



PSEG Long Island Update

Operating Report – March 2026

Winter Storm Summary and review of Hernando impact and restoration efforts

LIPA Board of Trustees Meeting

March 25, 2026

2026 Winter Storms

Summary

- **Record winter cold**
- **5 storms in 7 weeks**
- **Hernando blizzard** brought record snowfall accumulation and record winter winds over a twelve-hour period
 - **Less than 4%** customers impacted
 - **Rapid restoration:**
 - >90% restored within 6 hours
 - >95% within 10 hours
 - 100% by the next evening
 - **Meaningfully stronger performance than all other coastal utilities** that experienced similar storm conditions

St. Patrick's Day Storm

03/16/2026 – 03/18/2026

A strong/frontal east coast storm, accompanied by moderate-to-heavy rain and sustained winds of 15-30+ mph with peak wind gusts ranging from 50–72 mph

Winter Storm Hernando

2/22/2026 – 2/24/2026

Major historic blizzard conditions across the service territory with ~20–32” snowfall and peak wind gusts of ~55–85 mph

Winter Storm Gianna

1/30/2026 – 02/01/2026

A coastal winter storm brought ~4–8 inches of snow across the service territory, accompanied by peak wind gusts of 40–50 mph and a prolonged stretch of subfreezing temperatures ranging from –5 to 5°F with wind chill.

Winter Storm Fern

1/23/2026 – 1/27/2026

Moderate winter storm delivering ~8–13” snowfall with peak gusts ~35–40 mph with subfreezing temperatures ranging from 5 to 15°F with wind chill

Winter Storm Ezra

12/29/2025 – 12/30/2025

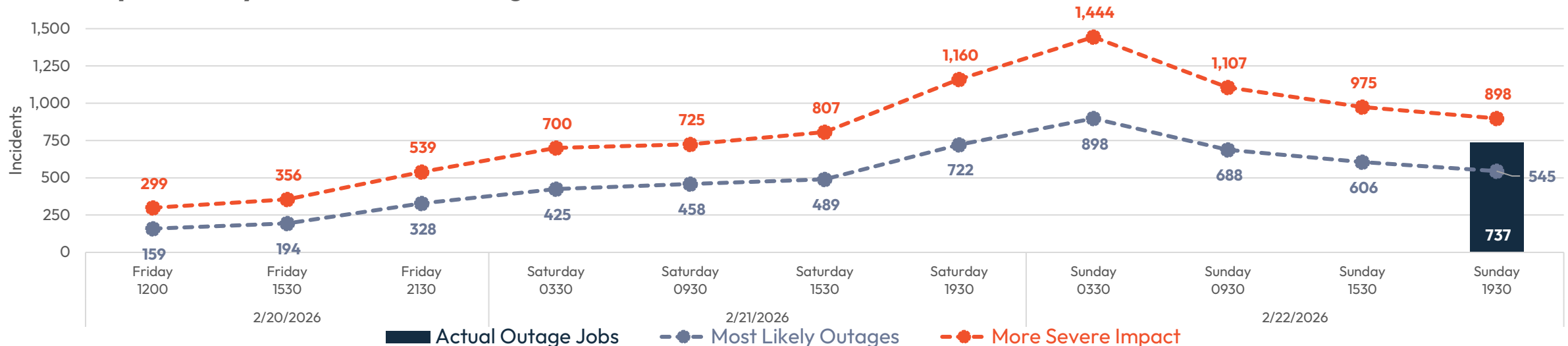
Light-to-moderate winter event producing ~3–8” snowfall with peak gusts ~30–35 mph

Winter Storm Hernando *Preparation Timeline*

We adapted quickly to changing weather conditions to secure resources for a rapid and safe storm response.

- **Tuesday 2/17/26** – Emergency Preparedness began monitoring the potential for a weather system arriving Sunday
- **Friday evening / Saturday morning** – 2/20-2/21/26 – Storm forecasts meaningfully worsen
- **Saturday 2/21/26** – 0800 – Decision to acquire Mutual Aid Resources – 116 HV FTEs + 50 Tree Trimmers to pre-stage Sunday
- **Saturday & Sunday 2/21/26 – 2/22/26** – Based on Worsening Forecast – Additional Resources Requested and held NAMAG Situational Awareness call
- **Sunday 2/22/26** – Onboarded 240 off-island high-voltage contractors at Bethpage - safety packet, crew guide, food, fuel and hotel for their region/division

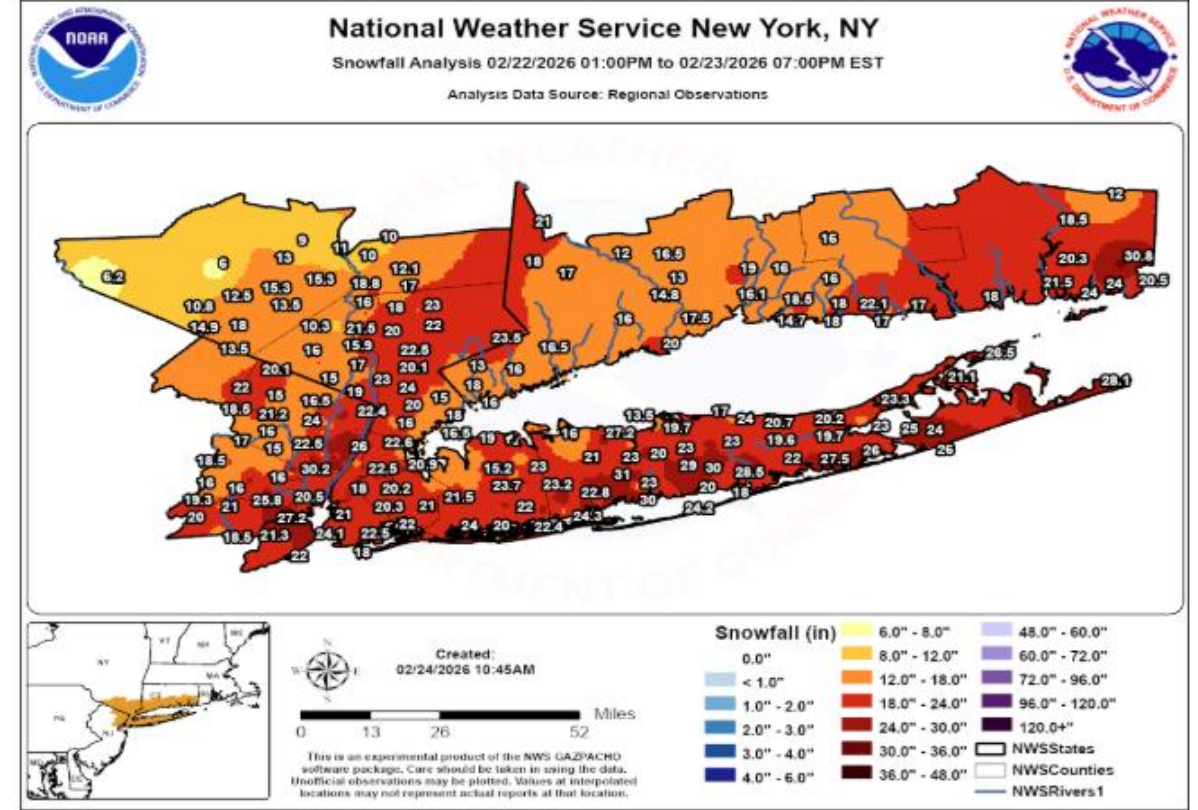
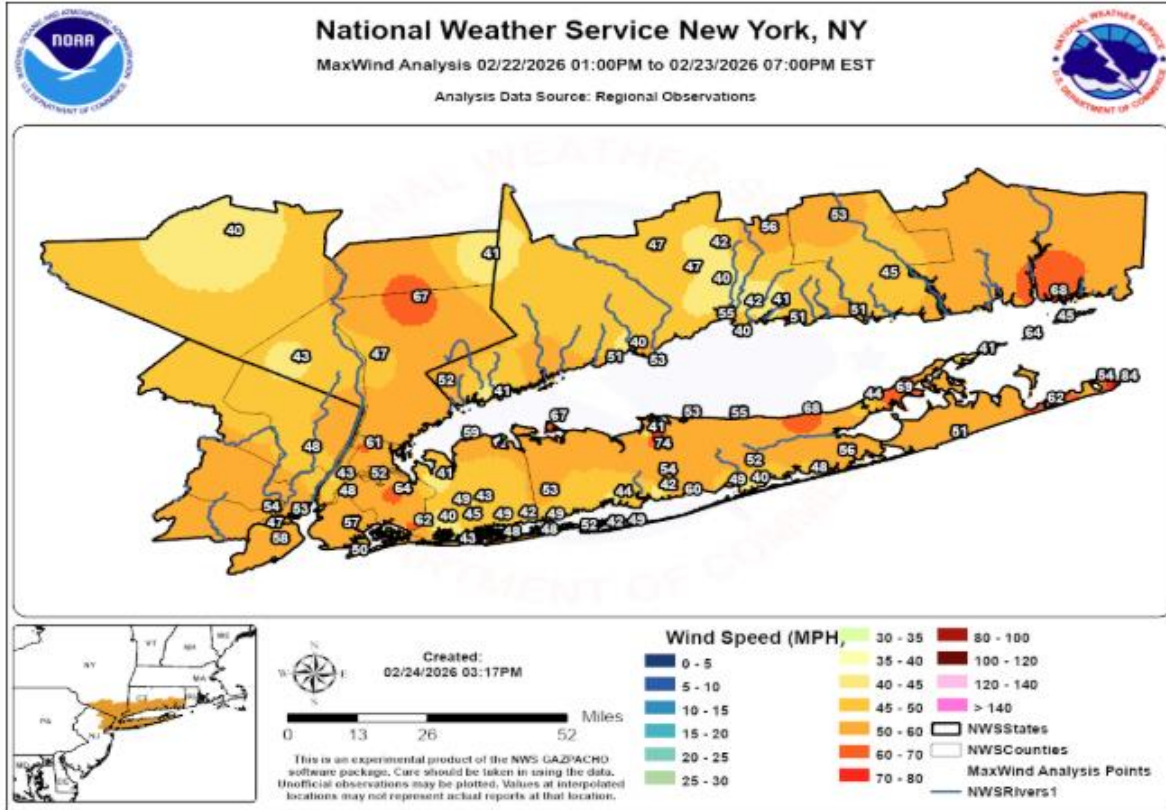
Storm Impact Analytics: Customer Outage Job Prediction



Winter Storm Hernando *Weather Summary*

Observed Peak Wind Gusts (mph)

Observed Snowfall Totals (inches)



Nassau/Rockaways

Suffolk

- **Range:** 40 – 64 mph
- **Peak:** Bayville – 64 mph

- **Range:** 40 – 84 mph
- **Peak:** Montauk Point – 84 mph*

Nassau/Rockaways

Suffolk

- **Range:** 18 – 24 inches
- **Peak:** Baldwin – 24 inches

- **Range:** 13.5 – 31 inches
- **Peak:** Islip Airport – 31 inches*

**All-Time Winter Records on Long Island*

Winter Storm Hernando *and Past Storm Comparison*

Hernando was a more severe storm by every major weather metric, yet customer impacts were dramatically lower, and restoration was faster and more efficient.

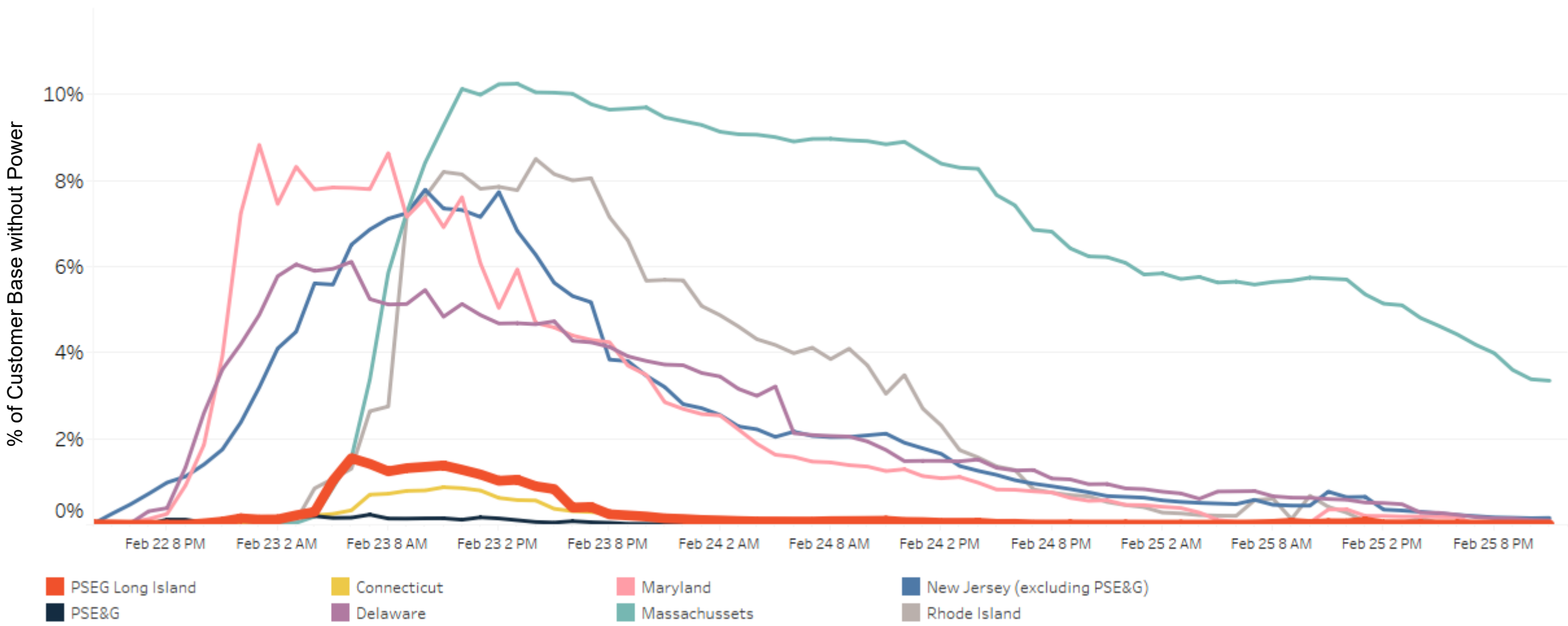
YEAR	STORM NAME	PEAK WIND GUSTS	SNOW	AVERAGE CUSTOMER RESTORATION (MINUTES) – CAIDI	OUTAGE JOBS	CUSTOMERS INTERRUPTED (CI)	CUSTOMER MINUTES INTERRUPTED (CMI)	CUSTOMER MOMENTARIES
2018	WINTER STORM "RILEY"	78 MPH	5"	363	1,678	114,617	41,633,143	294,772
2018	WINTER STORM "QUINN"	50 MPH	9"	459	1,760	90,186	41,413,998	362,205
2026	WINTER STORM "HERNANDO"	84 MPH	31"	187*	704	42,920	12,912,358	68,078

The combination of long-term storm-hardening investments against these types of events and continuous improvements in storm planning and logistics directly translated into measurable performance gains.

*Adjusted average customer restoration represented to align with beginning of restoration

Winter Storm Hernando Actual Weather Impact (Coastal NE)

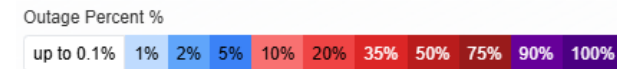
Impacted Northeastern Coastal States*



PSEG Long Island's % of customer's who lost service and speed of restoration compared very favorably to impacted peers

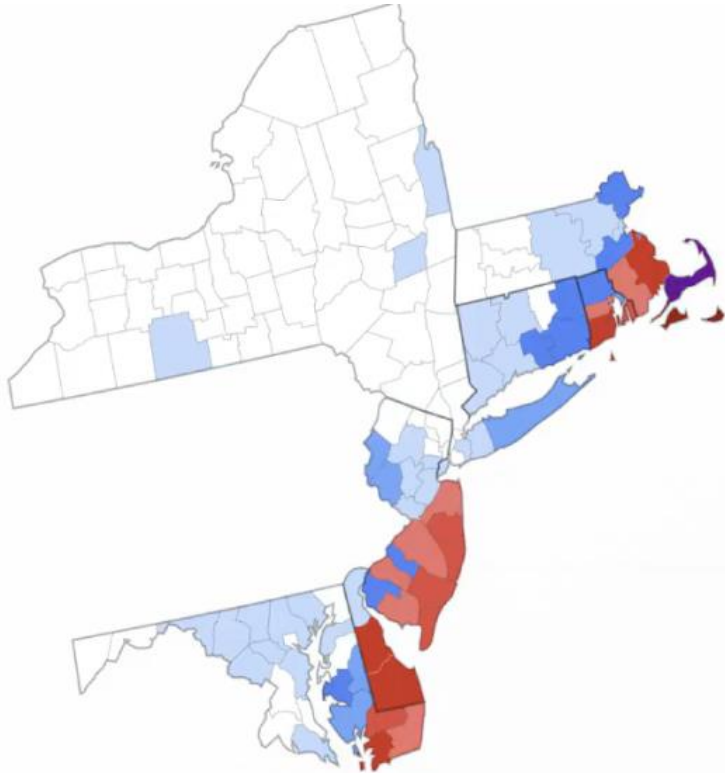
*Source for regional peers – Data Aggregated at State Level: [PowerOutage.com](https://www.poweroutage.com)

Winter Storm Hernando *Coastal Utilities*



Lower % of Customers that Lost Power

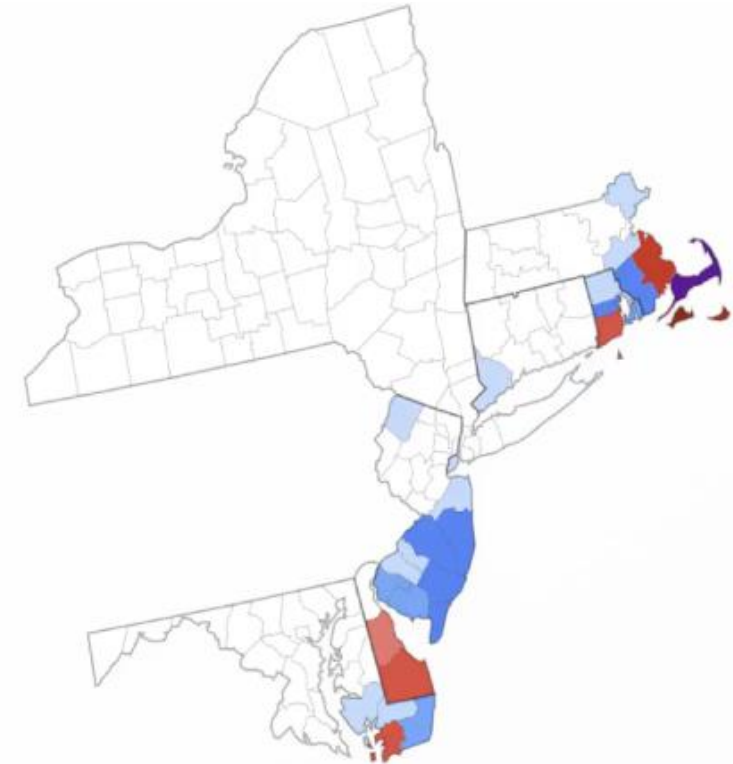
⚡ PowerOutage.com



Monday – February 23 – 2PM

Faster Restoration

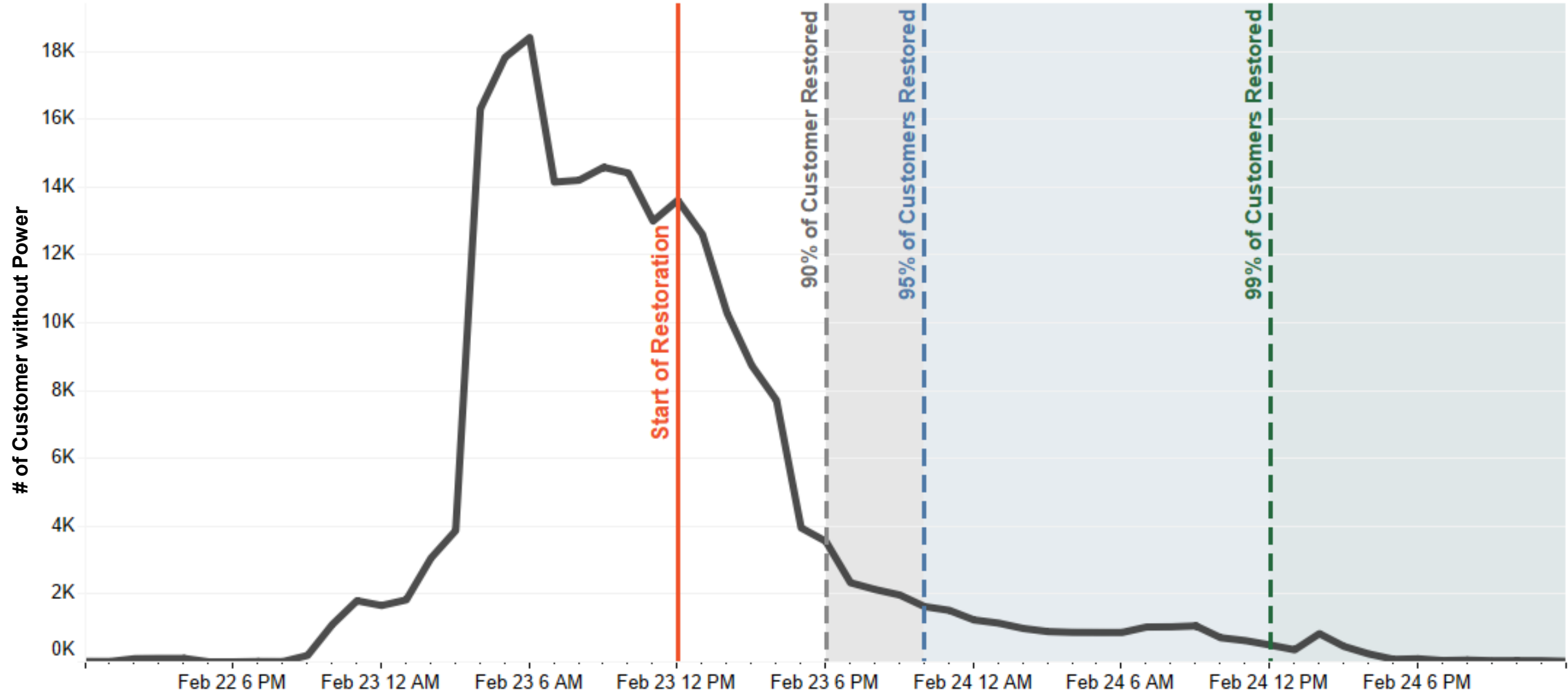
⚡ PowerOutage.com



Tuesday – February 24 – 2PM

Winter Storm Hernando *Outages and Pace of Restoration*

PSEG Long Island



Storm Support *Resources*

We efficiently on-boarded resources and strategically staged crews across the Island for restoration

- 390 High Voltage Off-Island FTEs Committed
- 240 FTEs onboarded on Sunday and ready to Work on Monday 2/23/26 and remaining 150 FTEs released in transit at 0930 on Monday 2/23/26
- Mutual Aid Crews assigned to Queens Nassau, Central & Western Suffolk divisions released on Tuesday 2/24/26 at 0900 and Eastern Suffolk Crews released at 1600 hours

CREW TYPE	RESOURCE FTEs			TOTAL
	Off-Island Contractors*	On-Island Contractors	PSEG Long Island	
Electric High Voltage	240	155	245	640
Low Voltage	-	-	112	112
Tree Trim	52	255	-	307
Wire Watcher	-	40	-	40
Damage Assessors	-	-	48	48
Grand Total				1,147

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

- Off-Island FTEs efficiently onboarded/offboarded by PSEG LI at staging site
- Resources were geographically located for efficiency of restoration



Winter Storm Hernando *Statistics*

Of the 704 jobs, 95% of customers were restored within 24 hours with zero safety incidents.

Summary:

- **Safety:** Zero Incidents
- **Predominate Cause of Outages:** Trees/Equipment
- **ETR Accuracy:** 62% of outage jobs were restored within 4 hours of ETR, 75% of outage jobs received 1 or zero ETR changes
- **Restoration Summary:** Only 38 (5%) of jobs had Customer outage durations longer than 24 hours. Note that restoration fully got underway approximately noon on Monday, when the winds began to subside and our crews could safely address outages.

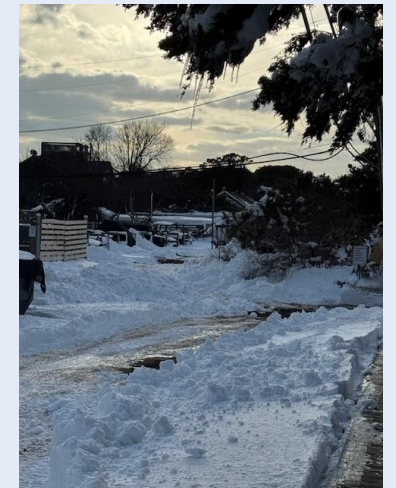
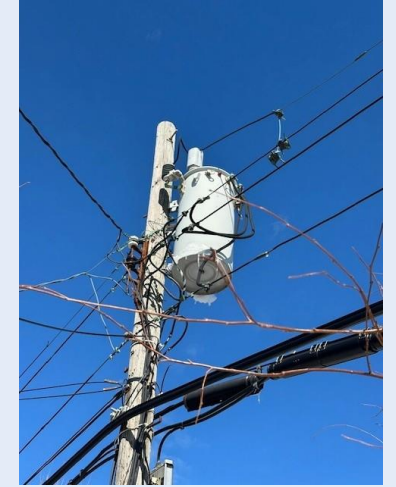
Division	Jobs	Customers
Queens-Nassau	91	16,646
Central	201	4,781
Western	179	9,414
Eastern	233	12,079
Grand Total	704	42,920



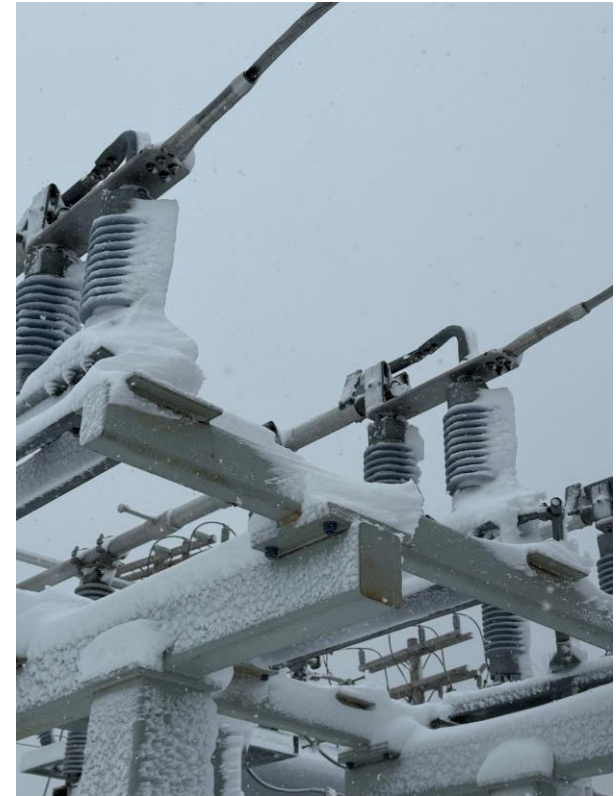
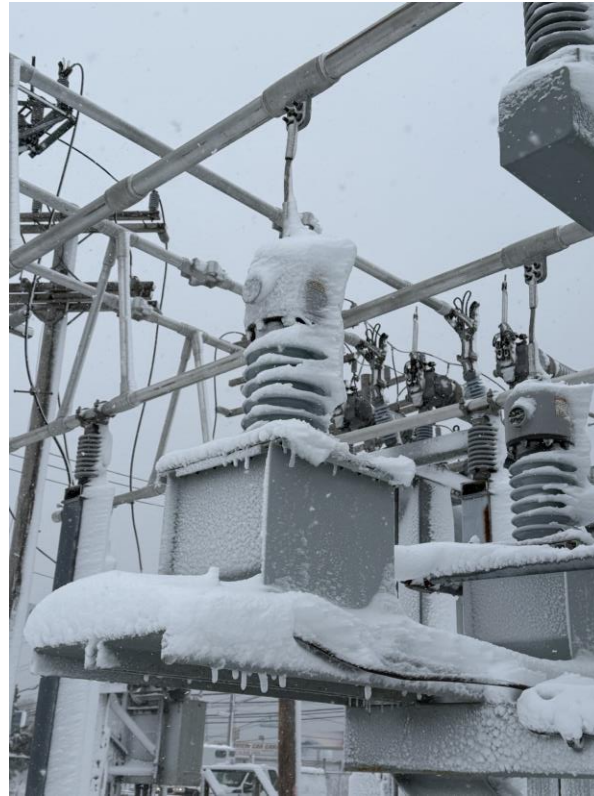
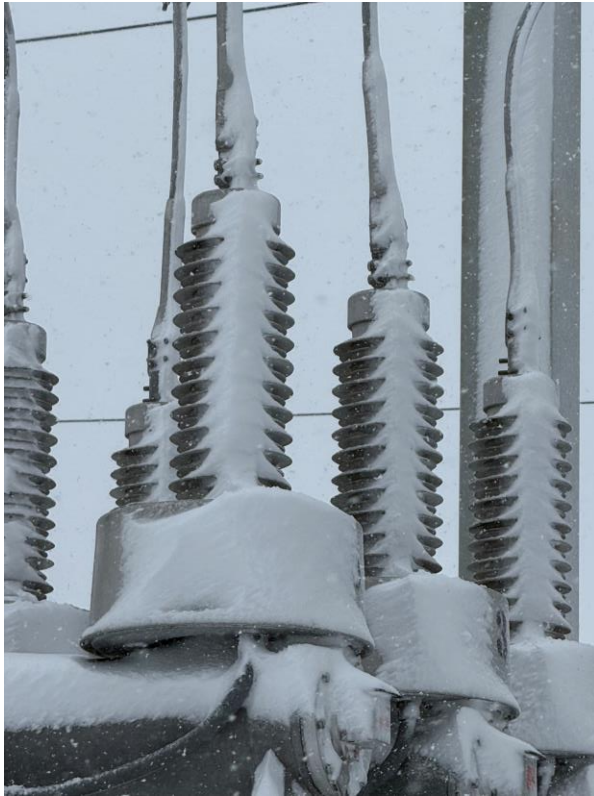
Winter Storm Hernando *Fire Island Restoration*

A reflection of the extraordinary dedication our team brings to serving our customers.

- **A fuse outage is affecting 44 customers.**
These are primarily seasonal homes, and only a very few residences are currently occupied.
- **Outage start:** 2/24/26 at 08:45
- Multiple attempts to access but crews were unable to reach the location by vehicle as inner roads through FINS territory were unplowed and infeasibility of beach access due to insufficient traction on the snow-covered sand.
- Two PSEG Long Island service man took a water taxi from the Bay Shore ferry terminal to Fire Island Pines. At 13:00, the employees walked from the FI Pines ferry terminal to the outage location.
- Damage identified: a tree brought down two sections of primary wire and broke a pole-top pin.
- Employees returned to the mainland to gather the necessary wire, materials, and tools. Four Servicemen traveled back to FI Pines by water taxi and walked to the location and made the necessary repairs carrying materials and tools from the ferry terminal to damage location.



Winter Storm Hernando *Rockaway Beach (2G) Substation*



- **~2:15 AM to 4:30 AM:** One at a time, the three lines feeding Rockaway Beach substation failed. The first two were addressed via switching, but the third resulted in a full outage of the substation, causing an **outage for 13,374 customers**.
- **~4:30 AM – 11:30 AM:** Crews assess the substation, determine the source of the outage, coordinate with our control center to reroute power through other lines, **restoring service to 75% of the impacted customers**.
- **~11:30 AM – 4:00 PM:** Operations teams assess the situation, identify the solution, and execute solution to restore power to the substation and impacted customers. We used compressed air lances to remove the ice/snow from the impacted equipment, inspected the equipment.
- **~4:00 – 5:45 pm** - The substation was energized and service switched back to the substation, with **100% of customers restored by 5:45 PM**
- Similar issue occurred on the Rockaways 24 years ago. While brief, and infrequent, are considering potential mitigations if cost effective / practical. 13

Winter Storm Hernando

Communications and Outreach

Proactive customer engagement and clear communication throughout the event, while answering customer calls within 9 seconds.

- **Systems performed well** - All communication and outage systems validated pre-storm and monitored throughout the event with no downtime
- **Call Center Response** - 25K calls handled with 96.5% of calls answered within 90 seconds. Average speed of answer of 9 seconds.
- **Digital self-service channels** - received 93% of outages reported
- **Social media** - 100% of cases responded to within targeted timeframes
- **Customer communications** - Pre-storm and targeted proactive messages throughout the storm were sent to customers via text message and e-mail. Outage map banners and IVR messaging were updated throughout restoration. Post storm communications with commitment to Reliability E-mail blast sent to all customers on Friday 2/27/26 (see appendix)
- **Media updates** - Consistent media updates and news interviews with PSEG LI leadership
- **Local stakeholders** - Emergency Operations Centers staffed, and liaison organization activated
- **Life Support Equipment (LSE) customers** alerted pre-storm and proactively managed throughout restoration

RESTORATION UPDATE



2026 Winter Storms *Summary*

- Record winter cold
- 5 storms in 7 weeks
- Hernando blizzard brought record snowfall accumulation and record winter winds over a twelve-hour period
 - Less than 4% customers impacted
 - >95% restored that same day; 100% by the next evening
 - Meaningfully stronger performance than all other coastal utilities that experienced same storm conditions
 - Investments to harden the system led to fewer outages (*though winter storms have less impact than summer/fall when leaves are on trees*)
 - Well planned and executed storm process – well sized off island support, well timed shifts to optimize team for restoration, strong IT system performance





 Thank
you

Winter Storm Hernando

Communications and Outreach – Proactive and Targeted Messages

Proactive Customer Messages

Pre Storm Broadcast

PSEGLI: Blizzard warning for Sunday. Our crews are ready to respond. If you lose power: reply OUT or use free app: psegliny.com/appDL
Reply STOP to unsubscribe.

Targeted Broadcast

BR
BR
BR
BR
BR

02/23/26 08:11:23

Resend Message ✕

PSEGLI: Crews are working to restore power tonight after delays caused by heavy snow. View updates in our app: tiny.cc/PSEGLIapp. Reply STOP to unsubscribe.

Targeted Broadcast

PSEGLI: Additional resources assigned to your outage. We expect power to be back on today. Updates in our app: psegliny.com/appDL. Reply STOP to unsubscribe.

Resend Message ✕

Power to be restored today

Thank you for your incredible patience during this extended power outage. We understand this has been a significant burden and inconvenience for you and have assigned additional resources to restore power safely and as quickly as possible. We now expect to have your power on today.

PSEG Long Island operates 24/7 and we will work continuously until you have power. Be aware that the cause of your outage could be in a location out of view, so you may not see repair crews. To learn more about our power restoration process, please visit [here](#).

You can view the latest power restoration information and get more details in the [MyPower Map](#) online and in the PSEG Long Island [mobile app](#).

Thank you again for your patience as our crews continue to work in difficult conditions.

Winter Storm Hernando

Communications and Outreach – Social Media

Pre-Storm Messaging

PSEG Long Island February 21 at 10:26 AM

Here we SNOW again! Take time today to prepare. Some forecasts are calling this one HISTORIC!

- Charge devices
- Check supplies
- Fuel up
- Download our app

To Report an Outage:

- Text: Send OUT to 773454 (PSEGLI)
- App: Report through mobile app
- Call: 1-800-490-0075
- Online: psegliny.com/outages

STORM READY

Storms don't wait. Neither should you. Take control before the storm rolls in.

- Learn tools and tips to help you prepare before a storm arrives.
- Set up texting or push notifications for outage reporting and updates.
- Update your contact information so we can keep you

Get Storm Ready

PSEG Long Island February 21 at 4:58 PM

STORM UPDATE: 5 PM - Crews are prepped and ready for the upcoming storm! Current forecasts call for significant accumulations of wet snow and strong winds with peak gusts of 65 mph. These conditions may down trees, branches and wires, causing outages. We have more than 600 field workers, with an additional 260 mutual aid personnel, ready to respond outages.

Please note, for safety reasons, field crews at times may be unable to make repairs during periods of high winds. When the winds subside to safe levels, we will immediately focus on customer restoration. Due to the multi-hour period of sustained high winds in the forecast, as well as the travel and rear-property access challenges associated with the snow, some outages may extend beyond 24 hours.

Crews will work safely and as quickly as possible, in 16-hour shifts, until all outages are restored.

Now is the time to prepare! Learn how to stay safe and connected @ psegliny.com/outages

STORMWATCH

PSEG LONG ISLAND

PSEG Long Island February 22 at 10:05 AM

Blizzard conditions may take down trees, branches and wires causing outages across our area. Significant accumulations of wet snow and wind gusts of 65 mph are expected! When outages do occur, we have a proven 4-step process to get your power back on safely and as quickly as possible.

- 1 Repair main lines/substations
- 2 Restore critical services like hospitals
- 3 Fix lines serving the most customers
- 4 Focus on local outages & homes

Step One Powering the Backbone

We start with high-voltage transmission lines and substations. These supply power to entire communities, so fixing them first gets everyone one step closer to restoration.

Step Two Protecting What Mother's Most

Step Three Prioritizing Larger Outages

Step Four Every Light Counts

PSEG Long Island February 22 at 8:01 PM

HERE WE GO! Extra supplies Additional crews We're ready!

Always assume a downed wire is live—stay at least 30 feet away and call 1-800-490-0075 or 911 immediately. Check the MyPower Map for real-time status updates in your neighborhood @ psegliny.com/outages.

If you lose power during this storm, here's how to report your outage immediately. Please save and share. Stay safe!

REPORT AN OUTAGE

- MOBILE APP DOWNLOAD NOW
- TEXT "OUT" TO PSEGLI (773454)
- ONLINE PSEGLINY.COM/OUTAGES
- CALL 1-800-490-0075

Pre-Storm Messaging focused on emergency preparedness and proactive customer education

Winter Storm Hernando

Communications and Outreach – Social Media

Restoration Updates Messaging

PSEG Long Island
February 23 at 11:10 AM · 🌐

SNOW UPDATE: 11AM: The storm is storming! Here's what you need to know:

- As of 10 AM 15,118 customers are currently affected by the storm
- Power has been restored to more than 15,000 customers
- 890 crew members working 24/7
- Winds stay strong until 10 PM, with peak gusts of 65mph
- Travel ban for Suffolk and Nassau until noon

To report an outage text OUT to PSEGLI (773454), report it on our app or website, or call 1-800-490-0075. Phone lines are up and running!

Due to the multi-hour period of sustained high winds in the forecast, as well as rear-property access challenges due to snow, many outages may extend beyond 24 hours.

We recognize that being without power for any length of time is a hardship and appreciates customers' patience and understanding as crews work to restore electric service.

Follow us for more updates. Stay inside and stay safe!



PSEG Long Island
February 23 at 5:39 PM · 🌐

RESTORATION UPDATE:

As of 4:30 PM, parts of Long Island have reported more than 2 feet of snow with peak wind gusts exceeding 70 mph. Here's what's going on now:

- 890 crew members working 24/7.
- 42,000 customers affected by the storm.
- 32,000 customers already restored.
- Track restoration progress in our app.

To report an outage text OUT to PSEGLI (773454), report it on our app or website, or call 1-800-490-0075. Phone lines are up and running!

Due to the multi-hour period of sustained high winds in the forecast, as well as rear-property access challenges due to snow, many outages may extend beyond 24 hours.

We recognize that being without power for any length of time is a hardship and appreciates customers' patience and understanding as crews work to restore electric service.

Follow us for more updates. Stay inside and stay safe!



PSEG Long Island
February 23 at 9:58 PM · 🌐

RESTORATION UPDATE: 10 PM

Crews continue to make strong progress, restoring power to more than 93% of the 44,000+ customers affected by the storm.

- As of 9:30 PM 2,379 customers are without power.
- Majority expected to be restored by 12PM Tues.
- 151 fallen trees & 107 large limbs have been cleared.

SAFETY TIP: Downed wires should always be considered "live." Stay as far away as possible. To report a downed wire, call us 24/7 at 800-490-0075 or call 911.

We know that being without power for any length of time is a hardship and appreciate everyone's patience and understanding as crews work to restore electric service.



PSEG Long Island
February 24 at 8:46 AM · 🌐

RESTORATION UPDATE: 8:30 AM

Crews worked through the night in rotating 16-hour shifts. As of 8 AM, about 98% of the nearly 45,000 customers affected by the storm have been restored. We expect the majority of remaining customers who experienced outages yesterday to be restored by noon today.

The electric system performed well amid snow accumulations that exceeded 2 feet and peak wind gusts that topped 70 mph in some locations. Crews will continue to work safely and as quickly as possible, until all outages are restored.

SAFETY TIP: Electric current passes easily through water or wet snow. If you encounter a pool of slush or standing water, stop, back up and choose another path. Avoid any and all down wire.



Restoration Messaging focused on resources, restoration progress, safety tips and other updates

Winter Storm Hernando

Communications and Outreach – Outage Map Banner

Outage Map Banner Updates

BACK TO MAP

PSEG Long Island is Ready to Respond

With a blizzard warning in effect for our area, we have mobilized a full complement of personnel and are prepared to restore power for any customers affected by the storm.

Significant snowfall and strong winds are expected into Monday. High winds could bring down trees and branches onto power lines, leading to power outages.

Our crews will restore power safely and as quickly as weather conditions will allow. Poor driving conditions could extend travel times to outages. Keep in mind that crews must often assess storm damage before providing an estimated time of restoration (ETR). Learn about our ETR process following an outage [here](#).

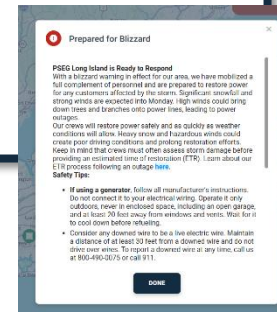
Safety Tips:

- If using a generator, follow all manufacturer's instructions. Do not connect it to your electrical wiring. Operate it only outdoors, never in enclosed space, including an open garage, and at least 20 feet away from windows and vents. Wait for it to cool down before refueling.
- Consider any downed wire to be a live electric wire. Maintain a distance of at least 30 feet from a downed wire and do not drive over wires. To report a downed wire at any time, call us at 800-490-0075 or call 911.
- Electric current passes easily through water. If you encounter wires in a pool of standing water, stop, back up and choose another path. Be aware that storm debris can hide downed wires.
- For more tips on safety during extreme weather, including information about local warming centers, please visit [here](#).

Stay connected:

- Download the free [PSEG Long Island mobile app](#) for iOS and Android. Report outages, receive updates and view the MyPower Map. The app also features our *Outage Tracker* for outage reporting and progress reports at each step of the power restoration process.
- Report an outage and receive updates by texting OUT to PSEGLI (773454).
- Follow us on social media - [Facebook](#), [X](#), and [Instagram](#).

02/21/26 6:00 PM



- Outage Map Banner was posted prior to the weather and updated throughout the event to provide customers with preparation tips and restoration updates

Updates on Outage Map

Pre-Storm and Pre-Restoration Messaging

- 2/21/2026 – 6PM
- 2/22/2026 – 2 AM, 10 AM, 1 PM, 9 PM, 10 PM

Restoration Messaging

- 2/23/2026 – 8 AM, 6 PM, 11 PM
- 2/24/2026 – 7 AM, 3 PM, 5 PM

Winter Storm Hernando

Communications and Outreach – Post Storm Communications



Post Storm Customer Communications

Customers Affected

 **We will never stop working on improvements**

The blizzard of 2026 was the most significant winter storm in this area in 10 years. That was challenging enough and we understand that the power outage you experienced only added to the challenges. Thank you for your tremendous patience as our crews worked around the clock in difficult conditions.

With continuing snowfall and strong winds throughout the day on Monday, some power restoration had to be paused to ensure the safety of the more than 800 dedicated field personnel. This included more than 200 off-island crews we brought in from as far away as Kentucky. We are grateful for their assistance.

Despite hazardous driving and working conditions, particularly on the East End, they were able to restore power safely. However, we realize that any amount of time without power is a hardship during a winter storm like the one we just experienced.

Since we began service to you in 2014, PSEG Long Island has made substantial progress in storm hardening the energy grid. We pledge to continue working on these improvements with a daily focus on delivering greater reliability.

Learn more about the actions we are taking across Long Island and the Rockaways at www.psegliny.com/reliability.

Customers Not Affected

 **Powering through extreme weather**

The term "historic" is already being used with the blizzard of 2026. Following our most significant winter storm in 10 years, and the fourth storm in five weeks, we're pleased to report that our investments in the energy grid continue to pay off. More than 96% of our customers experienced no impact on their power. Thank you for the privilege of serving you 24/7.

Through tough conditions as snow and strong winds continued throughout Monday, more than 800 field crews restored power safely and as quickly as possible. This included more than 200 crews we brought in from as far away as Kentucky. We are grateful for their assistance.

Our goals are lofty, such as the mission to deliver perfect power that you can rely on every day. PSEG Long Island is the most reliable overhead electric service provider in New York State, and no one restores power faster. We will always strive to keep it that way, while also working to improve on everything we do.

PSEG Long Island has been deeply committed to our island since 2014. See that commitment in action at www.psegliny.com/reliability.