



Community Advisory Board

Chris Hahn, Vice President of External Affairs

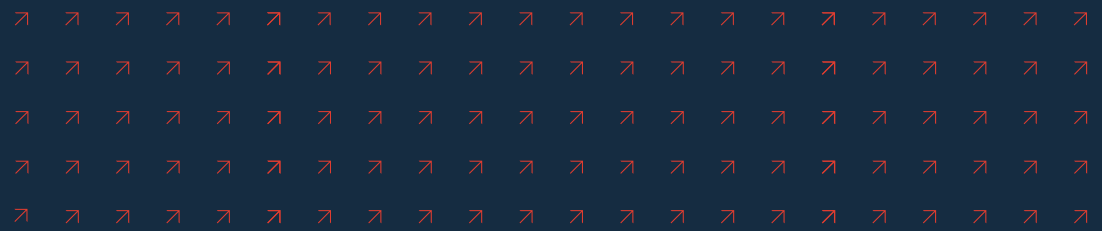
Michael Sullivan, Vice President Transmission & Distribution

Larry Torres, Senior Director of Emergency Preparedness



➤ Agenda

- Our Mission
- Celebrating 10 Years of Service
- Nation Leading Reliability
- Excellence in Customer Satisfaction
- Clean Energy & Energy Efficiency
- Safety
- Community Involvement
- Summer Storm Preparation



Our *Mission*

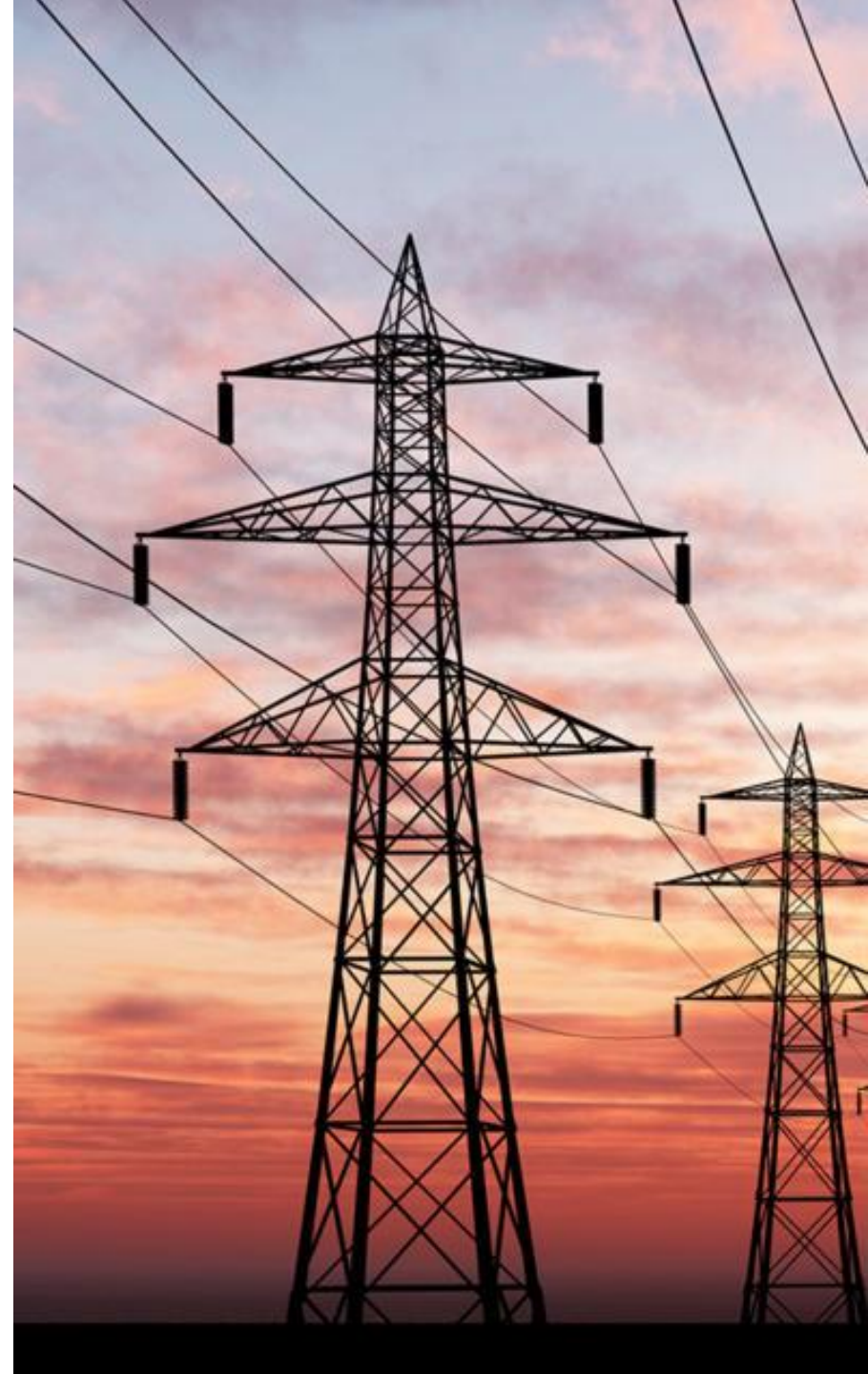
At PSEG Long Island, our mission is to build an industry leading electric service company that places safety first, in all we do, providing our customers across Long Island and the Rockaways with:

Excellent
customer service

Opportunities for **energy efficiency** and **renewables**.

Best in class
electric reliability
and storm response.

Local committed employees,
dedicated to giving back to
their communities.



Celebrating 10 Years of *Service*

➤ PSEG Long Island is celebrating 10 Years of Service on Long Island and the Rockaways. Within that time, PSEG Long Island has become the leader of overhead electric providers in New York State in both reliability and customer satisfaction.



Nation-Leading *Reliability*

- PSEG Long Island's reliability is among the top 10% of electric providers in the nation and #1 overhead electric provider in New York State
- Since 2015, PSEG Long Island has achieved a

46% Decrease in
Duration of Outages

56% Decrease in
Momentary Interruptions

29% Decrease in
Frequency of Outages

66% Decrease in
Customers Experiencing
≥4 Sustained Outages
Annually



Excellence in *Customer Satisfaction*

- PSEG Long Island is the #1 overhead electric provider in New York State within all segments of the J.D. Power Electric Utility Residential Customer Satisfaction Survey (2023).
- Since taking over operation of the grid, we are the most improved electric provider in the nation in both Residential and Business within the J.D. Power survey.

J.D. Power - Most Improved Electric Brands - 2014 - 2023



31.5%

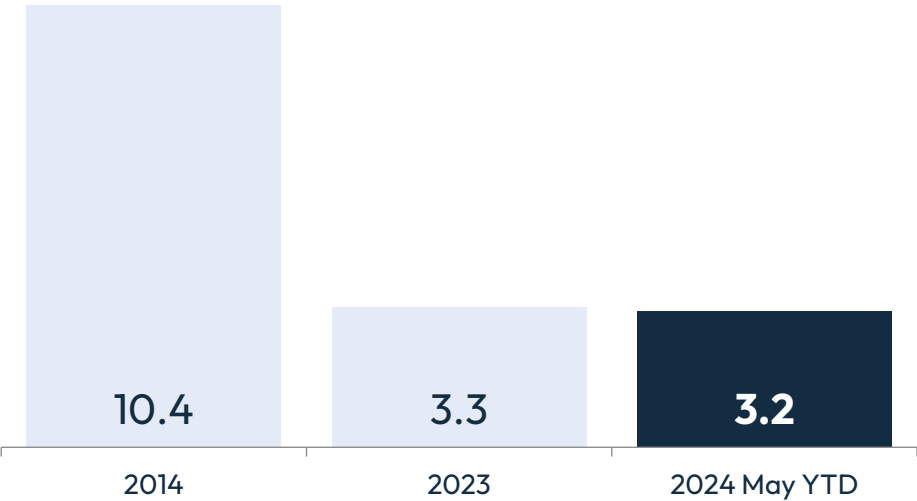
Increase in J.D. Power scores since 2014. When we took over, PSEG Long Island was last in the East Large segment (532 vs. 702).



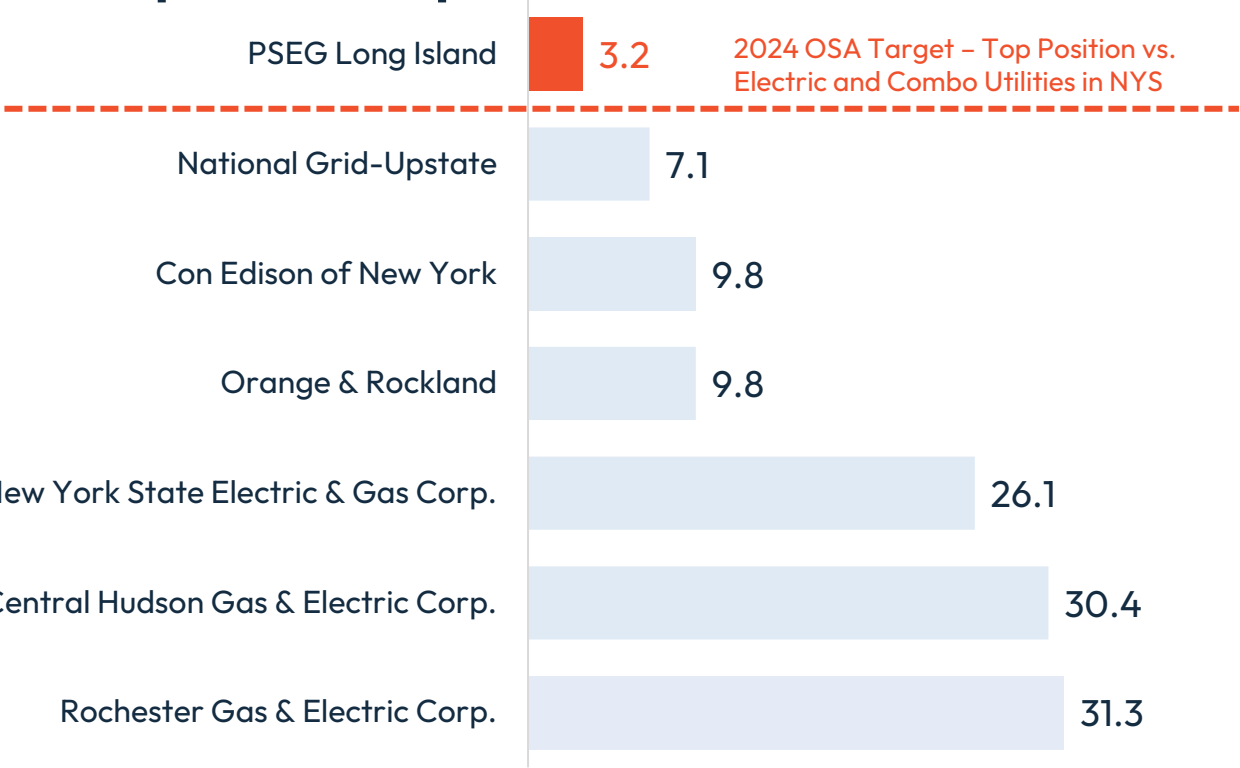
Excellence in *Customer Satisfaction*

➤ PSEG Long Island has the lowest DPS Complaint rate of any electric provider in New York State.

Customer Complaint Rate



Rolling 12 Month DPS Complaint Rate per 100,000 Customers



Leader in *Energy Efficiency*

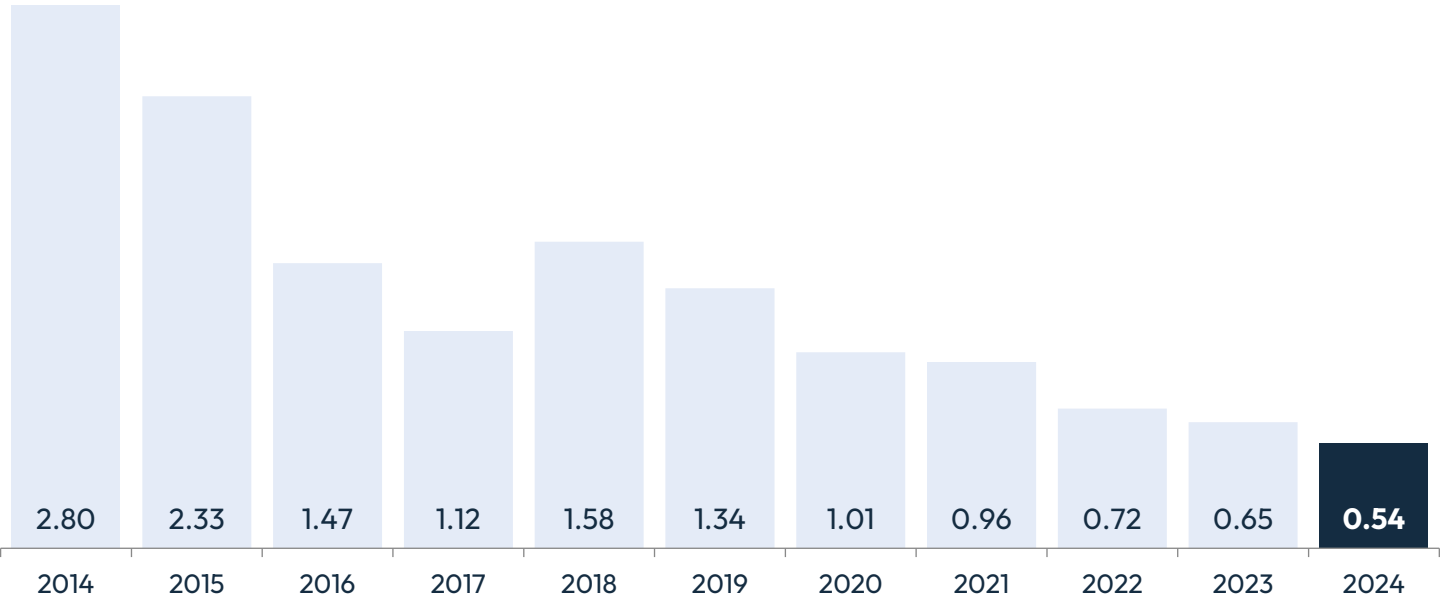
- PSEG Long Island represents 40% of all solar projects in New York State, making it the most thriving residential solar market powering over 80,000 homes.
- Leader of residential battery storage installation in the state, accounting for 45% of retail and bulk energy storage projects.
- Installed over 1 million smart meters covering 99% of customers, to promote energy conservation and cost savings through informed usage



Delivering Reliable Power *Safely*

- PSEG Long Island is committed to the safety of our employees and customers.
- Our protocols have improved the safety of our employees by **over 80%**

OSHA Recordable Incident Rate



Power to Feed Long Island

- Many of our neighbors continue to face food insecurity — particularly during summer when donations to food banks decrease and daily meals stop for thousands of children who depend on them.
- For the fourth year, PSEG Long Island is partnering with Island Harvest and Stop & Shop as part of our Power to Feed campaign.
- From May through September, collection drives will be set up across Long Island, where you can donate non-perishable food and essential care items

Together, we're collecting...



Healthy Food



Non-Perishable Goods



Household Items



Toiletries



Baby Essentials



Pet Supplies



ISLAND HARVEST
MEMBER OF FEEDING AMERICA
Nourishing Long Island's Future



Please stop by any of the locations below between 9AM - 4PM.

- 05/24: Stop & Shop — 702 Hicksville Rd., Massapequa
- 06/08: Stop & Shop — 3126 Jericho Tpk., East Northport
- 06/21: Stop & Shop, 3750 Hempstead Tpk., Levittown
- 07/12: Stop & Shop, 260 Pond Path, South Setauket
- 07/26: Stop & Shop, 95 Old Country Rd., Carle Place
- 08/16: Stop & Shop, 3577 Long Beach Rd, Oceanside
- 09/13: Stop & Shop, 365 Route 109, West Babylon

Power to Feed Long Island has collected more than 100,000 meals for local families

Marcum Workplace Challenge



- The Marcum Workplace Challenge is an annual 3.5 mile run-walk for charity and Long Island’s largest office picnic. Held at Jones Beach State Park, the event is an annual summer highlight for the Long Island business community.
- The 2024 event is scheduled for **Tuesday July 30, 2024**
- Last year, **more than 500 PSEG Long Island employees** and their families registered for the event.
- In 2023, PSEG Long Island had the most registered participants and earned the first place “Participation Award” for the most employees from a corporation as well as the “Beneficiary Fund Challenge Award” for raising the most money on top of registration fees – **more than \$26,000 total.**





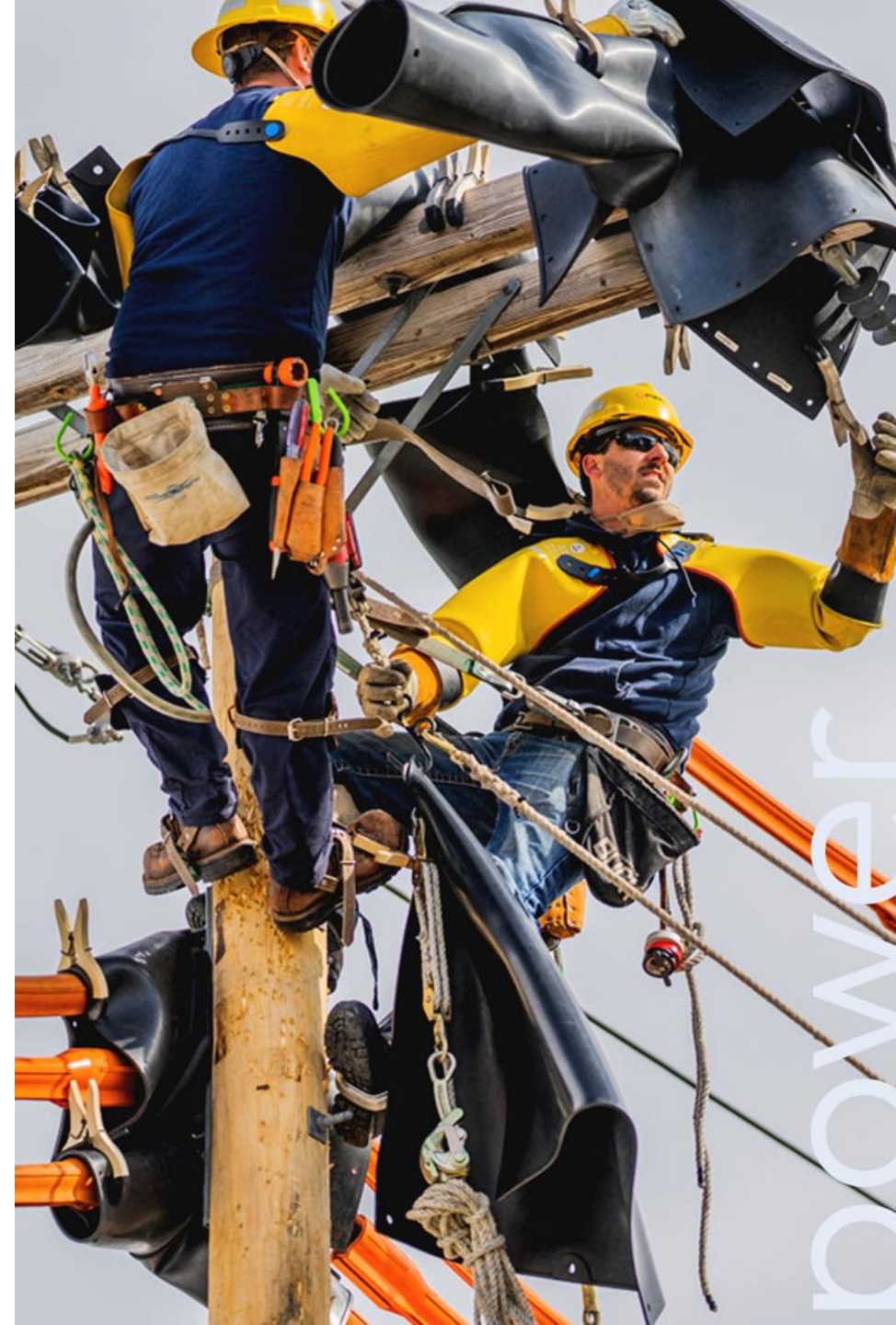
Summer Storm Preparation

Michael Sullivan, Vice President of Electric Operations

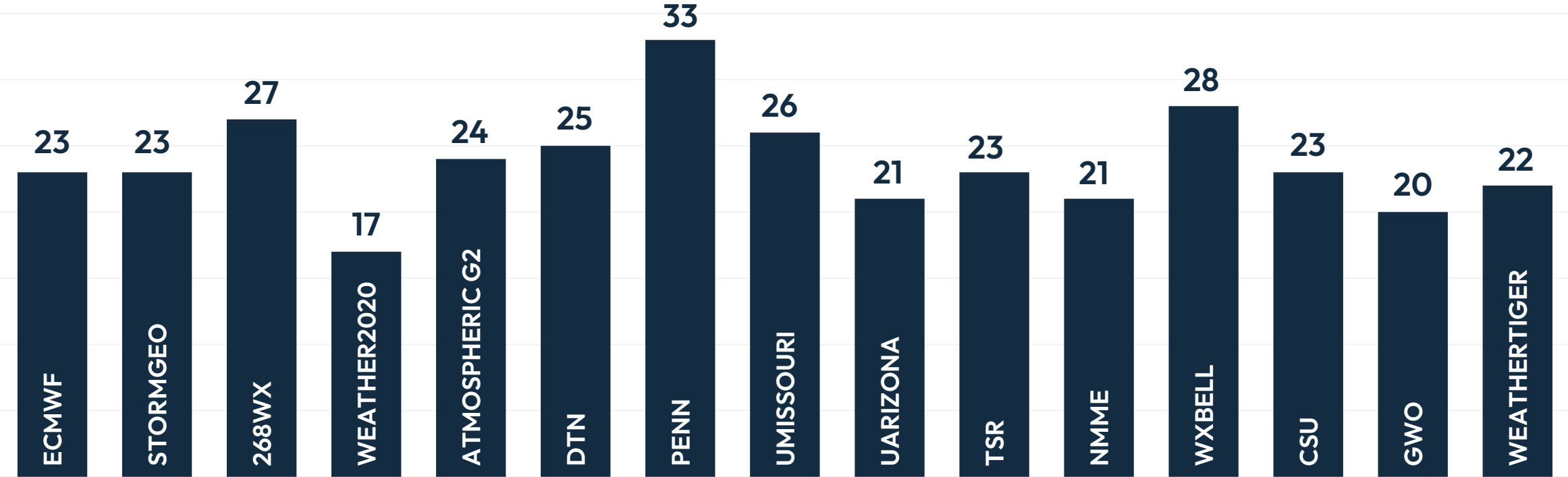
Larry Torres, Senior Director of Emergency Preparedness

Storm *Ready*

- PSEG Long Island is prepared when the next storm comes. In the last decade, we have encountered 163 significant weather events, 53 of which were categorized as major storms upon reaching Long Island.
- Over the last decade, PSEG Long Island has upgraded and strengthened 45% of overhead mainline and 15% of overhead branchline mileage through storm hardening.



2024 Hurricane Season Forecast



	NOAA	CSU	Average
Named Storms	17-25	23	14
Hurricanes	8-13	11	7
Category 3+	4-7	5	3

2024 Major Exercises

Date	Exercise
March 18	Flood Process Overview
May 16	Loss of SCADA Exercise
May 20 & 21	Restoration Contingency Functional Exercise – Loss of Critical Systems
June 20	Annual Hurricane Tabletop Exercise
July 24	Operations Functional Exercise



Summer Prep Checklist

- Inspect 1,603 capacitor banks and make repairs by June 30
- Trim 100% of 2024 transmission circuit mileage plan
- Trim 50% of 2024 distribution circuit mileage plan
- Continue Storm Hardening and Reliability Programs
- Perform thermographic analysis of critical substation facilities
- Install and commission 57 new smart switches
- Patrol and repair of critical items on 124 circuits over 160 miles of mainline
- Patrol and repair of substandard conditions on 206 poor performing branch taps
- System upgrades to 25 pockets of poor performance
- Commissioning of 75 Automatic Circuit Reclosers
- Complete pre-summer substation equipment maintenance as required



Summer Prep Capital Projects

Major Projects completed or expected to be complete for Summer 2024:

↗ Transmission System Installations & Upgrades

- Arverne to Rockaway Beach New 33 kV Underground Circuit
- South Fork – Complete 23 kV to 33 kV Transmission Line Conversion
- Hewlett Area Transmission Reconfiguration
- 345 & 138kV Corrugated Shield Cable Joint Reinforcement Program

↗ Substation Installations & Upgrades

- Buell, Amagansett, Navy Rd, East Hampton – 23kV to 33kV Conversion
- Elwood, East Garden City and West Hempstead - Switchgear Replacements
- Brooklyn Avenue substation - New substation, two new 33 MVA 69/13kV banks and switchgear
- Bridgehampton substation - Install one 33 MVA 69/13kV bank and switchgear

↗ Distribution System Installations & Upgrades

- Elwood, Bridgehampton, Brooklyn Ave – New feeder installations
- Eaton's Neck - Feeder reconfiguration
- Arverne, Lake Success – Feeder reinforcements
- Park Place - Feeder extension



Electric Operations Key Mitigation Actions

- Added Details and refinement to Circuit Sweep Process which is a critical component and change to storm process
- Increased number of FEMA Compliant Storm Contracts from 5 to 9
- Continuation of Storm Hardening & Reliability Programs
 - Installation of Branch Line Reclosers
- Right of First Refusal Agreements
- Established an Overnight Damage Assessment Organization
- Train, exercise and operationalize Damage Assessment Application
- Resource Acquisition Project





Thank
you