



# PSEG Long Island Update

*Operating Report – January 2026*

*LIPA Board of Trustees Meeting*

January 28, 2026

# Agenda

- *President and COO Introduction and Update*
- *Operating Performance*
- *Time-of-Day Program Update*
- *System Separation Update*
- *Community Partnership Update*

# Introducing *Scott Jennings*

| PSEG Long Island's New President and COO

## Bio Highlights

- Has been involved with PSEG Long Island since the beginning leading the development, diligence, and negotiation of PSEG's arrangement to operate the Long Island electric grid leading up to 2014.
- Has worked for PSEG for nearly 30 years progressing in roles in financial and business oversight.
- Most recently as Senior Vice President of Finance, Planning and Strategy
  - Guiding the company's short- and long-term business plans.
  - Ensuring investments supported reliability, public policy, and customer expectations in an affordable manner.



# Operating Excellence – 2025 and OSA Recap

*Achieved top 10% performance nationwide and the top spot in several key areas, with an ongoing focus on continuous improvement.*

↗ **Safety - Top 10% Safety Performance**

↗ **Electric Reliability**

- **Top 10% System Reliability Nationwide (SAIDI)**
- **#1 Overhead Electric Service Provider in New York State in Reliability**

↗ **Customer Satisfaction**

- **#1 Large Utility in the East in J.D. Power Business**
- **Top Overhead Electric Service Provider in New York State in Residential Customer Satisfaction**
- **Lowest DPS Complaint Rate in New York State**
- **Call Center:** Achieved top service level in New York State for electric/combined utilities ✓

✓ **Time of Day Rates** successfully implemented with participation rate of 97%. First full-scale in New York State.

✓ **IT System Separation** successfully completed

# Looking Ahead – 2026 Focus Areas

*Safely Delivering Reliable, Affordable and Clean Power to Our Customers on Long Island and the Rockaways.*

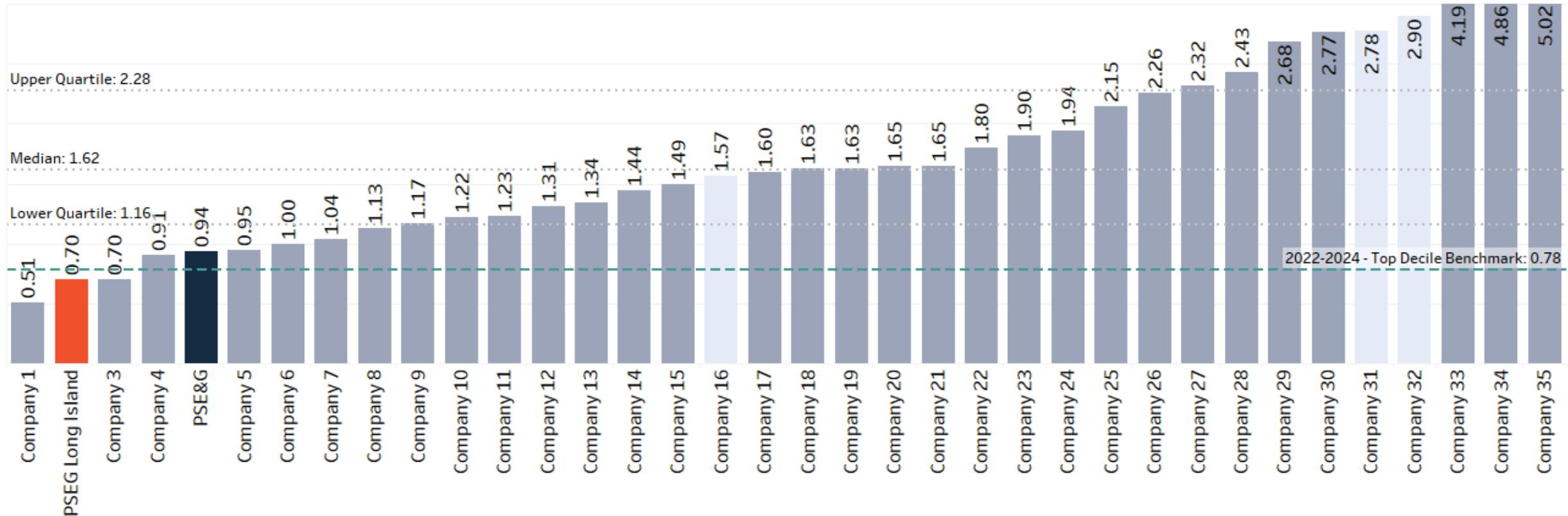
- **Safety – Target Zero**
- **Operational Excellence – Continuous Improvement for Reliability, Customer Satisfaction and support functions**
- **Affordability**
- **Resource Adequacy**
- **Partnering with LIPA, including on the next 5-Year Strategic Roadmap**

# Operating Performance - Safety

## Top 10% Safety Performance

- Sustained Top 10% Performance as measured by OSHA Recordable Incident Rate
- Zero Serious Injuries for PSEG Long Island Employees in 2025

### OSHA Recordable Incident Rate Benchmark\*

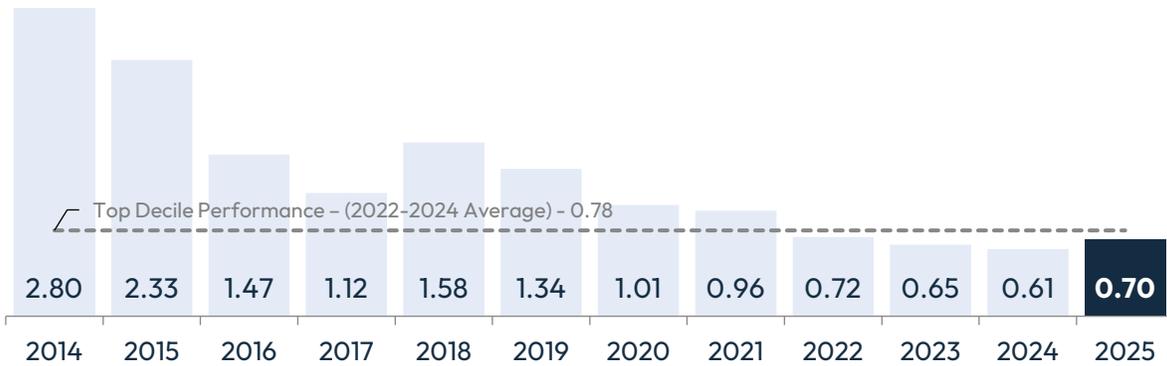


\*External company names have been blinded due to confidentiality obligations under applicable non-disclosure agreement

# Operating Performance – Safety

*75% reduction in recordable incidents per 100 employees since 2014*

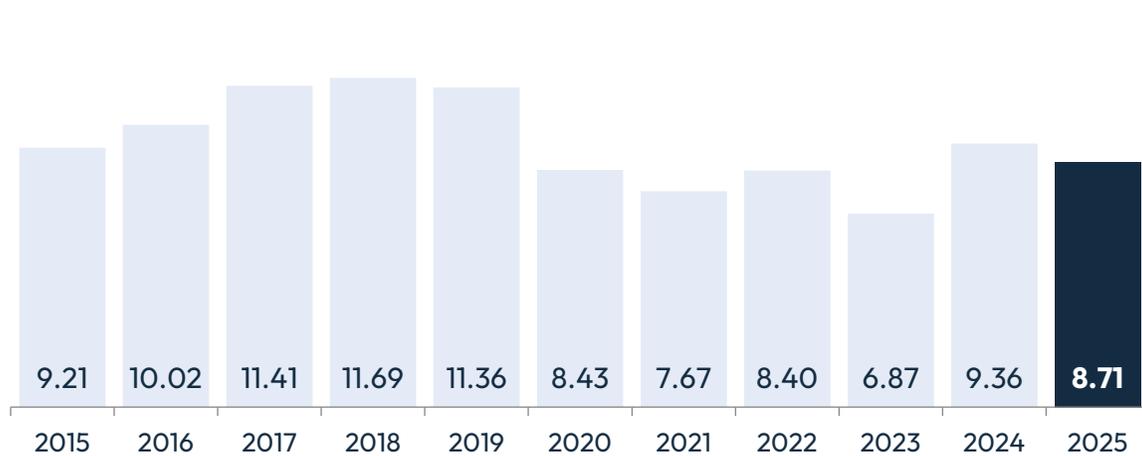
### OSHA Recordable Incident Rate



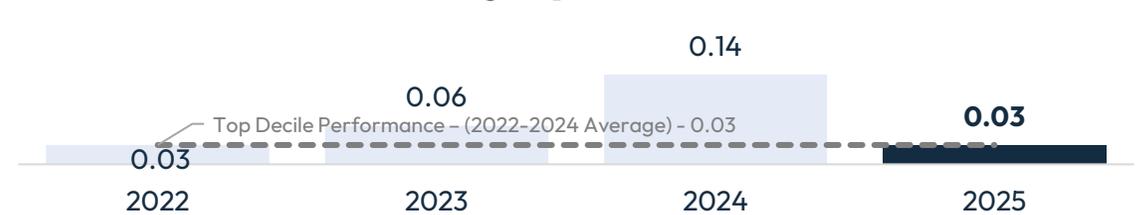
### OSHA Days Away Rate (Severity)



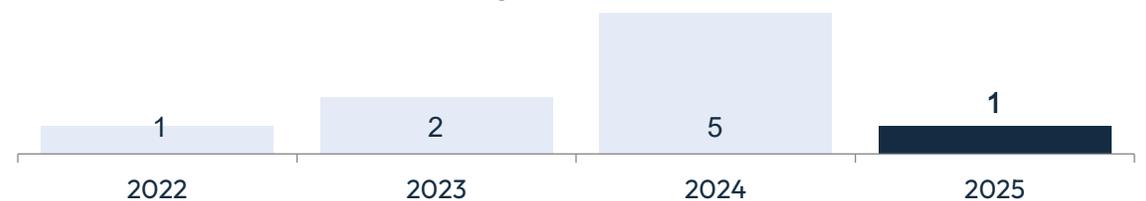
### Motor Vehicle Accident Rate



### Serious Injury Incident Rate



### Serious Injuries - # of Incidents



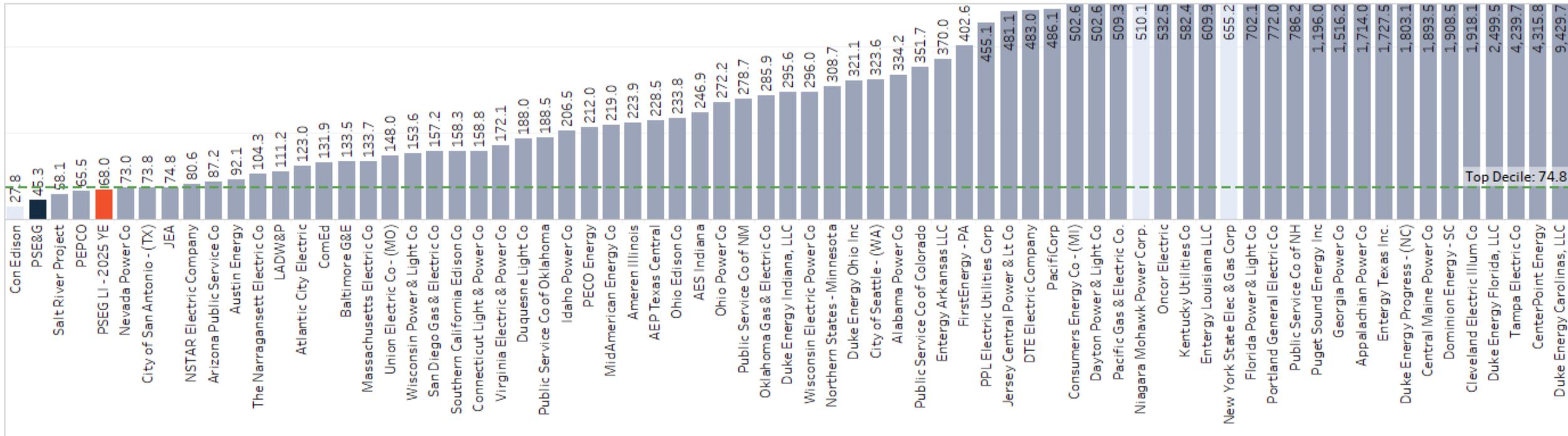
# Operating Performance - Reliability

## Top 10% System Reliability Nationwide (SAIDI)

- Top 10% SAIDI Reliability no weather exclusions
- Ranked 5<sup>th</sup> out of 71 companies with > 500K Customers
- #1 Overhead Electric Service Provider in New York State in Reliability

### SAIDI - All In (No Major Event Day/Weather Exclusions) Benchmark

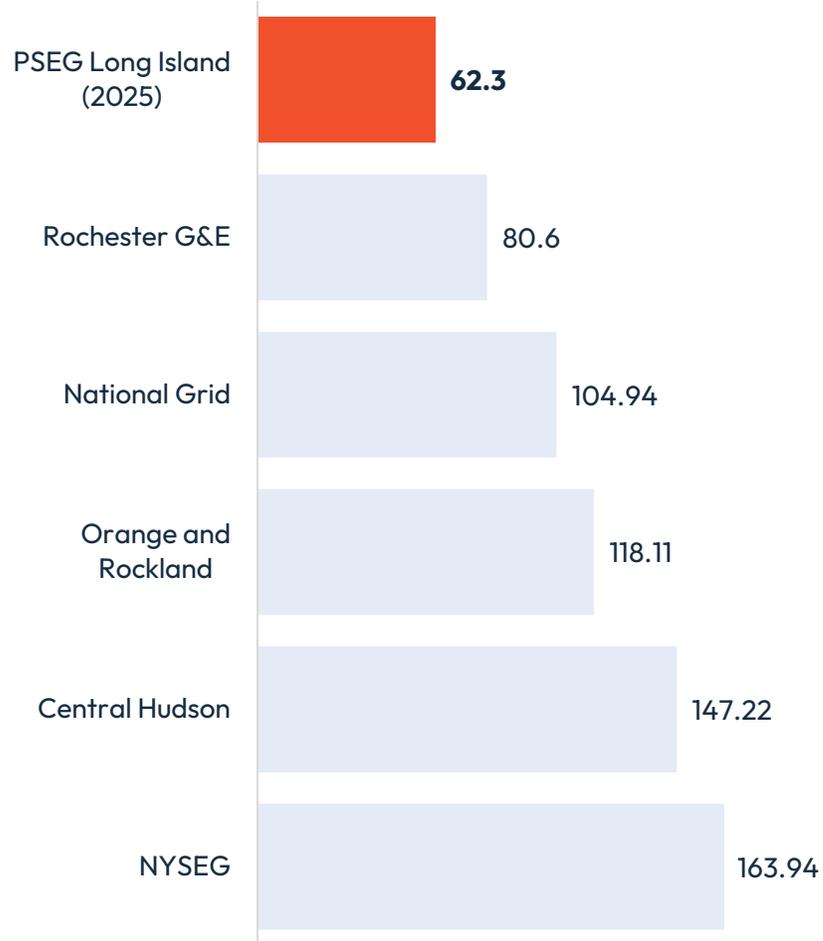
Source: Annual Electric Power Industry Report, Form EIA-861 - Electric Reliability - Companies w/ >500K Customers Nationally



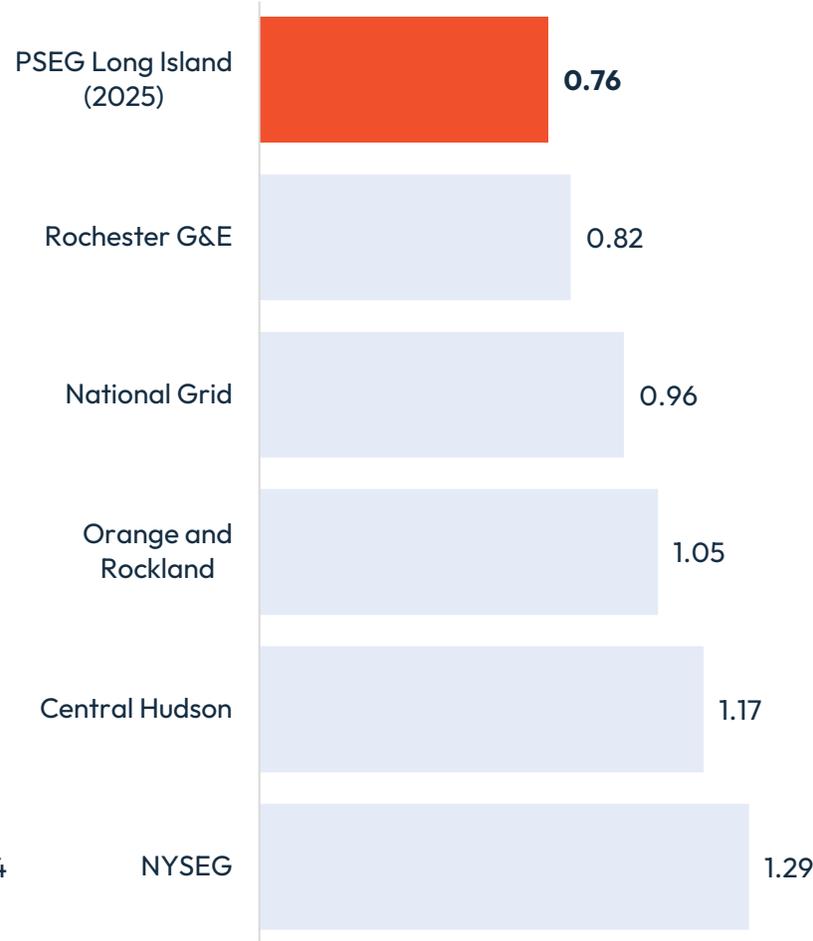
# Operating Performance - Reliability

*#1 Overhead Electric Service Provider in New York State in Reliability*

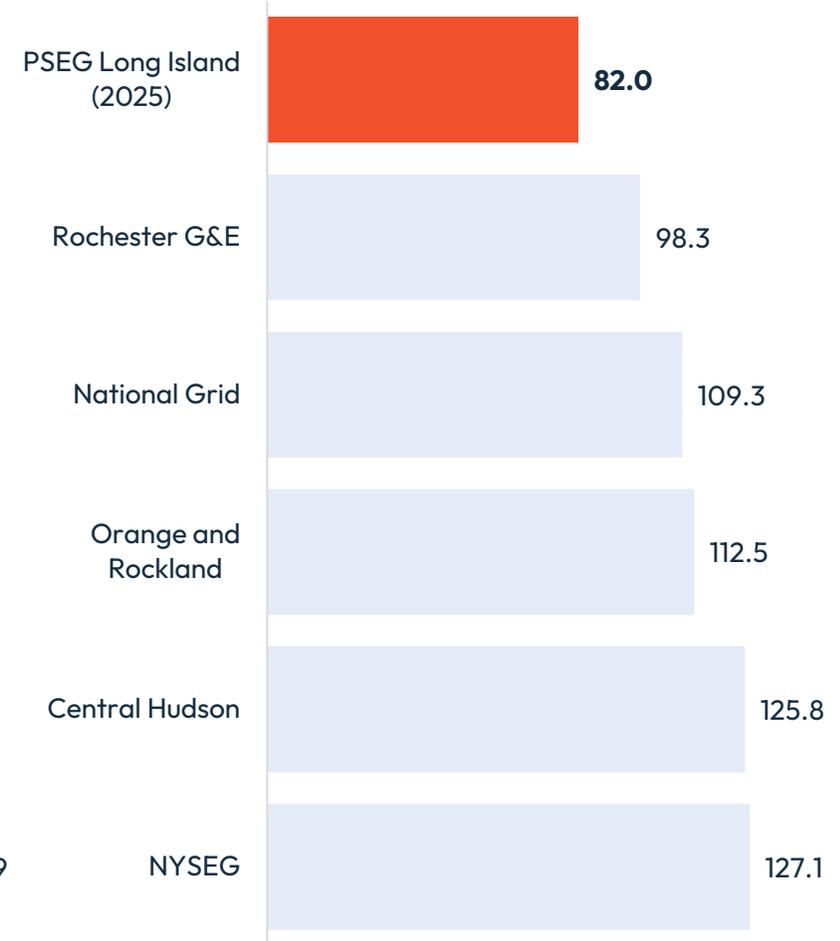
## *SAIDI Performance*



## *SAIFI Performance*



## *CAIDI Performance*



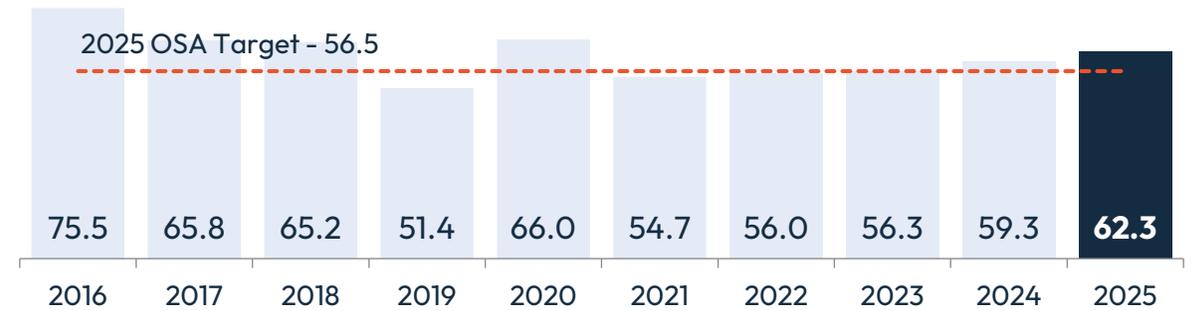
# Operating Performance - Reliability

## SAIFI, SAIDI and MAIFI

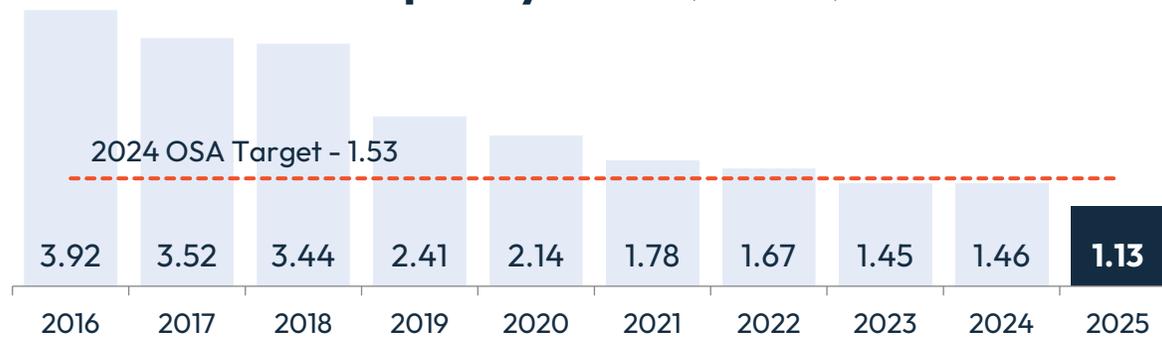
### System Average Interruption Frequency Index (SAIFI)



### System Average Interruption Duration Index (SAIDI)



### Momentary Average Interruption Frequency Index (MAIFI)

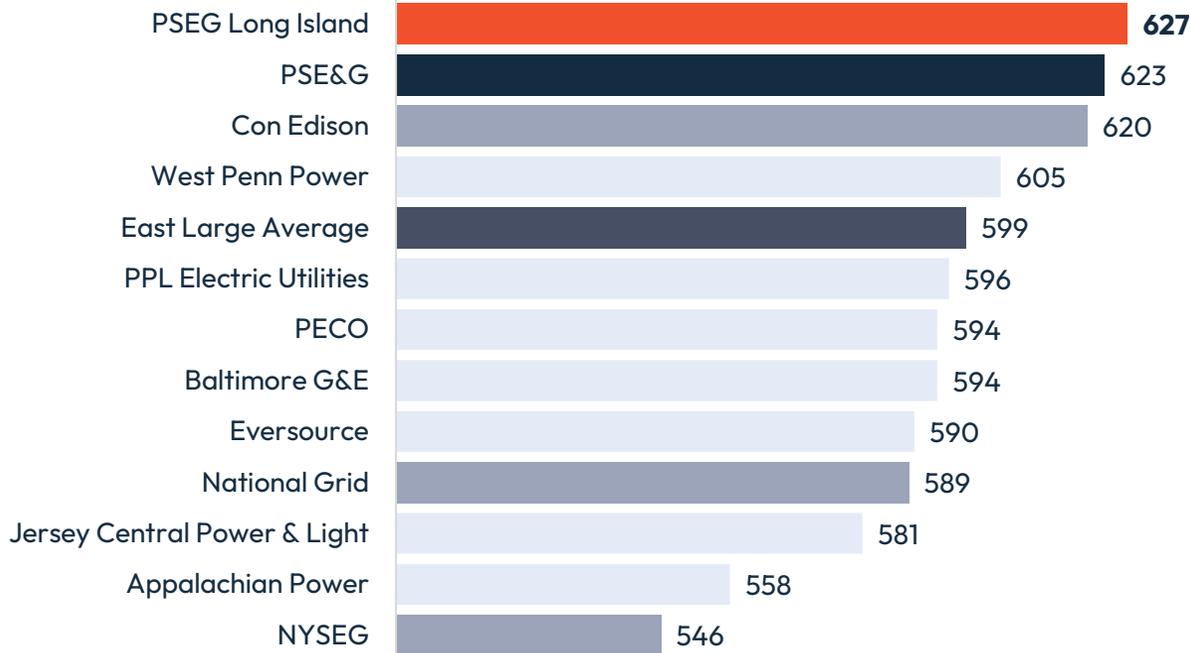


# Operating Performance – Customer Satisfaction

*#1 Large Utility in the East in J.D. Power Business and #1 Overhead Utility in NYS*

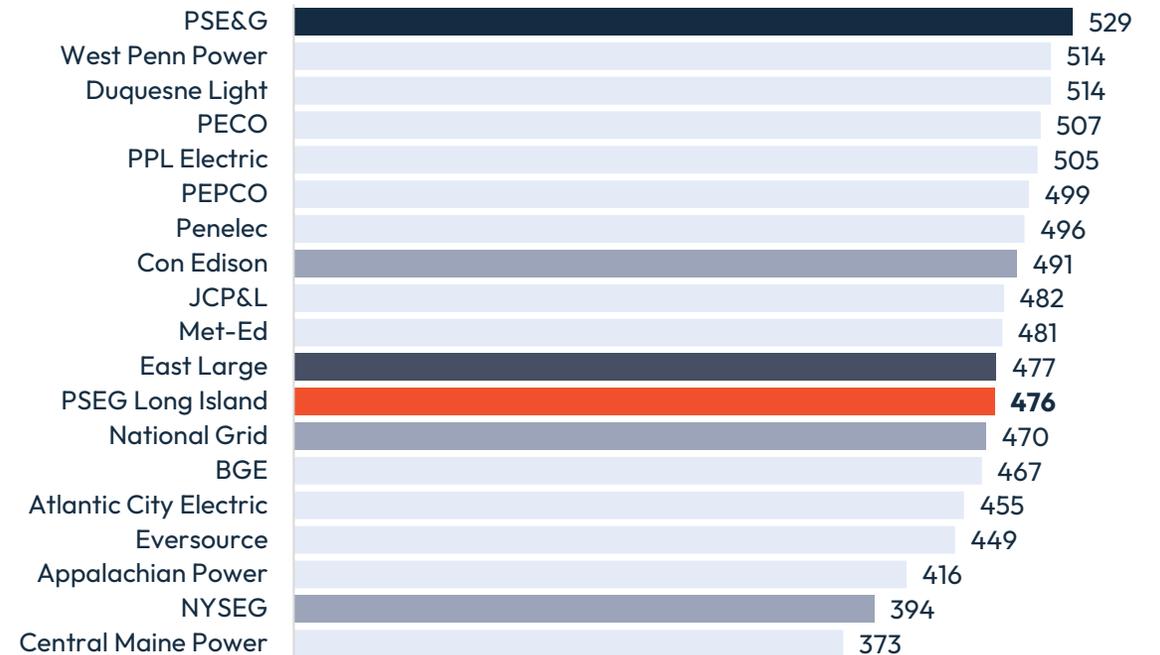
## J.D. Power – Business – East Large

2025 YE Syndicated Results

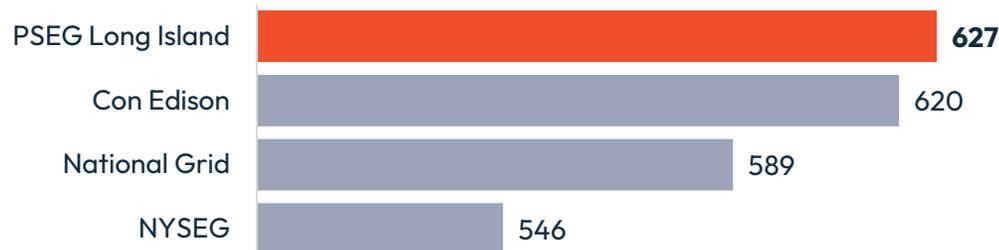


## J.D. Power – Residential – East Large

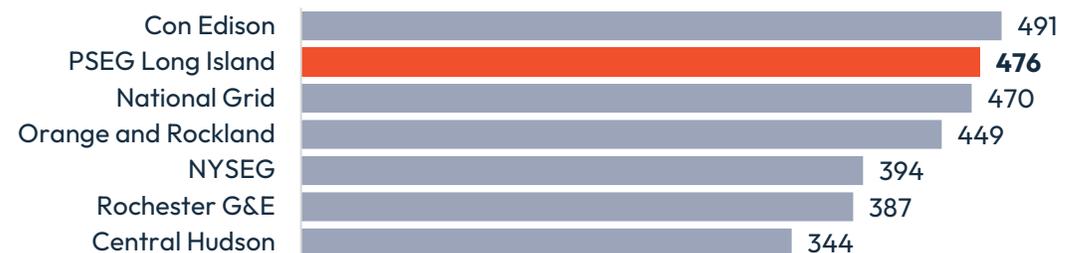
2025 YE Syndicated Results



## New York State Comparative Performance



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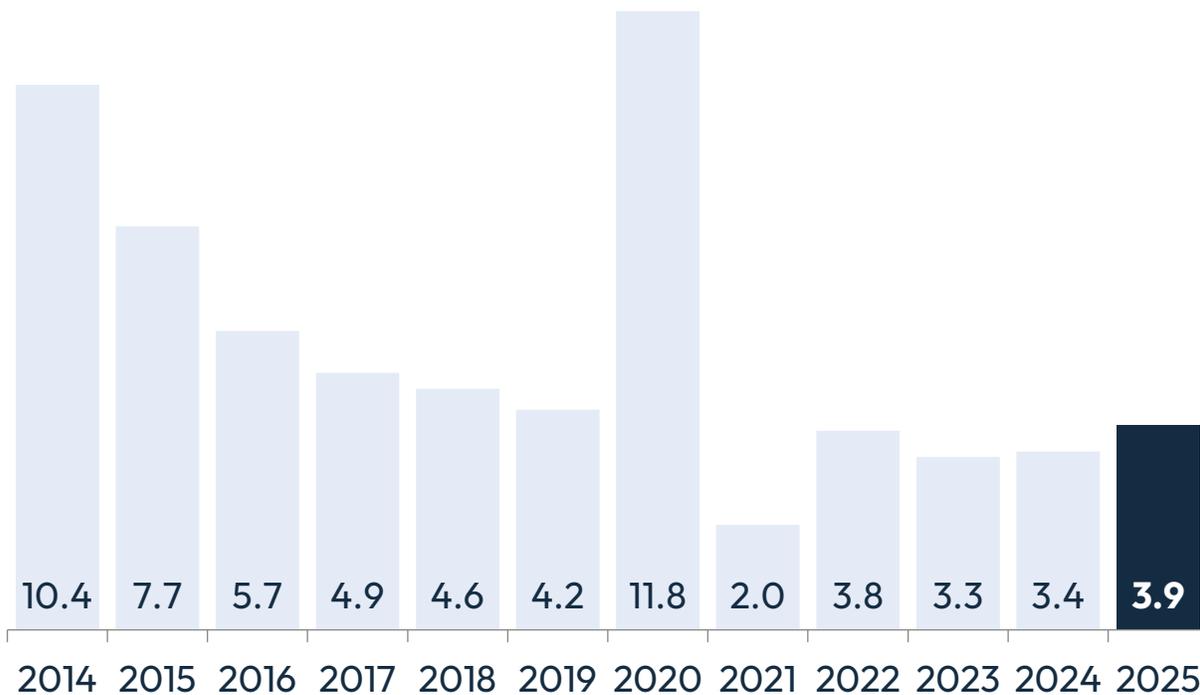


# Operating Performance – Customer Satisfaction

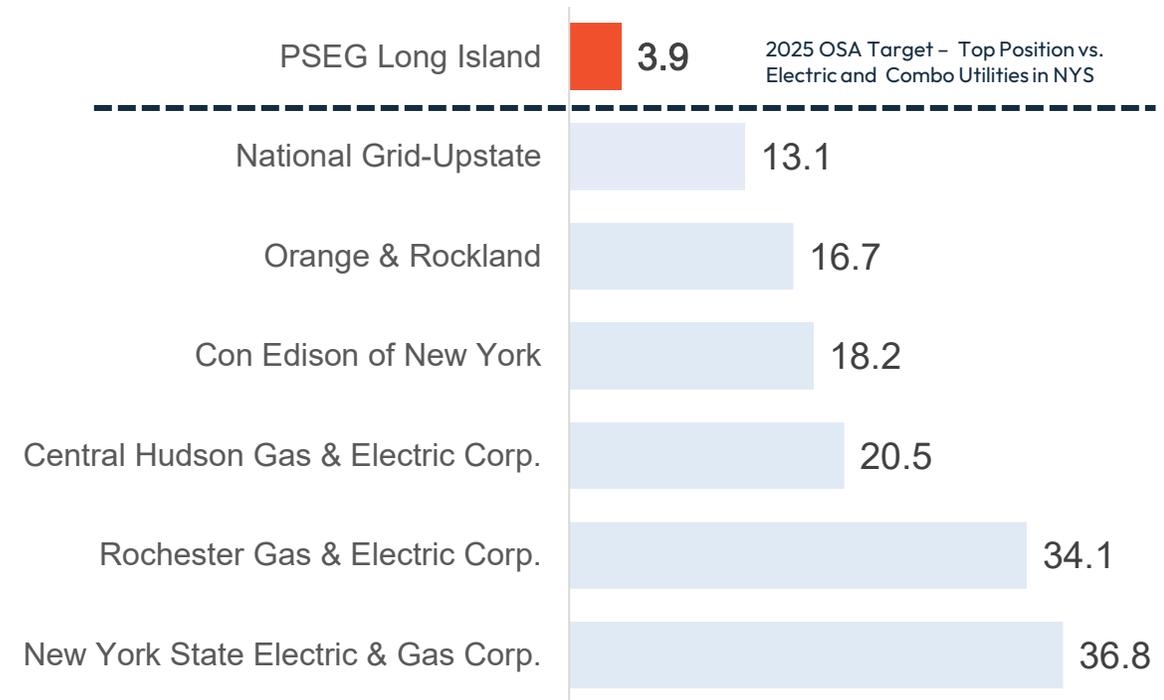
## *Lowest DPS Complaint Rate per 100K Customers in New York State*

- Lowest complaint rate vs. peer utilities in NYS by ~3.3 times
- Lowest complaint rate peer NYS utilities for 10 out of 12 years under the OSA

### Customer Complaint Rate



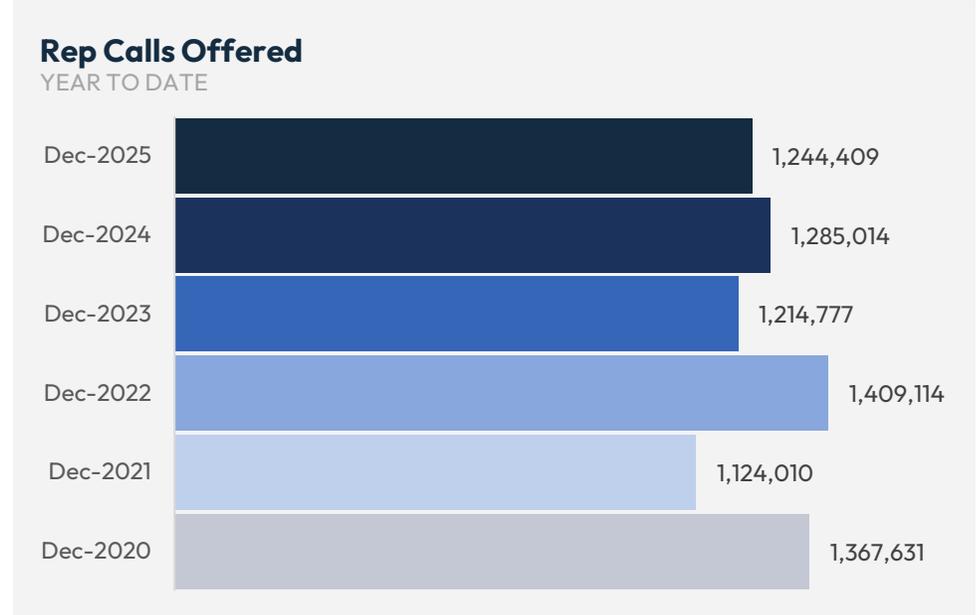
### Rolling 12 Month DPS Complaint Rate per 100,000 Customers



# Operating Performance – Customer Satisfaction

## Call Center Performance

 **2025 December YTD Performance**  
*Performance through December 31, 2025*

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

 **95.3%** **After Call Survey**

 **163** **Staffing**  
 Contact Center Agents

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

 **78.1%**  
**Service Level w/ Live Agent**  
 Percentage of calls answered in by a live agent within 30 seconds  
 OSA Target – 77.0%

 **426**  
**Average Handle Time**  
 Average length of time to complete a transaction  
 OSA Target\*\* – 433 seconds

 **92.5%**  
**Agent Schedule Adherence**  
 Compares an agent's schedule of work versus actual work completed

 **1.7%**  
**Abandonment Rate**  
 Percentage of customers who disconnect before connecting with an agent

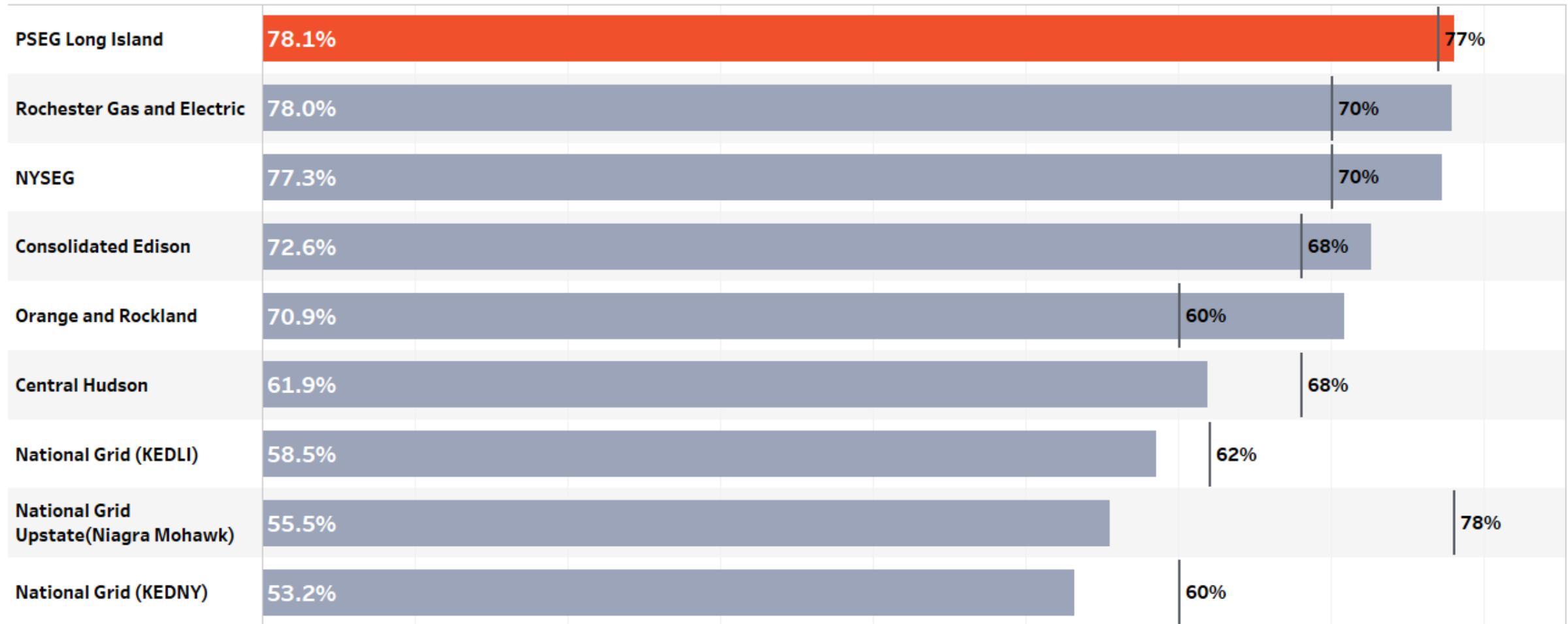
\*\* Target measured July-December

# Operating Performance – Customer Satisfaction

*Call Center: Achieved top service level in New York State for electric/combined utilities*

## New York State Utility Call Center Performance Comparison - Percent of calls answered by a live agent within 30 sec.

Source: 15-M-0566 - Customer Service Performance Indicators Applicable to Gas and Electric Corporations

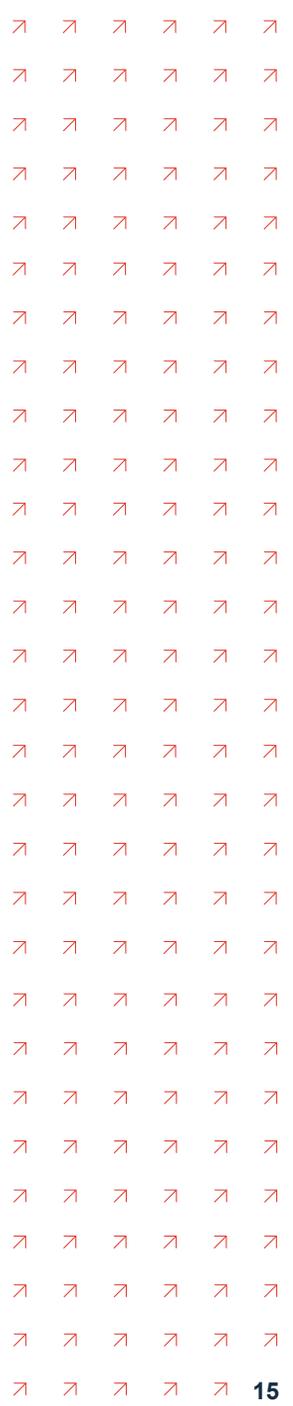


# Time of Day *Customer Migration Complete*

*Customer Enrollment 2025 YE = 903,350*

Rate Code	Move-In	Voluntary Opt-In	Migrated	Total Customers
Off Peak Rate 194	110,451	29,661	748,463	888,575
Super Off-Peak Rate 195	-	14,775	-	14,775
<b>Total Customers</b>	<b>110,451</b>	<b>44,436</b>	<b>748,463</b>	<b>903,350</b>

**Participation Rate: 97%**



# IT System Separation – Done!

*All System Separation projects were successfully completed by December 2025.*

<b>70+</b>	<b>66</b>	<b>350+</b>	<b>500+</b>	<b>40+TB</b>
Systems Evaluated	Applications Separated	Team Members Worked	Interfaces Modified or Created	Data Analyzed for Separation
<b>9,000+</b>	<b>1,400+</b>	<b>170+</b>	<b>20+</b>	<b>3,000+</b>
PMO Requirements Examined	System Support Documents Created	Key Stakeholders Involved	Departments Participated	Long Island Users Affected
<b>4,000+</b>	<b>&gt;99.5%</b>	<b>275+</b>	<b>700+</b>	<b>100+</b>
Tests Run for Quality Assurance	Tests Passed before Systems' "Go Live"	Training Classes / Instructions Created	Participants Trained	Special Communications
<b>150+</b>	<b>8,000+</b>	<b>5,000+</b>	<b>\$73M</b>	<b>\$20M</b>
New Contracting Documents Issued	User Email Boxes & Custom Distribution Lists Migrated	Operations tickets closed since Go Live	Actual Implementation (1-time) Costs	Estimated Annual Ongoing Costs

*System Separation Program completed for \$73M, on budget*

# Community Partnerships:

*Supporting causes that are important to Long Island and the Rockaways.*

## PSEG Long Island’s Core 4 Causes:

- **Veterans:** General Needs, Paws of War, 22 PAC, Long Island Cares, Wreath and Flag Placement at National Cemeteries
- **Environmental:** Tree Giveaways, Earth Day Awareness Events, Beach Clean-ups, I-AM-Empowered
- **Food Insecurity:** Island Harvest, The INN, Long Island Cares, Local Food Banks
- **Senior Connections:** Senior Connection Seminars, News12LI segments, Long Island Herald’s Senior Expo events.

## 2025 Year Ends Stats:

Employee Volunteers:	<b>885</b>
Events in 2025:	<b>245</b>
Organizations / Community Groups:	<b>162</b>
Media Mentions:	<b>725</b>



# Closing the year out strong:

*PSEG Long Island volunteers stepped up during the holiday season.*

## The Inn, Hempstead

- PSEG Long Island volunteers helped prepare and serve meals as well as provided information about financial assistance

## Tri-CYA/Family Service League's annual Project T.O.Y., Huntington.

- Employee volunteers donated toys, wrapping paper and reusable shopping bags as well as provided free gift-wrapping services for hundreds of families.

## Long Island Children Museum, Garden City

- Employee volunteers participated in the museum's Memory Book Day. In addition, they handed out information on electric safety including a safety audit checklist they can do at home with their parents/grandparents.

## Lighthouse Mission, Ronkonkoma

- Employee volunteers distributed food, clothing and information about PSEG Long Island's financial assistance and energy efficiency programs.





 Thank  
*you*