



PSEG Long Island Update

Operating Report – November 2025

LIPA Board of Trustees Meeting

November 12, 2025

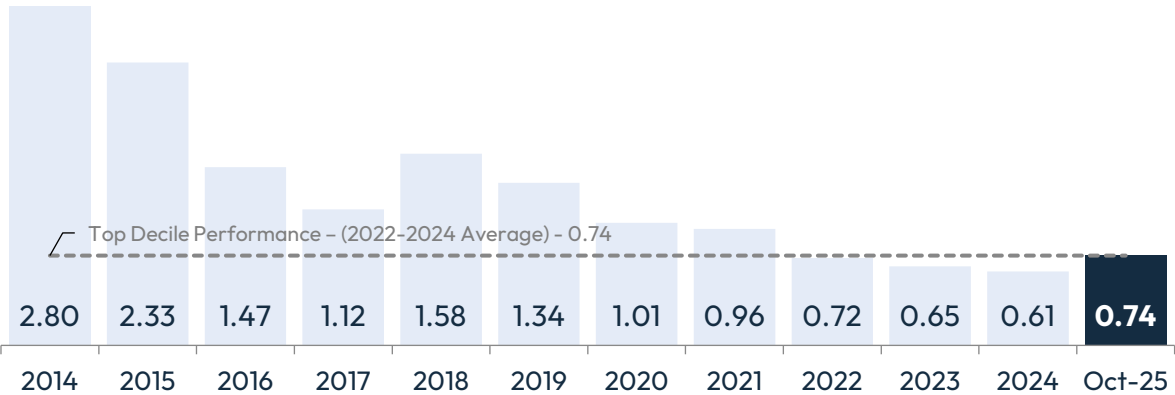
Agenda

- *Operating Performance*
- *Time-of-Day Program Update*
- *System Separation Update*
- *Nor'easter Performance*
- *Community Partnership Update*

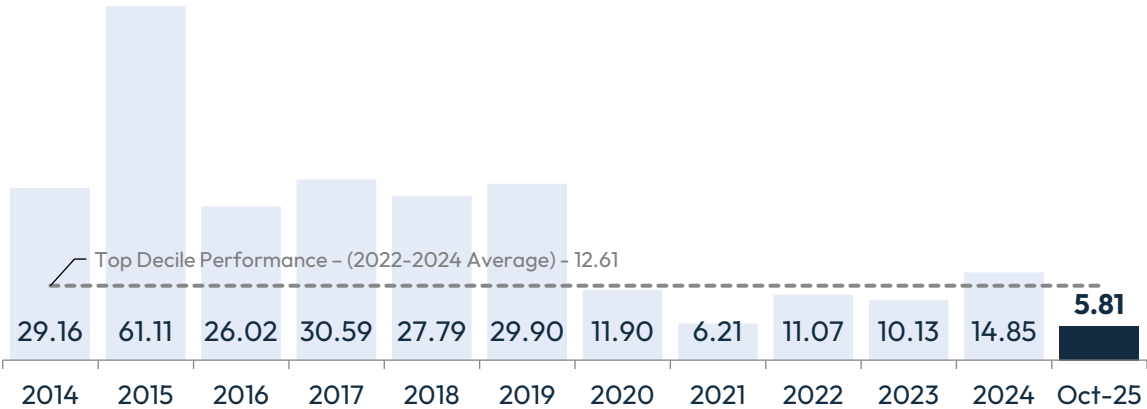
Operating Performance

Safety Performance

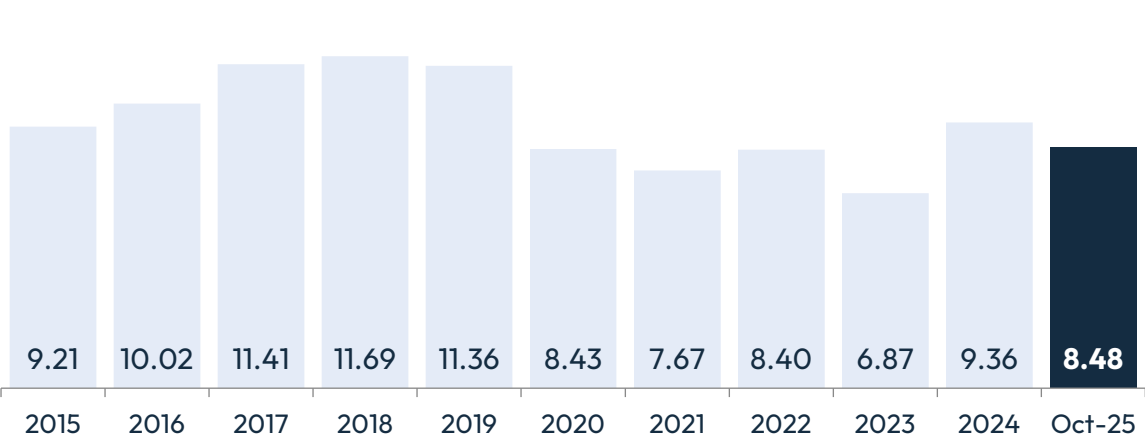
OSHA Recordable Incident Rate



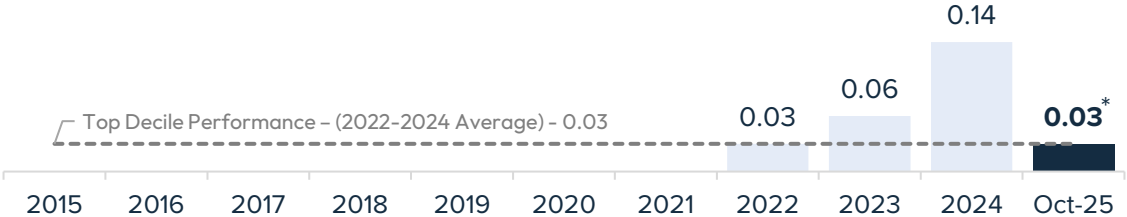
OSHA Days Away Rate (Severity)



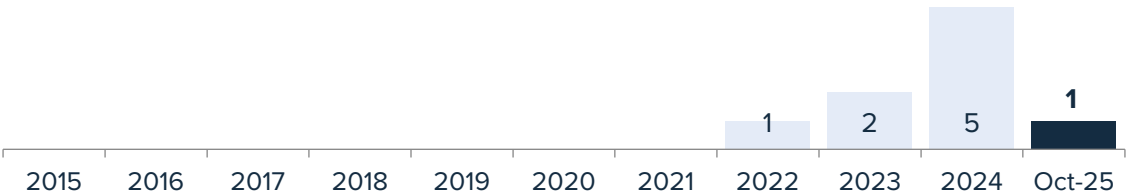
Motor Vehicle Accident Rate



Serious Injury Incident Rate



Serious Injuries - # of Incidents

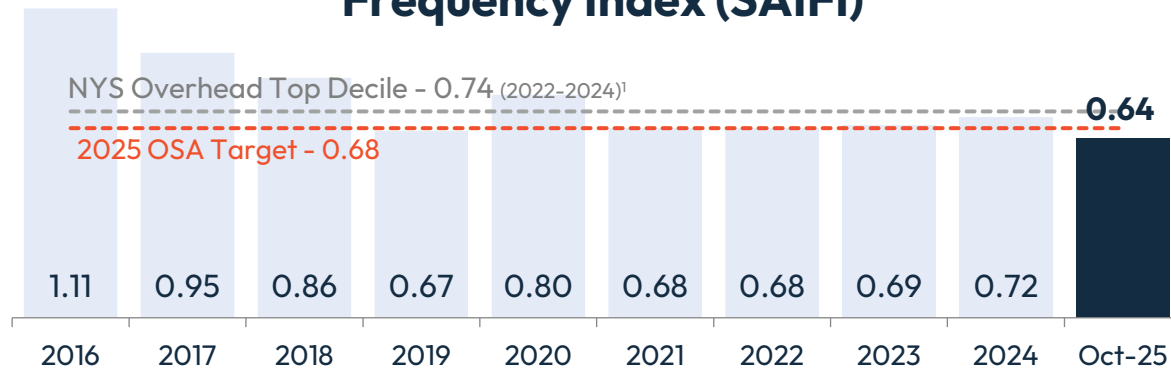


*Estimated hours for Contractor – PSEG LI still finalizing October hours

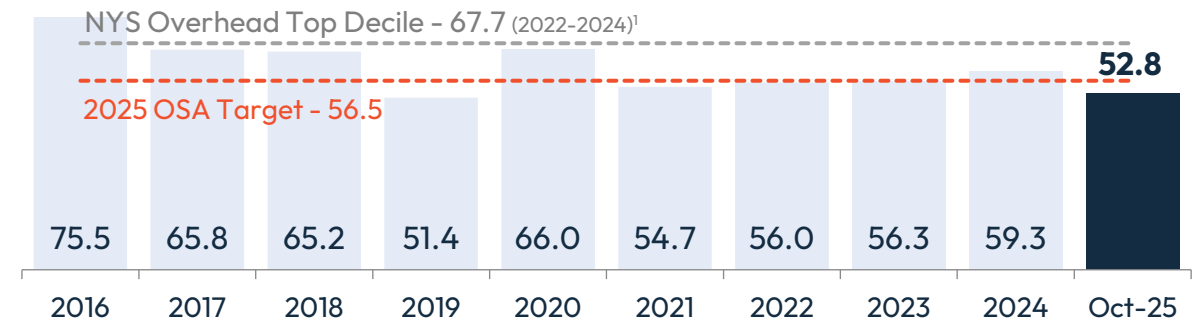
Operating Performance

Electric Reliability – SAIDI, SAIFI, MAIFI

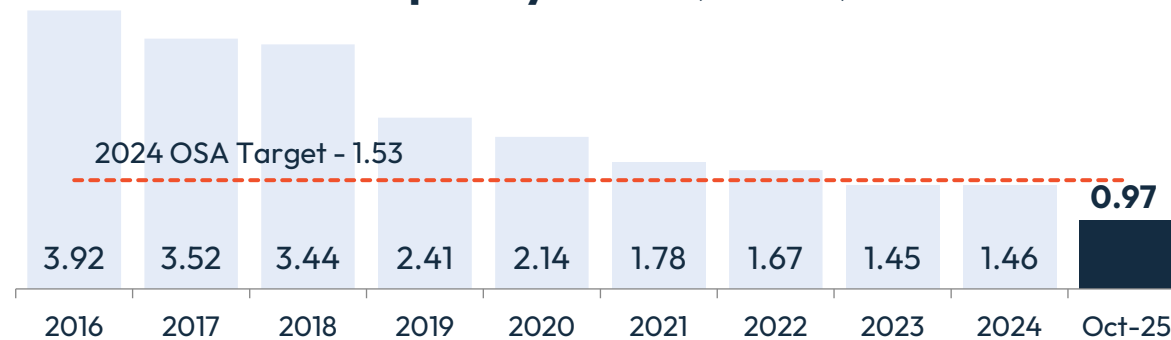
System Average Interruption Frequency Index (SAIFI)



System Average Interruption Duration Index (SAIDI)



Momentary Average Interruption Frequency Index (MAIFI)



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

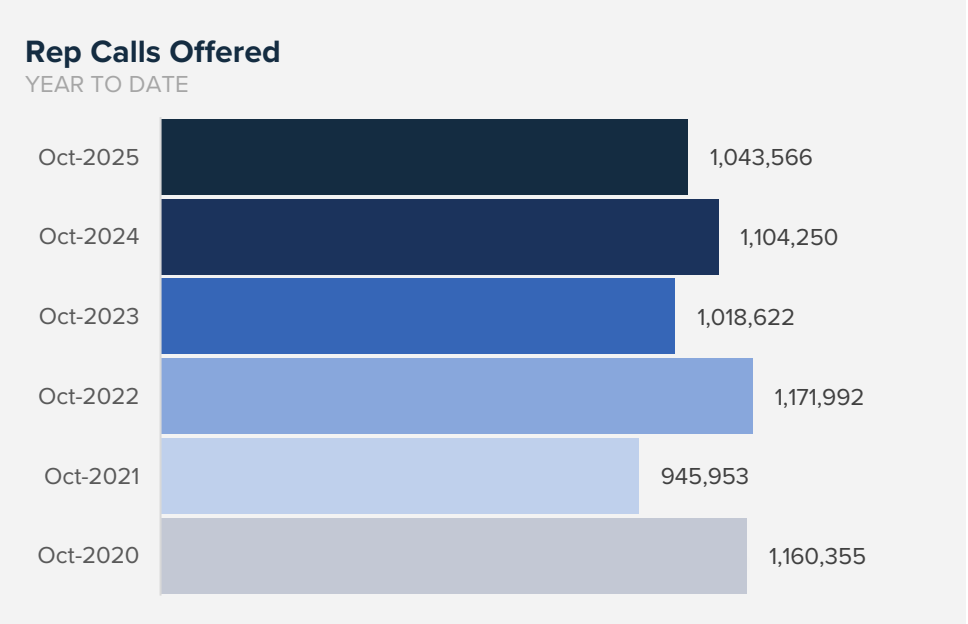


J.D. Power

2025 Business Results

Operating Performance

Call Center Performance

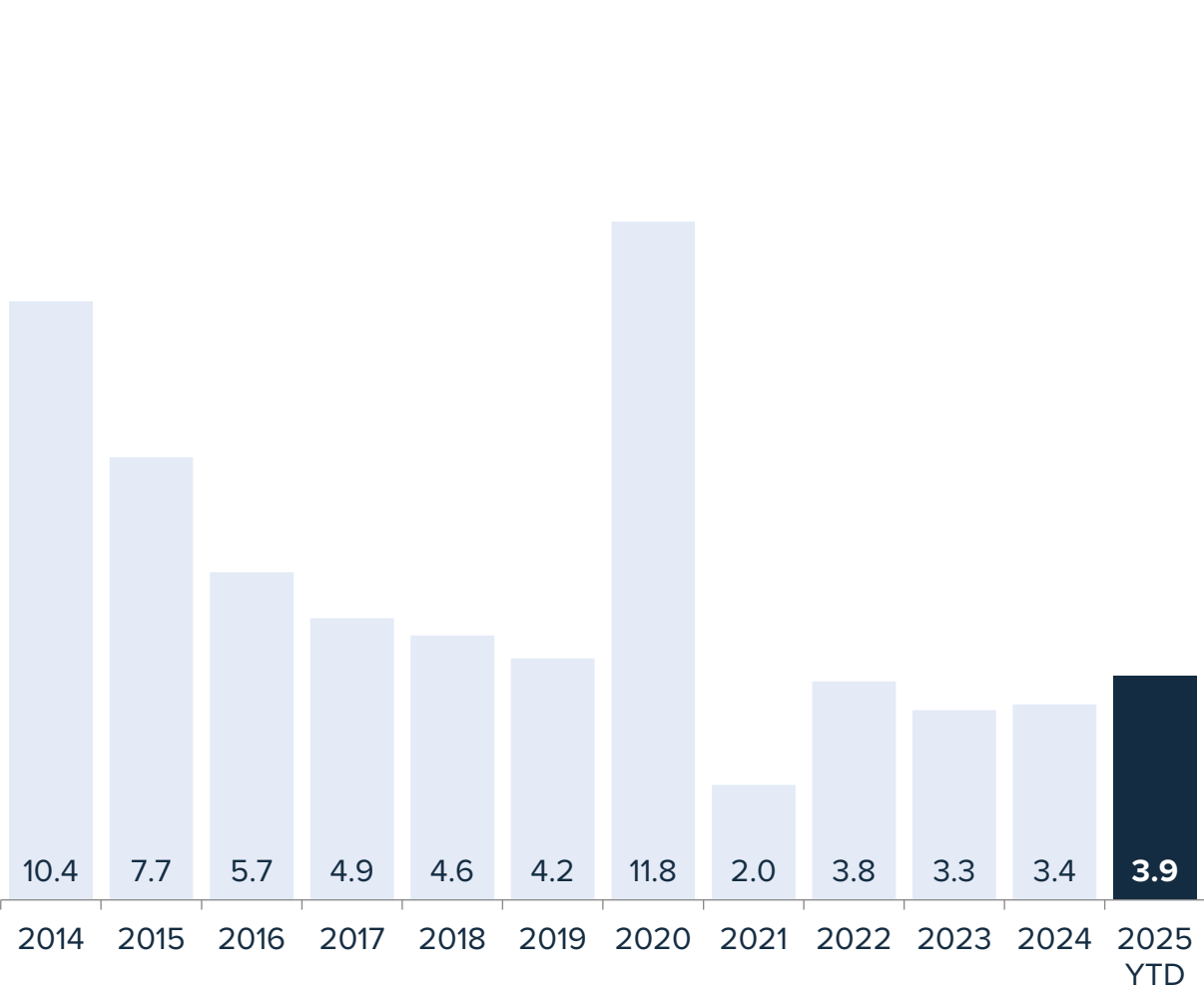


** Target measured July-December

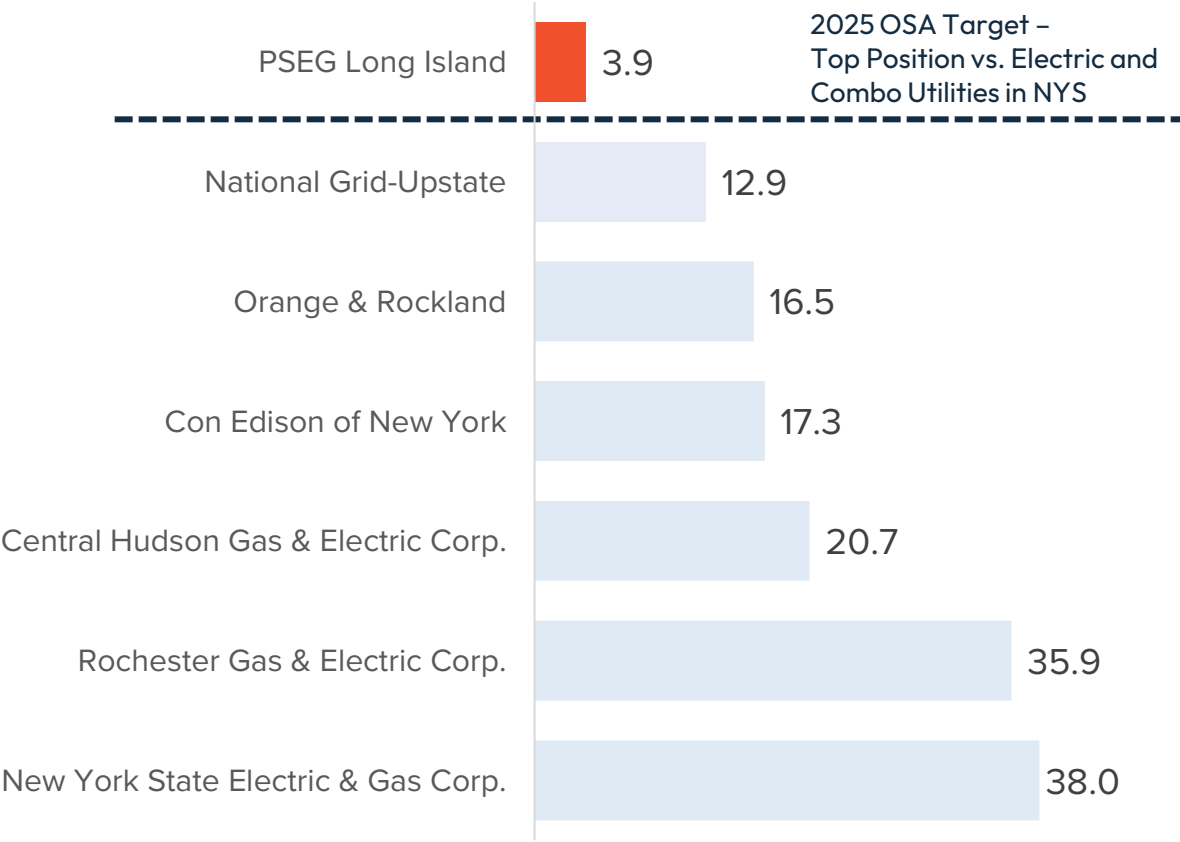
Operating Performance

Customer Complaint Rate per 100k Customers

Customer Complaint Rate



Rolling 12 Month DPS
Complaint Rate per 100,000 Customers



TOD Program Progress

2025 Migration Schedule

	January	February	March	April	May	June		September	October	November	December
Estimated Target Group Size	50,000	70,000	95,000	95,000	95,000		Summer Pause	100,000	105,000	105,000	105,000
Migrate Billing Cycle Date	Group 2	Group 3	Group 4	Group 5	Group 6			Group 7	Group 8	Group 9	Group 10
Send First TOD Bill		Group 2	Group 3	Group 4	Group 5	Group 6			Group 7	Group 8	Group 9

TOD Program Progress

*Customer Enrollment = 708,959**

Rate Code	Move-In	Voluntary Opt-In	Migrated	Total Customers
Off Peak Rate 194	101,854	28,653	564,683	695,190
Super Off-Peak Rate 195	-	13,769	-	13,769
Total Customers	101,854	42,422	564,683	708,959

Participation Rate: 96%

** Customer Enrollment Totals as of November 3, 2025*



System Separation Status

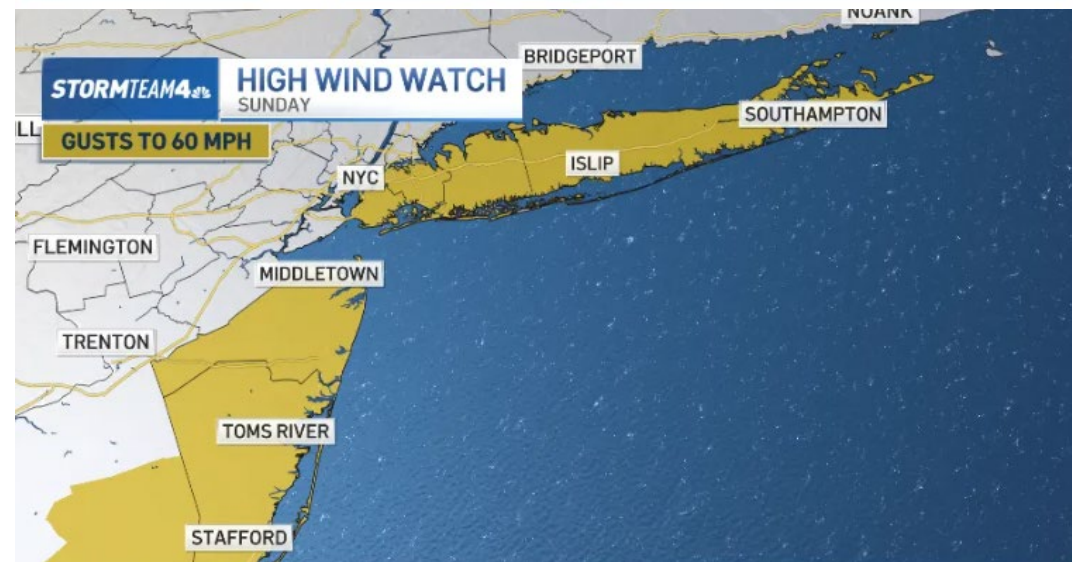
All systems are planned to be separated by December 2025

- **Bundle 1 – Finance, HR, Procurement (14 Systems)**
 - All Bundle 1 systems were deployed to production in the first part of the year and continue to perform as expected.
- **Bundle 2 – Email & Identity (11 Systems)**
 - All Bundle 2 systems have been separated and are actively in service in Long Island.
 - M365, RSA, Okta, and Hitachi project activities continue for Hypercare support and close-out work.
 - ForcePoint’s module is in progress of being stood up and is scheduled to complete during the next month.
- **Bundle 3 – Cloud Hosted & Other Systems (21 Systems)**
 - Caseworks and LoadRunner are scheduled to go into service by mid-November.
 - LotusNotes (now Natuvion ‘Retire’), Relativity One, and SiteCore are planned to go into production by the end of November.
 - All other Bundle 3 systems have been separated and are now in service. Systems separated in October are in Hypercare support and project close-out activities have begun.
- **Bundle 4 – Cybersecurity (14 Systems)**
 - All Bundle 4 applications have now been separated and are currently in service in Long Island. Hypercare support and project close-out activities are underway.

October Nor'easter

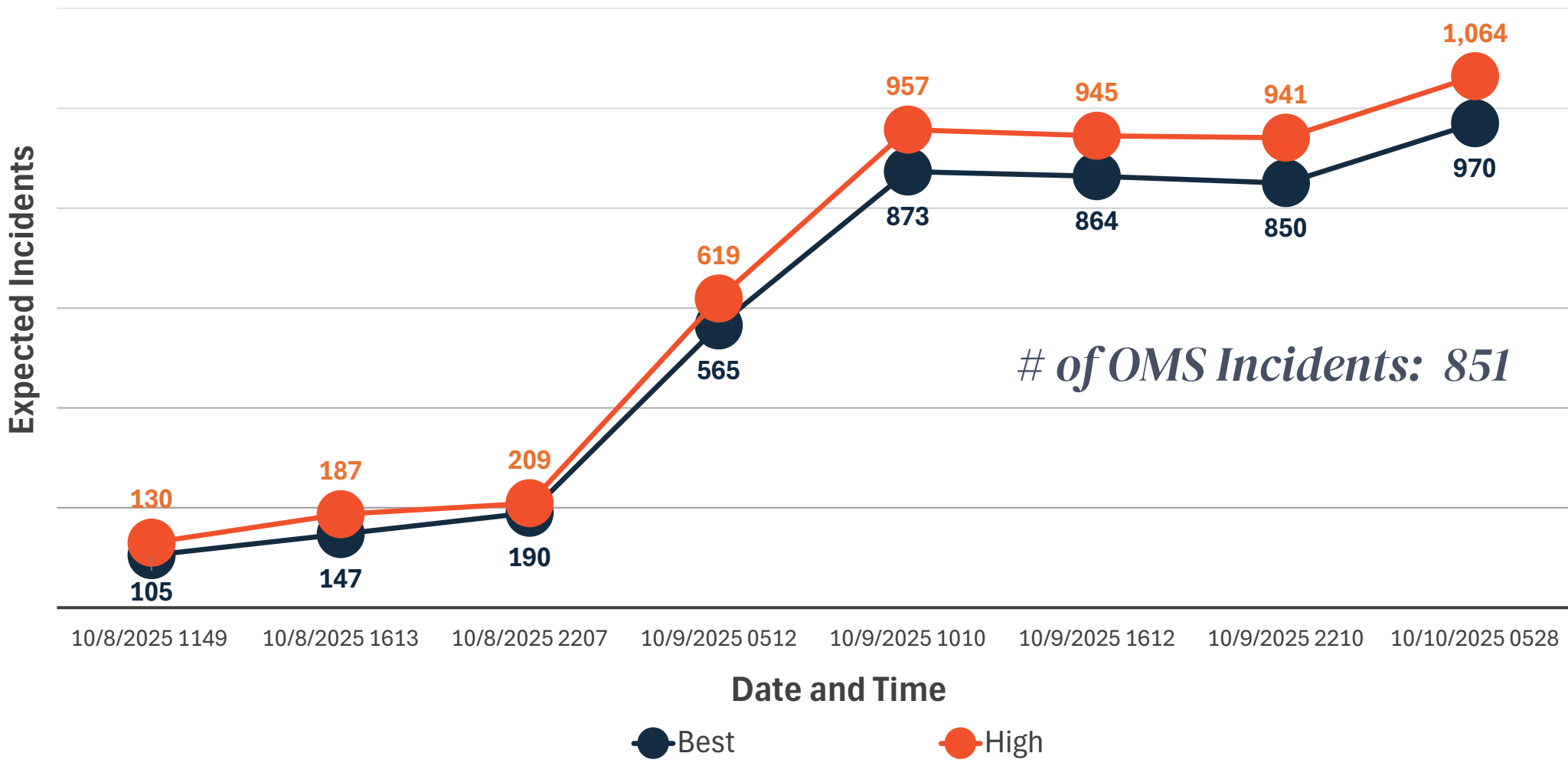
Weather/Resource Forecast

- Wind Gust up to 60 MPH forecasted late Sunday into Monday
- Long Duration Rainfall of 2"- 3"
- Coastal Flooding – 2-4 feet storm surge
- Initial Outage Prediction: > 1,000 Outage Jobs; 30K-45k Customers
- New York's governor declared a state of emergency for New York City, **Long Island** and Westchester County on 10/12.



October Nor'easter

Storm Impact Analysis Model





Resource Acquisition

F-750
SUPER DUTY

 **PSEG LONG ISLAND**

We make things work for you.

USDOT 21652

WATER JEL KIT
FIRST AID KIT

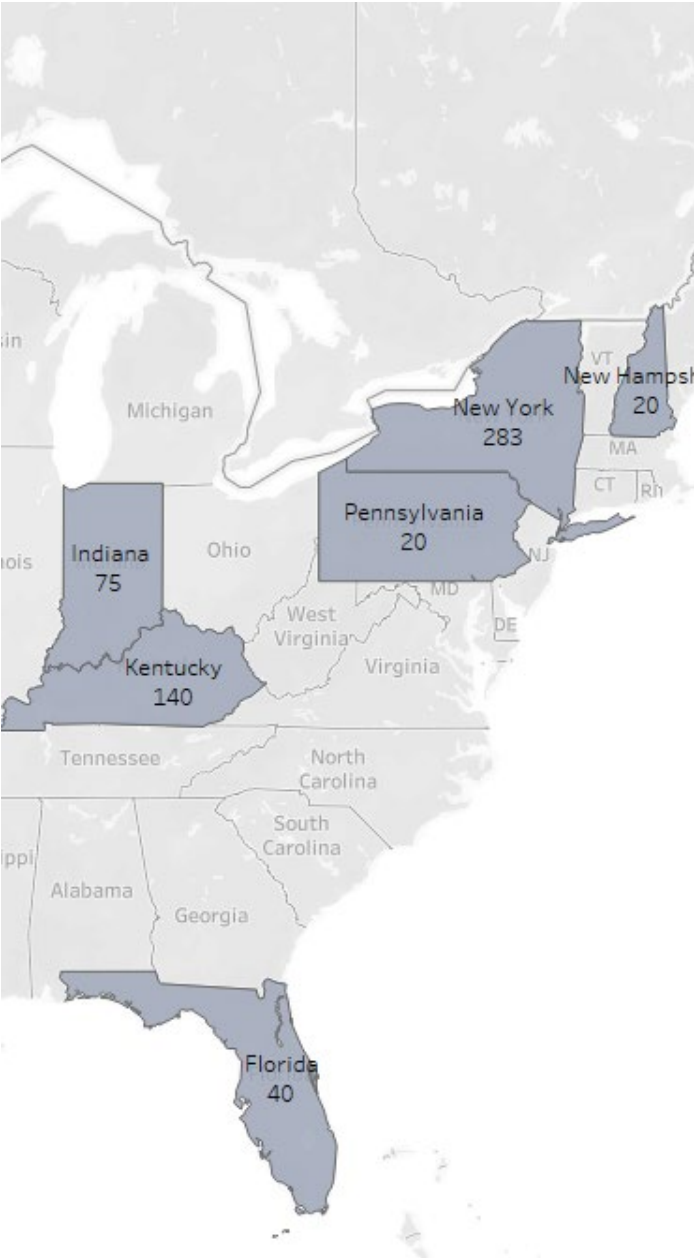
October Nor'easter

Resources

- Leveraged On-Island HV & Tree Contractors to resource Off-Island Crews
- High Voltage Crews Committed on 10/09/25
- All Crews Ready to Work on Sunday 10/12/25
- Mutual Aid Crews Demobilized on Tuesday 10/14/25 0700

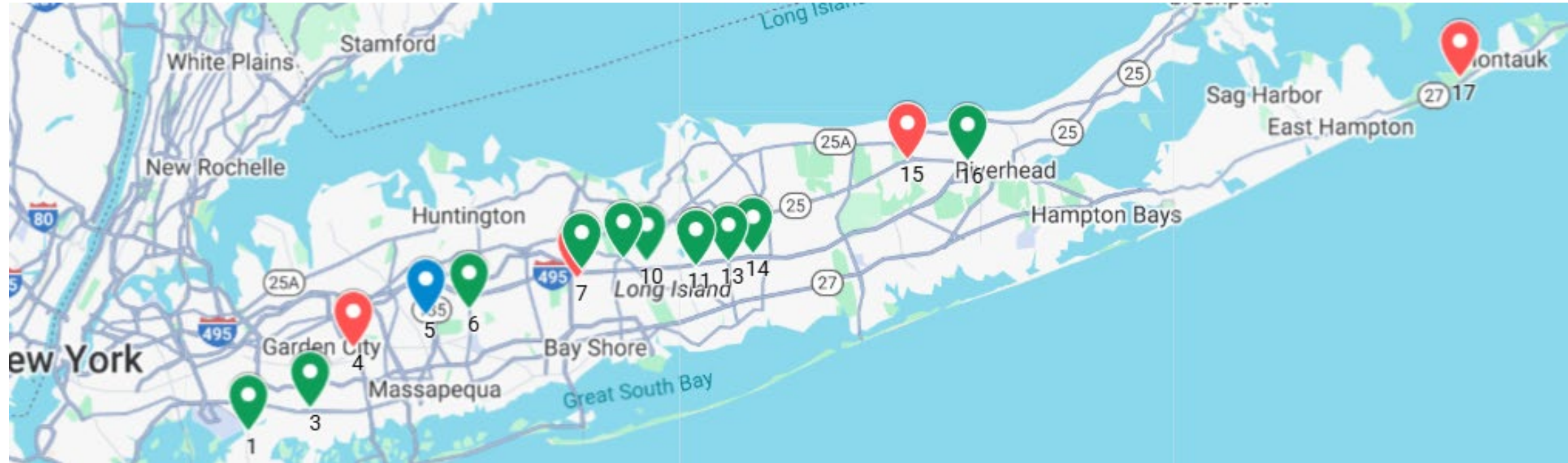
CREW TYPE	RESOURCES FTEs			
	Off-Island Contractors*	On-Island Contractors	PSEG LI	TOTAL
Electric High Voltage	404	185	308	897
Low Voltage	-	-	113	113
Tree Trim	121	186	-	307
Wire Watcher	-	50	-	50
Damage Assessors	-	8	98	106
Grand Total				1,473

*Does not include support Personnel (GF, Safety, Mechanic, Superintendent)



October Nor'easter

Logistics



- | | Hotels | Truck Staging Sites | Reception |
|--------------------------------------|--|-----------------------------------|---------------------|
| 1 - Five Towns Inn | 11 - Courtyard by Marriott Long Island MacArthur | 4 - Nassau Coliseum | 5 - Bethpage Office |
| 2 - Hampton Inn & Rockville Centre | 12 - Homewood Suites Ronkonkoma | 7 - Suffolk County CC - Brentwood | |
| 3 - Best Western Mill River Manor | 13 - Residence Inn Long Island Holtsville | 15 - Calverton Airport | |
| 6 - Hilton Long Island Huntington | 14 - Hampton Inn Long Island | 17 - Hither Hills State Park | |
| 8 - Marriott Residence Inn Hauppauge | 16 - Hilton Garden Inn Riverhead | | |
| 10 - Hyatt Regency Long Island | | | |

October Nor'easter

Storm Statistics

- 10th LIPA Storm of 2025 (11 YTD)
- Safety: One non-preventable MVA – MOP ran stop sign and struck on-island contractor vehicle
- Actual Weather: Total Rainfall amounts: 1.5” - 3”; Gusts were in the lower scale of the forecast - low to upper 40 mph with isolated gusts of 50-55 mph.
- Peak Customers Impacted: 5,355 at 0200 on Monday 10/13
- Storm CAIDI: 126.8 minutes (Target of 240 Minutes – T&D-50)
- ETR Accuracy: 88% vs. Metric Target of 65%; 59% of Incidents had 1 ETR vs. Metric Target of 50%; 83% of outages received 1 or zero ETR changes
- FD/PD Wiredown Performance: Average Response Time of 3.7 hours (Target of 16 hours– T&D-50)
- **No Customer Outage Durations exceeded 24 hours**
- Call Center Performance:
 - Average Speed of Answer of Incoming Calls – 4.57 seconds
 - Service Level – 97.02% of calls answered in 30 seconds (Target of 77%/30 seconds during blue sky and 77%/90 seconds in T&D-50 metric)
 - # of Calls Handled – 5,916 calls handled
 - High Volume Call Answering application not utilized during event
- Predominate Cause of Outages: Trees/Equipment (21,442/12,019 Customers respectively)

Division	Jobs	Customers
Queens	62	2,562
Central	302	13,404
Western	185	4,571
Eastern	302	16,997
Total	851	37,534

Our initial outage predication model was in line with actual storm outages, and we were properly resourced for this event



JOIN THE FIGHT, ONE STEP AT A TIME!

PSEG Long Island employees participated in the American Cancer Society – Making Strides Against Breast Cancer Walks on October 8th and October 19th

20 Fundraising Teams

318 Registered Participants

Funds raised:

\$75,000 and counting!





 Thank
you