



2026 Q1 Progress Report: PSEG Long Island Performance Metrics

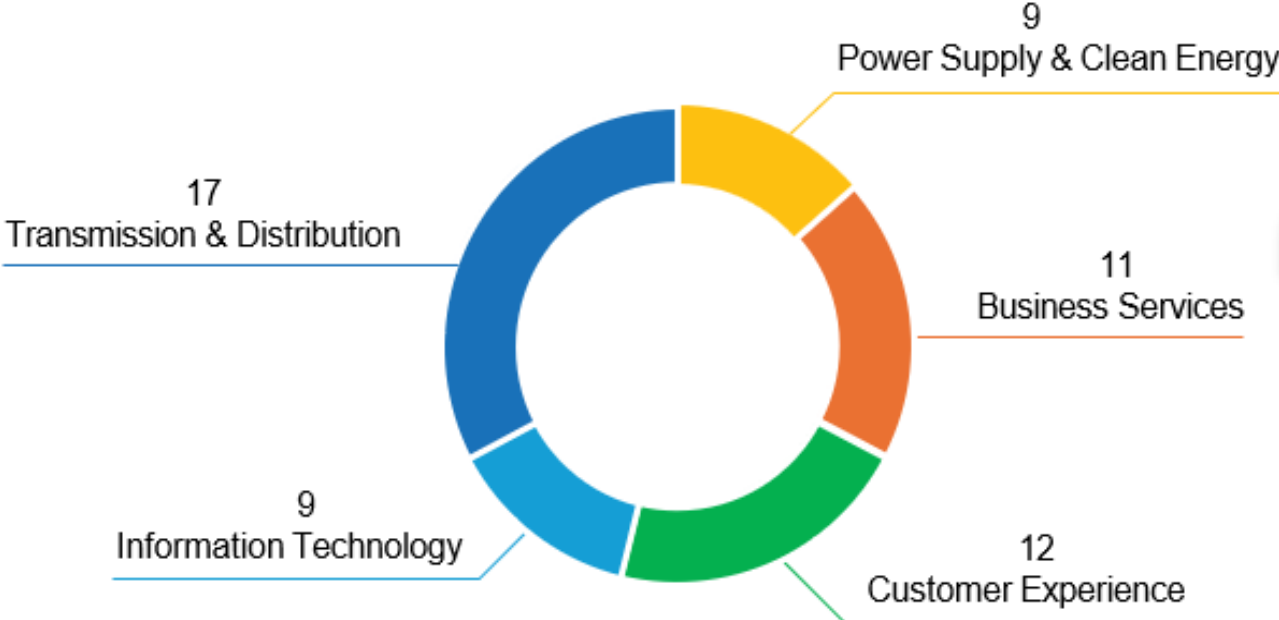
Presented by: Carolyn Scibelli, Senior Manager, Performance Measurement

May 20, 2026



PSEG Long Island 2026 Metrics

- For 2026, the Board approved 58 [PSEG Long Island Performance Metrics](#), distributed across all the management services provided by PSEG Long Island to LIPA and its customers.
- Metrics are designed to be reasonably achievable levels of performance that are objectively verifiable, with budgeted funds to achieve this performance.
- \$20 million of PSEG Long Island Variable Compensation* is at risk based on these performance standards



*2026 Variable Compensation is \$22,805,242.00



Performance Metric Monitoring

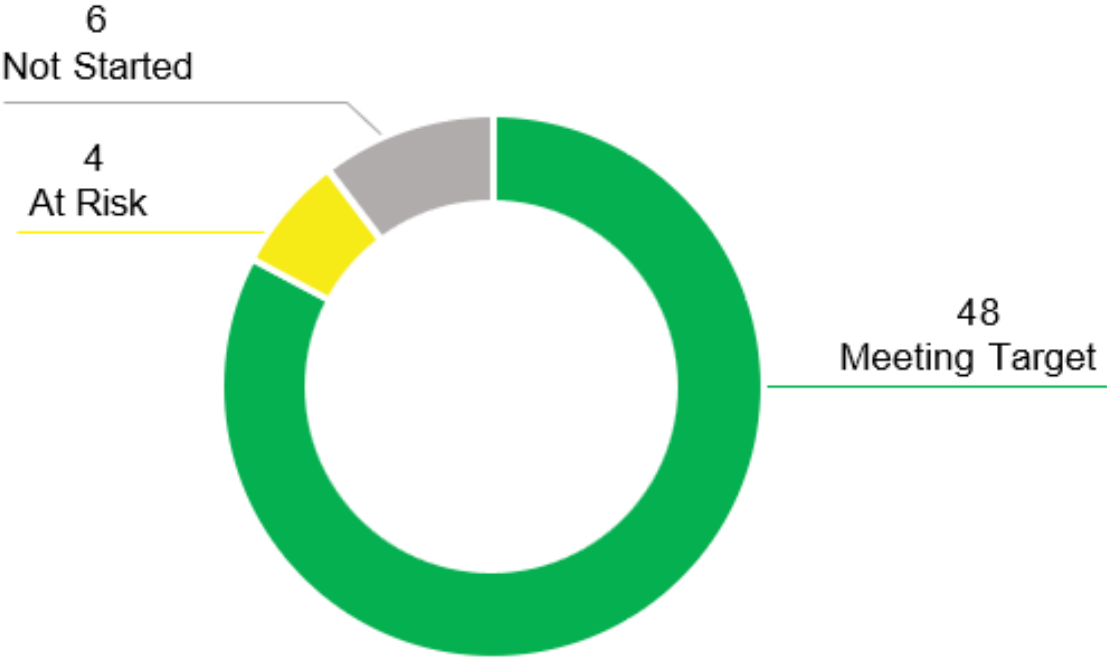
Each metric is monitored by a LIPA team including an Executive Sponsor from LIPA's senior management, and a Project Manager/Subject Matter Expert (SME).

All metrics fall into one of two categories:

- **39 Quantitative Metrics** that specify **predefined numerical measurements** of performance.
- **19 Qualitative Metrics** that are **project-oriented initiatives** incorporating one or more required deliverables with defined target dates. This also includes Hybrid Metrics, which have both Qualitative and Quantitative deliverables.

Q1 2026 Overall Performance Status

- Year to date, PSEG Long Island is **meeting approximately 83% of Performance Metrics, while 7% are at risk, and 10% have yet to start.**
- These results reflect the year's first quarter results and current projections are expected to change throughout the year.
- LIPA, PSEG Long Island, and DPS work collaboratively to ensure that metrics are actively evaluated and customer value is obtained through each.



**Meeting Target = YTD Actual is 5% over or under YTD Target; At Risk = YTD Actual is 5%-15% below YTD Target; Behind Target = YTD Actual is >15% below YTD Target; Not Started = initiative has not started during reporting period.*



Key Performance by Corporate Objective

20 key performance metrics have been selected to highlight those most critical for operations and customer service. These metrics directly support LIPA's vision and purpose.

Reliability/Safety

Metric #	Metric Name	Metric Type	YTD Actual	YE Target	YTD Rating
T&D-07	System Average Interruption Duration Index (SAIDI)	Quantitative	9.6	56.0	Meeting Target
T&D-08	System Average Interruption Frequency Index (SAIFI)	Quantitative	0.12	0.68	Meeting Target
T&D-09	Momentary Average Interruption Frequency Index (MAIFI)	Quantitative	0.15	1.34	Meeting Target
T&D-10	Reduce Sustained Multiple Customer Outages (S-MCOs)	Quantitative	0%	100%	At Risk
T&D-12	Reduce Momentary Multiple Customer Outages (M-MCOs)	Quantitative	23,087	36,000	Meeting Target
T&D-13	Serious Injury Incident Rate (SIIR)	Quantitative	0	0	Meeting Target
T&D-24	Improve Reliability Through Vegetation Management Work Plan – Distribution Vegetation Programs	Hybrid	100%	100%	Meeting Target
T&D-50	Storm Outage Response Performance	Quantitative	87.2%	80%	Meeting Target

Key Performance by Corporate Objective

Customer Experience

Metric #	Metric Name	Metric Type	YTD Actual	YTD Target	YTD Rating
CS-02	J.D. Power Customer Satisfaction Survey (Residential)	Quantitative	2nd Quartile	1st Quartile	At Risk
CS-11	Contact Center Service Level with Live Agent Calls	Quantitative	81.3%	77%	Meeting Target
CS-13	First Call Resolution	Quantitative	80.7%	81%	Meeting Target
CS-31	Call Average Handle Time (AHT)	Quantitative	426	433	Meeting Target

Clean Energy

Metric #	Metric Name	Metric Type	YTD Actual	YE Target	YTD Rating
PS&CE-05	Beneficial Electrification – Building Electrification	Quantitative	1,280	5,808	Meeting Target
PS&CE-06	Electric Vehicle (EV) Make-Ready	Quantitative	23%	100%	Meeting Target
PS&CE-14	Transportation Electrification Strategic Initiatives	Qualitative	60%	100%	Meeting Target
PS&CE-19	Building Weatherization	Quantitative	31%	100%	Meeting Target

Key Performance by Corporate Objective

Affordability

Metric #	Metric Name	Metric Type	YTD Actual	YE Target	YTD Rating
PS&CE-16	Residential Time-of-Day Participation Rate	Quantitative	96%	85%	Meeting Target
PS&CE-17	Disadvantaged Communities (DACs) – Spend %	Quantitative	63%	35%	Meeting Target
CS-17	Low to Moderate Income (LMI) Program Participation	Quantitative	44,130	47,500	Meeting Target

Information Technology

Metric #	Metric Name	Metric Type	YTD Actual	YTD Target	YTD Rating
IT-11	System Cost Effectiveness	Qualitative	33%	100%	Meeting Target

Questions?

Carolyn Scibelli
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lipower.org



Q1 | 2026



First Quarter Report
on 2026 PSEG Long Island Performance Metrics

Letter from the Chief Executive Officer

Dear Trustees, Stakeholders, and Community Partners,

I am pleased to share the Long Island Power Authority's First Quarter Report on PSEG Long Island's 2026 Performance Metrics. This report provides transparency into the work being done under our Operations Services Agreement (OSA) and the progress being made toward the performance standards that advance LIPA's strategic goals of reliability, affordability, clean energy, and exceptional customer service.

Each year, LIPA—guided by recommendations from the Department of Public Service—sets a series of Performance Metrics that define what success looks like for our service provider, PSEG Long Island. These fifty-eight metrics for 2026 span all areas of utility operations, from system reliability and information technology to customer experience and clean energy. They are designed with a stretch element, meaning that meeting the established targets generally requires performance that exceeds the baseline expectations already funded through the fixed management fee.

It is important to note that these metrics are not the sole measure of overall performance. Some are quantitative and data-driven; others are qualitative, evaluating the completion and quality of major initiatives that strengthen our operations and enhance customer value. Together, they form a balanced scorecard that encourages continuous improvement and aligns day-to-day management with the Board's long-term policy direction.

LIPA maintains a rigorous and transparent oversight process to validate metric performance throughout the year. Each metric is assigned to a LIPA project manager and subject matter expert, supported by an executive sponsor. Deliverables are tracked in real time using automated systems that provide full visibility to LIPA, PSEG Long Island, and the Department of Public Service. Before any variable compensation is paid, LIPA's evaluation is independently reviewed and validated by DPS. Approximately \$22.8 million in compensation is at risk annually, reinforcing accountability for results that matter most to our customers.

As of the first quarter of 2026, PSEG Long Island is meeting approximately 83% of Performance Metrics, while 7% are at risk, and 10% had no Q1 deliverables due. These results reflect meaningful progress and a commitment to continuous improvement across our shared organization. They also underscore the maturity of LIPA's performance management framework—one that is evolving to ensure every dollar spent delivers customer value.

Thank you for your continued partnership as we work together to build a more reliable, affordable, and sustainable energy future for Long Island and the Rockaways.

Sincerely,

Carrie Meek Gallagher
Chief Executive Officer
Long Island Power Authority

TABLE OF CONTENTS

4	2026 PERFORMANCE METRICS
5	PERFORMANCE METRIC REVIEW PROCESS
7	PERFORMANCE METRICS EXCEPTIONS
8	OVERALL PERFORMANCE STATUS
9	KEY METRIC PERFORMANCE BY CORPORATE OBJECTIVE
15	APPENDIX A: 2026 Performance Metrics



2026 PERFORMANCE METRICS

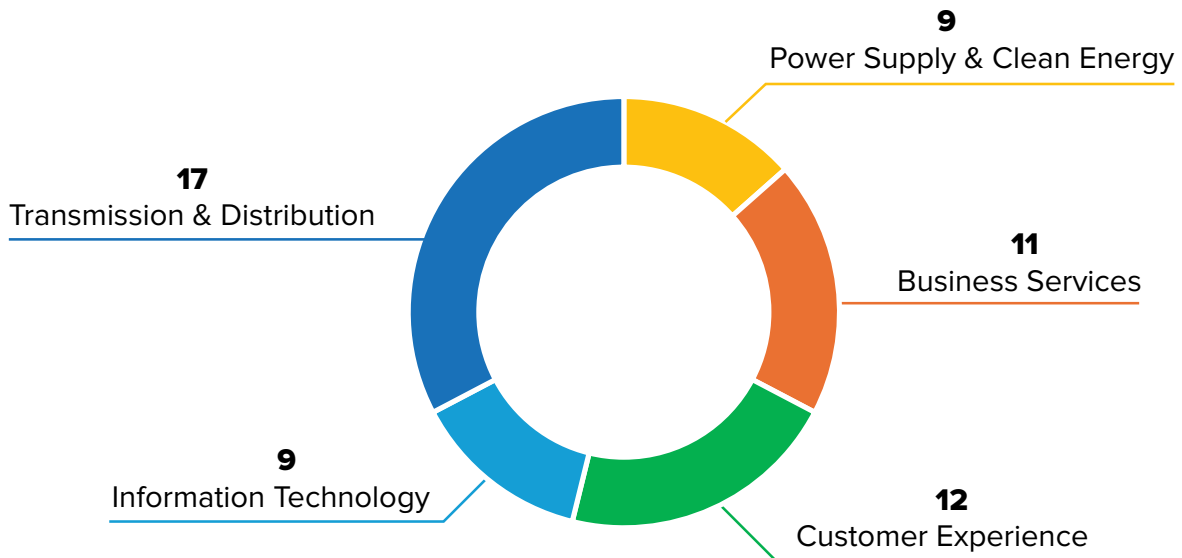
The First Amendment to the Second Amended and Restated Operations Services Agreement (OSA) between LIPA and PSEG Long Island includes \$22,805,242.00 annually for 2026 as the variable compensation component. In 2022, the performance standards were negotiated between LIPA and PSEG Long Island as part of the reformed OSA. Starting in 2023, the performance standards are set by LIPA, with an independent recommendation to the LIPA Board of Trustees (Board) by the Department of Public Service (DPS), the staff arm of the State's Public Service Commission.

Metrics are designed to be achievable, objectively verifiable performance levels. The Board budgets the funds to achieve this performance, tying realistic plans and budgets to measurable yearly outcomes. These performance standards ensure that PSEG Long Island's compensation is tied to delivering meaningful results for LIPA's customers.

PSEG Long Island will submit to LIPA its evaluation of its performance on each metric within 90 days of the close of the contract year. Under the LIPA Reform Act, LIPA is responsible for the metric validation of PSEG Long Island's performance, and then providing its evaluation to DPS, who independently reviews LIPA's evaluation before LIPA pays any Variable Compensation. PSEG Long Island can utilize dispute resolution procedures when setting performance metrics and budgets at the beginning of each year and in the final determination of whether a metric was achieved.

The fifty-eight (58) performance standards that constitute the [2026 Performance Metrics](#) are distributed across all the management services provided to LIPA and its customers. They include numerous improvements to customer service, reliability, resiliency, information technology, clean energy, and other customer improvements distributed across five scopes. The details of the metrics are available on the [LIPA Website](#).

FIGURE 1: 2026 PERFORMANCE METRICS DISTRIBUTION BY SCOPE



PERFORMANCE METRIC REVIEW PROCESS

All metrics fall into one of two categories – Qualitative or Quantitative:

- The 19 **Qualitative Metrics** are project-oriented initiatives incorporating one or more required deliverables with defined target dates. This also includes Hybrid Metrics, which have both Qualitative and Quantitative deliverables.
- The 39 **Quantitative Metrics** specify predefined numerical measurements of performance.

LIPA staff continuously monitor PSEG Long Island's progress on the metrics throughout the year. LIPA has assigned a Project Manager (PM) and/or Subject Matter Experts (SMEs) to lead oversight of each metric, and other appropriate SMEs to assist with validation activities. In addition, an Executive Sponsor (ES) from LIPA's senior management team oversees the metric validation work.

Qualitative Metrics are monitored and tracked via a process overseen and supported by the LIPA Performance Management team.

The Performance Management team has developed an automated tracking system to manage the hundreds of deliverables required by the metrics. PSEG Long Island staff upload deliverables directly to the system, which initiates workflows for LIPA review. A LIPA PM and the appropriate SMEs review each deliverable. The performance management system provides transparency and traceability, with time-stamped deliverables, activity history and comments, and real-time LIPA, PSEG Long Island, and DPS access.

Deliverables for Qualitative Metrics go through the following main stages of review:

- **PSEG Long Island Submission:** To meet the metric standards, PSEG Long Island must submit the required deliverables to the tracking system by the target due date, with all requirements specified in the metric. LIPA allows PSEG Long Island to submit an Exception Request for any deliverable. LIPA reviews all Exception Requests and grants them if deemed reasonable, justified, and in the best interests of achieving the metric objective.
- **LIPA Review:** LIPA reviews all submitted deliverables for compliance with metric standards and requirements. Since metrics aim to improve performance, LIPA will return unsatisfactory deliverables to PSEG Long Island for revision and resubmission if deemed necessary to achieve the metric objective.

Deliverables can have the following statuses:

- Review in Progress
- Approved
- Rejected
- Exception Requested
- Overdue

LIPA principally tracks **Quantitative Metrics** using scorecards submitted monthly by PSEG Long Island. LIPA conducts Scorecard Review Meetings at a scope or lower level with PSEG Long Island staff and DPS. PSEG Long Island also provides underlying data files for each Quantitative Metric, which LIPA staff reviews and validates.

The assigned PM and SMEs review Quantitative Metrics via a metric validation process for year-to-date (YTD) performance versus target, trending, and outlook for year-end performance. Further, LIPA monitors compliance with metric standards, requirements, calculations, and agreed-upon exceptions.

LIPA's metric validation process leads to the rendering of one of the following statuses for Quantitative Metrics:

- **Meeting Target (YTD)** – the metric is performing in line with YTD performance expectations.
- **At Risk (YTD)** - the actual performance may be 5%-15% below the YTD target, but LIPA believes that PSEG Long Island has the potential to meet the YE target through initiatives and future scheduled work.
- **Behind Target (YTD)** - the YTD actual is >15% below the YTD target, and LIPA is not sure that PSEG Long Island can make the YE goal.

Additionally, the OSA also contains certain Gating and Default Metrics, which are minimum performance levels related to reliability, customer service, cybersecurity, budgets, and emergency preparation and response that, if not met, can significantly reduce the available pool of compensation, or permit LIPA to terminate the contract.

PERFORMANCE METRIC EXCEPTIONS

PSEG Long Island may request an exception to the metric deliverable requirements; LIPA may consider such requests when adequately justified. To date, PSEG Long Island has requested six (6) Exceptions. LIPA has approved five (5) of the requested Exceptions, and one (1) was declined. To the extent an Exception has been granted, performance is reported relative to the agreed-upon standards of the Performance Metric as modified by the Exception.

Exception Requests seek extensions to due dates and changes to project scopes, requirements, or methodology. For example, LIPA regularly provides PSEG Long Island with opportunities for corrective actions and the resubmission of deliverables, which may result in Exceptions when resubmitted after a due date. PSEG Long Island has also sought extensions of due dates, citing delays caused by external dependencies, among other reasons.

Exception Requests may also seek an exemption or waiver of a deliverable, making it no longer required. This can occur, for instance, when an extension to a project start is approved, rendering periodic status reporting before the new start date unnecessary.

Exception Requests have also sought more fundamental changes to scope, requirements, or methodology. These changes are typically the result of further analysis or discovery as an initiative commences.

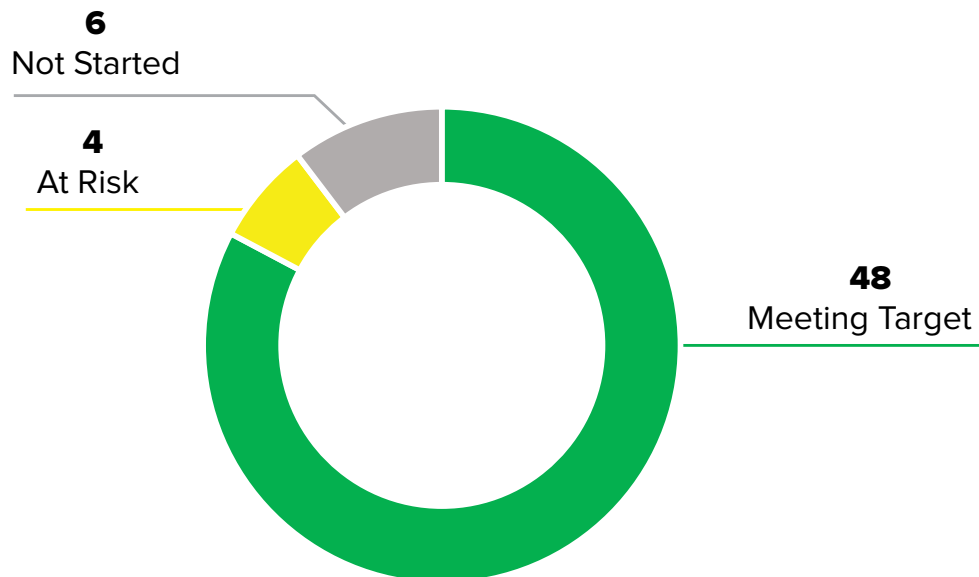
LIPA reviews all Exception Requests and grants them if deemed reasonable, justified, or in the best interests of achieving the metric objective. LIPA's primary goal is to utilize metrics to drive customer benefit and value throughout the year.

OVERALL PERFORMANCE STATUS

The overall status of all fifty-eight (58) Performance Metrics as of March 31, 2026, is summarized in Figure 2. Year-to-date, PSEG Long Island, is meeting approximately 83% of Performance Metrics, while 7% are at risk, and 10% had no Q1 deliverables due. LIPA, PSEG Long Island, and DPS are working collaboratively to ensure that metrics are actively evaluated and that customer value is achieved through each. There are four (4) performance statuses used in this report and described below:

- **Meeting Target (YTD)** - the metric is performing in line or within 5% of the YTD performance expectations.
- **At Risk (YTD)** - The actual performance may be 5%-15% below the YTD target, but LIPA believes that PSEG Long Island has the potential to meet the YE target through initiatives and future scheduled work.
- **Behind Target (YTD)** - The YTD Actual is >15% below the YTD Target, and LIPA is not sure that PSEG Long Island can make the YE goal.
- **Not Started** – initiative has not started, and no deliverables were due within this reporting period.

FIGURE 2: 2026 PERFORMANCE METRICS STATUS SUMMARY



KEY METRIC PERFORMANCE BY CORPORATE OBJECTIVE

For 2026, LIPA and PSEG Long Island have agreed to fifty-eight (58) metrics across five scope areas critical to utility performance. These metrics directly support the Board's policies, define LIPA's purpose and vision, and set expectations for the strategic outcomes management will deliver across reliability, customer experience, clean energy, affordability, information technology, and fiscal sustainability. Appendix A summarizes the high-level status of all fifty-eight (58) Performance Metrics from January 1 to March 31, 2026.

Reliability/Safety

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

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	9.6	56.0	Meeting

SAIDI is a standard utility reliability metric that measures the average sustained outage of five minutes or more in duration for each customer served. The SAIDI metric is featured prominently in the LIPA Board of Trustees' Transmission & Distribution Operations Policy and in the 2nd Amended & Restated Operations Services Agreement (OSA) as a gating metric. For this and other reliability metrics, the objective is to achieve or maintain top-decile performance relative to industry peers, and the respective metric targets have been set accordingly. This metric provides a clear, quantifiable measure of reliability, directly tied to customer experience, and helps inform decisions about grid investments. PSEG Long Island is meeting its target (9.6 minutes vs. the quarterly target of 12.4), with the first quarter SAIDI level at its lowest level (favorable) over the last five years and 38% better than the 2025 first quarter results. There were two major storms during the first quarter that met New York State and OSA metric criteria for exclusion from these reliability results. PSEG Long Island will continue their storm hardening, circuit improvement program, and other initiatives to maintain these levels.

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

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	0.12	0.68	Meeting

SAIFI is a standard utility metric that measures the average number of sustained interruptions of 5 minutes or more per customer served. This metric provides a clear, quantifiable measure of reliability, directly tied to customer experience, and can help inform investment decisions in the grid. PSEG Long Island is meeting this reliability target (0.12 vs. the quarterly target of 0.15), with the first quarter SAIFI level better than the 2025 first quarter results.

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

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	0.15	1.34	Meeting

MAIFI is another standard utility metric measuring the average number of momentary interruptions (defined as less than five minutes) for each customer served. This metric is another key measure of reliability and is tied to customer experience. PSEG Long Island is progressing well with this metric, and their results have continued to improve for several consecutive years. The MAIFI and branch line recloser programs are just some of the initiatives that have had a positive effect on this metric.

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

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	0%	100%	At Risk

S-MCOs measure sustained outages of five minutes or more in duration over a 12-month rolling basis. These outages are likely to cause inconvenience and disruption to customers. At the end of the first quarter, PSEG Long Island is not meeting any of the target levels of six (6), eight (8), ten (10), or twelve (12) or more outages over a 12-month rolling basis. PSEG Long Island will continue its Power On, Tree Trim Program, and other initiatives to reduce sustained outages and meet the targets.

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

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	23,087	36,000	Meeting

M-MCOs are another reliability metric used to monitor the frequency of power interruptions of less than five minutes in duration (“momentary outages”) over a rolling 12-month basis. This metric provides insight into the frequency of brief interruptions that can disrupt sensitive electronic equipment and customer activities. To date, approximately 2% of all customers served have experienced six (6) or more momentary outages during the rolling 12-month period from April 2025 through March 2026. The number of customers experiencing six or more momentary outages has decreased (favorable) by 9,385 (~29%) since the end of 2025.

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

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	0	0	Meeting

Serious Injury Incident Rate (SIIR) is a crucial safety metric component of the LIPA Board’s Safety Policy. This metric is used by OSHA and peer utilities to measure the frequency of severe workplace injuries. This rate is essential for assessing the overall safety environment within utility operations and for implementing measures to protect employees and contractors. As of the first quarter, there were zero (0) injuries that met the criteria that would designate them as serious in nature.

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

Metric Type	YTD Actual	YE Target	YTD Rating
Hybrid	100%	100%	Meeting

The Distribution Vegetation Programs include Cycle Trim, Trim-to-Sky, and Hazard Tree Removal. The Vegetation Work Plan for Cycle Trim and Trim-to-Sky will identify at least one quarter of the overhead distribution system, totaling approximately 2,200 miles. This work must be completed, and actual spending must be within +5% of the Board-approved program level targets. PSEG Long Island is slightly behind with tree removal and trim-to-sky but should be on track next month.

T&D-50: Storm Outage Response Performance

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	87.2%	80%	Meeting

This metric measures and improves outage management and response effectiveness during storms, with customer outages lasting twenty-four to forty-eight hours. During the first three months of 2026, there were two (2) storms. The first storm occurred on February 22, 2026, and PSEG Long Island scored 975 out of 1,000 points, or 97.5%. Storm 2 occurred on March 16, 2026, and they achieved a score of 730 out of 955 (76.4%), producing a Q1-weighted average storm score of 87.2%, which is above the target of 80% of applicable points. PSEG Long Island is meeting this target.

Customer Experience

CS-02: J.D. Power Customer Satisfaction Survey (Residential)

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	2 nd Quartile	1 st Quartile	At Risk

The J.D. Power Customer Satisfaction Survey enables LIPA to verify that our service provider, PSEG Long Island, meets our customers' needs and aligns with a key Board Policy. In the first quarter of 2026, PSEG Long Island ranked in the 2nd Quartile and was 6th out of 18 utilities in the East Large region. This is an improvement from the year-end 2025 result of 3rd Quartile and 11th rank.

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

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	81.3%	77.0%	Meeting

This metric measures the response time of customer service representatives to customer calls, aiming to increase customer satisfaction and promote efficient staffing. At the end of March, the year-to-date service level was 81.3%. Due to the high performance, PSEG Long Island has been able to reduce overtime in February and March 2026. Several new agent training classes are underway to offset natural attrition and prepare for increased call volume in the summer.

CS-13: First Call Resolution

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	80.7%	81.0%	Meeting

The First Call Resolution metric measures call center proficiency in satisfactorily resolving customer issues and questions during the initial call. At the end of the first quarter, the First Call Resolution (FCR) was 80.7%, which is below the target. The Call Center QA team continues to monitor FCR throughout their review and provide feedback to agents as needed, while supervisors coach and develop agents monthly.

CS-31: Call Average Handle Time (AHT)

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	426	433	Meeting

The PSEG Long Island Call Center is a key customer interface where performance excellence is expected. As of the first quarter, average handle time is 426 seconds, which exceeds the year-end target. To help maintain this low average, supervisors focus on coaching agents with higher AHT and conducting monthly reviews.

Clean Energy

PS&CE-05: Beneficial Electrification

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	1,280	5,808	Meeting

PSEG Long Island must 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 two million home clean energy goals for the whole home electrification and home electrification-ready targets. Beneficial Electrification for LIPA primarily focuses on electrifying home heating via converting fossil fuel-fired equipment to electric heat pumps. New York State's long-term goal to decarbonize the economy is unachievable without widespread heat pump adoption. During the first quarter, 1,280 Heat Pumps have been installed, which is 22% of the year-end goal. PSEG Long Island will promote beneficial electrification through their incentive programs for both single-family and multifamily housing units to achieve the year-end target.

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

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	23%	100%	Meeting

PSEG Long Island must achieve EV Make-Ready Targets, including any LIPA and DPS-recommended changes to the targets below:

- a. Plugs Energized: Level 2: 720
- b. Plugs Energized: DCFC: 115
- c. Fleet Make Ready Enrollment Target: 20

During the first quarter of 2026, PSEG Long Island has energized 199 Level 2 plugs, 36 DCFC plugs, and enrolled two (2) Fleet Make Ready customers. For the Fleet Make Ready Program, PSEG Long Island is beginning to see initial program participation, however there is ongoing concern around meeting goals due to challenges in advancing school bus electrification with districts. The Transportation Electrification team is continuing to evaluate opportunities to further increase engagement and adoption.

PS&CE-14: Transportation Electrification Strategic Initiatives

Metric Type	YTD Actual	YE Target	YTD Rating
Qualitative	60%	100%	Meeting

This metric seeks to develop a large-scale residential active managed charging pilot, targeting 2,000 to 4,000 vehicles. The goals of the pilot are:

- Understand customer charging behaviors.
- Given the limited power supply capacity on the island, determine the appropriate incentive level that will motivate customers to participate in a managed charging program and allow LIPA/PSEG Long Island to extract the most value out of the electric vehicles to provide grid services for our customers.
- Demonstrate the impact that residential active managed charging has on the life of distribution transformers & feeders to support the deferral of asset upgrades if coordinated with grid planning.

PSEG Long Island has completed the Request for Proposal for the Residential Active Managed Charging Initiative pilot. They have yet to select a contractor and put an agreement in place to begin this work in 2027.

PS&CE-19: Building Weatherization

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	31%	100%	Meeting

PSEG Long Island must 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 two million home clean energy goals for whole home electrification and home electrification ready. 50% is allocated to weatherizing at least 1,785 dwellings (total of market rate and low income) and achieving 23,682 MMBTU savings from building weatherization. As of March 31, 2026 PSEG Long Island has weatherized 548 dwellings with associated savings of 9,407 MMBTU savings.

Affordability

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

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	96%	85%	Meeting

The new standard Time of Day (TOD) Rate initiative is a crucial LIPA Board priority, and its success is critically important for the Grid of the Future. As of March 31, 2026, the participation rate is 96%. PSEG Long Island is on target to achieve the year-end goal of 85% participation rate. System enhancements implemented in 2025 will continue to improve business operations and customer experience in 2026.

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

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	63%	35%	Meeting

PSEG Long Island is to achieve the statewide goal of ensuring that at least 35% of the rebate, incentive, and direct services (REAP) spending benefits customers who meet the criteria of being within designated disadvantaged communities (DACs) as set forth in the NYS Climate Act for the following programs:

- Energy Efficiency and Beneficial Electrification Programs, including Home Comfort
- Electric Vehicle Charging (public, fleet, and home charging)

As of March 31, 2026, most programs are performing at or above monthly targets, allowing DAC spend to track above the year-end target of 35%.

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

Metric Type	YTD Actual	YE Target	YTD Rating
Quantitative	44,130	47,500	Meeting

This metric seeks to encourage PSEG Long Island to increase customer enrollment in Low to Moderate-income programs. Affordability for customers is a LIPA Board priority, and ensuring awareness of these programs is critical. The target for this metric is 47,500 enrollees in the LMI program. PSEG Long Island Consumer Advocates conducted over fifty (50) outreach events throughout the first quarter and established new partnerships with several community organizations.

Information Technology

IT-11 – System Cost Effectiveness

Metric Type	YTD Actual	YE Target	YTD Rating
Qualitative	33%	100%	Meeting

The objective of this metric is to enable the reduction of the operating and maintenance costs associated with PSEG Long Island platforms by measuring the total cost of ownership (TCO). LIPA has received the list of Tier 1 and Tier 2 applications and technologies. This TCO calculation capability will be used in future performance metric years (2027 and beyond) to set targets for cost reduction.

APPENDIX A:

The table below summarizes the status of all 58 Performance Metrics as of March 31, 2026. The approved 2026 Performance Metrics Report provides additional details, including specific deliverables for each metric.

BUSINESS SERVICES						
Metric #	Metric Name	Metric Type	YTD Actual	YE Target	YTD Rating	Comments
BS-13	Information Request (IR) Responses	Quantitative	N/A	94%	Not Started	There have been no IR requests in 2026.
BS-22	Timely, Accurate, and Supported Storm Event Invoicing	Quantitative	100%	90%	Meeting	PSEG Long Island has submitted all required monthly reports.
BS-42	Develop Annual Zero Based Budget (ZBB) for select T&D category for LIPA's review and approval	Qualitative	25%	100%	Meeting	PSEG Long Island has completed the scope document outlining the approach to piloting work-based budgeting in selected T&D work categories. This first deliverable is the basis for the work to be completed in 2026.
BS-43	Implement Standards and Methods to Reduce Project Variances	Qualitative	8%	100%	Meeting	PSEG Long Island has identified the ten (10) largest projects since 2021 for analysis of estimate changes and variances.
BS-44	Establish Annual Assessment Allocation Model for LIPA's approval with quarterly selected work orders audits	Qualitative	N/A	100%	Not Started	The first deliverable for this metric is not due until May 31, 2026.
BS-45	Develop methods and standards for tracking productivity gains and sharing CapEx and OpEx savings	Qualitative	N/A	100%	Not Started	The first deliverable for this metric is not due until April 30, 2026.
BS-48	Strategic Supplier Master Services Agreements (MSAs)	Qualitative	33%	100%	Meeting	PSEG Long Island has provided LIPA a procurement spend analysis report for review.
BS-50	Time to Start	Quantitative	95.9	92.6	Meeting	At the end of Q1, PSEG Long Island's Time to Start is 95.9 days, compared to the target of 92.6 days. Two (2) IT requisitions took considerable time to fill. One position had multiple scheduling issues, and the other had several candidates withdraw. PSEG Long Island has enhanced their hiring manager toolkit to help streamline the hiring process, ensure job descriptions are current and accurate, and encourage early notification of employees' intent to retire to better determine the best staffing approach.
BS-53	Non-Utility Billing Collections	Quantitative	17	6	Meeting	As of March 31, 2026, we have received PSEG Long Island's monthly aging reports on time. There are seventeen (17) invoices remaining out of the original twenty-six (26). PSEG Long Island Back Office Collections will continue partnering with Major Accounts and External Affairs to enhance the payment review process for managed accounts, thereby reducing invoice aging.
BS-54	Competitive Transactions	Quantitative	77.9%	72%	Meeting	At the end of Q1, PSEG Long Island is meeting this metric, with 77.9% of procurement transactions included in the competitive bid process.
BS-55	Procurement Savings	Hybrid	100%	100%	Meeting	LIPA has approved PSEG Long Island's cost savings – cost avoidance policy, and it is being implemented. PSEG Long Island has submitted their Q1 results and they are meeting target.

CUSTOMER EXPERIENCE						
Metric #	Metric Name	Metric Type	YTD Actual	YE Target	YTD Rating	Comments
CS-02	J.D. Power Customer Satisfaction Survey (Residential)	Quantitative	2 nd Quartile	1 st Quartile	At Risk	The J.D. Power Customer Satisfaction Survey enables LIPA to verify that our service provider, PSEG Long Island, meets our customers' needs and aligns with a key Board Policy. In the first quarter of 2026, PSEG Long Island placed in the second quartile and is ranked 6th of 18 utilities in the East Large region.
CS-03	J.D. Power Customer Satisfaction Survey (Business)	Quantitative	N/A	1 st Quartile	Not Started	The results will be reported in July 2026.
CS-11	Contact Center Service Level with Live Agent Calls	Quantitative	81.3%	77.0%	Meeting	PSEG Long Island's year-to-date service level is 81.3%. Due to the high performance, the need for overtime hours reduced in February and March. Several new agent training classes are underway to offset natural attrition and prepare for increased call volume in the summer.
CS-13	First Call Resolution (FCR)	Quantitative	80.7%	81.0%	Meeting	In the first quarter, PSEG Long Island's FCR was 80.7%, slightly below the target. The QA team monitors FCR during their review and provides feedback to agents where needed.
CS-14	Net Write-Off as a % of Revenue	Quantitative	0.39%	0.42%	Meeting	This metric measures the effectiveness of recovery efforts for uncollectible revenue and is an overall indicator of the business's potential for incurring bad debts.
CS-15	Arrears Aging Percent > 90 Days Past Due (Arrears %>90)	Quantitative	46.24%	47.04%	Meeting	Effective management of aged receivables over 90 days helps maintain a solid financial future. PSEG Long Island is meeting the target as of Q1.
CS-17	Low to Moderate Income (LMI) Program Participation	Quantitative	44,130	47,500	Meeting	Enrollment in the Household Assistance Rate as of March 31, 2026, was 44,130. PSEG Long Island has completed over fifty (50) outreach events and established new partnerships with community organizations throughout Q1.
CS-19	DPS Customer Complaint Rate	Quantitative	4.0/1 st Rank	1 st Rank	Meeting	The 12-month rolling complaint rate at the end of Q1 was 4.0, which is 1st Rank in New York State. PSEG Long Island continues to provide monthly reporting to each line of business to raise awareness and provide insight into complaint types.
CS-31	Call Average Handle Time (AHT)	Quantitative	426	433	Meeting	Year-to-date, PSEG Long Island has achieved a call average handle time of 426. To help maintain this low average, the QA team continues to provide feedback and process improvements based on monthly findings. Supervisors also coach agents with higher AHT.
CS-36	E-Bill Enrollment	Quantitative	55.44%	57.88%	Meeting	PSEG Long Island increased enrollment to 55.44% in the first quarter of 2026. They plan to initiate a dual-delivery campaign later in the year to ease additional customers into enrolling.
CS-37	Self-Service Containment Enhancements	Qualitative	50%	100%	Meeting	PSEG Long Island and LIPA are engaging in conversations for the solution design, which will be finalized in April.
CS-40	Outage Information Satisfaction & Cause Code	Quantitative	50%	100%	At-Risk	There are two parts to this metric: customer satisfaction with outage information and customer restoration notifications with an outage cause reason. Year-to-date, PSEG Long Island is meeting the restoration notification goal with a performance of 71.9%, above the 68.5% target. They are below the 74% information satisfaction target with a Q1 result of 71.6%.

INFORMATION TECHNOLOGY						
Metric #	Metric Name	Metric Type	YTD Actual	YE Target	YTD Rating	Comments
IT-03	System Resiliency - Business Continuity Plans and Functional Drills	Qualitative	24%	100%	Meeting	PSEG Long Island has commenced implementing the Business Continuity recommendations from the 2024 third-party IT Systems Resiliency Assessment, in accordance with the approved PIP, finalized in 2025 Q4. All deliverables due in Q1 were submitted and approved.
IT-04	System and Software Lifecycle Management	Quantitative	67%	100%	Meeting	Incentive will be based on the percentage of defined systems within the vendor's general support lifecycle at the end of the year. In Q1, PSEG Long Island submitted the current IT and OT Asset Inventory.
IT-05	Project Performance - In-flight Projects	Qualitative	4%	100%	Meeting	Work has begun on the eight (8) IT projects that are part of this metric. Incentive is based on the percentage of projects that meet metric requirements. Work is ongoing, and no projects can be deemed to have either met or missed metric requirements in Q1.
IT-06	Project Performance – New 2025 Projects	Quantitative	N/A	100%	Not Started	PSEG Long Island and LIPA have determined that 11 IT projects for 2026 will be in scope for the metric. Incentive will be allocated per project, proportional to the project budget, based on meeting the Schedule, Cost, and Quality targets at project completion. No deliverables were due in Q1, and no projects were scheduled for completion.
IT-09	IT Planning - Ransomware Readiness and Response	Qualitative	5%	100%	Meeting	PSEG Long Island is continuing to work on implementing the recommendations of the 2024 third-party Ransomware Readiness and Response Assessment. In addition to completing planned work in accordance with the approved PIP, which spans through 2027, PSEG Long Island will work on mutually agreed remediation plans for recommendations that were scheduled to be fully implemented in 2025 but were assessed by LIPA as still having gaps. No deliverables were due in Q1 except for status reports, which were submitted and approved by LIPA.
IT-10	System Resiliency - Disaster Recovery Plans and Testing	Qualitative	23%	100%	Meeting	PSEG Long Island is continuing to work on implementing the Disaster Recovery recommendations of the 2024 third-party IT Systems Resiliency Assessment. Full implementation of the recommendations, as assessed by a LIPA-engaged third-party Consultant, is targeted for completion by the end of the year. In accordance with the approved PIP, PSEG Long Island focused on five grid-critical systems in 2025, with the remaining critical systems to be addressed in 2026. All deliverables due in Q1 were submitted, and PSEG Long Island and LIPA are working closely to bring them to approval.
IT-11	System Cost Effectiveness	Qualitative	33%	100%	Meeting	The metric requires PSEG Long Island to calculate the Total Cost of Ownership (TCO) for major applications and technologies, which will form a baseline for cost reduction targets in future years. In Q1, PSEG Long Island submitted the initial list of applications and technologies for which TCO will be calculated, categorized for standardized modeling of IT costs and allocations.
IT-12	System Reliability	Quantitative	100%	99%	Meeting	PSEG Long Island submitted a list of defined systems and will measure uptime and system availability monthly.
IT-13	Service Management	Quantitative	90%	100%	Meeting	PSEG Long Island is meeting the incident response, incident resolution, and customer satisfaction portions of this metric.

POWER SUPPLY & CLEAN ENERGY						
Metric #	Metric Name	Metric Type	YTD Actual	YE Target	YTD Rating	Comments
PS&CE-05	Beneficial Electrification – Building Electrification	Quantitative	1,280	5,808	Meeting	Year-to-date PSEG Long Island has paid rebates for a total of 1,280 dwellings. They are meeting this metric and should achieve the beneficial electrification targets from the Utility 2.0 filing.
PS&CE-06	Electric Vehicle (EV) Make-Ready	Quantitative	23%	100%	Meeting	As of March 31, 2026, PSEG Long Island is meeting all three portions of this metric. They have energized 36 DCFC ports, 199 Level 2 ports, and have enrolled 2 Fleet Make Ready customers.
PS&CE-14	Transportation Electrification Strategic Initiatives	Qualitative	60%	100%	Meeting	PSEG Long Island has issued a detailed RFP to develop a large-scale residential active managed charging pilot targeting 2,000–4,000 vehicles.
PS&CE-16	Residential Time-of-Day Participation Rate	Quantitative	96%	85%	Meeting	PSEG Long Island's Time-of-Day (TOD) participation rate of 96% exceeds the target of 85%.
PS&CE-17	Disadvantaged Communities (DACs) – Spend %	Quantitative	63%	35%	Meeting	Year-to-date, PSEG Long Island is achieving the statewide goal of ensuring that at least 35% of the rebate, incentive and direct services (REAP) spending benefits customers who meet the criteria of low income or live in designated disadvantaged communities (DACs) as set forth in NYS Climate Act.
PS&CE-18	Solar Interconnection	Qualitative	NA	100%	Not Started	The first deliverable is not due until July 1 st , this metric has not started yet.
PS&CE-19	Building Weatherization	Quantitative	31%	100%	Meeting	PSEG Long Island has weatherized 548 dwellings and achieved 9,407 MMBTU savings during the first quarter. They are meeting this metric.
PS&CE-20	Demand Response	Quantitative	829	900	Meeting	At the end of the first quarter PSEG Long Island is close to achieving their year-end target of 900 by enrolling 829 customers.
PS&CE-21	Large Loads Performance Requirements	Qualitative	25%	100%	Meeting	PSEG Long Island has completed the first deliverable by including the LIPA Large Load Performance requirements in the 2026 FERC 715 filing.

TRANSMISSION & DISTRIBUTION						
Metric #	Metric Name	Metric Type	YTD Actual	YE Target	YTD Rating	Comments
T&D-06	Primary Transmission Control Center (PTCC) Replacement	Qualitative	15%	100%	Meeting	As of the end of Q1 the site is being prepared, and the preliminary Low Voltage Design Drawing packages have been completed and approved by LIPA.
T&D-07	System Average Interruption Duration Index (SAIDI)	Quantitative	9.6	56.0	Meeting	PSEG Long Island is meeting its target, with first quarter SAIDI levels better than the 2025 first quarter results.
T&D-08	System Average Interruption Frequency Index (SAIFI)	Quantitative	0.12	0.68	Meeting	PSEG Long Island is also achieving better than the 2025 first quarter results for SAIFI. They are meeting this target.
T&D-09	Momentary Average Interruption Frequency Index (MAIFI)	Quantitative	0.15	1.34	Meeting	PSEG Long Island is progressing well with this metric and is achieving results better than the past two (2) years.
T&D-10	Reduce Sustained Multiple Customer Outages (S-MCOs)	Quantitative	0%	100%	At Risk	Year-to-date PSEG Long Island is not meeting any of the sub-metrics; six, eight, ten, and twelve or more outages over a 12-month rolling basis. They will continue their Power On, Tree Trim program and other initiatives.
T&D-12	Reduce Momentary Multiple Customer Outages (M-MCOs)	Quantitative	23,087	36,000	Meeting	As of Q1, PSEG Long Island is meeting this target with only 23,087 customers having experienced 6 or more momentary interruptions over a rolling 12-month period.
T&D-13	Serious Injury Incident Rate (SIIR)	Quantitative	0	0	Meeting	Year-to-date PSEG Long Island has had 0 serious injury incidents.
T&D-14	OSHA Recordable Incidence Rate	Quantitative	0.59	0.70	Meeting	PSEG Long Island is meeting the OSHA Recordable Incidence Rate. A cross-functional committee has been established to develop, review, and refine standard processes, ensuring organizational alignment and consistent implementation.
T&D-16	Motor Vehicle Accident (MVA) Rate	Quantitative	6.70	8.32	Meeting	PSEG Long Island is meeting the motor vehicle accident rate, but is at risk with the preventable motor vehicle incident rate. Vehicle safety days will be hosted, featuring hands-on demonstrations, vehicle inspections, hazard recognition stations, and peer learning to reinforce safe driving expectations.
T&D-18	Improve Reliability Through Work Management Enhancements - Workforce Management Plans	Hybrid	100%	100%	Meeting	Year-to-date, PSEG Long Island is meeting the requirements of this metric. Overall, their work plan variance is 99.4%.
T&D-24	Improve Reliability Through Vegetation Management Work Plan - Cycle Trim & Trim-to-Sky	Hybrid	100%	100%	Meeting	PSEG Long Island is slightly behind with tree removal and trim-to-sky, but should be on track next month.
T&D-37	Improve Reliability Through Completion of Program Plan Units & Unit Cost	Quantitative	100%	100%	Meeting	As of Q1, the specified workplan units are being completed and are within approved costs.
T&D-40	Reduce Double Wood Poles	Quantitative	9,564	8,673	At Risk	The NJUNS double wood count and the PSEG Long Island NTG total backlog count have increased during the first quarter. Discussions between Verizon, Altice, and PSEG Long Island will continue for 2026. Altice stated they will be working diligently this year to decrease the backlog.
T&D-50	Storm Outage Response Performance	Quantitative	87.2%	80%	Meeting	During the first three months of 2026, there were two (2) storms. The first storm occurred on February 22, 2026, and PSEG Long Island scored

						975 out of 1,000 points (97.5%). Storm 2 on March 16, 2026 they achieved a score of 730 out of 955 (76.4), producing a Q1 weighted average storm score of 87.2%. PSEG Long Island is meeting this target.
T&D-54	Storm Crewing Efficiency and Prudence	Quantitative	100%	100%	Meeting	Year-to-date, PSEG Long Island is meeting all the components of this metric, including 2-man distribution crews, ERP storm resource matrix, enhanced internal restoration crew technology utilization, information and performance, and damage assessment performance.
T&D-57	Improve Underground (UG) Reliability Performance	Quantitative	75%	100%	Meeting	In the first quarter, PSEG Long Island is meeting three of the four targets. Branchline UG CAIDI is the sub-metric they are not meeting. The Cable Replacement Program and Underground Asset Health initiatives will assist them in meeting the targets.
T&D-58	Distribution System Automation and Advanced Operations	Qualitative	11%	100%	Meeting	PSEG Long Island identified all units from the 2025 Coordination Study to be completed in 2026.