

# Report to the Board of Trustees

JANUARY 24, 2018

# PSEG Long Island OSA 2017 Balanced Scorecard

			December YTD				Month of December		
			OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	OSA Month Target	Month Result	Month Status
<b>Operations Services Agreement Metrics</b>									
<b>People</b>	OSHA Recordable Incidence Rate	L	2.05	2.05	1.12	↑	2.05	1.91	+
	OSHA Days Away Rate (Severity)	L	33.82	33.82	30.59	↑	33.82	40.66	-
<b>Safe, Reliable</b>	JD Power Customer Satisfaction Survey (Residential)	H	640 or 15th	640 or 15th	662	↑	640 or 15th	667	+
	JD Power Customer Satisfaction Survey (Business)	H	699 or 10th	699 or 10th	710	↑	699 or 10th	714	+
	After Call Survey (Residential)	H	88.0%	88.0%	94.4%	↑	88.0%	95.1%	+
	After Call Survey (Business)	H	85.0%	85.0%	94.0%	↑	85.0%	95.1%	+
	Personal Contact Survey	H	90.0%	90.0%	95.8%	↑	90.0%	96.7%	+
	Average Speed of Answer	L	39	39	19	↑	39	8	+
	Abandonment Rate	L	2.6%	2.6%	0.8%	↑	2.6%	0.4%	+
	SAIFI	L	0.92	0.92	0.95	↓	0.07	0.04	+
	CAIDI	L	85	85	69	↑	85	72	+
	SAIDI	L	75.0	75.0	65.8	↑	5.0	3.2	+
	Interconnection Cycle Time %	H	93.3%	93.3%	99.1%	↑	93.3%	99.5%	+
	% AMI-measured Energy	H	33.8%	33.8%	36.4%	↑	0.8%	0.3%	-
	Long Term Estimates	L	2,190	2,190	2,100	↑	N/A	N/A	N/A
	Purchased Power Invoicing	H	90.0%	90.0%	97.2%	↑	90.0%	95.5%	+
Customer Complaint Rate	L	9.2	9.2	4.9	↑	9.2	2.8	+	
<b>Economic</b>	Operating Budget (\$M)	L	567.9	567.9	552.7	↑	48.6	55.0	-
	Capital Budget (\$M)	L	490.7	490.7	474.5	↑	53.7	58.4	-
	Days Sales Outstanding	L	37.2	37.2	36.9	↑	37.2	40.4	-
	Net Write-Offs per \$100 Billed Revenue	L	0.91	0.91	0.73	↑	0.91	1.06	-
<b>Green</b>	Customer Self-Service	H	31.6%	31.6%	48.9%	↑	N/A	N/A	N/A
	Energy Efficiency Annualized Energy Savings	H	243,000	243,000	259,651	↑	15,269	21,434	+
	Renewable Energy Generated	H	15,000	15,000	28,065	↑	565	2,034	+

**Notes:**

Color Coding in YTD Result column represents current status versus YTD Plan.  
YE Forecast is a subjective estimate of whether each metric is expected to meet the YE Target.

**YTD Result Color**

- At or Better than YTD Plan
- Worse than YTD Plan

**YE Forecast**

- ↑ On track to meet Target
- Meeting Target at risk
- ↓ Not expected to meet Target

**Month Status**

- + At or Better than Plan
- Worse than Plan
- N/A

# PSEG Long Island Key Operational Metric Trends

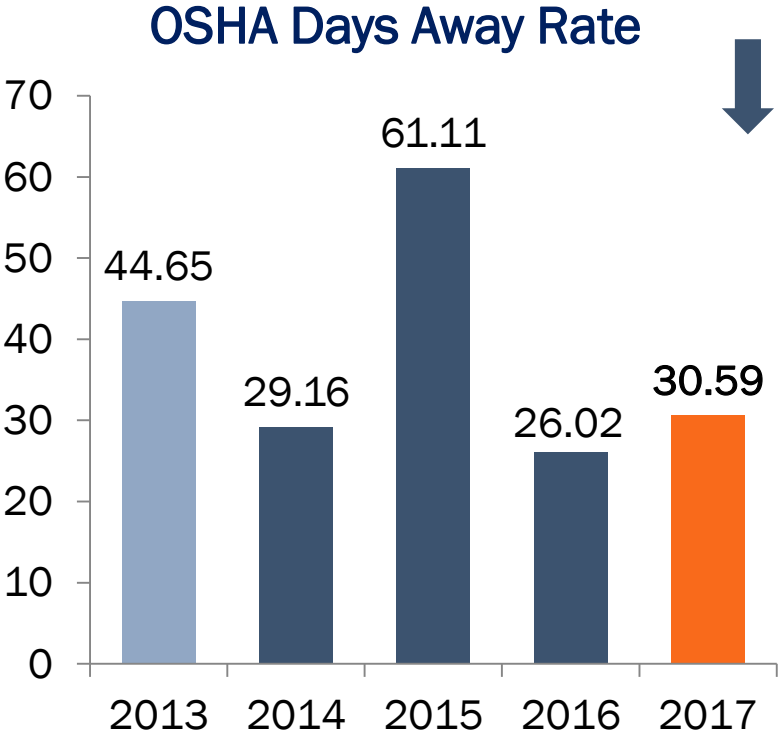
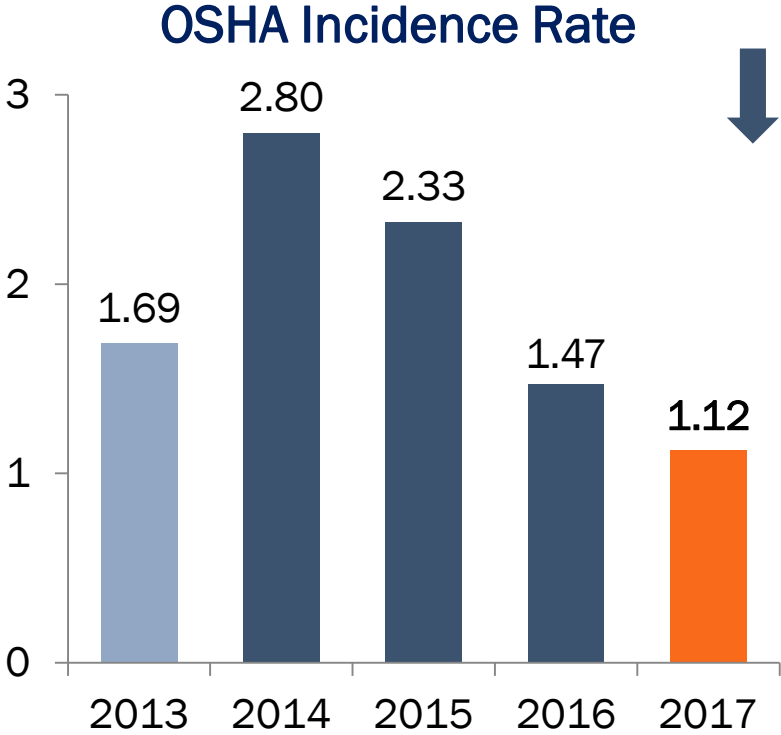
## OSA Metric Performance

		Day 1	2014	2015	2016	2017	Day 1	2014	2015	2016	2017	
People	OSHA Incidence Rate	3Q	3Q	3Q	2Q	1Q	2.41	2.80	2.33	1.56	1.12	
	OSHA Days Away Rate	3Q	3Q	4Q	2Q	3Q	46.48	28.97	61.11	19.95	30.59	
Safe, Reliable	JD Power Residential Survey	4Q	4Q	4Q	4Q	4Q	519	571	584	610	662	
	JD Power Business Survey	4Q	4Q	4Q	4Q	4Q	525	595	631	676	710	
	After Call Residential Survey	IM	IM	IM	IM	IM	63.7%	87.4%	91.6%	92.7%	94.4%	
	After Call Business Survey	IM	IM	IM	IM	IM	43.7%	81.6%	90.6%	91.8%	94.0%	
	Personal Contact Survey	IM	IM	IM	IM	IM	81.9%	90.7%	92.9%	94.3%	95.8%	
	Average Speed of Answer	4Q	3Q	2Q	1Q	1Q	93	54	35	16	19	
	Abandonment Rate	3Q	2Q	1Q	1Q	1Q	4.2%	2.6%	1.4%	0.7%	0.8%	
	SAIDI	1Q	1Q	1Q	2Q	1Q	47.9	59.1	65.7	44.4	62.2	
	SAIFI	1Q	1Q	2Q	3Q	2Q	0.71	0.72	0.84	0.67	0.93	
	CAIDI	1Q	1Q	1Q	1Q	1Q	68	82	79	66	67	
	Customer Complaint Rate	N/A	1Q	1Q	1Q	1Q	N/A	10.4	7.7	6.2	4.9	
	Long Term Estimates	IM	IM	IM	IM	IM	5,946	4,131	3,497	2,914	2,100	
	Econo..	Days Sales Outstanding	3Q	2Q	2Q	1Q	2Q	43.5	37.6	36.8	36.4	36.9
		Net Write-Offs	1Q	1Q	1Q	1Q	2Q	0.54	0.66	0.67	0.67	0.73

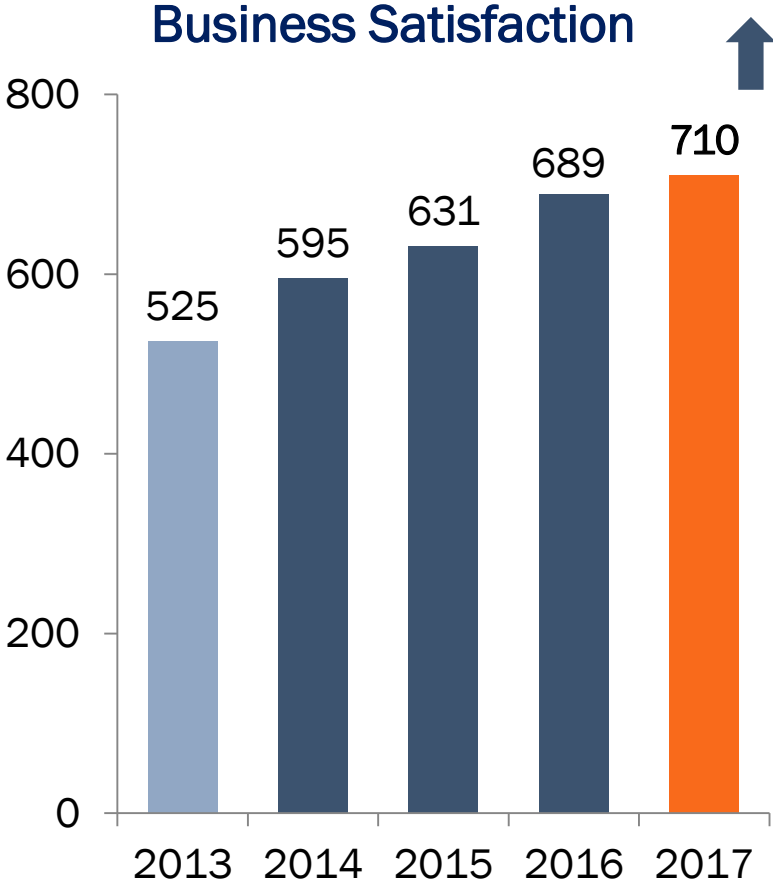
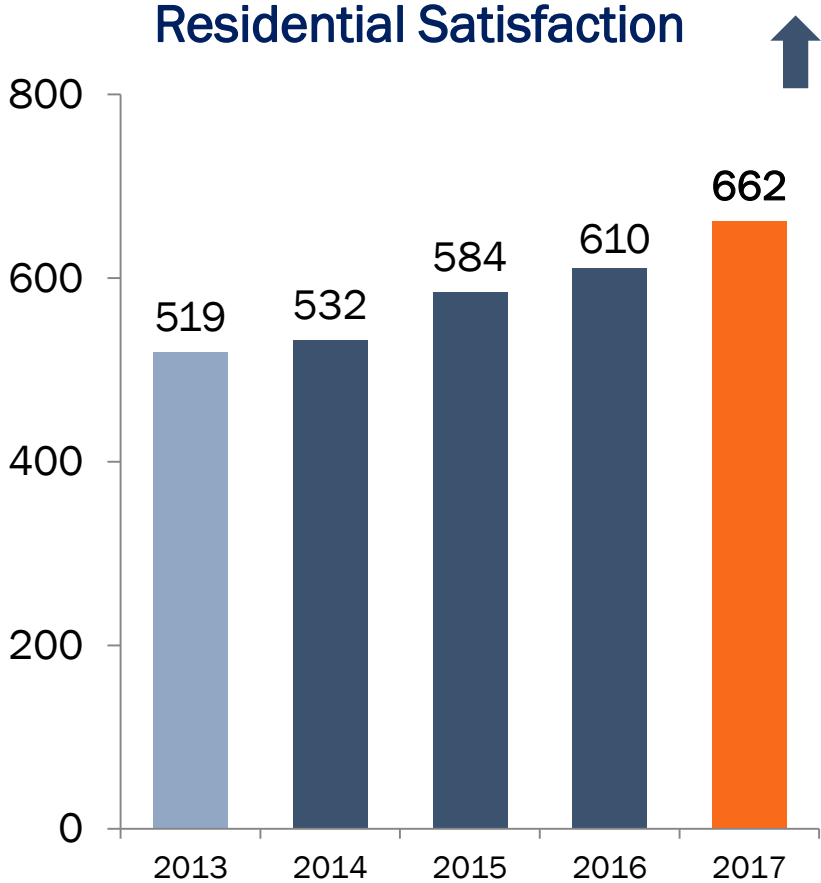
### Notes:

- Benchmarks not available for After Call Surveys, Personal Contact Survey, or Long Term Estimates. The colors represent progress along the improvement curve negotiated with LIPA under the OSA.

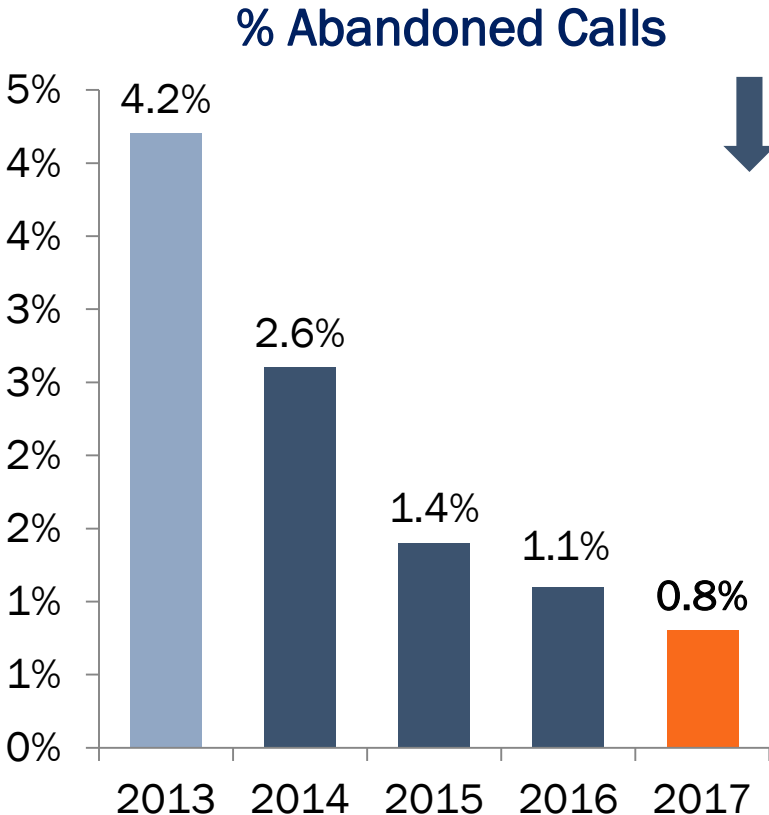
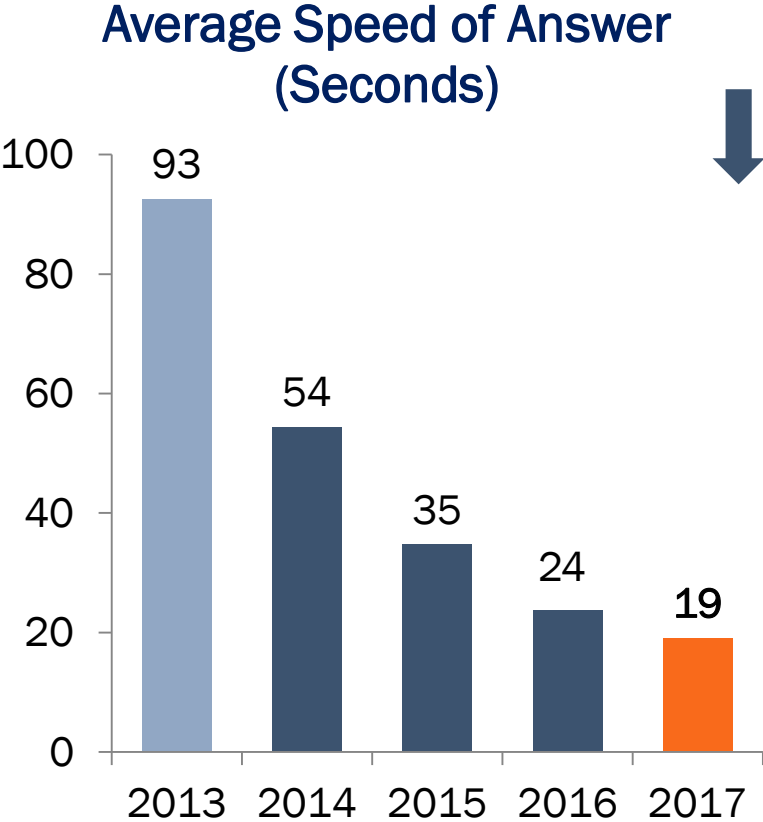
# Safety: Number of Incidents and Days Lost



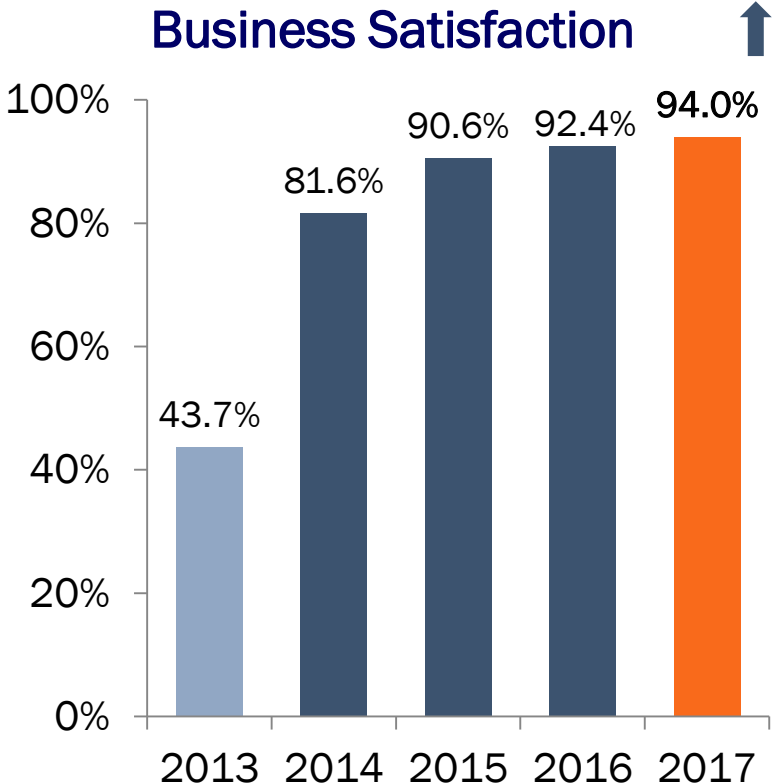
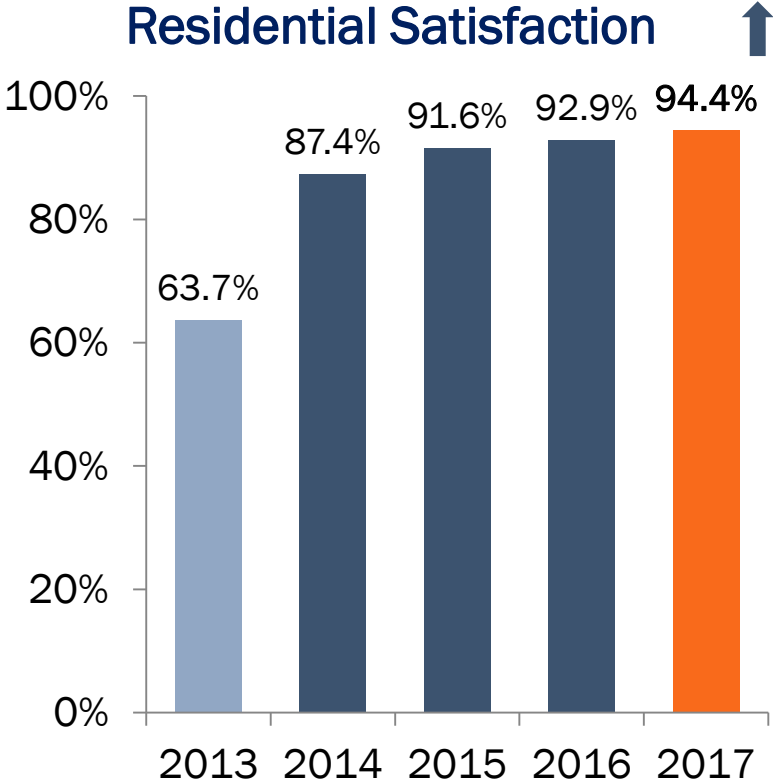
# JD Power Residential & Business Satisfaction



# Call Center: Speed of Answer & Abandoned Calls

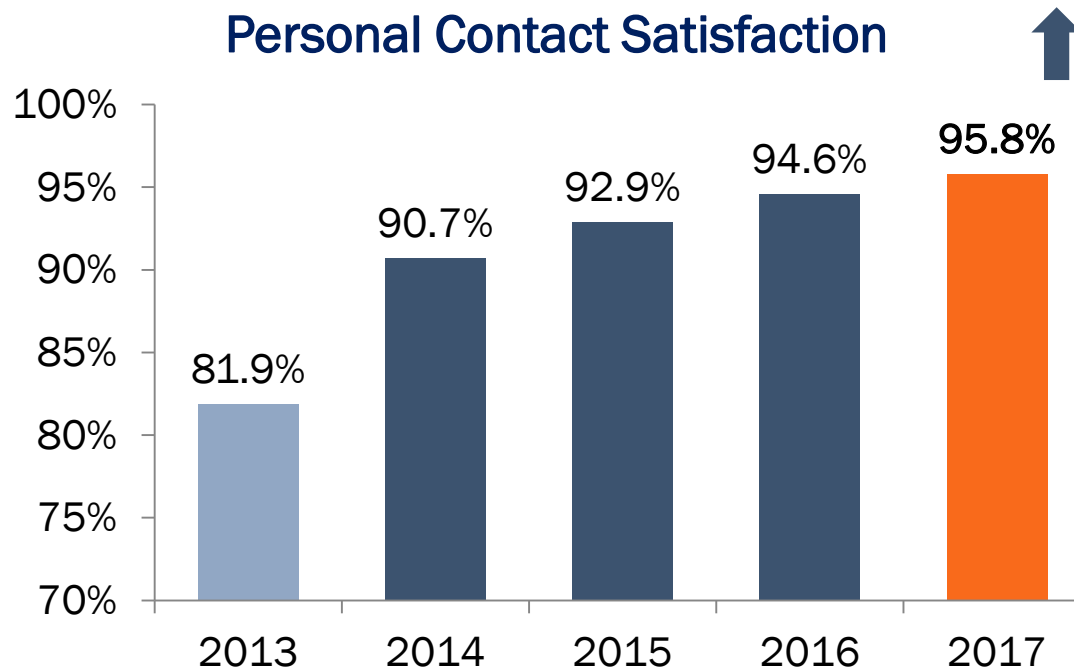


# Call Center Surveys: Residential & Business Satisfaction



# Personal Contact Satisfaction Survey

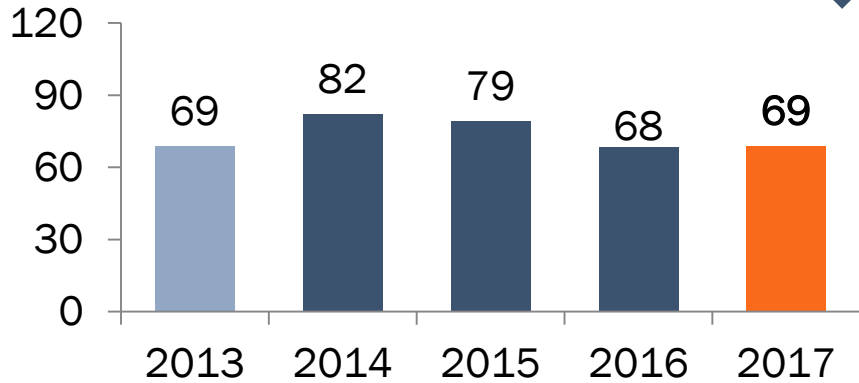
(1) Energy Efficiency, (2) Customer Walk-In Centers,  
(3) Major Accounts, (4) Electric Service Reps



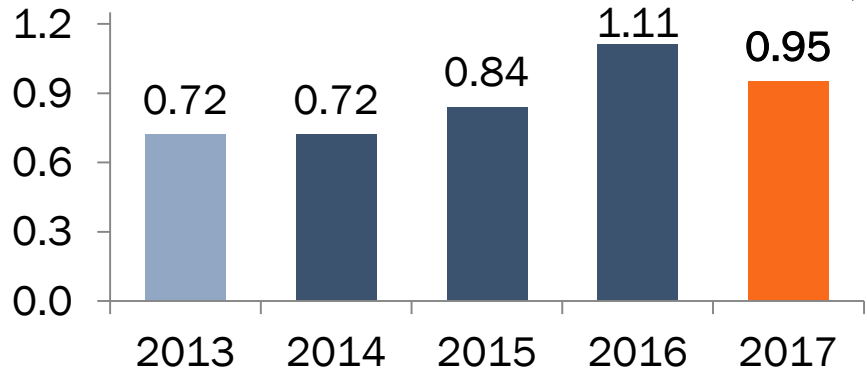


# Reliability Metrics

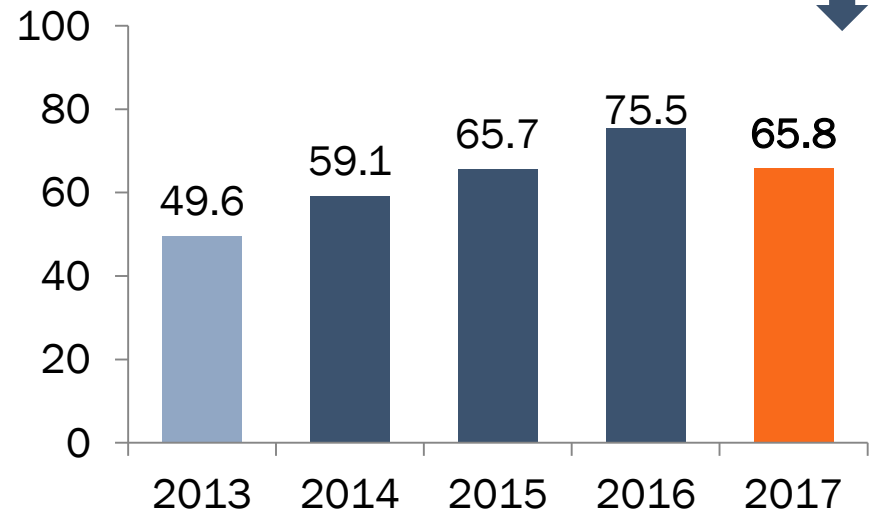
## CAIDI



## SAIFI

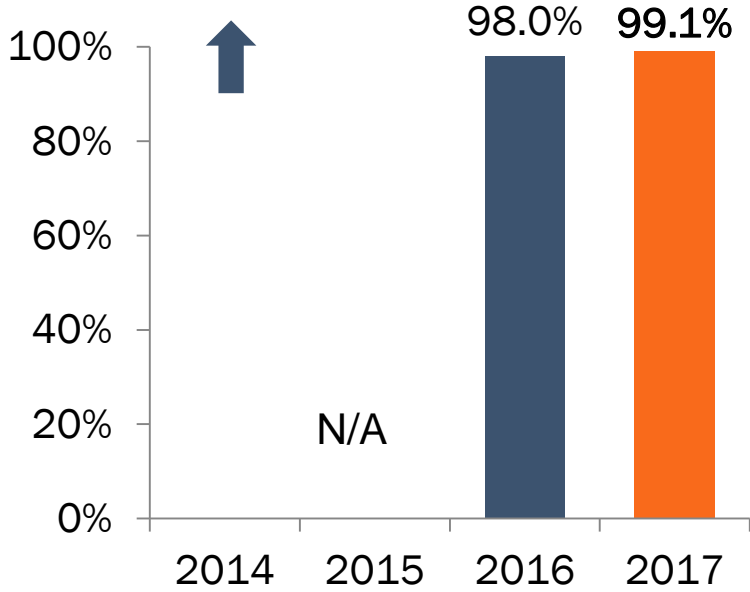


## SAIDI

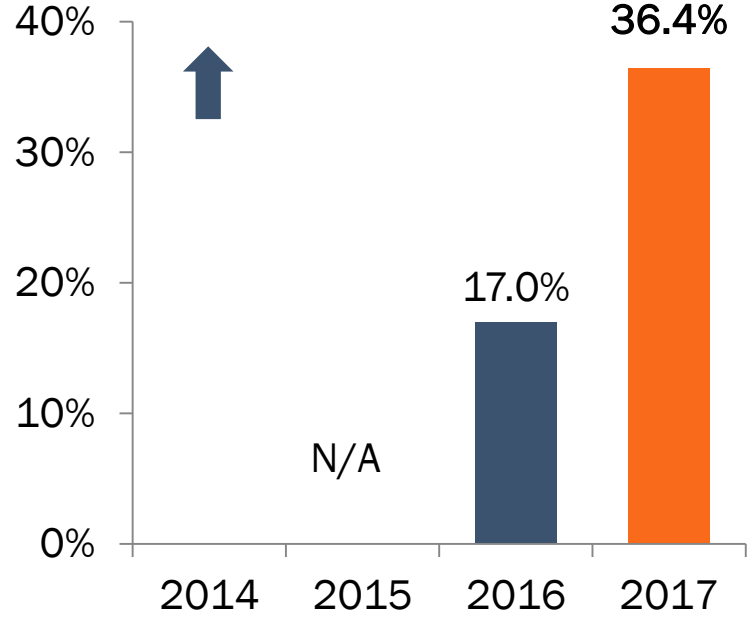


# Interconnection Cycle Time & AMI

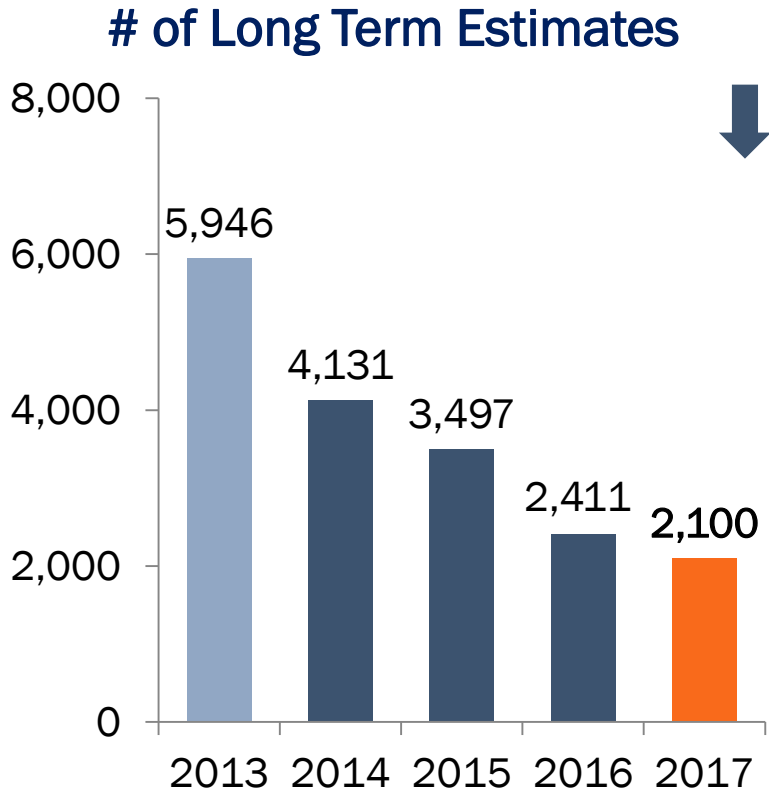
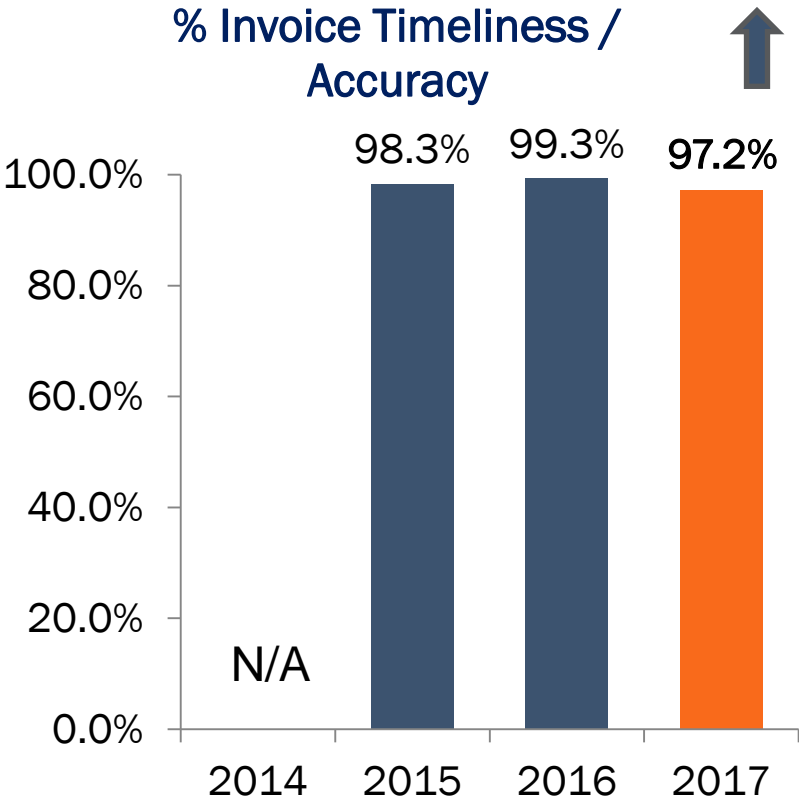
### Interconnection Cycle Time %



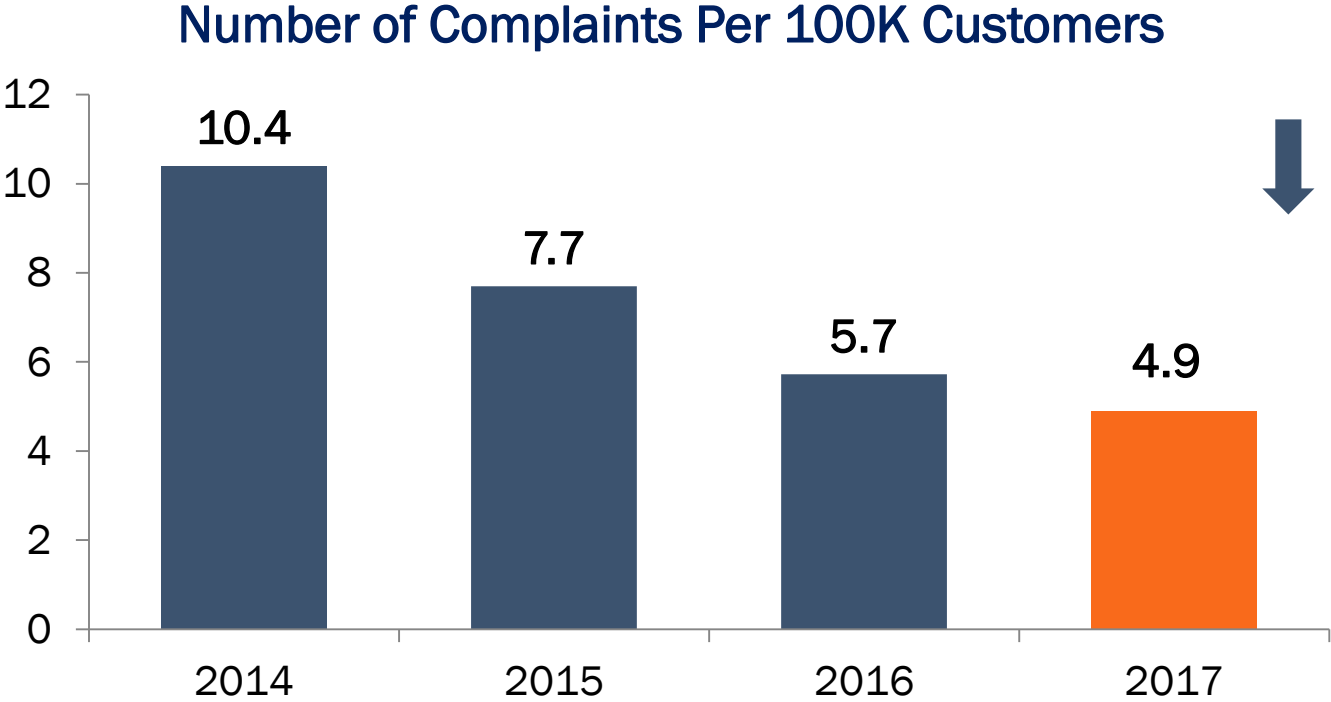
### % AMI-Measured Energy



# Purchased Power Invoicing & Long Term Estimates

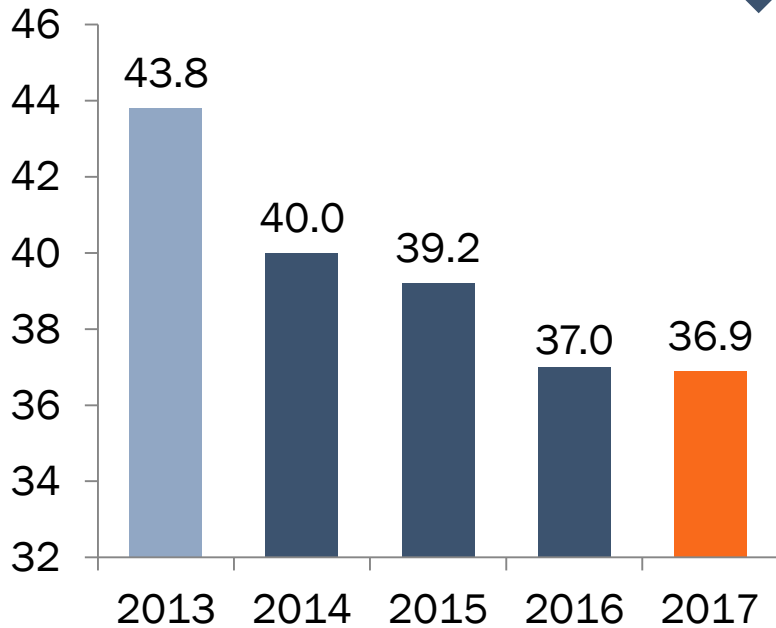


# Number of Customer Complaints

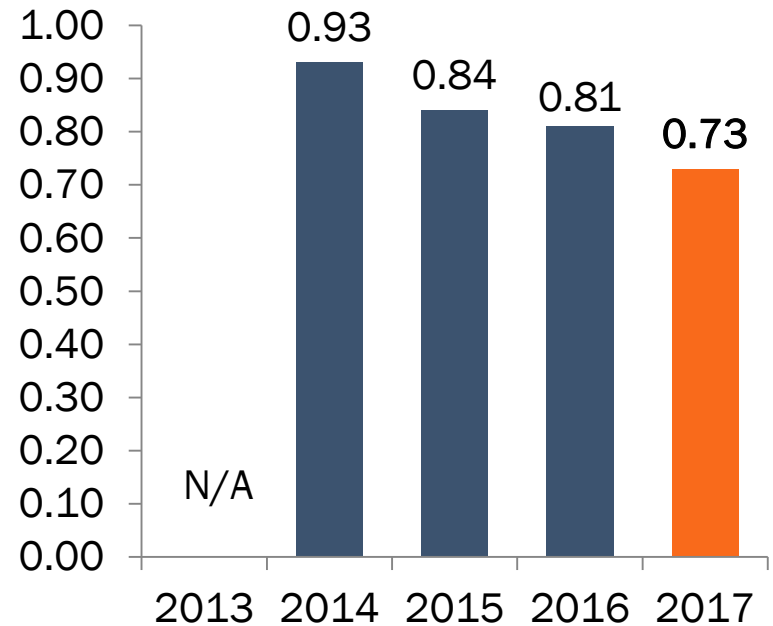


# Days Sales Outstanding & Net Write-Offs

## Days Sales Outstanding (# of Days)



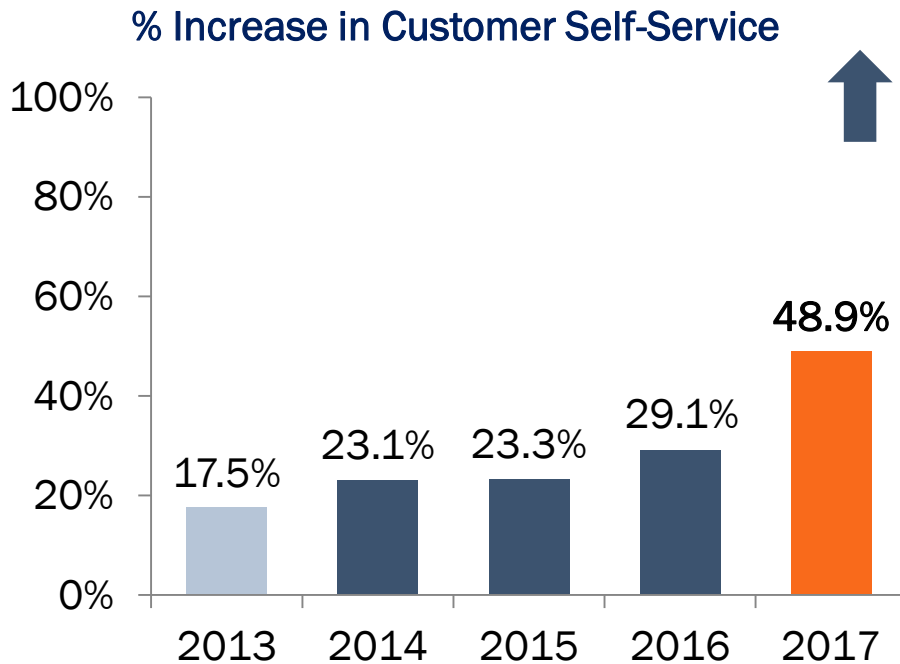
## Net Write-Offs (\$/Billed Rev)



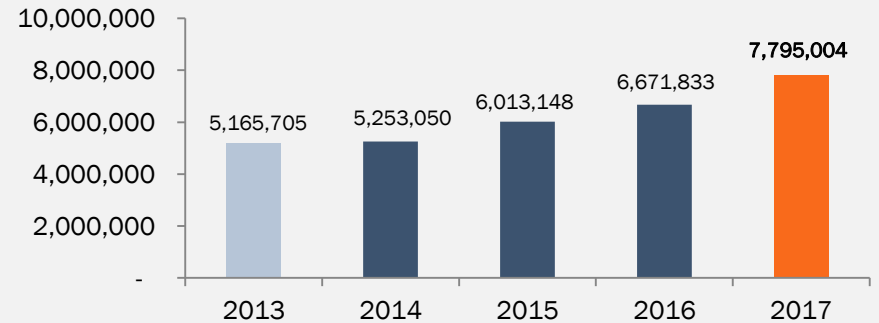
\*Results reflect write-off procedural changes and 2017 metric target methodology change. Prior year results reflect new target calculation.

# Customer Self-Service

- (1) # Customers on Paperless Billing
- (2) # Customers Performing On-Line Home Energy Efficiency Audit
- (3) # Customers Paying Electronically
- (4) # Customers Enrolled in Electronic Notifications

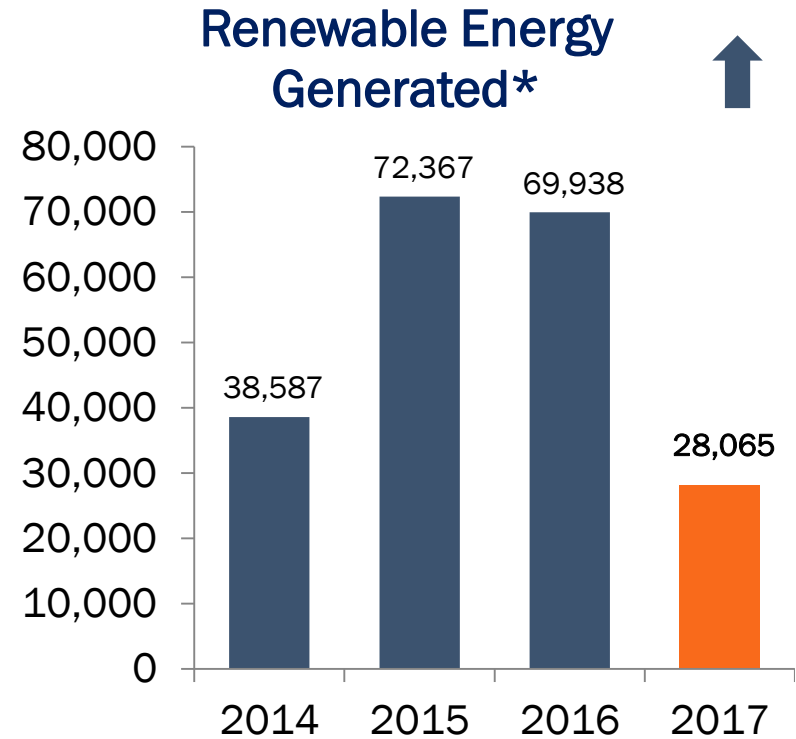
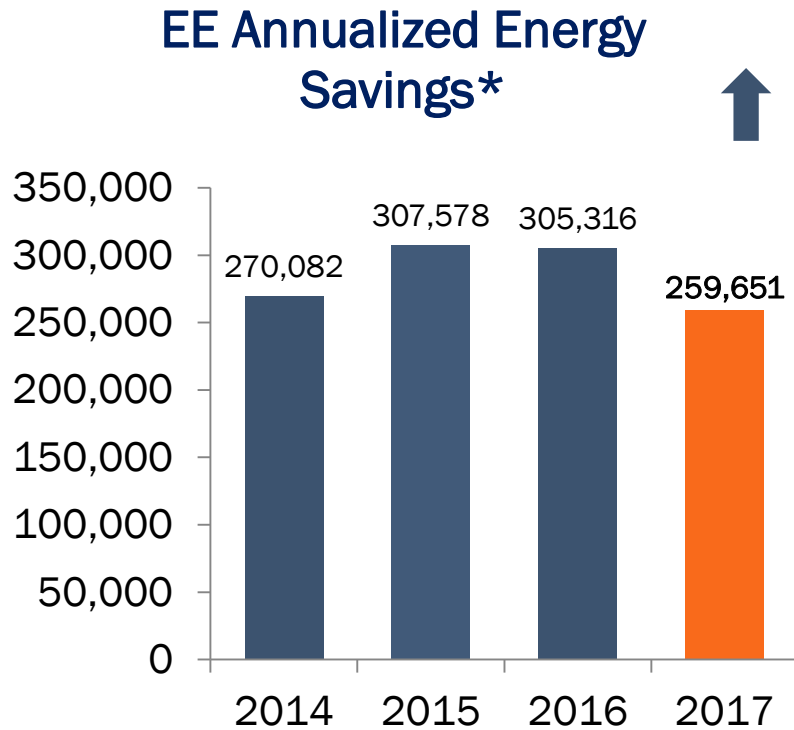


**Customer Self Service Transactions**



Transaction Type	2013	2014	2015	2016	2017
Electronic Payments	5,011,437	5,054,383	5,797,524	6,204,227	6,582,908
Energy efficiency audit on web	11,478	33,004	25,997	22,241	34,767
Enrollment in Electronic Notifications	52,713	59,716	72,467	283,583	964,357
Paperless Billing Enrollment	90,077	105,947	117,160	161,782	212,972
<b>Grand Total</b>	<b>5,165,705</b>	<b>5,253,050</b>	<b>6,013,148</b>	<b>6,671,833</b>	<b>7,795,004</b>

# EE Annualized Energy Savings & RE Generated



\*Targets are based on LIPA-approved plan and programs in conjunction with NYSERDA funding.

# Community Partnership

## January 2017 - December 2017 Community Partnership Program Achievements



COMMITTED TO THE COMMUNITIES WE SERVE!



# Community Partnership – Big 3 Events



## March of Dimes

- In May 2017, PSEG Long Island was the...
  - #1 Fundraiser
  - 1 Participant - more than 900 employees/family/friends



## Marcum Corporate Challenge

- In July 2017, PSEG Long Island was the...
  - #1 Fundraiser
  - #1 Participant - more than 940 employees/family/friends



## ACS: Making Strides Against Breast Cancer

- In October 2017, PSEG Long Island was...
  - #1 Participant - 700 employees/family/friends

# 2018 Update

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*"To build an industry leading electric service company that places safety first, in all we do, providing our customers across Long Island and the Rockaways with:*

- *Excellent customer service*
- *Best in class electric reliability and storm response*
- *Opportunities for energy efficiency and renewables*
- *Local, caring, and committed employees, dedicated to giving back to their communities."*