

Report to the Board of Trustees

December 19, 2017

PSEG Long Island Operating Report

PSEG Long Island OSA 2017 Balanced Scorecard

			November YTD				Month of November		
			OSA YE Target	OSA YTD Target	YTD Result	OSA Forecast	OSA Month Target	Month Result	Month Status
Operations Services Agreement Metrics									
People	OSHA Recordable Incidence Rate	L	2.05	2.05	0.78	↑	2.05	0.00	+
	OSHA Days Away Rate (Severity)	L	33.82	33.82	15.09	↑	33.82	12.10	+
Safe, Reliable	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%	94.3%	↑	88.0%	94.7%	+
	After Call Survey (Business)	H	85.0%	85.0%	93.9%	↑	85.0%	93.0%	+
	Personal Contact Survey	H	90.0%	90.0%	95.8%	↑	90.0%	95.7%	+
	Average Speed of Answer	L	39	39	20	↑	39	11	+
	Abandonment Rate	L	2.6%	2.6%	0.9%	↑	2.6%	0.5%	+
	SAIFI	L	0.92	0.85	0.91	↓	0.08	0.07	+
	CAIDI	L	85	85	69	↑	85	68	+
	SAIDI	L	75.0	70.0	62.6	↑	6.3	4.5	+
	Interconnection Cycle Time %	H	93.3%	93.3%	99.0%	↑	93.3%	99.3%	+
	% AMI-measured Energy	H	33.8%	33.0%	36.1%	↑	0.8%	0.8%	-
	Long Term Estimates	L	2,190	2,208	1,842	↑	N/A	N/A	N/A
	Purchased Power Invoicing	H	90.0%	90.0%	99.6%	↑	90.0%	100.0%	+
	Customer Complaint Rate	L	9.2	9.2	4.9	↑	9.2	4.2	+
Economic	Operating Budget (\$M)	L	567.9	519.2	497.7	↑	48.4	36.1	+
	Capital Budget (\$M)	L	490.7	437.0	416.2	↑	40.7	40.4	+
	Days Sales Outstanding	L	37.2	37.2	36.9	↑	37.2	37.9	-
	Net Write-Offs per \$100 Billed Revenue	L	0.91	0.91	0.70	↑	0.91	1.32	-
Green	Customer Self-Service	H	31.6%	30.9%	35.9%	↑	N/A	N/A	N/A
	Energy Efficiency Annualized Energy Savings	H	243,000	227,731	238,217	↑	15,833	24,279	+
	Renewable Energy Generated	H	15,000	14,435	26,031	↑	565	909	+

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

November Scorecard Update

- PSEG Long Island is currently meeting 23 of 24 OSA targets YTD

Safety

- The OSHA Incidence Rate metric continues to be top decile
- The OSHA Days Away Rate metric is better than target

Reliability

- SAIFI results through November are worse than target YTD
 - Compared to 2016 YE it is trending 12% better

Customer Satisfaction

- JD Power Residential survey 2017
 - The overall score for the 2017 survey is 662, as measured against the 2017 OSA target of 640 or 15th rank.
 - 2018 Wave 1 results continue to increase.
- JD Power Business survey 2017 syndicated results released
 - The overall score for the 2017 survey is 710, as measured against the 2017 OSA target of 699 or 10th rank.
 - 2017 Wave 2 results were 714. This is an 8 point improvement over the Wave 1 results of 706.
 - This is a 21 point improvement over the 2016 syndicated result of 689.