance Requirements					X
T&D SCOPE	**Metric Title**	**2022**	**2023**	**2024**	**2025**	**2026**
T&D-01	Asset Management Program Implementation – Asset Inventory	X	X	X	X	
T&D-02	Asset Management Program Implementation – Asset Management Governance	X	X			
T&D-03	Enterprise Asset Management System (EAM) Implementation Plan	X	X			
T&D-04	Transmission and Distribution System Relay Mis-Operations	X	X			
T&D-05	Transmission & Distribution Inadvertent Operation Events	X	X			
T&D-06	PTCC/ATCC Replacement	X	X	X	X	X
T&D-07	System Average Interruption Duration Index (SAIDI) Reliability	X	X	X	X	X
T&D-08	System Average Interruption Frequency Index (SAIFI) Reliability	X	X	X	X	X
T&D-09	Momentary Average Interruption Frequency Index (MAIFI) Reliability	X	X	X	X	X
T&D-10	Reduce Sustained Multiple Customer Outages (S-MCOs)	X	X	X	X	X
T&D-11	Reduce Repeat Customer Sustained Multiple Customer Outages (S-MCOs)	X	X			
T&D-12	Reduce Momentary Multiple Customer Outages (M-MCOs)	X	X	X	X	X
T&D-13	Safety – Serious Injury Incident Rate (SIIR)	X	X	X	X	X
T&D-14	Safety – OSHA Recordable Incidence Rate	X	X			X
T&D-15	Safety – OSHA Days Away Rate	X	X			
T&D-16	Safety – Motor Vehicle Accident (MVA) Rate	X	X			X
T&D-17	Work Management Enhancements - Enhancements to Short-Term Scheduling	X	X			
T&D-18	2022 Work Management Enhancements - Workforce Management Plans 2023 Work Management Enhancements - Workforce Management Plans 2024 Improve Reliability Through Work Management Enhancements - Workforce Management Plans	X	X	X	X	X

T&D-19	Work Management Enhancements - Improve Planning and Tracking of Work	X				
T&D-20	Work Management Enhancements - Improve and Standardize Compatible Unit Estimating (CUEs)	X				
T&D-21	Work Management Enhancements - Work Management KPIs and Dashboards	X	X			
T&D-22	Work Management Enhancements - Clarify and Rationalize Work Management Roles	X				
T&D-23	Employee Overtime	X	X			
T&D-24	2022 Vegetation Management Work Plan – Cycle Tree Trim With Vegetation Intelligence 2023 Vegetation Management Work Plan – Cycle Tree Trim With Vegetation Intelligence 2024 Improve Reliability Through Vegetation Management Work Plan -- Cycle Trim and Trim-to-Sky	X	X	X	X	X
T&D-25	Vegetation Management Work Plan – Trim to Sky (TTS) Circuits	X	X			
T&D-26	2022 Vegetation Management Work Plan – Hazard Tree Removal 2023 Vegetation Management Work Plan – Hazard Tree Removal 2024 Improve Reliability Through Vegetation Management Work Plan – Hazard Tree Removal	X	X	X		
T&D-27	Storm Hardening Work Plan - Overhead Hardening	X	X			
T&D-28	Storm Hardening Work Plan - Underground Hardening	X	X			
T&D-29	2022 Storm Hardening Work Plan - Transmission Load Pockets 2023 T&D System Enhancements	X	X			
T&D-30	2022 Storm Hardening Work Plan - ACRV Commissioning Program 2023 Storm Hardening Work Plan - ACRV Commissioning Program 2024 Improve Resiliency Through Storm Hardening Work Plan - ACRV Commissioning Program	X	X	X		
T&D-31	2022 Storm Hardening Work Plan - LT5H (ASUV) Program 2023 Storm Hardening Work Plan - LT5H (ASUV) Program 2024 Improve Resiliency Through Storm Hardening Work Plan - LT5H (ASUV) Program	X	X	X		
T&D-32	Estimated Time of Restoration (ETR)	X				
T&D-33	2022 Real Estate Strategy 2023 Execute Real Estate Strategy on (i) purchase of a property in Medford for a new operations yard and (ii) National Grid Properties.	X	X			

T&D-34	Construction – Quality and Timely Completion of Project Justification Descriptions (PJDs)	X	X			
T&D-35	Construction - Project Milestones Achieved	X	X			
T&D-36	Construction - Cost Estimating Accuracy	X	X	X	X	
T&D-37	2023 Completion of Program Planned Units Per Workplan 2024 Improve Reliability and Resiliency Through Completion of Program Planned Units and Management of Unit Costs Per Workplan	X	X	X	X	X
T&D-38	Program Unit Cost Variance	X	X			
T&D-39	Project Completion Consistent with Project Design	X	X			
T&D-40	2023 Double Wood Poles 2024 Reduce Double Wood Poles	X	X	X	X	X
T&D-41	Program Effectiveness - Vegetation Management		X	X	X	
T&D-42	Estimated Time of Restoration (ETR) Process Enhancements		X			
T&D-44	Regulatory Compliance		X	X		
T&D-45	Physical Security		X			
T&D-46	Root Cause Analysis (RCA) Execution and Compliance		X	X		
T&D-48	Program Effectiveness - Storm Hardening		X			
T&D-49	Work Management Effectiveness			X		
T&D-50	Storm Outage Response Performance			X	X	X
T&D-52	Triennial Safety Assessment			X		
T&D-53	Capital Project Process Enhancements				X	
T&D-54	Storm Crewing Efficiency and Prudency				X	X
T&D-57	Improve Underground (UG) Reliability Performance					X
T&D-58	Distribution System Automation and Advanced Operations					X

Appendix D

2026 DPS Required Performance Metrics

System Average Interruption Duration Index (SAIDI) Reliability	T&D-07	LIPA includes SAIDI as a metric instead of Customer Average Interruption Duration Index (CAIDI), although PSEG Long Island does report CAIDI to DPS also. SAIDI measures the average sustained outage of five minutes or more in duration for each customer served.
System Average Interruption Frequency Index (SAIFI) Reliability	T&D-08	SAIFI is a standard utility metric that measures the average number of sustained interruptions of five minutes or more for each customer served.
Outage Notification Incentive Mechanism	T&D-50, CS-40	This metric requires the utility to provide communications to customers, the public, and other external interested parties during electric service outage events. ETR is part of T&D-50: Storm Outage Response Performance and CS-40: Outage Information Satisfaction & Cause Code.
J.D. Power - Residential	CS-02	The IOUs report the outcome of their customer satisfaction surveys to DPS yearly. LIPA utilizes the J.D. Power and Associates Annual Electric Utility Customer Satisfaction Study for the “East Region, Large Segment” to measure customer satisfaction.
J.D. Power - Business	CS-03	The IOUs report the outcome of their customer satisfaction surveys to DPS yearly. LIPA utilizes the J.D. Power and Associates Annual Electric Utility Customer Satisfaction Study for the “East Region, Large Segment” to measure customer satisfaction.
Billing - Canceled Rebill	CS-10	This metric was eliminated in 2025 due to the implementation of AMI meters in the field, which is the driving force behind the improvement. With this new technology, there is minimal room for improvement, and therefore, offering incentive compensation is no longer appropriate
Contact Center Service Level with Live Agent Calls	CS-11	Measures the response of customer service representatives to customer calls to promote efficient staffing and customer satisfaction. It is the percent of calls answered within 30 seconds during blue sky days and within 90 seconds during “major storms”
First Call Resolution	CS-13	Measure call center proficiency in satisfactorily resolving customer issues and questions at the time of initial call.
Net Dollars Written Off	CS-14	Actively manage the receivables and associated write-offs and recoveries to maintain a solid financial position.
Arrears Aging Percent > 90 Days Past Due	CS-15	Effective management for aged receivables > 90 days to maintain a solid financial position.
DPS Complaint Rate	CS-19	Keep customer regulatory complaints to a minimum.
Appointments Kept and Missed Appointment Credits		We do not have a metric for this function.