



Proposed 2025 Performance Metrics

November 13, 2024



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November 4, 2024

Via E-mail and U.S. Mail

Honorable Tracey Edwards, Chairwoman
Board of Trustees
Long Island Power Authority
333 Earle Ovington Blvd.
Uniondale, New York 11553
boardoftrustees@lipower.org

Re: Matter No. 24-02176: Recommendations Regarding LIPA's Proposed 2025 Final Performance Metrics

Dear Chairwoman Edwards:

I am pleased to provide the recommendations of the New York State Department of Public Service (Department, DPS, or DPS Staff) regarding the Long Island Power Authority's (LIPA's) Final 2025 Performance Metrics proposal (LIPA Final Proposal) for PSEG Long Island (PSEG LI or the Company).¹ Pursuant to the requirements of the Second Amended and Restated Operating Services Agreement (the New OSA) between LIPA and PSEG LI, LIPA proposed fifty-two (52) metrics covering all scope functions: 1) Transmission and Distribution (T&D); 2) Power Supply & Clean Energy Programs (PS&CE); 3) Business Services (BS); 4) Customer Services (CS); and 5) Information Technology (IT).² These recommendations constitute the DPS Recommended Metrics pursuant to Appendix 4.3(C) of the New OSA.

Under the terms of the New OSA, LIPA and PSEG LI are required to conduct an annual metrics review process.³ As part of this process, LIPA sends an initial metrics proposal to PSEG LI for its review and comment. Then, PSEG LI may provide comments on this initial proposal to LIPA and DPS, which LIPA must consider in good faith.⁴ After reviewing PSEG LI's comments, LIPA submits a Final Proposal to DPS for its review and recommendation, as well as to PSEG LI for further comment concerning the Final Proposal. Finally, the Department considers the Final Proposal, along with

¹ LIPA 2025 Proposed Performance Metrics for DPS Review and Recommendation (filed October 4, 2024).

² Second Amended and Restated Operations and Services Agreement Between the Long Island Power Authority and PSEG Long Island, LLC, Appendix 4.3(C)(I)(B) (in effect April 1, 2022) (New OSA).

³ New OSA, Appendix 4.3(C)(I)(B).

⁴ Id.

PSEG LI's comments, and submits its recommendation to the LIPA Board of Trustees (LIPA Board or the Board) for adoption.

Staff has reviewed LIPA's Final Proposal and recommends adoption of all 52 metrics as proposed by LIPA, without modification. The attached DPS Staff Memorandum outlines the process undertaken and details the Department's recommendations for adoption of the 52 metrics recommended for approval. The DPS Staff Memorandum outlines each metric where PSEG LI and LIPA disagreed and provides a corresponding explanation for DPS Staff's recommendation.

These 52 metrics encompassing all five scope functions, T&D, PS&CE, CS, BS, IT, and critical operation services such as reliability, vegetation management, and safety, will aid in ensuring that PSEG LI maintains and enhances its performance on behalf of customers. Specifically, these metrics will help PSEG LI improve its performance by reducing the amount of time that customers experience outages, decreasing serious injuries to employees, and increasing the efficiency of its vegetation management work.

Staff also recommends adoption of several metrics that pertain to PSEG LI's targets to achieve compliance with the goals of the Climate Leadership and Community Protection Act (CLCPA). These metrics contain deliverables to achieve set Energy Efficiency savings, incentivize residential customers to install heat pumps, promote electric vehicle adoption on Long Island, and realize investments in disadvantaged communities. Additionally, Staff recommends adoption of metrics that will directly target improvements in areas that impact customers' experience and will require PSEG LI to increase the efficiency for live agent customer calls and achieve a low customer complaint rate. Staff also recommends the adoption of metrics that will require PSEG LI to improve its cybersecurity readiness.

The proposed metrics adhere to the performance metric criteria contained in the New OSA.⁵ These criteria state that metrics must be reasonably achievable and objectively verifiable. Further, the achievement of these metrics should not be based on LIPA's subjective judgment. DPS stresses that it is critically important in creating metrics that their reasonableness and objectively verifiable nature be considered. Also, the metrics should be clearly defined to ensure that there is no confusion concerning what is required to achieve the goals of each metric. Finally, metrics should align with the policies, goals, and strategies outlined by New York State, and by the LIPA Board.

⁵ New OSA, Appendix 4.3(C)(I)(D).

The DPS Recommended Metrics are intended to ensure that PSEG LI provides Long Island residents with improved service across all five scope functions, with particular focus on service reliability, customer satisfaction, and progress towards reaching the goals of the CLCPA. These metrics adequately incentivize PSEG LI to achieve the level and quality of service expected of a utility in New York State. As such, DPS recommends that the LIPA Board adopt the DPS Recommended Metrics as discussed in the attached DPS Staff Memorandum.

Respectfully Submitted,



Rory M. Christian
Chief Executive Officer

ATTACHMENT

CC: John Rhodes, LIPA Acting Chief Executive Officer
Bobbi O'Connor, LIPA General Counsel & Secretary to the Board of Trustees
Dave Lyons, PSEG LI Interim President and Chief Operating Officer
Andrea Elder-Howell, PSEG LI Vice President Legal Services
Carrie Meek Gallagher, DPS LI Director
Nicholas Forst, DPS LI Deputy Director
Peter Hilerio, DPS LI Counsel

2025 Performance Metrics

T&D-01: Asset Management Program Implementation – Asset Inventory

Board Policy: Asset Management	Board PIPs: AM-1: Asset Management Framework, AM-2: Asset Management Inventory
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Peter Mladinich
PSEGLI Exec. Sponsor: Michael Sullivan	PSEGLI Proj. Mgr: Joseph Cicalo, Robert Bradley, Wayne Baldassare
PSEGLI Director: John Mccumiskey	DPS Contact: Sean Walters
Allocated Compensation (2021 Dollars): \$850,000	

OBJECTIVE

To implement an effective Enterprise Asset Management (EAM) Program consistent with both the ISO 55000 principles and the Asset Management Recommendations adopted by the LIPA Board of Trustees (AM-1 and AM-2).

TARGETS AND CALCULATIONS

PSEG Long Island to provide LIPA with quarterly updates on the data collection effort. LIPA to verify via an audit, the field survey completion and GIS record accuracy of the Outside Plant (OSP) T&D assets in 2025.

For 100% of the allocated incentive compensation, PSEG Long Island is to have collected 100% of the total OSP T&D assets and successfully field verified and updated in EGIS by December 31, 2025, with at least 98.0% accuracy.

100% of all deliverables delivered by the specified date in the deliverables section.

Reports shall be in a LIPA-approved format and shall be reviewed in a meeting between LIPA, PSEG Long Island, and DPS.

“LIPA-approved format”, where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

EXCLUSIONS

Schedule relief may be granted for delays

- i. directed or requested by LIPA or
- ii. situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

DELIVERABLES

Deliverable Name	Target Due Date
Submit 1st Quarter status report of Asset Inventory collected and uploaded to EGIS by April 15, 2025	2025-04-15
Submit 2nd Quarter status report of Asset Inventory collected and uploaded to EGIS by July 15, 2025	2025-07-15
Submit 3rd Quarter status report of Asset Inventory collected and uploaded to EGIS by October 15, 2025	2025-10-15

2025 Performance Metrics

T&D-01: Asset Management Program Implementation – Asset Inventory

Capture the desired asset attributes for each asset class as established in Recommendation No. AM-2. QA/QC the new asset data, and timely update validated asset information in EGIS.	2025-12-13
Submit 4th Quarter status report of Asset Inventory collected and uploaded to EGIS by December 31, 2025	2025-12-31

2025 Performance Metrics

T&D-06: Primary Transmission Control Center (PTCC) Replacement

Board Policy: Transmission & Distribution Operations	Board PIPs: RE-02: PTCC and ATCC Strategy
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	PSEGLI Proj. Mgr: Christopher Pezzino
PSEGLI Director: Paul Simmons	DPS Contact: Qin Shi
Allocated Compensation (2021 Dollars): \$500,000	

OBJECTIVE

Execute the project implementation plan containing the key milestones for the construction of the Primary Transmission Control Center (PTCC).

TARGETS AND CALCULATIONS

Execute all identified and mutually agreed upon 2025 deliverables from the multi-year PTCC PIP approved in 2023, as amended by the Parties per the latest project schedule on or before their respective timeframes. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

Parties agree to refine the 2025 deliverables and target due dates by January 15, 2025, to reflect the current up-to-date overall project schedule at the close of 2024.

All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be reasonably coherent, error free, well structured, consistent with all deliverable requirements, and aligned with achieving the metric objectives.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA-approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

EXCLUSIONS

Schedule relief may be granted for delays
i) directed or requested by LIPA or

2025 Performance Metrics

T&D-06: Primary Transmission Control Center (PTCC) Replacement

ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

DELIVERABLES

Deliverable Name	Target Due Date
PTCC Video Wall Display System in Service	QTR 1
Information Technology (IT) / Operational Technology (OT) Transition & Implementation Plan - update with additional detail & scope	QTR 2
Commissioning Agent Contract Award	QTR 3
Detailed Design Documents Phase 1 & 2	QTR 3
Design Estimate & P6 Schedule	QTR 3
Construction Design Documents Phase 1	QTR 4
Construction Commencement	QTR 4

2025 Performance Metrics

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

Board Policy: Transmission & Distribution Operations	Board PIPs: n/a
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	PSEGLI Proj. Mgr: Wayne Baldassare
PSEGLI Director: John Mccumiskey	DPS Contact: Justin Koebele, Qin Shi
Allocated Compensation (2021 Dollars): \$525,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
59	54.7	59	56	57.5	56.3	56.5

OBJECTIVE

Continuous improvement of SAIDI (System Average Interruption Duration Index) reflecting ongoing significant investments to programs and projects that will improve T&D system performance.

TARGETS AND CALCULATIONS

Total duration of sustained interruption (>= 5 minutes) for the average customer during each Contract Year, computed in accordance with IEEE Standard 1366, Section 4.2.2.

SAIDI = $\sum (r_i * N_i) / NT$ – (measured in minutes); where:

Σ = Summation function

r_i = Restoration time, minutes

N_i = Total number of customers interrupted five (5) minutes or more

NT = Total number of customers served (fixed at beginning of the Contract Year)

Target:

1. For 100% of the allocated incentive compensation, achieve a SAIDI of <= 56.5 minutes
2. For 75% of the allocated incentive compensation, achieve a SAIDI of <=PSEG LI’s 3-year performance average (2022-2024 actuals)
3. For 50% the allocated incentive compensation, achieve a SAIDI of <= PSEG LI’s 5-year performance average (2020-2024 actuals)

Rounding protocols using two significant digits will be implemented for target measurement purposes.

2025 Performance Metrics

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

EXCLUSIONS

Excludes only Major Storms as defined by NY Department of Public Service and NYCRR 97.1.

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: <ol style="list-style-type: none">1. Monthly Scorecard Reporting Requirement for SAIDI2. Any additional supporting documentation as required	Monthly

2025 Performance Metrics

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

Board Policy: Transmission & Distribution Operations	Board PIPs: n/a
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	PSEGLI Proj. Mgr: Wayne Baldassare
PSEGLI Director: John Mccumiskey	DPS Contact: Justin Koebele, Qin Shi
Allocated Compensation (2021 Dollars): \$425,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
0.76	0.68	0.76	0.68	0.7	0.69	0.67

OBJECTIVE

Continuous improvement of SAIFI (System Average Interruption Frequency Index) reflecting ongoing significant investments to programs and projects that will improve T&D system performance.

TARGETS AND CALCULATIONS

Frequency of sustained interruption (≥ 5 minutes) within a Contract Year, computed in accordance with IEEE Standard 1366, Section 4.2.1.

$SAIFI = \Sigma(N_i) / NT$; where:

Σ = Summation function

N_i = Total number of customers interrupted 5 minutes or more

NT = Total number of customers served (fixed at beginning of the Contract Year)

Target:

1. For 100% of the allocated incentive compensation, achieve a SAIFI of ≤ 0.68
2. For 75% of the allocated incentive compensation, achieve a SAIFI of \leq PSEG LI's 3-year performance average (2022-2024 actuals)
3. For 50% the allocated incentive compensation, achieve a SAIFI of \leq PSEG LI's 5-year performance average (2020-2024 actuals)

Rounding protocols using two significant digits will be implemented for target measurement purposes.

2025 Performance Metrics

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

EXCLUSIONS

Excludes only Major Storms as defined by NY Department of Public Service and NYCRR 97.1.

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for SAIFI 2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

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

Board Policy: Transmission & Distribution Operations	Board PIPs: n/a
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	PSEGLI Proj. Mgr: Wayne Baldassare
PSEGLI Director: John Mccumiskey	DPS Contact: Justin Koebele, Qin Shi
Allocated Compensation (2021 Dollars): \$350,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
2.56	1.78	1.89	1.67	1.7	1.45	1.5

OBJECTIVE

Continuous improvement of MAIFI (Momentary Average Interruption Frequency Index) reflecting ongoing significant investments to programs and projects that will improve T&D system performance.

TARGETS AND CALCULATIONS

Frequency of momentary interruptions (less than 5 minutes) within a Contract Year, computed in accordance with IEEE Standard 1366, Section 4.2.1.

MAIFI = $\Sigma(N_i) / NT$; where:

Σ = Summation function

N_i = Total number of customers interrupted less than five (5) minutes

NT = Total number of customers served (fixed at beginning of the Contract Year)

Target:

1. For 50% of the allocated incentive compensation, achieve a MAIFI of \leq the PSEG Long Island 5-year average (based on 2020-2024 actuals)
2. For 75% of the allocated compensation, achieve a MAIFI of \leq the midpoint performance between the 50% and 100% levels
3. For 100% of the allocated incentive compensation, achieve a MAIFI of \leq the average of PSEG Long Island's three best individual performance years over the 5-year period of 2020-2024

Rounding protocols using two significant digits will be implemented for target measurement purposes.

All metric targets are based on the anticipation that all 2025 reliability-based program spending will be aligned with 2024 approved budgets. If budgets are reduced, targets will be revisited.

2025 Performance Metrics

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

EXCLUSIONS

Excludes only Major Storms as defined by the NY Department of Public Service and NYCRR 97.1.

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for MAIFI 2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

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

Board Policy: Transmission & Distribution Operations	Board PIPs: n/a
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	PSEGLI Proj. Mgr: Wayne Baldassare
PSEGLI Director: John Mccumiskey	DPS Contact: Justin Koebele, Qin Shi
Allocated Compensation (2021 Dollars): \$350,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
				21000	23730	100%

OBJECTIVE

Improve performance for customers with the worst interruption experience, as measured by Sustained Multiple Customer Outages (“S-MCO” or “S-MCOs”), by continuing to improve overall system performance.

TARGETS AND CALCULATIONS

Provide a level of reliability for each customer that is within a reasonable variance from the system average conditions.

The metric measures the number of customers that have experienced the following levels of S-MCOs (outages greater than or equal to 5 minutes in duration) over a rolling 12-month period, as of December 31, 2025:

- A) A level of ≥ 6 S-MCOs
- B) A level of ≥ 8 S-MCOs
- C) A level of ≥ 10 S-MCOs
- D) A level of ≥ 12 S-MCOs

The S-MCO metric is stated in number of customers and computed in accordance with IEEE Standard 1366, Section 4.2.1.

Targets: Achieve an S-MCO performance, as of December 31, 2025:

- A) Equal to $\leq 2,275$ of customers with ≥ 6 S-MCOs
- B) Equal to ≤ 350 of customers with ≥ 8 S-MCOs
- C) Equal to ≤ 25 of customers with ≥ 10 S-MCOs
- D) Equal to 0 customers with ≥ 12 S-MCOs

- Successfully achieving 1 of the 4 criteria = 25% of the allocated incentive compensation
- Successfully achieving 2 of the 4 criteria = 50% of the allocated incentive compensation
- Successfully achieving 3 of the 4 criteria = 75% of the allocated incentive compensation

2025 Performance Metrics

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

- Successfully achieving 4 of the 4 criteria = 100% of the allocated incentive compensation

An alternate path to achieving 100% of the allocated incentive compensation can be accomplished if BOTH of the following conditions are met, as of December 31, 2025:

1. Successfully achieving a level of $\leq 2,000$ of customers with ≥ 6 S-MCOs identified in targets; and
2. Successfully achieving a level of 0 customers with ≥ 10 S-MCOs.

All metric targets based on anticipation that all 2025 reliability-based program spends are aligned with 2024 approved budgets. If budgets are reduced targets will be revisited.

EXCLUSIONS

Major Storms as defined by NY Department of Public Service and NYCRR 97.1.

Exclusion for planned intentional interruptions taken to affect improvements to system associated with these customers to improve reliability.

Outages shall be counted at an incident level due to forced outage restoration multistep recording as with predominantly underground areas.

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for S-MCOs 2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

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

Board Policy: Transmission & Distribution Operations	Board PIPs: n/a
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	PSEGLI Proj. Mgr: Wayne Baldassare
PSEGLI Director: John Mccumiskey	DPS Contact: Justin Koebele, Qin Shi
Allocated Compensation (2021 Dollars): \$350,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
	73677	92500	72198	76300	50502	54000

OBJECTIVE

Improve performance for customers with the worst interruption experience, as measured by Momentary Multiple Customer Outages (“M-MCO” or “M-MCOs”), by continuing to improve overall system performance.

TARGETS AND CALCULATIONS

Provide a level of reliability for each customer that is within a reasonable variance from the system average conditions.

The metric measures the number of customers that have experienced 6 or more momentary interruptions (< 5 minutes in duration) over a rolling 12-month period.

M-MCO = Total count of customers experiencing 6 or more interruptions of < 5 minutes in the last 12 months.

The M-MCO metric is stated in number of customers.

Computed in accordance with IEEE Standard 1366, Section 4.2.1.

Target:

1. For 100% of the allocated incentive compensation, achieve an M-MCO of <= the current 2024 OSA target level of 54,000 customers
2. For 75% of the allocated compensation, achieve an M-MCO of <= the PSEG Long Island 3-year average (based on 2022-2024 actuals)
3. For 50% of the allocated compensation, achieve an M-MCO of <= 10% higher than the PSEG Long Island 3-year average (based on 2022-2024 actuals)

2025 Performance Metrics

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

Reports shall be in a LIPA-approved format and shall be reviewed in a meeting between LIPA and PSEG Long Island.

All metric targets are based on the anticipation that all 2025 reliability-based program spending will be aligned with 2024 approved budgets. If budgets are reduced, targets will be revisited.

EXCLUSIONS

Excludes only Major Storms as defined by the NY Department of Public Service and NYCRR 97.1.

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for M-MCOs (6 or More) 2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

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

Board Policy: Safety	Board PIPs: n/a
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Michael Quinn
PSEGLI Exec. Sponsor: Margaret Keane	PSEGLI Proj. Mgr: Theodore Kern
PSEGLI Director: Gregory Player	DPS Contact: Sean Walters, Umar Sultan
Allocated Compensation (2021 Dollars): \$800,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
		0.11	0.03	0	0.06	0

OBJECTIVE

To safely maintain, construct, and operate the Electric T&D system without risk of serious injuries and/or fatalities.

TARGETS AND CALCULATIONS

The prevention of fatalities and serious life-altering injuries to a contractor employee or a PSEG Long Island employee associated with the operation, construction and/or maintenance of the Long Island Electric T&D System that are within the control of the contractor/employee (i.e. PSEG Long Island employee or contractor employee) in performance of their duties and/or the employer.

Fatalities and life-altering injuries in accordance with the EEI established criteria shown in the supporting documentation.

Injuries will be reported timely, using the PSEG Long Island Incident Alert process and internal guidelines for reporting and recording safety events, no later than seven (7) days from notification to PSEG Long Island of an event as required by the OSHA recordkeeping rule.

Serious Injury Incidence Rate (SIIR) for the calendar year of the OSA Contract.

The Serious Injury Incidence Rate (SIIR) is calculated using the formula (# cases x 200,000/exposure hours), where exposure hours equal the total of PSEG Long Island employee and contractor hours worked.

Target:

A Serious Injury Incidence Rate (SIIR) of 0.00. Any qualifying life-altering serious injury or fatality that occurs to an employee or contractor working on the system would constitute an automatic failure of this metric. All incidents that meet the criteria will be reviewed with LIPA.

2025 Performance Metrics

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

EXCLUSIONS

LIPA will review qualifying incidents on a case-by-case basis and at their discretion, grant exclusions for up to two non-life-altering injuries (e.g., simple fractures and other milder injuries) that occur during the Contract Year.

This metric excludes all non-work-related events consistent with the OSHA exceptions for non-recordable cases, i.e. [https://www.osha.gov/laws-regs/interlinking/standards/1904.5\(b\)\(2\)](https://www.osha.gov/laws-regs/interlinking/standards/1904.5(b)(2)).

The following are examples of non-work-related events consistent with the OSHA exceptions for non-recordable cases and are not considered exclusions for the two non-life-altering injuries referenced above:

- Injuries that occur on company property or while the worker is engaged in a work activity but would have occurred at the same time and at the same level of severity even if the employee was not engaged in a work activity (epileptic seizure, diabetic seizure, heart attacks, sudden joint failure, etc.)
- Injuries that are related to commuting to or from a place of employment outside of work hours
- Injuries that result solely from normal body movements unrelated to work (sneezing, coughing, bending over to tie a shoe, walking, etc.)
- Injuries that result solely from personal tasks performed outside of assigned work hours (retrieving ice for personal use, holding community meeting at employer premises, etc.)
- Injuries that occur in a travel hotel unrelated to work
- Injuries that occur where the employee is present at the site as a member of the general public, unrelated to his or her employment status
- Injuries that result from voluntary participation in wellness, medical, or fitness programs, or recreational activity (teambuilding events)
- Injuries where symptoms surface at work from a known non-work-related event or exposure (yard work, sporting events, etc.)
- Injuries that result from eating/drinking or preparing food/drink for personal consumption (food/drink not provided by employer)
- Injuries that result from personal grooming, self-medication for a non-work-related condition, or intentionally self-inflicted injuries
- Injuries that result from non-preventable vehicle accidents
- The illness is a mental illness. Mental illness will not be considered work-related unless the employee voluntarily provides the employer with an opinion from a physician or other licensed health care professional with appropriate training and experience (psychiatrist, psychologist, psychiatric nurse practitioner, etc.) stating that the employee has a mental illness that is work-related.

2025 Performance Metrics

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

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Serious Injury Incident Rate (SIIR) 2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

T&D-18: Improve Reliability Through Work Management Enhancements - Workforce Management Plans

Board Policy: Transmission & Distribution Operations	Board PIPs: WM PIPs
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Peter Mladinich
PSEGLI Exec. Sponsor: Michael Sullivan	PSEGLI Proj. Mgr: Joseph Cicalo, Robert Bradley
PSEGLI Director: Curt Dahl, John Mccumiskey	DPS Contact: Sean Walters, Umar Sultan
Allocated Compensation (2021 Dollars): \$600,000	

OBJECTIVE

Develop Work Management Process Enhancements that optimize staffing levels, productivity, and overtime in support of the scheduled T&D work.

TARGETS AND CALCULATIONS

100% of all deliverables delivered by the specified dates, including achieving all elements of the LIPA- approved 2025 Workforce Management Plan by December 1, 2025.

The Workforce Management Plan includes:

1. Histogram by labor source (in-house / Contractor) and functional area (Divisions, P&C)
2. Histogram by settlement (Capital, O&M)
3. Hours by High-Level Settlement
4. Hours by Low-Level Settlement
5. Monthly work plan at a division level (for each of the four divisions) providing planned units for proactive blankets and programs and planned hours for reactive (emergent) programs (includes monthly actual units completed for variance purposes)

Reports shall be in a LIPA-approved format and shall be reviewed in a meeting between LIPA, PSEG Long Island, and DPS. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required

2025 Performance Metrics

T&D-18: Improve Reliability Through Work Management Enhancements - Workforce Management Plans

revisions to address LIPA’s feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

“LIPA Approved format”, where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

PSEG Long Island spoke with LIPA regarding the acceleration of work plan deliverable dates compared to the 2024 metric. LIPA indicated that this was intentionally put in place to cover the scenario that PSEG Long Island is replaced with another contract manager going into 2026, i.e., LIPA wants a work plan earlier in the year.

PSEG Long Island recommends to keep alignment with the dates that were negotiated this year (2024) during the excepting process, in order to provide a more accurate work plan, which is in alignment with the budget, which has been finalized in Q4, not Q3 when the work plan is due.

EXCLUSIONS

Workforce management plans are limited to the following major workforce groups:

- Overhead, Underground, Substation Maintenance, Relay, Distribution Design, Transmission Engineering, Substation Engineering, Protection Engineering, and Substation Maintenance Civil

DELIVERABLES

Deliverable Name	Target Due Date
PSEG Long Island holds Q1 quarterly review meeting with LIPA to review the progress of the Workforce Management Plan <ul style="list-style-type: none">• Plan Vs. Actual Units Complete YTD – Planned Vs. Forecast Units Complete PYE	2025-04-25
PSEG Long Island holds Q2 quarterly review meeting with LIPA to review the progress of the Workforce Management Plan <ul style="list-style-type: none">• Plan Vs. Actual Units Complete YTD - Planned Vs. Forecast Units Complete PYE	2025-07-25
Initial submission of 2026 Workforce Management Plan for LIPA approval by August 1, 2025 (approval not be unreasonably withheld). The Workforce Management Plan shall include monthly and annual resource plans for all Capital and O&M work to be completed.	2025-08-01
PSEG Long Island holds Q3 quarterly review meeting with LIPA to review the progress of the Workforce Management Plan <ul style="list-style-type: none">• Plan Vs. Actual Units Complete YTD - Planned Vs. Forecast Units Complete PYE	2025-10-24
Final submission of 2026 Workforce Management Plan for LIPA approval by November 15, 2025 (approval not be unreasonably withheld). The Workforce Management Plan shall include monthly and annual resource plans for all Capital and O&M work to be completed.	2025-11-15
Successfully deliver all elements of the LIPA-approved 2025 Workforce Management Plan by December 31, 2025	2025-12-31

2025 Performance Metrics

T&D-18: Improve Reliability Through Work Management Enhancements - Workforce Management Plans

PSEG Long Island holds Q4 quarterly review meeting with LIPA to review the progress through November 2025 YTD of the Workforce Management Plan <ul style="list-style-type: none">Plan Vs. Actual Units Complete YTD – Planned Vs. Forecast Units Complete PYE	2025-12-31
Upload to the LIPA designated folder on the LIPA Sharepoint Site the following: <ol style="list-style-type: none">1) Monthly Scorecard Reporting for Work Plan Variance for 20252) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

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

Board Policy: Transmission & Distribution Operations	Board PIPs: n/a
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Donald Schaaf
PSEGLI Exec. Sponsor: Michael Sullivan	PSEGLI Proj. Mgr: Mark Cerqueira
PSEGLI Director: Patrick Dempsey	DPS Contact: Jami Nafiul, Reshma Mathew
Allocated Compensation (2021 Dollars): \$500,000	

OBJECTIVE

Develop and execute Vegetation Management Work Plans and budgets.

TARGETS AND CALCULATIONS

The Distribution Vegetation Programs is inclusive of three distinct programs:

1. Cycle Trim
2. Trim-to-Sky
3. Hazard Tree Removal

The metric will measure the following:

1. Completion of 2025 Planned Units - By December 31, 2025, execution of 100.0% of the work identified in the 2025 Vegetation Management Work Plan approved in August of 2024. For Cycle Trim and Trim-to-Sky to be considered trimmed and count towards metric achievement, 100% of a circuit must be trimmed per the Vegetation Management Specification (includes mainline trim-to-sky and substation, as per the 2025 Vegetation Management Work Plan) in the year. For Hazard Tree completion of the associated identified number of trees and limbs, as per the 2025 Vegetation Management Work Plan.
2. Budget Adherence - Actual spending that is within up to +5% of the Board-approved program level targets for cycle trim, trim-to-sky, and hazard tree program at the programmatic level. PSEG Long Island will have the ability to reallocate the funding at the program level if needed.
3. 2026 Workplan Development – The Vegetation Work Plans for Cycle Trim and Trim-to-Sky shall identify the minimum of 1/4 of the overhead distribution system (which equates to approximately 2,200 miles) and budgets. The Vegetation Work Plan for Hazard Tree shall identify at least 14,000 hazard trees and limbs (9,000 trees + 5,000 limbs) to be removed (including locations, schedules, and cost estimates). The work plans will be provided to LIPA for approval, which shall not be unreasonably withheld, by August 30, 2025.

Hazard tree and limb units include storm hardening and base vegetation budgets. Work plans shall include annual and monthly work and resource plans. Work plans should be coordinated with maintenance and construction work plans, where possible.

2025 Performance Metrics

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

Targets:

- Each program will be worth 1/3 of the applicable incentive compensation. To achieve the incentive compensation for the specific program PSEG Long Island must complete 100.0% of the work identified in the program and actual spending must be within +5% of the Board-approved program level targets for cycle trim, trim-to-sky and hazard tree program at the programmatic level.

EXCLUSIONS

1. Schedule relief may be granted for:

- i) delays directed or requested by LIPA or
- ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

2. Vegetation trimmed as part of a storm response will not be included in the completion count if charged to the storm account.

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Vegetation Management Work Plan – Distribution Vegetation Programs 2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

T&D-36: Construction - Cost Estimating Accuracy

Board Policy: Transmission & Distribution Operations, Customer Value, Affordability, & Rate Design	Board PIPs: n/a
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Peter Mladinich
PSEGLI Exec. Sponsor: Margaret Keane	PSEGLI Proj. Mgr: Shaun Jeter
PSEGLI Director: Robert Rowe	DPS Contact: Jami Nafiul, Minji Ham
Allocated Compensation (2021 Dollars): \$300,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
86%	94.1%	85%	90.7%	90%	90%	90%

OBJECTIVE

Execution of approved Specific Capital Projects as budgeted.

TARGETS AND CALCULATIONS

Execution of 2025 Specific Capital Projects within cost estimates. This metric is limited to measuring discrete capital projects at the time of their respective close-outs during the Contract Year 2025 versus their initial definitive-level cost estimates.

Cost estimating accuracy per existing methodology for Budget Project Justification Documents (PJDs):

- Estimating accuracy reported based on the month when the project is closed-out
- % Estimating Accuracy = % absolute variance of each project closed-out cost versus initial Definitive level estimate excluding construction emergency (Base cost approved by Utility Review Board)
- An overall portfolio variance is the % absolute variance of cumulative project closed-out cost versus cumulative initial definitive-level estimate
- The YTD calculation is overall portfolio variance for all projects closed out.

Target: >= 90.0% Cost estimating accuracy

Rounding protocols will allow for a performance of 89.95% and above to be rounded up to successfully meet the target of 90.0%.

2025 Performance Metrics

T&D-36: Construction - Cost Estimating Accuracy

EXCLUSIONS

Schedule relief may be granted for delays

- i. directed or requested by LIPA or
- ii. situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Construction - Cost Estimating Accuracy 2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

T&D-37: Improve Reliability and Resiliency Through Completion of Program Planned Units and Management of Unit Costs Per Workplan

Board Policy: Transmission & Distribution Operations, Customer Value, Affordability, & Rate Design	Board PIPs: WM PIPs
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Peter Mladinich
PSEGLI Exec. Sponsor: Margaret Keane	PSEGLI Proj. Mgr: Shaun Jeter
PSEGLI Director: Robert Rowe	DPS Contact: Jami Nafiul, Qin Shi
Allocated Compensation (2021 Dollars): \$650,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
				100%	100%	100%

OBJECTIVE

Adherence to Targeted Program planned units and unit costs.

TARGETS AND CALCULATIONS

Targeted Programs, distinct and separate from Projects, must include units of work to be completed within one year. Units of work must be deemed as complete to count as a completed unit.

Unit costs will be reviewed and modified pending the completion of the scheduled audit of Compatibility Unit Estimate (CUE) accuracy review.

By December 29, 2025, complete program planned units/miles within the prescribed cost range consistent with Program Workplan PJDs for the following Targeted Programs. Actual numbers will be determined in alignment with the approved capital budget.

1. Distribution Circuit Improvement Program (CIP) (SOS-1293) – 512 miles at cost of \$22,265.63/mile.
2. Transmission breaker replacement (SOS-1452) – 15 units at cost of \$293,333.33/breaker.
3. Underground distribution cable upgrades (SOS-1283) – 97,100 feet at cost of \$200.00/foot.
4. Upgrade Supervisory Controller for Capacitor Banks (SOS-1183) – 130 units at a cost of \$27,307.69/unit.
5. Residential underground cables (SOS-1291) – 87,408 feet at cost of \$190.00/foot.
6. Replacement of non-restorable distribution pole rejects (SOS -2124) – 1,050 units at cost of \$11,943.00/pole.
7. Single Phase Recloser Devices (SOS-2438) – 1,750 units at a cost of \$10,008.57/unit.
8. Transformer Monitoring (SOS-1250) – 25 units at cost of \$96,000.00/unit.

2025 Performance Metrics

T&D-37: Improve Reliability and Resiliency Through Completion of Program Planned Units and Management of Unit Costs Per Workplan

Note for item #7 above: Single Phase Recloser Devices - units and cost/unit will be developed and based upon LIPA-approved PJD which will occur subsequent to metric negotiations.

Note: Volumetric and cost targets to be based on PJDs submitted in September 2024. The final measurement for this will be based on the latest LIPA-approved PJD.

Achievement for volumetric elements will be calculated as the difference between the planned units/jobs/miles/feet and the actual units/jobs/miles/feet achieved by December 29, 2025, divided by the planned units/jobs/miles/feet.

Achievement for cost elements will be calculated as the difference between the planned per unit and per foot costs and the actual per unit and per foot costs achieved by December 29, 2025, divided by the planned per unit and per foot costs.

Target: For the volumetric elements, complete $\geq 92.0\%$ of the planned units/miles within the established target and based on the latest LIPA-approved PJD documentation. For the cost elements, achieve $\pm 5\%$ of the planned per unit and per-mile costs within the established target and based on the latest LIPA-approved PJD documentation.

- 100% of the allocated incentive compensation for achieving 8 out of 8 Programs (both the volumetric and cost element targets of each must be successfully met)
- 75% of the allocated compensation for achieving 7 out of 8 Programs (both the volumetric and cost element targets of each must be successfully met)
- 6 or less of the Program targets will result in 0% of the allocated compensation being awarded.

EXCLUSIONS

Schedule relief may be granted for delays

- i) directed or requested by LIPA or
- ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Completion of Program Planned Units Per Workplan 2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

T&D-40: Reduce Double Wood Poles

Board Policy: Transmission & Distribution Operations	Board PIPs: n/a
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Michael Quinn
PSEGLI Exec. Sponsor: Michael Sullivan	PSEGLI Proj. Mgr: Tyler Pearsall, Dov Bergida
PSEGLI Director: Richard Henderson	DPS Contact: Justin Koebele, Qin Shi
Allocated Compensation (2021 Dollars): \$300,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
9110	6295	6295	6477	5289	7567	6810

OBJECTIVE

As a safety and system reliability matter, continue to manage the amount of Double Wood Poles on the T&D system.

TARGETS AND CALCULATIONS

Amount of double wood poles, as recorded in the National Joint Utilities Notification System (NJUNS), on December 31, 2025. Targets will be measured and stated in pole counts in the format of #,###.

Target: Achieve the following Double Wood Pole year-over-year performance criteria as of December 31, 2025:

1. For 50% of the allocated incentive compensation, achieve a PSEG LI Next-To-Go (NTG) that is 10% lower than the 2024 YE
2. For 75% of the allocated incentive compensation, successfully achieve the PSEG LI NTG target stated above in Criterion #1 and also achieve an overall Double Wood Pole count that is no higher than the 2024 YE level
3. For 100% of the allocated incentive compensation, successfully achieve the targets stated above in criteria #1 and #2 and also achieve an overall Double Wood Pole count that is \geq 5% lower than the 2024 YE level

Note: Discrete 2025 pole count target numbers will be calculated for each of the above three criteria after the close of 2024, reflecting performance as of December 31, 2024.

EXCLUSIONS

None

2025 Performance Metrics

T&D-40: Reduce Double Wood Poles

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: <ul style="list-style-type: none">1) Monthly Scorecard Reporting Requirement for Double Wood Poles2) Documentation demonstrating NJUNS timely data-entry of all Double Wood Poles identified during the physical asset verification project3) Any additional supporting documentation, as required, including meeting minutes of bi-monthly meetings with external stakeholders	Monthly

2025 Performance Metrics

T&D-41: Program Effectiveness - Vegetation Management

Board Policy: Transmission & Distribution Operations	Board PIPs: 5.4.1 and 5.4.5: Grid Resiliency
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Peter Mladinich
PSEGLI Exec. Sponsor: Michael Sullivan	PSEGLI Proj. Mgr: Mark Cerqueira, Wayne Baldassare
PSEGLI Director: John Mccumiskey, Patrick Dempsey	DPS Contact: Jami Nafiul, Reshma Mathew
Allocated Compensation (2021 Dollars): \$400,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
				-50%	-18.3%	-50%

OBJECTIVE

Realize tangible performance improvements on parts of the system that have completed prescribed vegetation management activities per the 2023 Vegetation Management work plan.

TARGETS AND CALCULATIONS

Year-Over-Year (YOY) outage incident reduction for the circuits addressed in the 2024 Plan due to effective Vegetation Management. This applies only to Primary, sustained outages directly related to vegetation. The baseline for each circuit will be set using 12 months immediately prior to 2024 work/upgrades being completed.

This metric will have two components – Improvement and Maintenance:

- Improvement Tier consists of circuits that had outages in the previous 12 months. The goal of this tier is to drive the number of outages down to zero.
- Maintenance Tier consists of circuits with no outages in the previous 12 months. The goal of this tier is to maintain zero outages.

A composite score will be utilized to measure true Vegetation Management program effectiveness. At the beginning of the year, the circuits that will be included will be classified as either Improvement or Maintenance. The composite measure would weigh the contribution of each tier by using the number of circuits that begin the measurement period in a particular tier. (Meaning: a circuit that starts in the maintenance tier does not move to the improvement tier after an outage.)

Target and Incentive compensation will be allocated as follows:

- 100% for achieving a composite score of $\geq 40.0\%$ YOY outage incident reduction
- 50% for achieving a composite score of $\geq 35.00\%$ YOY outage incident reduction

All metric targets are based on the anticipation that all 2025 reliability-based program spending is aligned with 2024 approved budgets. If budgets are reduced targets will be revisited.

2025 Performance Metrics

T&D-41: Program Effectiveness - Vegetation Management

EXCLUSIONS

1. Excludes only Major Storms as defined by IEEE 1366 Major Event Day Threshold
2. Only those outages deemed to be directly Vegetation-related and with vegetation-related cause codes (e.g., an entire tree fell over or a large overhanging limb) will be included in the calculation

DELIVERABLES

Deliverable Name	Target Due Date
Submit January report results	2025-02-14
Submit February report results	2025-03-14
Submit March report results	2025-04-18
Submit April report results	2025-05-16
Submit May report results	2025-06-20
Submit June report results	2025-07-18
Submit July report results	2025-08-15
Submit August report results	2025-09-19
Submit September report results	2025-10-17
Submit October report results	2025-11-14
Submit November report results	2025-12-19
Submit 2025 YE closeout report of work completed vs. schedule and budget	2026-01-24

2025 Performance Metrics

T&D-50: Storm Outage Response Performance

Board Policy: Transmission & Distribution Operations	Board PIPs: 3.2.2.3: CGI Outage Management System
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Donald Schaaf
PSEGLI Exec. Sponsor: Michael Sullivan	PSEGLI Proj. Mgr: Jason Goldsmith
PSEGLI Director: Larry Torres, Pat Hession, Richard Henderson	DPS Contact: Mohammed Hasan, Qin Shi
Allocated Compensation (2021 Dollars): \$400,000	

OBJECTIVE

Measure and improve the overall outage management and response effectiveness during storms with customer outage durations \geq 24 hours and of $<$ 48 hours.

TARGETS AND CALCULATIONS

Demonstrate excellent performance as reflected in the Small Storm Scorecard ("Scorecard") for applicable OSA storms of \geq 24 hours and $<$ 48 hours in length.

The Scorecard is based on a total maximum score of 1,000 points. Note: certain elements of the Scorecard will not be applicable for all storms. In those cases, a maximum eligible score of less than 1,000 points will result and be applicable to that specific storm. The % achievement calculations for that specific storm will then be calculated in the normal fashion on the lower point basis.

Each qualifying storm will be scored by PSEG Long Island within 15 business days from the end of the storm. LIPA will then perform IV&V and will render its own score within 10 business days of receiving the Scorecard from PSEG Long Island. In the event of an overall score discrepancy, the Parties will meet to discuss and reconcile. If full resolution does not occur, the final (original or modified) LIPA score shall serve as the official score for metric purposes.

Official reporting monthly as part of the T&D Balanced Scorecard monthly report and meeting between LIPA, PSEG Long Island, and DPS is required. Timely meetings to be held between the Parties within 10 business days after storm scorecards have been submitted by both PSEG Long Island and LIPA to conduct in-depth discussions specific to the qualifying storm.

The rating period will be for storms that commence on or after 12:00 a.m. EST on January 1, 2025, through storms ending on or before midnight December 31, 2025.

The elements and maximum point values of the Scorecard are shown below, with line-item detail and calculations contained in a Scorecard provided by LIPA (See Scorecard Structure in Figures 1-4 below):

- 1) PREPARATION AND CLOSE-OUT (15% of Total – 150 Points)
 - a. Event Anticipation
 - b. Technology Performance

2025 Performance Metrics

T&D-50: Storm Outage Response Performance

- c. Storm Close Out
- 2) OPERATIONAL RESPONSE (55% of Total – 550 Points)
 - a. Storm CAIDI
 - b. Down Wires
 - c. Estimated Time of Restoration (ETR)
 - i. ETR Changes (measured by total ETRs provided to customer(s) on the incident)
 - ii. ETR Accuracy (measured by final ETR to Restored time)
 - d. County EOC Communication
 - e. Utility Communication
 - f. Safety
 - i. Measure of any employee or contractor serious injury doing hazard work during storm/ outage and restoration (in accordance with SIIR metric)
 - ii. Preventable Motor Vehicle Accidents (in accordance with the prior MVA rate metric)
- 3) COMMUNICATION (30% of Total – 300 Points)
 - a. Call Answer Rates
 - b. Web Availability
 - c. Customer Communications
 - d. Social Media Engagement

Note: For applicable Storm Scorecard line items, the baseline will be established as soon as practicable after December 31, 2024. The Parties will then review and reach an agreement on the baseline levels applicable to be measured against for qualifying 2025 storms.

Target:

Incentive compensation will be awarded, based on the average point score for all qualifying storms over the course of the rating period, as follows:

- 1) 100% of the allocated incentive compensation awarded for an average score of $\geq 80.0\%$ attainment of all eligible points for the rating period
- 2) 50% of the allocated incentive compensation awarded for an average score of $\geq 70.0\%$ attainment of all eligible points for the rating period
- 3) 0% incentive compensation awarded for an average score of $< 70.0\%$ attainment of all eligible points for the rating period

Further, automatic metric failure will occur if one or more qualifying storms during the rating period earns a score(s) of $< 50.0\%$ of the total maximum achievable points for that particular storm(s). In such case, no incentive compensation will be awarded for this metric, irrespective of performance for all other qualifying storms.

If there are no qualifying storms that occur in 2025, the full allocated incentive compensation will be reallocated on a pro-rata basis among the Electric T&D Scope Function.

2025 Performance Metrics

T&D-50: Storm Outage Response Performance

EXCLUSIONS

- 1) Storms that occur in whole or in part outside the established metric rating period
- 2) Planned (Scheduled) Outages
- 3) If a second storm occurs during the 5-day restoration period, then the Storm Brief and SAS report for the first storm will be due 10 business days after the end date of the second storm. The Storm Brief and SAS report due date for the second storm will not change and will be required as described in the definition of Measure in the Scorecard.
- 4) Non-predicted storm events will be excluded from a storm scorecard (SIA prediction)

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA Sharepoint Site the following: <ol style="list-style-type: none">1) Monthly Scorecard Reporting Requirement for Storm Outage Response Performance- (Small Storm Scorecard)2) Any additional supporting documentation as required	15 business days after a qualifying event
For each qualifying storm, the Parties will meet and discuss within 15 business days after both PSEG Long Island and LIPA have provided storm scorecards to the other Party	15 business days After Storm Scores have been provided by both Parties.

2025 Performance Metrics

T&D-53: Capital Project Process Enhancements

Board Policy: Transmission & Distribution Operations	Board PIPs: n/a
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Peter Mladinich
PSEGLI Exec. Sponsor: Michael Sullivan	PSEGLI Proj. Mgr: Wayne Baldassare
PSEGLI Director: John Mccumiskey	DPS Contact: Jami Nafiul, Seth Johnson
Allocated Compensation (2021 Dollars): \$300,000	

OBJECTIVE

Develop and implement improvements to the PSEG-LI capital project planning, budgeting, and controls process to achieve next-level performance consistent with the NorthStar audit recommendations.

TARGETS AND CALCULATIONS

- 1) Work with a cross functional team from LIPA and PSEG-LI including Finance and LOB representatives to refine the methodology for forecasting, budgeting and approving the use of risk and contingency in capital projects. This process will be documented and approved by LIPA for use in the 2026 capital budget development by 6/1/2025.
- 2) Conduct a review of historical estimating versus actual results versus the various project stages. Using the results, work with LIPA to assess the current methodology used for calculating estimating accuracy and implement agreed upon changes for use in future year estimating accuracy metrics by 9/1/25.
- 3) Review, update and formalize the procedure for approval of construction change orders and work directives and assure consistency with PSEG-LI delegation of authority standards by 3/1/25.
- 4) Create revised URB/PJD process flow documentation to reflect any revision resulting from the process improvements by 9/1/25.

EXCLUSIONS

None

DELIVERABLES

Deliverable Name	Target Due Date
Review, update, and formalize the procedure for approval of construction change orders and work directives and assure consistency with PSEG-LI delegation of authority standards	2025-03-01
Work with a cross-functional team from LIPA and PSEG-LI, including Finance and LOB representatives, to refine the methodology for forecasting, budgeting, and approving the use of risk and contingency in capital projects. This process will be documented and approved by LIPA for use in the 2026 capital budget development.	2025-06-01
Conduct a review of historical estimating vs actual results versus the various project stages. Using the results, work with LIPA to assess the current methodology used for calculating estimating accuracy and implement agreed upon changes for use in future year estimating accuracy metrics.	2025-09-01
Create revised URB/PJD process flow documentation to reflect any revision resulting from the process improvements	2025-09-01

2025 Performance Metrics

T&D-54: Storm Crewing Efficiency and Prudence

Board Policy: Transmission & Distribution Operations	Board PIPs: n/a
LIPA Exec. Sponsor: Billy Raley	LIPA Proj. Mgr: Donald Schaaf, Nick Caracciola
PSEGLI Exec. Sponsor: Michael Sullivan	PSEGLI Proj. Mgr: Matt Otto/Abhinav Kumar
PSEGLI Director: Pat Hession/Rich Henderson	DPS Contact: Qin Shi, Umar Sultan
Allocated Compensation (2021 Dollars): \$400,000	

OBJECTIVE

To achieve safe, efficient, and cost-effective restoration for our customers. This will be accomplished by ensuring that staffing levels for each recognized storm are within established ERP Storm Resource Matrix Guidelines submitted and approved by LIPA and DPS annually. Manage the cost for our customers and efficiently manage storm restoration.

TARGETS AND CALCULATIONS

PSEG Long Island is to provide a copy of the crewing rosters/crew transfer sheet/emergency storm report and the completed LIPA Storm Staffing Spreadsheet within 20 calendar days of end of storm declaration.

For 100% of the allocated incentive compensation, PSEG Long Island is to:

- 1) Demonstrate utilization of qualified High Voltage (HV) 2-man distribution crews, which should account for a minimum of 60% of the HV restoration staffing. This is limited to internal PSEG LI OH/UG crews, on-island OH/UG crews and, mutual aid (OH/UG foreign crews). **(40% Total Compensation)**
- 2) Demonstrate a minimum of 90% compliance with the ERP Storm Resource Matrix Guidelines. **(10% Total Compensation)**
- 3) Enhance Internal Restoration Crew Technology Utilization, Information, and Performance:
 - a. Establish a process for internal restoration crews to utilize OMS status codes “enroute” and “onsite” for dispatch events. This is in addition to currently used codes such as “cleared” and “assigned.” This process will be implemented within the first quarter of 2025. At a minimum, this will include the following work groups: Distribution Operations, Overhead/Underground, Meter and Test.

Commencing Q2 2025, demonstrate that internal restoration crews are dispatched (enroute) once restoration commences, such that:

- b. Internal restoration crews on property are dispatched (enroute) to any pending storm work within 1 hour of the start of restoration, and internal restoration crews are dispatched (enroute) within 1 hour of the start of the shift for the duration of the storm event, where applicable. PSEG Long Island to commence formal measurement and provide accompanying reporting of performance.
- c. For all applicable storms occurring during the measurement period of April 1, 2025 through December 31, 2025, attain an overall success rate of $\geq 85.0\%$ for the stated enroute criteria. Satisfaction of all elements is necessary to obtain the full compensation allotted to Criteria #3 **(30% Total Compensation)**

2025 Performance Metrics

T&D-54: Storm Crewing Efficiency and Prudence

- 4) Damage Assessment Performance:
 - a. Complete 100% damage assessment on all locked out overhead (OH) transmission circuits within 24 hours of the start of restoration. **(10% Total Compensation)**
 - b. Complete 100% damage assessment of the 3-Phase mainline and unfused branchline of all locked out OH distribution circuits within 48 hours of the start of restoration. **(10% Total Compensation)**

Calculations:

- 1) Calculation to be predicated on total qualified High Voltage (HV) FTEs comprising 2-man crews divided by total qualified High Voltage (HV) FTEs.
- 2) The success rate will be determined by dividing the total number of storms determined to be ERP Storm Resource Matrix Guideline compliant by the total number of qualifying storms.
- 3) The performance metric criteria of $\geq 85.0\%$ success will be measured and reported using data from applicable fields in OMS. The success rate shall be calculated as the overall total occurrences that met the stated "enroute" 1-hour criteria divided by the total enroute occurrences recorded for all applicable storms during the measurement period.
- 4) Damage Assessment Performance:
 - a. Entire year's performance for all qualifying storms that successfully met the criteria divided by the total number of qualifying damages occurring during all qualifying storms.
 - b. Entire year's performance for all qualifying storms that successfully met the criteria divided by the total number of qualifying damages occurring during all qualifying storms.

100% of all deliverables delivered by the specified date in the deliverables section.

Reports shall be in a LIPA-approved format and shall be reviewed in a meeting between LIPA, PSEG Long Island and DPS.

EXCLUSIONS

Relief may be granted for delays

- i) directed or requested by LIPA or
- ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

2025 Performance Metrics

T&D-54: Storm Crewing Efficiency and Prudence

DELIVERABLES

Deliverable Name	Target Due Date
PSEG Long Island will complete "Summary of Staffing Levels" spreadsheet and provide workpaper that summarizes crew composition to support the 2-man High Voltage (HV) crews supported by documentation such as crew transfer sheets, crew rosters, etc. for every storm in 2025. (Metric task 1, 2, and 4)	Within 20 calendar days of storm end declaration
Modify OMS and behavior of staff for use of codes of "enroute" and "onsite" as evidenced by the issuance of example report(s) for storms occurring during Q1 showing results	2025-03-31
PSEG Long Island will complete a report that demonstrates the stated enroute criteria as calculated in metric, task 3 for every storm April 1, 2025 through December 31, 2025	Beginning with storms on April 1, 2025 and within 20 calendar days of storm end declaration

2025 Performance Metrics

CS-02: J.D. Power – Residential

Board Policy: Customer Experience	Board PIPs: n/a
LIPA Exec. Sponsor: Stephen Driscoll	LIPA Proj. Mgr: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Edyta Keppler
PSEGLI Director: Mike Presti	DPS Contact: Chris Ronacher
Allocated Compensation (2021 Dollars): \$450,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
#8 730	#16 677	#13 NA	#14 690	#10 740	#9 702	#5 N/A

OBJECTIVE

Drive toward achievement of top quartile customer satisfaction within J.D. Power Residential East Large segment.

TARGETS AND CALCULATIONS

Definition: Measures PSEG Long Island’s position in the overall J.D. Power and Associates Annual Electric Utility Customer Satisfaction Study for Residential Customers for the “East Region, Large Segment.”

Calculation: PSEG Long Island’s relative performance for J.D. Power Customer Satisfaction Survey (Residential) 2025 year-end syndicated as reported by J.D. Power for "East Region, Large Segment." This year-end syndicated position for 2025 represents results fielded in 2025 and will be the final YE results publicly reported by J.D. Power. The year-end syndicated position for 2025 will be determined by percentile placement or by measuring the ranking improvement over the 2024 re-baselined year-end results under J.D. Power’s new measurement methodology.

Incentive to be allocated as follows:

- 100% if achieve 25.0 percentile (top quartile) performance, or
- 75% if achieve 37.5 percentile (upper half of second quartile) performance or a 4-position improvement from YE 2024 Re-baselined Syndicated Results, or
- 50% if achieve 50 percentile (bottom half of second quartile) performance or a 3-position improvement from YE 2024 Re-baselined Syndicated Results, or
- 25% for a 2-position improvement from YE 2024 Re-baselined Syndicated Results.

PSEG Long Island will not be compensated for any position improvement if the performance for 2025 syndicated is below 62.5 percentile (top half of third quartile).

EXCLUSIONS

None

2025 Performance Metrics

CS-02: J.D. Power – Residential

DELIVERABLES

Deliverable Name	Target Due Date
Provide 2024 YE results re-baselined under new measurement methodology	2025-01-17
Upload to the LIPA designated folder on the LIPA SharePoint Site the Scorecard Reporting Requirement for J.D. Power - Residential (aligned to quarterly J.D. Power reporting)	Quarterly

2025 Performance Metrics

CS-03: J.D. Power – Business

Board Policy: Customer Experience	Board PIPs: n/a
LIPA Exec. Sponsor: Stephen Driscoll	LIPA Proj. Mgr: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Edyta Keppler
PSEGLI Director: Mike Presti	DPS Contact: Chris Ronacher
Allocated Compensation (2021 Dollars): \$425,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
#6 789	#12 737	#9 NA	#12 710	#9 NA	#9 737	#6 N/A

OBJECTIVE

Drive toward achievement of top quartile customer satisfaction within J.D. Power Business East Large segment.

TARGETS AND CALCULATIONS

Definition: Measures PSEG Long Island’s position in the overall J.D. Power and Associates Annual Electric Utility Customer Satisfaction Study for Business Customers for the “East Region, Large Segment.”

Calculation: PSEG Long Island’s relative performance for J.D. Power Customer Satisfaction Survey (Business) 2025 year-end syndicated as reported by J.D. Power for "East Region, Large Segment." This year-end syndicated position for 2025 represents results fielded in 2025 and will be the final YE results publicly reported by J.D. Power. The year-end syndicated position for 2025 will be determined by percentile placement or by measuring the ranking improvement over the 2024 re-baselined year-end results under J.D. Power’s new measurement methodology.

Incentive to be allocated as follows:

- 100% if achieve 25.0 percentile (top quartile) performance, or
- 75% if achieve 37.5 percentile (upper half of second quartile) performance or a 3-position improvement from YE 2024 Re-baselined Syndicated Results, or
- 50% if achieve 50 percentile (bottom half of second quartile) performance or a 2-position improvement from YE 2024 Re-baselined Syndicated Results, or
- 25% for a 1-position improvement from YE 2024 Re-baselined Syndicated Results.

PSEG Long Island will not be compensated for any position improvement if the performance for 2025 syndicated is below 75 percentile (third quartile).

EXCLUSIONS

None

2025 Performance Metrics

CS-03: J.D. Power – Business

DELIVERABLES

Deliverable Name	Target Due Date
Provide 2024 YE results re-baselined under new measurement methodology	2025-01-17
Upload to the LIPA designated folder on the LIPA SharePoint Site the Scorecard Reporting Requirement for J.D. Power - Business (aligned to Bi-Annual J.D. Power reporting)	Biannually

2025 Performance Metrics

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

Board Policy: Customer Experience	Board PIPs: n/a
LIPA Exec. Sponsor: Stephen Driscoll	LIPA Proj. Mgr: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Brian Merkle, Lorraine Barrucco
PSEGLI Director: Jessica Tighe	DPS Contact: Mike Sherman
Allocated Compensation (2021 Dollars): \$600,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
N/A	80%	80%	29%	80%	42%	77%

OBJECTIVE

Measure the response of Customer Service Representatives to customer calls to promote efficient staffing and customer satisfaction.

TARGETS AND CALCULATIONS

Definition: The Contact Center Service Level is all calls handled by a representative (live agent) from the Automatic Call Distribution (ACD) and High Volume Call Application (HVCA) systems. When a customer is seeking to speak to a customer service representative, the performance expectation shall be:

- Within 30 seconds during blue sky days and any storms defined as “non-major,” and
- Within 90 seconds during “major storms.”

A major storm is defined as any storm which causes service interruptions of at least ten percent of customers in an operating area, or if the interruptions last for 24 hours or more.

The source of reporting will be the CXOne system. HVCA calls are included in this metric if they are transferred to a live person to handle. All time of day (TOD) calls are included in this metric. Calls that abandon within 30 seconds after transferring to a representative shall be excluded from the count of offered calls.

Calculation:

Service Level = [(Major storm day ACD calls answered by the representative in 90 seconds + HVCA major storm calls answered by a representative in 90 seconds + ACD non-storm answered by a representative in 30 seconds + HVCA non-storm answered by HVCA in 30 seconds)] / (ACD representative offered calls + HVCA representative offered calls)

Target: ≥ 77% of calls answered within service level

2025 Performance Metrics

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

EXCLUSIONS

None

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for Contact Center Service Level with Live Agent Calls 2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

CS-13: First Call Resolution

Board Policy: Customer Experience	Board PIPs: n/a
LIPA Exec. Sponsor: Stephen Driscoll	LIPA Proj. Mgr: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Brian Merkle, Lorraine Barrucco
PSEGLI Director: Jessica Tighe	DPS Contact: Mike Sherman
Allocated Compensation (2021 Dollars): \$100,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
82.8%	83.0%	80.0%	79.4%	81.0%	80.6%	N/A

OBJECTIVE

Measure call center proficiency in satisfactorily resolving customer issues and questions at the time of initial call.

TARGETS AND CALCULATIONS

Survey immediately after calls from residential and commercial customers to measure whether the customer issue was handled on the first call. The question used for calculation of this metric is Question #5 in the Customer Rep SAT Survey V2: "Was this the first time you contacted us to resolve this issue?"

Calculation: Blended (Residential + Commercial calls) for issues handled on the first call / total number of responses

Target: ≥ 81% overall performance for the Contract Year

EXCLUSIONS

In the event of a storm that produces 100,000 or more outages, FCR results will be excluded up to 3 additional days after the active outages fall below 100,000 or the conclusion of the major storm, whichever is sooner.

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: <ol style="list-style-type: none"> 1) Monthly Scorecard Reporting Requirement for First Call Resolution 2) Any additional supporting documentation as required 	Monthly

2025 Performance Metrics

CS-14: Net Write-Off as a % of Revenue

Board Policy: Customer Value, Affordability, & Rate Design	Board PIPs: n/a
LIPA Exec. Sponsor: Stephen Driscoll	LIPA Proj. Mgr: Erin Mullen
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Kim Soreil
PSEGLI Director: Brigitte Wynn	DPS Contact: Mike Sherman
Allocated Compensation (2021 Dollars): \$500,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023*		2024*
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
0.54%	0.28%	0.77%	0.55%	\$29,576,986	\$34,315,841	\$20,836,630

*Measurement changed to dollars starting in 2023 and back to percentage starting in 2025

OBJECTIVE

Actively manage the receivables and associated write-offs and recoveries to maintain a solid financial position.

TARGETS AND CALCULATIONS

Definition: Net Write-Offs as a % of revenue measures the effectiveness of recovery efforts of uncollectible revenue. It is an overall measure of the possibility of the business incurring bad debts.

Measured as the total net dollars written-off for January 1, 2025 to December 31, 2025.

Calculation: The total amount of write-offs / by the total revenue and multiplied by 100

Targets:

The total net write-off for January 1, 2025 to December 31, 2025 is:

≤ 0.51% for 100% incentive compensation, or

≤ 0.52% for 75% incentive compensation

EXCLUSIONS

NONE

2025 Performance Metrics

CS-14: Net Write-Off as a % of Revenue

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: <ul style="list-style-type: none">1) Monthly Scorecard Reporting Requirement for Net Write-Offs2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

CS-15: Arrears Aging Percent > 90 Days Past Due (Arrears %>90)

Board Policy: Customer Value, Affordability, & Rate Design	Board PIPs: n/a
LIPA Exec. Sponsor: Stephen Driscoll	LIPA Proj. Mgr: Erin Mullen
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Kim Soreil, Lynda Thompson
PSEGLI Director: Balaji Ambriyath, Brigitte Wynn	DPS Contact: Mike Sherman
Allocated Compensation (2021 Dollars): \$500,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
N/A	68.3%	N/A	65.63%	48.03%	55.82%	48.58%

OBJECTIVE

Effective management for aged receivables > 90 days to maintain a solid financial position.

TARGETS AND CALCULATIONS

Definition: Accounts receivable (AR) > 90 days measures the percent of past-due AR that have aged more than 90 days (i.e. excluding current AR).

Calculation: AR aging % YTD = Rolling 12-month total dollars outstanding more than 90 days/ Rolling 12-month total dollars outstanding 30 and more days past due.

Target:

≤ 51.91% = 100% of Allocated Incentive Compensation

≤ 52.39% = 75% of Allocated Incentive Compensation

EXCLUSIONS

None

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: <ol style="list-style-type: none"> 1) Monthly Scorecard Reporting Requirement for Arrears Aging Percent > 90 Days Past Due (Arrears %>90) 2) Any additional supporting documentation as required 	Monthly

2025 Performance Metrics

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

Board Policy: Customer Value, Affordability, & Rate Design	Board PIPs: n/a
LIPA Exec. Sponsor: Stephen Driscoll	LIPA Proj. Mgr: Erin Mullen
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Kim Soreil
PSEGLI Director: Brigitte Wynn	DPS Contact: Denise Prestinari
Allocated Compensation (2021 Dollars): \$200,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
35,000	46,917	55,000	42,528	50,000	41,933	50,000

OBJECTIVE

Increase the Low to Moderate Income (LMI) program customer enrollment in the Household Assistance Rate (HAR).

TARGETS AND CALCULATIONS

Definition: Count the number of unique valid LMI program enrollees in any month during the calendar year 2025 and execute an automated matching process with all of the following agencies: Nassau County Department of Social Services, New York City Human Resource Association (NYC HRA) in addition to the New York State Office of Temporary Disability Assistance (NYS OTDA) automation effort in the 2025 program year. Or without the execution of an automated matching process with Nassau County Department of Social Services and NYC HRA to attain the lower-tier enrollment goal.

Target and Calculation: Meet 50,000 LMI program enrollees in any month during the calendar year 2025 and complete the automated file matching process with NYS OTDA, Nassau County Department of Social Services, NYC HRA. The matching conducted with the three agencies above must contain data regarding the following benefits, Home Energy Assistance Program (HEAP), Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance. Or without the completion of an automated matching process with Nassau County Department of Social Services and NYC HRA, meet 40,000 LMI program enrollees in any month during the calendar year 2025.

EXCLUSIONS

Customers who have not met the 18-month renewal process.

2025 Performance Metrics

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

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: <ul style="list-style-type: none">1) Monthly Scorecard Reporting Requirement for Low to Moderate Income (LMI) Program Participation2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

CS-19: DPS Customer Complaint Rate

Board Policy: Customer Experience	Board PIPs: n/a
LIPA Exec. Sponsor: Stephen Driscoll	LIPA Proj. Mgr: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Edyta Keppler
PSEGLI Director: Mike Presti	DPS Contact: Chris Ronacher
Allocated Compensation (2021 Dollars): \$250,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
6.5 NA	11.8 #6	5.0 NA	2.0 #1	4.2 NA	3.3 #1	NA #1

OBJECTIVE

Keep customer regulatory complaints to a minimum.

TARGETS AND CALCULATIONS

Definition: Total number of initial customer complaints registered with the NY Department of Public Service, Public Service Commission

Calculation:

- Monthly: Initial Complaint Rate = (Initial Complaints Total / Customer Population) * 100,000 Customers
- YTD: Rolling 12-month Initial Complaint Rate = [(Rolling 12-Month Initial Complaints Total / 12) / Customer Population] * 100,000 Customer

Target level performance: Targeted performance level would be to achieve the top position for Rolling 12-month Initial Complaint Rate for electric and combination companies within the peer group. The peer group will include all electric and combination companies in New York State which includes the below:

- Central Hudson Gas & Electric Corp.
- Con Edison of New York
- National Grid-Upstate
- New York State Electric & Gas Corp.
- Orange & Rockland
- Rochester Gas & Electric Corp.

EXCLUSIONS

None

2025 Performance Metrics

CS-19: DPS Customer Complaint Rate

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: <ul style="list-style-type: none">1) Monthly Scorecard Reporting Requirement for DPS Customer Complaint Rate2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

CS-25: Interactive Voice Response (IVR) Containment Rate

Board Policy: Customer Experience	Board PIPs: n/a
LIPA Exec. Sponsor: Stephen Driscoll	LIPA Proj. Mgr: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Philip Decicco, Nayan Parikh
PSEGLI Director: Jessica Tighe, Mike Presti	DPS Contact: Mike Sherman
Allocated Compensation (2021 Dollars): \$500,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
N/A	60%	N/A	58%	61%	58%	62%

OBJECTIVE

Improve caller self-service provided by the IVR.

TARGETS AND CALCULATIONS

Definition: The containment rate is the percentage of callers who interact with the IVR residential customer general inquiry line, business solution center line, and the emergency line, and leave normally without transferring to the Automatic Call Distribution (ACD) system. Normal hang-ups and transfers to payment vendors are considered contained and are to be counted in the numerator. Hang-ups resulting from system issues should be excluded from the numerator. Customer-initiated responses to outbound contacts that are routed to the IVR for a follow-up are to be counted in the denominator. Contacts requesting callbacks should be excluded from the numerator and are only to be counted once in the denominator.

Exclude from the numerator and denominator the following:

- 1) Transfers from ACD back to IVR
- 2) HVCA calls
- 3) Calls resulting from any scenario that prevents the customer while conducting regular business in the IVR from transferring to the ACD during normal business hours

Calculation: % of Calls Contained = (Normal Hang Up* + Payment Vendor Transfers) / Total Number of Calls Answered in IVR

*Normal Hang Up = IVR Answered – Payment Vendor Transfers – Transfers to ACD – Callback Requests – Requests to Transfer to ACD during non-Business Hours

Target: ≥ 5.0% improvement over 2024 year-end performance

2025 Performance Metrics

CS-25: Interactive Voice Response (IVR) Containment Rate

EXCLUSIONS

None

DELIVERABLES

Deliverable Name	Target Due Date
PSEG Long Island submits 2025 target based on 2024 results.	2025-01-15
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Reporting Requirement for % of IVR containment 2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

CS-31: Call Average Handle Time (AHT)

Board Policy: Customer Experience	Board PIPs: N/A
LIPA Exec. Sponsor: Steve Driscoll	LIPA Proj. Mgr: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Brian Merkle, Lorraine Barrucco, Phil Deccico
PSEGLI Director: Jessica Tighe	DPS Contact: Mike Sherman
Allocated Compensation (2021 Dollars): \$200,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
N/A	388	N/A	433	N/A	438	376

OBJECTIVE

Improve agent efficiency in responding to customer inbound phone inquiries.

TARGETS AND CALCULATIONS

Definition: The AHT for this metric is the average duration of calls answered by the Call Center reps as tracked in the PSEG Long Island Call Center Daily Monthly YTD Summary report.

Calculation: $AHT = \frac{\text{The sum of the call duration (Talk time + Conference time + Hold time + After call work time) in seconds of rep answered calls between July 1, 2025 and December 31, 2025}}{\text{Total number of representative answered calls between July 1, 2025 and December 31, 2025}}$

Targets:

- ≤ 433 seconds = 100% incentive compensation, or
- ≤ 446 seconds = 50% incentive compensation, or
- ≤ 455 seconds = 25% incentive compensation

EXCLUSIONS

In the event of a major storm that produces 100,000 or more outages, AHT results will be excluded up to 3 additional days after the active outages fall below 100,000 or the conclusion of the major storm, whichever is sooner.

AHT results for January 1, 2025 – June 30, 2025 will be excluded to acclimate new agents and execute AHT improvement efforts.

2025 Performance Metrics

CS-31: Call Average Handle Time (AHT)

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: <ul style="list-style-type: none">1) Monthly Scorecard Reporting Requirement for Call Average Handle Time2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

CS-36: E-Bill Enrollment

Board Policy: Customer Experience	Board PIPs: n/a
LIPA Exec. Sponsor: Stephen Driscoll	LIPA Proj. Mgr: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Nayan Parikh, Michelle Somers
PSEGLI Director: Mike Presti	DPS Contact: Mike Sherman
Allocated Compensation (2021 Dollars): \$275,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
N/A	45%	N/A	47%	N/A	48%	N/A

OBJECTIVE

Increase enrollments in paperless billing to ensure timely bill receipt and reduce postage costs.

TARGETS AND CALCULATIONS

Definition: The e-bill enrollment rate is the percent of customer accounts actively enrolled in a paperless bill delivery method by year end 2025. Customer accounts enrolled in dual-delivery (paperless + paper) are not included in the numerator. Customer bill credits cannot be used to incentivize customers to achieve the metric target.

Calculation: (Third-party e-bill enrollments + Kubra e-bill enrollments) / Total number of active residential and commercial accounts

Target:

- ≥ 55% for 100% incentive compensation, or
- ≥ 53% for 50% incentive compensation

EXCLUSIONS

None

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: <ul style="list-style-type: none"> 1) Monthly Scorecard Reporting Requirement for E-bill Enrollment 2) Any additional supporting documentation as required 	Monthly

2025 Performance Metrics

PS&CE-05: Beneficial Electrification – Building Electrification

Board Policy: Resource Planning and Clean Energy	Board PIPs: n/a
LIPA Exec. Sponsor: Gary Stephenson	LIPA Proj. Mgr: Louisa Chan
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Dan Zaweski
PSEGLI Director: Michael Voltz	DPS Contact: Ed Wilkowski
Allocated Compensation (2021 Dollars): \$300,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
N/A	N/A	N/A	N/A	100%	115%	100%

OBJECTIVE

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 2 million home clean energy goals for whole home electrification and home electrification ready.

TARGETS AND CALCULATIONS

Target for 2025 will be determined by Utility 2.0 which is filed on July 1, 2024. Achieve all the following implementation targets by December 31, 2025:

- Pay rebates for a total of 5,330 dwellings (total of single family and multi-family), (as determined by Utility 2.0 filing on July 1st) served by whole house heat pump systems in incentive programs. The heat pump system must be the primary heating source (minimum 90% heating load) to qualify as an electrified home under the statewide million homes initiative. Dwellings target identified may be modified to be commensurate with the LIPA approved energy efficiency budget and plan.

PSEG Long Island to submit a monthly Tier 1, Tier 2, and TRC KPI report which includes measures and cost, and meet with LIPA to present results. PSEG Long Island to also submit raw data to support IV&V of this metric.

Incentive to be allocated as follows:

- 100% if 5,330 dwellings (total of single family and multi-family) target is met

EXCLUSIONS

None

2025 Performance Metrics

PS&CE-05: Beneficial Electrification – Building Electrification

DELIVERABLES

Deliverable Name	Target Due Date
PSEG Long Island submits their calculation of the target based on the LIPA and DPS recommendations and final approved budget	2025-01-15
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Report 2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

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

Board Policy: Resource Planning and Clean Energy	Board PIPs: n/a
LIPA Exec. Sponsor: Gary Stephenson	LIPA Proj. Mgr: Brian Levite
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Paul Dibenedetto
PSEGLI Director: Michael Voltz	DPS Contact: Ed Wilkowski
Allocated Compensation (2021 Dollars): \$300,000	

OBJECTIVE

Achieve EV Make-Ready Targets, including any LIPA and DPS, recommended changes to the targets.

TARGETS AND CALCULATIONS

Target for 2025 will be determined by Utility 2.0 which is filed on July 1, 2024. Achieve the following implementation targets by December 31, 2025:

- a) Plugs Energized: Level 2: 621
- b) Plugs energized: DCFC: 82
- c) Fleet Make Ready enrollment target: 15

Enroll = committed funds or pre-approval letter, before December 31, 2025

Energize = Total population of DCFC and Level 2 ports that have meter set and put into service in 2023 or made operational if tied into an existing meter

Each target is worth 1/3 of the compensation allocated to this metric and is measured on a pass/fail basis. A pass is earned by full completion of that target.

PSEG Long Island will submit monthly reporting in a LIPA-approved format and meet with LIPA to present results. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld.

EXCLUSIONS

None

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: <ul style="list-style-type: none"> 1) Monthly Scorecard Report 2) Any additional supporting documentation as required 	Monthly

2025 Performance Metrics

PS&CE-08: Transition to New "Standard" Time of Day Residential Rates on an Opt-Out Basis

Board Policy: Resource Planning and Clean Energy, Customer Value, Affordability, & Rate Design	Board PIPs: n/a
LIPA Exec. Sponsor: Steve Driscoll	LIPA Proj. Mgr: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Brian Kurtz
PSEGLI Director: Brigitte Wynn, Mike Presti	DPS Contact: Sean Walters
Allocated Compensation (2021 Dollars): \$150,000	

OBJECTIVE

Transition residential customers to a standard Time-of-Day (TOD) rate and a successful migration experience

TARGETS AND CALCULATIONS

This metric is for the successful migration of Time-of-Day Migration Groups 2-10, by achieving all five of the following targets for each migration group:

- 99.0% issuance of 90-day, 60-day, and 30-day communications for eligible accounts in the associated pre-conversion month (e.g. the pre-conversion month for the Group 5 90-day communication would be January 2025)¹.
- 99.0% rate conversion of eligible accounts on the assigned month and cycle date. Final eligibility is determined by the account detail disposition on the bill cycle date of the targeted migration month for each customer.

To date, the following known exceptions, include, but are not limited to, accounts changing status from the time of migration population selection to the time of bill cycle migration:

- Active to Inactive,
- Meter Communication issues or exceeding missing meter data threshold for processing,
- Enrollment in LI /Green Choice/CCA, summary bill, D4 Low-Income rate, Life support customer/Private health device, prior TOU rate or Rate 580
- Account in suspend,
- reclassification to critical facility,
- no bill this month,
- net meter

- For each migration group and those customers that were successfully migrated, issuance of the first bill post-migration for non-summary and non-CDG accounts within 5 business days of the next billing cycle following conversion for 98.0% of accounts².

¹ As measured by transfer of customer list for vendor, shared with LIPA.

² As measured business days from Read Date to bill production (AFP Billed date). Reported 6 business days after final cycle run.

2025 Performance Metrics

PS&CE-08: Transition to New "Standard" Time of Day Residential Rates on an Opt-Out Basis

4. 99.0% issuance of post-conversion welcome package to eligible accounts within 30 days of conversion
5. 99.0% issuance of accurate bill protection credit to eligible accounts following a one-year anniversary, unenrollment or move out³

The migration group rate conversion months and population sizes are as follows:

- Group 2 - January 2025 ~ 50,000
- Group 3 - February 2025 ~ 70,000
- Group 4 - March 2025 ~ 90,000
- Group 5 - April 2025 ~ 90,000
- Group 6 - May 2025 ~ 90,000
- Group 7 - September 2025 ~ 90,000
- Group 8 - October 2025 ~ 90,000
- Group 9 - November 2025 ~ 90,000
- Group 10 - December 2025 ~ Remaining population⁴

Eligible accounts must be assigned to migration groups via CAS approximately 3.5 months before the conversion month.

Eligible accounts for the purposes of this metric are those that are migration eligible, which excludes the following: customers previously on Rates 181, 182, 184, 188, 190, 191, 192, 193, 480, 481, and 580; customers registered under Life Support System; customers who are on the Household Assistance Rate that are classified by PSEG Long Island as neutral non-benefitters or non-benefitters at the time of group assignment or any Tier 4 discount rate (HAR) customers; customers not eligible for the TOD rates.

Each Group migration will be assessed for the above criteria being achieved. For each group migration, 1/9 of the metric dollar value will be awarded for successful implementation.

For each migration, documentation will be due the 15th two months after the completion of migration. Example – G2 migration in January, data is provided by March 15th.

³ As measured by transfer of customer list for vendor, shared with LIPA.

⁴ Small segments of customers and outliers due to system limitations, such as summary billing, or other individual account attributes may carry into 2026.

2025 Performance Metrics

PS&CE-08: Transition to New "Standard" Time of Day Residential Rates on an Opt-Out Basis

EXCLUSIONS

Migration group schedule relief may be granted for i) delays directed or requested by LIPA, the DPS, or the TOD Steering Committee or ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: <ul style="list-style-type: none">1) Monthly Scorecard Report2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

PS&CE-13: Heat Pump Strategy to Address Barriers to Customer Adoption

Board Policy: Resource Planning and Clean Energy	Board PIPs: n/a
LIPA Exec. Sponsor: Gary Stephenson	LIPA Proj. Mgr: Louisa Chan
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Dan Zaweski
PSEGLI Director: Mike Voltz	DPS Contact: Ed Wilkowski
Allocated Compensation (2021 Dollars): \$300,000	

OBJECTIVE

Implement programmatic changes to address barriers to customer heat pump adoption as part of the multi-year heat pump strategy.

TARGETS AND CALCULATIONS

Meeting all identified requirements with high-quality deliverables and deliver by established due dates, including those contained in the PIP.

1. Customer identification and engagement: Develop and submit a Home Comfort Customer Outreach and Engagement Plan.
 - a. Develop/provide 2025 COMP Plan with media flowchart
 - b. Analyze 2024 results to identify best-performing channels and additional outreach channels for 2025
 - c. Provide a plan or schedule that demonstrates how owned media channels will be leveraged to promote LI Clean Energy Hub initiatives
 - d. Demonstrate continued use of multiple segmentation options, including ICF sightline Propensity Modeling, DAC and LMI Segmentation, along with MOSAIC segmentation. Fulfillment of this deliverable can be in the form of a plan outlining how these tools are being used to engage customers.
 - e. Continue to promote heat pump case studies in 2025. Fulfillment of this deliverable can be in the form of sharing examples of newsletters or other relevant customer communication media that highlight these case studies to customers and/or contractors
2. Develop and submit four new heat pump case studies
 - a. If AWHP projects are completed in 2025, they will be prioritized for case study development and publication. Otherwise, case studies can continue to focus on different use cases.
3. Provide monthly project status report versus the work plan, including KPI as defined in the 2023 Supply Chain Development plan
4. Improve the efficiency of HP program delivery as follows:
 - a. Monitor and report on activity from mid-stream heat pump water heat (HPWH) uptake
 - b. Promulgate domestic water heating equipment QPL for incentive when included in AWHP systems
 - c. Offer ACH payment process to a minimum of 80% of all Home Comfort and Combination projects
5. Expand contractor base and engage supply chain regularly
 - a. Identify and attempt to recruit plumbers/boiler installers to Home Comfort program,

2025 Performance Metrics

PS&CE-13: Heat Pump Strategy to Address Barriers to Customer Adoption

- highlighting air-to-water heat pumps (AWHPs)
- b. Low-temperature heating cooling interior system design training for contractors, one (1) per half year, totaling two (2) per year
- c. Hold 2x yearly meetings with distributors, PSEG Long Island will engage with low-temperature heat pump manufacturers to schedule such meetings
- 6. Develop and submit a white paper (5-10 pages) on emerging technologies that could improve heat pump performance or deployment
- 7. Eliminate financial incentives related to the installation of integrated controls for heat pumps. Redirect the funds that would have been associated with this measure to support other incentives for whole-house heat pumps

EXCLUSIONS

Schedule relief may be granted for

- i. delays directed or requested by LIPA or
- ii. situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island or
- iii. Demonstrated scheduling challenges with NYSERDA

DELIVERABLES

Deliverable Name	Target Due Date
CUSTOMER IDENTIFICATION AND ENGAGEMENT	
Develop and submit a Home Comfort Customer Outreach and Engagement Plan and 2025 COMP. This deliverable shall include the elements stated in 1a-1e	2025-03-31
Develop and submit four new heat pump case studies. If AWHP projects are completed in 2025, they will be prioritized for case study development and publication. Otherwise, case studies can continue to focus on different use cases.	Quarterly
HEAT PUMP PROGRAM DELIVERY	
Monitor and report on activity from mid-stream heat pump water heat (HPWH) uptake	2025-09-03
Promulgate domestic water heating equipment QPL for incentive when included in AWHP systems	2025-03-31
Offer ACH payment process to a minimum of 80% of all Home Comfort and Combination projects	2025-06-06
CONTRACTOR AND SUPPLY CHAIN ENGAGEMENT	
Identify and document outreach to at least 15 plumbers/boiler to HC program, highlighting AWHPs	2025-04-01
Identify and document outreach to at least 15 plumbers/boiler to HC program, highlighting AWHPs	2025-09-30
Low-temperature heating cooling interior system design training for contractors, one (1) per half-year	2025-03-31
Low-temperature heating cooling interior system design training for contractors, one (1) per half-year	2025-09-30
2x yearly meetings with distributors	2025-02-14

2025 Performance Metrics

PS&CE-13: Heat Pump Strategy to Address Barriers to Customer Adoption

2x yearly meetings with distributors	2025-09-15
IDENTIFY EMERGING TECHNOLOGY	
Develop and submit a white paper (5-10 pages) on emerging technologies that could improve heat pump performance or deployment	2025-07-01
Eliminate financial incentives related to the installation of integrated controls for heat pumps. Redirect the funds that would have been associated with this measure to support other incentives for whole-house heat pumps.	2025-03-15
STATUS REPORTING AND LIPA DATA REQUESTS	
Provide monthly project status report versus the work plan, including KPI as defined in the 2023 Supply Chain Development plan	Monthly

2025 Performance Metrics

PS&CE-14: Transportation Electrification Strategic Initiatives

Board Policy: Resource Planning and Clean Energy	Board PIPs: n/a
LIPA Exec. Sponsor: Gary Stephenson	LIPA Proj. Mgr: Louisa Chan
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Paul Dibenedetto, Amrit Singh, Anie Philip
PSEGLI Director: Michael Voltz, Anie Philip	DPS Contact: Ed Wilkowski
Allocated Compensation (2021 Dollars): \$300,000	

OBJECTIVE

Implement programmatic changes to address barriers to customer transportation electrification as part of the multi-year strategy.

TARGETS AND CALCULATIONS

Meet all identified requirements with high-quality deliverables and deliver by established due dates, including those contained in the Project Implementation Plan (PIP), these deliverables shall be added to the metric deliverables.

1. Propose an implementation strategy for a commercial managed charging pilot (active). The planned pilot should include:
 - a. Work with a medium- and heavy-duty vehicle fleet (e.g., school district, county, township, large delivery, etc.) to develop a demand flexibility strategy that minimizes EV charging load during peak times of demand.
 - b. An examination of available technologies and the compatibility between chargers, managed charging software, fleet management software, and electric vehicles.
2. Monthly EV program KPI progress report based on EV PIP
3. Fleet Round Table - Host two (2) events (virtual or in-person) with fleet operators, contractors, and developers situated within LIPA's service territory to discuss:
 - a. Potential challenges they may face with fleet electrification
 - b. Available resources and programs such as the Fleet Make Ready Program & Fleet Advisory Services
 - c. Collect feedback on the Fleet Make Ready Program & Fleet Advisory Services
 - d. How to get started and understand how PSEG Long Island can help

Fleet operators include those that operate three (3) or more vehicles operated by a non-residential entity with a meter on a commercial tariff, consisting of any vehicle type or weight class. Developers include those that install electric vehicle supply equipment (EVSE) or work with fleet operators with the installation of EVSE. Feedback from this group could provide insight into how to shape the Transportation Electrification Plan, and therefore, the plan will take this feedback into consideration.

There shall be one (1) event in the first half of the year and one (1) in the latter half of the year.

2025 Performance Metrics

PS&CE-14: Transportation Electrification Strategic Initiatives

4. EV Make Ready Program Round Table - Host two (2) events (virtual or in-person) with developers and commercial customers situated within LIPA service territory. There shall be one (1) event in the first half of the year and one (1) in the latter half of the year. Topics shall include, but not limited to:
 - a. Potential challenges they may face with deploying Electric Vehicle Supply Equipment (EVSE)
 - b. Available resources and programs such as the EV Make Ready Program
 - c. Collect feedback on the EV Make Ready Program

Developers include those that install EVSE or work with commercial customers with the installation of EVSE. Commercial customers are those with a meter on a commercial tariff that currently own or interested in owning EVSE on their property.

5. Integrations of results from LIPA Fleet Electrification Study
 - a. Integrate findings of the fleet electrification study into the EV PIP marketing outreach and engagement plan. The deliverable may either be integrated directly into the EVPIP with specific highlights related to fleets or as a separate summary section. The deliverable should:
 - i. Assess how, the new data influences the segmentation, targeting, and messaging of the fleet customers
 - ii. Include a revised marketing plan, particularly in areas related to customer journey mapping, targeted messaging, and outreach strategies that reflect findings from the fleet electrification study
 - b. Conduct distribution grid impact analysis based on fleet electrification study results from LIPA. This analysis focuses on the distribution system and does not include any evaluation of the potential impact on the Transmission system. Utilize LIPA fleet electrification study to evaluate the impact of planned fleet electrification on 26 circuits.
 - i. The analysis includes a high-level peak load flow study for no more than 26 distribution feeders and identifies high-level distribution upgrades associated with the load addition on that feeder. The scope of this analysis will not include detailed contingency and field switching analysis but will include a generic estimated approach to evaluate the impact of contingencies. The high-level upgrade solution will be selected based on the constraint, and the alternative solution analysis will not be conducted. The engineering and construction feasibility of the upgrades will not be part of this study. The number of circuits that will be studied will be prioritized and selected based on the evaluation of results from the fleet electrification study. For at least one of the identified circuits with substantial fleet load potential, comprehensive analysis from substation down to fleet load will be necessary. This view should include, at minimum, applicable three-phase primary feeder, load transfers, switching actions, normal loading/contingency analysis, and impact on substation transformers, so that we have a better understanding of all infrastructure impacts related to the substation downstream from the increased load due to heavy fleet concentration. Detailed analysis of secondary upgrades will not be part of this analysis. The additional study for one circuit mentioned above is contingent upon LIPA not

2025 Performance Metrics

PS&CE-14: Transportation Electrification Strategic Initiatives

receiving approval for DOE grant request for Increasing Distributed Energy Resources (DER) Hosting Capacity. All the analyses above will focus on one year/snapshot that incorporates the maximum load injection for that specific location. 100% compensation for all completed studies and linear sliding proration scale to be used for anything less than the 26 circuits, provided that at least 13 circuits are completed.

Target compensation allocated to this metric are listed below:

- Develop Commercial Managed Charging Pilot [20%]
- Monthly KPI Report [10%]
- Fleet Round Tables [10%]
- EV Make Ready Round Tables [10%]
- Integration of LIPA's Fleet Electrification Study results [50%]
 - Fleet Marketing & Outreach plan – 20%
 - Grid Analysis – 30%

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

EXCLUSIONS

Schedule relief may be granted for i) delays directed or requested by LIPA or ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island or iii) Change/additions to the scope of work or iv) delays in receiving complete information (location of fleet, specific MW magnitude, specific year for the injection) from fleet electrification study beyond March 31, 2025.

2025 Performance Metrics

PS&CE-14: Transportation Electrification Strategic Initiatives

DELIVERABLES

Deliverable Name	Target Due Date
COMMERCIAL MANAGED CHARGING PILOT	
Propose an Implementation Strategy for a Commercial Managed Charging Pilot	2025-07-01
MONTHLY KPI REPORT	
January 2025 KPI report	2025-02-10
February 2025 KPI report	2025-03-10
March 2025 KPI report	2025-04-08
April 2025 KPI report	2025-05-08
May 2025 KPI report	2025-06-09
June 2025 KPI report	2025-07-08
July 2025 KPI report	2025-08-08
August 2025 KPI report	2025-09-08
September 2025 KPI report	2025-10-08
October 2025 KPI report	2025-11-10
November 2025 KPI report	2025-12-08
December 2025 KPI report	2025-12-31
FLEET ROUND TABLES	
Host 1st round table with at least a total of 10 fleet operators and developers and provide round table summary and results report	Prior to 2025-06-30
Host 2nd round table with at least a total of 10 different fleet operators and developers than 1st round table and provide round table summary and results report	In between 2025-07-01 and 2025-12-31
EV MAKE READY PROGRAM ROUND TABLES	
Host 1st round table with at least 10 Developers and at least 10 Commercial Customers and provide round table summary and results report	Prior to 2025-06-30
Host 2nd round table with at least 10 Developers and at least 10 Commercial Customers that are different than the first round table and provide a round table summary and results report	In between 2025-07-01 and 2025-12-31
INTEGRATION OF RESULTS FROM LIPA FLEET ELECTRIFICATION STUDY	
Work with LIPA to develop the Fleet customer engagement plan	3 months after receipt of LIPA Fleet Electrification Study results (2025-06-30)
Conduct distribution grid impact analysis for 26 distribution circuits based on fleet electrification study results received from LIPA by March 2025.	2025-12-31

2025 Performance Metrics

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

Board Policy: Resource Planning and Clean Energy, Customer Value, Affordability, & Rate Design	Board PIPs: n/a
LIPA Exec. Sponsor: Steve Driscoll	LIPA Proj. Mgr: Sarah Mandli
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Brian Kurtz
PSEGLI Director: Michael Voltz	DPS Contact: Sean Walters
Allocated Compensation (2021 Dollars): \$550,000	

OBJECTIVE

Achieve a Time-of-Day (TOD) participation rate in line with successful California utilities for TOD opt-out programs.

TARGETS AND CALCULATIONS

Calculation:

Participation Rate % (Running Total) = Number of active customer accounts on a Time-of-Day rate (194 or 195) / Number of active customer accounts that were eligible for migration (including opt-ins) or could have been defaulted at move-in

The source of the data is Datawarehouse reporting.

TOD migration/opt-in or move in default eligible customer accounts (after January 29, 2024) excludes: customers previously on Rates 181, 182, 184, 188, 190, 191, 192, 193, 480, 481, and 580; customers registered under Life Support System; customers who are on the Household Assistance Rate that are classified by PSEG Long Island as non-benefitters at the time of group assignment; customers on Tier 4 discount rate (HAR); customers not eligible for the TOD rates.

Target:

- 85% for 100% of allocated incentive compensation
- 80% for 75% of allocated incentive compensation
- 75% for 50% of allocated incentive compensation

EXCLUSIONS

None

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Report 2) Any additional supporting documentation as required	Monthly

2025 Performance Metrics

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

Board Policy: Resource Planning and Clean Energy	Board PIPs: n/a
LIPA Exec. Sponsor: Gary Stephenson	LIPA Proj. Mgr: Brian Levite
PSEGLI Exec. Sponsor: Louis Debrino	PSEGLI Proj. Mgr: Dan Zaweski
PSEGLI Director: Michael Voltz	DPS Contact: Ed Wilkowski
Allocated Compensation (2021 Dollars): \$100,000	

OBJECTIVE

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 designated disadvantaged communities (DACs) as set forth in NYS Climate Act for the following programs:

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

TARGETS AND CALCULATIONS

Target for 2025 will be to achieve 35% spend in DACs based on the formula below:

Formula in accordance with reporting template set forth by NYSERDA for reporting annual progress toward achieving NYS goals.

$$\text{Benefit towards DAC \& LMI Customers (\%)} = \frac{\text{DAC, Low Income Rebates, Incentives, and Direct Services Spend (\$)}}{\text{Overall Rebates, Incentives, and Direct Services Spend (\$)}}$$

Numerator: Calculate the total dollar amount of rebates and incentives paid to customers (or contractors representing such customers) either

- a. at or below 60% of state median income*, or
- b. customers located in designated DAC communities, plus the total low income (at or below 60% SMI) spending by TRC on the REAP program.

Denominator: Calculate the total dollar amount of rebates and incentives paid to customers (or contractors representing such customers) plus the total spending by TRC on the REAP program

*This excludes Moderate Income customers (at or below 80% AMI).

EXCLUSIONS

As advised by NYSERDA, the Home Energy Management (HEM) Program is currently not included in the DAC Reporting.

2025 Performance Metrics

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

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: 1) Monthly Scorecard Report 2) Any additional supporting documentation as required	Monthly
Measure Level documentation (by program) for DAC (% is determined on an annual basis) for NYSERDA statewide reporting	Annually

2025 Performance Metrics

IT-03: System Resiliency - Business Continuity Plans and Functional Drills

Board Policy: Information Technology and Cyber Security	Board PIPs: 5.02: ERP and BCP Training and Exercises, 5.04: Develop Rigorous BCPs
LIPA Exec. Sponsor: Brian Rudowski	LIPA Proj. Mgr: Moin Shaikh
PSEGLI Exec. Sponsor: Michael Sullivan	PSEGLI Proj. Mgr: Frank Savin
PSEGLI Director: Larry Torres	DPS Contact: John Goench
Allocated Compensation (2021 Dollars): \$250,000	

OBJECTIVE

Well-designed and robust IT System Resiliency Planning that includes Business Continuity Plans (BCPs) for critical business processes and their supporting IT systems/infrastructure that are based on comprehensive Business Impact Analyses (BIAs) and are annually reviewed, updated, approved by LIPA, and successfully and thoroughly exercised for all critical business processes and their supporting critical systems. As applicable, plans should be developed and implemented using ISO 22301:2019 guidance.

TARGETS AND CALCULATIONS

- A. PSEG Long Island to develop and submit a PIP that is mutually agreeable, and LIPA approved to fully implement the BCP and Functional Drills recommendations from the IT Systems Resiliency Assessment Future State Roadmap (“Future State Roadmap”) that was developed by the LIPA-engaged third-party Consultant for the 2024 IT-03 Metric. The PIP shall take into account the recommended timelines and system prioritization in the Future State Roadmap. It shall include the schedule for (i) submission to LIPA of the revised BIAs and BCPs associated with critical systems to be exercised in 2025 and (ii) functional exercising of the revised BCPs associated with the specified critical systems. The BCPs for the critical business process(es) and their associated critical business systems specified in the PIP to be exercised in 2025 should align with the consultant report's recommendation to exercise OMS/CAD and its upstream systems for the Outage and Restoration process. Justification should be provided if any of the said recommended systems are not included for testing in 2025.
- B. All planned scope and work for 2025 in the mutually agreeable and LIPA-approved Project Implementation Plan (PIP), for which a reasonable and supported budget is approved and funded, will be completed in 2025 in accordance with the approved PIP.
- C. PSEG Long Island to fully participate in a gap-closure assessment by a LIPA-engaged third-party consultant, to be conducted by Q4 2025. The assessment will include reviewing the BC Program documents and witnessing exercises for the business processes that utilize the critical systems identified in the mutually agreed-upon PIP. LIPA's approval of the deliverables will be based on the consultant's recommendations resulting from this assessment.
- D. PSEG Long Island to capture lessons learned from the exercises and put them into an After-Action Report. PSEG Long Island is to submit a revised PIP for LIPA approval with additional deliverables arising from the After-Action Report and their due dates, as well as any BCPs that have been updated to incorporate any of the lessons learned.

2025 Performance Metrics

IT-03: System Resiliency - Business Continuity Plans and Functional Drills

Expected outcomes for 2025:

- The 2025 scope of the Future State Roadmap's Business Continuity Plans and Functional Drills recommendations has been implemented, as determined by a LIPA-engaged third-party Consultant in a gap-closure assessment.
- The BCPs related to the critical systems and their associated critical business processes identified in the mutually agreeable and LIPA-approved PIP have been reviewed by the third-party Consultant and approved based on the consultant's recommendation. The BCPs provide clear and concrete direction for maintaining critical functions and processes in realistic disaster scenarios, including unplanned partial or complete loss of one or more critical systems and/or infrastructure.
- The BCPs and the design of the exercises are in accordance with the recommendations of the 2024 IT Systems Resiliency Assessment
- BCPs have been successfully exercised for the critical systems and their associated critical business processes identified in the approved PIP, with the exercises witnessed and their success assessed by a LIPA-engaged third-party consultant.

Target:

(i) PSEG Long Island has fully participated in the gap-closure assessment, including making all relevant PSEG Long Island personnel available as needed for interviews, meetings, etc., and providing all requested information and data in a timely manner.

Compensation will be allocated in alignment with below:

- 70% of compensation for completion of the high priority identified gaps in accordance with the approved PIP
 - RC.GV3.MR1
 - RC.GV3.IP2
 - RC.RA3.BI3
 - RC.SP3.PD4
 - RC.CI3.E5
 - RC.CI3.ECO6
- 20% of compensation for completion of the medium priority identified gaps in accordance with the approved PIP
 - RC.GV3.PF6
 - RC.SP3.TA7
- 10% of compensation for the completion of the low priority identified gaps in accordance with the approved PIP
 - RC.GF3.RR8

(ii) 2025 deliverables in the mutually agreeable, and LIPA-approved PIP or, in this metric, are submitted by the specified due dates and subsequently accepted by LIPA.

(iii) The gap-closure assessment determines that PSEG Long Island successfully implemented the planned 2025 scope.

2025 Performance Metrics

IT-03: System Resiliency - Business Continuity Plans and Functional Drills

Deliverables will be updated in the metric Smartsheet upon approval of the PIP.

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA’s expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA’s standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA’s feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

“LIPA Approved format”, where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

EXCLUSIONS

Schedule relief may be granted for i) delays directed or requested by LIPA or ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

DELIVERABLES

Deliverable Name	Target Due Date
PIP to implement the BCPs and Functional Drills recommendations of the IT Systems Resiliency Future State Roadmap	2025-03-15
PSEG Long Island has fully participated in the gap-closure assessment, including making relevant personnel available and providing requested information and data and access to relevant systems, in a timely manner.	2025-12-15
Successful exercise of BCPs for the critical systems and associated business process(es) specified in the approved PIP	2025-12-15
Lessons Learned from the exercises and a revised PIP and any updated BCPs incorporating the lessons learned	2025-12-15
All 2025 Deliverables in the approved PIP	Per approved PIP

2025 Performance Metrics

IT-04: System and Software Lifecycle Management

Board Policy: Information Technology and Cyber Security	Board PIPs: n/a
LIPA Exec. Sponsor: Brian Rudowski	LIPA Proj. Mgr: Moin Shaikh
PSEGLI Exec. Sponsor: Gregory Filipkowski	PSEGLI Proj. Mgr: Maurice Johnson
PSEGLI Director: Irving Landesbaum	DPS Contact: John Goench
Allocated Compensation (2021 Dollars): 100,000	

OBJECTIVE

All IT and OT assets managed by PSEG Long Island on behalf of LIPA, including but not limited to, computers, communications equipment, networking equipment, hardware, software, and storage systems, are within their active service life and under general support from the product vendor.

TARGETS AND CALCULATIONS

All IT and OT information assets, including but not limited to computers, communications equipment, networking equipment, hardware, software, and storage systems, are assessed for end-of-life status and inventoried with information including, at a minimum, the purpose of the system, criticality, currently deployed version, latest available version, when it was implemented, when it was last upgraded, end-of-life status, support status, known security risks, and any relevant supporting software/hardware constraints (for instance, a system that requires legacy hardware); with the inventory annually reviewed, updated, and LIPA-approved. The 2025 updated inventory is to be submitted for LIPA approval by February 28, 2025.

LIPA approved a 2-year Refresh Plan in 2024 to replace or upgrade end-of-life assets within two (2) years. The Refresh Plan will be updated as needed to account for any relevant changes to the asset inventory or other conditions that impact the 2025 plan. The Refresh Plan will include the support and security provisions for the assets until they are refreshed. In addition to the detailed asset refresh schedule listing, the updated 2-year Refresh Plan will incorporate (i) the work plan for 2025, including, at a minimum, the description and scope of each project to be worked on in 2025 and the timeline with the planned start and end dates for each project; and (ii) a listing of any changes made to the planned work for 2025 since the LIPA-approved 2024 Refresh Plan, including projects carried over from 2024, added, moved to a different year, or dropped. The 2025 updated plan is to be submitted for LIPA approval by March 31, 2025.

All planned work for 2025 in the LIPA-approved Refresh Plan is completed in accordance with the Refresh Plan, and all planned work for 2025 (if any) for any Life Cycle Planning (LCP) projects that are not in the 2025 Refresh Plan, but have approved budget for 2025, is completed in 2025.

PSEG Long Island to provide quarterly status reports for the first three quarters of the year. PSEG Long Island to provide a year-end close-out report including the scope delivered for each project, any scope dropped or deferred, and revised timelines/end dates for any projects not completed as planned. All four reports will cover all projects planned to be worked on in 2025, including projects identified in the 2025 Refresh Plan and any LCP projects with approved budgets for 2025; they will be in a LIPA-approved format and submitted by the specified due dates.

2025 Performance Metrics

IT-04: System and Software Lifecycle Management

- Full Incentive Compensation Target requires 100% of deliverables specified in this metric submitted by the specified due dates and subsequently accepted by LIPA.
- Minimum Baseline Target for receiving any compensation requires submission by the specified due dates and subsequent acceptance by LIPA of the 2-year Refresh Plan and the Close-out Report, and completion of at least 50% of the projects planned for 2025 in the 2025 LIPA-approved Refresh Plan.

Incentive will be awarded as follows:

- 100% of allocated incentive compensation for meeting the Full Incentive Compensation Target specified above.
- 90% of allocated incentive compensation for meeting the Minimum Baseline Target specified above and completing 100% of all projects planned for 2025 in the 2025 LIPA-approved Refresh Plan.
- 50% of allocated incentive compensation for meeting the Minimum Baseline Target specified above and completing at least 50% of all projects planned for 2025 in the 2025 LIPA-approved Refresh Plan.
- No incentive if Minimum Baseline Target specified above is not met.

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

EXCLUSIONS

Schedule relief may be granted for i) delays directed or requested by LIPA or ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

2025 Performance Metrics

IT-04: System and Software Lifecycle Management

DELIVERABLES

Deliverable Name	Target Due Date
Submit updated 2025 IT and OT asset inventory, as specified in this metric	2025-02-28
Submit 2-year Refresh Plan, as specified in this metric, updated to account for any relevant changes to the approved 2025 inventory or other conditions that impact the 2025 plan	2025-03-31
Quarterly Project Status Report for 2025 Q1	2025-04-10
Quarterly Project Status Report for 2025 Q2	2025-07-10
Quarterly Project Status Report for 2025 Q3	2025-10-10
All planned work for 2025 in the LIPA-approved Refresh Plan is completed in accordance with the plan	2025-12-31
All planned work for 2025 (if any) for any Life Cycle Planning (LCP) projects that are not in the 2025 Refresh Plan, but have approved budget for 2025, is completed	2025-12-31
Year-end Closeout Report, as specified in this metric	2025-12-31

2025 Performance Metrics

IT-05: Project Performance - In-flight Projects

Board Policy: Information Technology and Cyber Security	Board PIPs: n/a
LIPA Exec. Sponsor: Brian Rudowski	LIPA Proj. Mgr: Omar Shareef
PSEGLI Exec. Sponsor: Gregory Filipkowski	PSEGLI Proj. Mgr: Multiple
PSEGLI Director: Irving Landesbaum, Joseph Jacko, Larry Rocha, Lavanya Myneni	DPS Contact: John Goench
Allocated Compensation (2021 Dollars): \$300,000	

OBJECTIVE

IT Projects are conducted in a structured manner with strong and rigorous project planning, monitoring, and controls, as demonstrated by:

1. Project Implementation Plans (PIPs) in an acceptable format, approved by LIPA, for all in scope projects
2. Monthly Reporting of Project Status by ten days after the close of each month. Monthly Project Status Reporting will be in a LIPA-approved format and will be required starting from the month the PIP is due and continuing through the month that final close-out reports and/or artifacts are accepted by LIPA
3. Planned project work completed on time and budget

TARGETS AND CALCULATIONS

This metric includes all in-flight 2024 IT Project Performance Metrics (IT-05 and IT-06) projects that have LIPA-approved PIPs and LIPA-approved work plans for 2025, with the Deliverables and Due Dates as specified in the LIPA-approved PIPs.

Any approved Exception Request for a 2024 IT-05 or IT-06 project that moves a Deliverable Due Date from 2024 to 2025 will automatically result in that Deliverable being incorporated into this metric and will move the associated project in-scope if previously out-of-scope. Additionally, any 2024 Deliverables for IT-05 or IT-06 projects that are not completed in 2024 will be automatically incorporated into this metric for remediation even if the Due Date is not officially adjusted through the Exception process.

The in-scope Projects and Deliverables listing will be compiled and updated through 2024 year-end closeout as the 2024 IT-05 and IT-06 projects complete PIP reviews and progress through execution, and the projects that meet the criterion for inclusion are determined. The final Deliverables and Due Dates for the metric will be as specified in the LIPA-approved PIPs for the projects, with any applicable adjustments resulting from the Exception Request process or as determined by LIPA for deliverables that have been incorporated for remediation without approved Exception Requests.

All submitted deliverables shall be clear, comprehensive, and substantive.

Target:

100% of the in-scope projects meet the following targets:

2025 Performance Metrics

IT-05: Project Performance - In-flight Projects

- 100% of the 2025 Deliverables specified in the LIPA-approved PIP or, in this metric, are submitted by the specified due date and subsequently accepted by LIPA
- 100% of the planned 2025 work specified in the LIPA-approved PIP or, in this metric, is completed in 2025
- Projects completed in 2025 satisfy the End State and Success Criteria detailed in the LIPA-approved PIP

Incentive will be awarded as follows:

- The incentive will be based on the allocated portion of in-scope projects that are completed in 2025 in alignment with the planned 2025 work specified in the LIPA-approved PIP
- No incentive if the target is met for less than 50% of in-scope projects

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

EXCLUSIONS

Schedule relief may be granted for delays i) directed or requested by LIPA or ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

Any exceptions sought for a deliverable must be submitted by PSEG Long Island, via the standard Metric Exception Request process, within ten business days of the deliverable due date.

Any requests by PSEG Long Island to remove a project from the in-scope projects list must be submitted by PSEG Long Island, via the standard Metric Exception Request process, within ten business days of the first deliverable due date.

2025 Performance Metrics

IT-05: Project Performance - In-flight Projects

DELIVERABLES

Deliverable Name	Target Due Date
2025 Deliverables from LIPA-approved PIPs for all in-scope projects	Per LIPA-approved PIPs

2025 Performance Metrics

IT-06: Project Performance – New 2025 Projects

Board Policy: Information Technology and Cyber Security	Board PIPs: n/a
LIPA Exec. Sponsor: Brian Rudowski	LIPA Proj. Mgr: Omar Shareef
PSEGLI Exec. Sponsor: Gregory Filipkowski	PSEGLI Proj. Mgr: Multiple
PSEGLI Director: Irving Landesbaum, Joseph Jacko, Larry Rocha, Lavanya Myneni	DPS Contact: John Goench
Allocated Compensation (2021 Dollars): \$400,000	

OBJECTIVE

IT Projects are conducted in a structured manner with strong and rigorous project planning, monitoring, and controls, as demonstrated by:

1. Project Implementation Plans (PIPs) in an acceptable format, approved by LIPA for all in-scope projects
2. Monthly Reporting of Project Status by ten days after the close of each month. Monthly Project Status Reporting will be in a LIPA-approved format and will be required starting from the month the PIP is due and continuing through the month that final close-out reports and/or artifacts are accepted by LIPA.
3. Planned project work completed on time and budget

TARGETS AND CALCULATIONS

This metric includes all new IT Projects at or over \$1 million in Capital Budget project lifecycle costs that have approved 2025 Capital Budget, with exceptions defined in the Exclusions section. For this metric, new projects are projects that do not have LIPA-approved PIPs covering all planned 2025 work.

The in-scope project list will be compiled based on the finalized PSEG Long Island Capital Budget Request. All in-scope cybersecurity projects will be designated Essential, indicating they are high-priority. LIPA may designate up to three additional in-scope projects as Essential.

The PIPs required for each project will utilize the LIPA-provided "Project Implementation Plan Template." They must provide substantive information, including Project Objectives, End State and Success Criteria, Deliverables, Project Structure, Work Plan, Risk Management Plan, Issue Resolution Plan, LIPA Reporting Plan, Technical Execution Plan, and Project Financial Plan and Budget. The LIPA-approved PIPs will constitute the baseline against which project performance is measured.

All submitted deliverables shall be clear, comprehensive, and substantive.

Target:

- 100% of in-scope projects have PIPs submitted by the specified due dates and subsequently approved by LIPA.
- 100% of the in-scope projects meet the following targets:

2025 Performance Metrics

IT-06: Project Performance – New 2025 Projects

- 100% of the 2025 Deliverables specified in the LIPA-approved PIP or in this metric are submitted by the specified due date and subsequently accepted by LIPA
- 100% of the planned 2025 work specified in the LIPA-approved PIP or in this metric is completed in 2025
- Work planned for 2025 is completed within the Board-approved budget (+/- 10%)
- Projects completed in 2025 satisfy the End State and Success Criteria detailed in the LIPA-approved PIP.

Incentive will be awarded as follows:

- Incentive will be based on allocated portion of in-scope projects that are completed in 2025 in alignment with the planned 2025 work specified in the LIPA-approved PIP
- No incentive if target is met for less than 50% of in-scope projects

In-scope projects are the projects listed in the Board-approved metric, as modified by any approved Exception Requests.

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider.

PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

EXCLUSIONS

Projects not listed in the final Board-approved In-scope Projects list for this metric. While all new IT Projects (projects that have approved 2025 Capital Budget but do not have LIPA-approved PIPs for 2025) at or over \$1 million in Capital Budget project lifecycle costs are included by default in this metric, certain projects may be excluded by LIPA based on LIPA priorities. IT Projects covered under separate metrics will not be included in IT-06. LCP (Life Cycle Planning) projects will typically be considered under 'IT-04 System and Software Lifecycle Management' and thus excluded from IT-06.

2025 Performance Metrics

IT-06: Project Performance – New 2025 Projects

Schedule relief may be granted for delays i) directed or requested by LIPA or ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

Any exceptions sought for a deliverable must be submitted by PSEG Long Island, via the standard Metric Exception Request process, within ten business days of the deliverable due date.

Any requests by PSEG Long Island to remove a project from the Board-approved in-scope projects list must be submitted by PSEG Long Island, via the standard Metric Exception Request process, within ten business days of the PIP due date.

DELIVERABLES

Deliverable Name	Target Due Date
Submit PIPs for all in-scope projects by the target due date, which is 3/31/2025 except where otherwise specified	2025-03-31
2025 Deliverables from LIPA-approved PIPs for all in-scope projects and all Mandatory Deliverables specified in this metric	As specified in this metric or LIPA-approved PIP

2025 Performance Metrics

IT-07: System Separation

Board Policy: Information Technology and Cyber Security	Board PIPs: 7.03; ITSM-01
LIPA Exec. Sponsor: Brian Rudowski	LIPA Proj. Mgr: Sidney Shelton
PSEGLI Exec. Sponsor: Gregory Filipkowski	PSEGLI Proj. Mgr: Joseph Jacko, Theresa Derting
PSEGLI Director: David Lyons	DPS Contact: John Goench
Allocated Compensation (2021 Dollars): 1,500,000	

OBJECTIVE

Separate LIPA IT systems from PSEG New Jersey systems.

TARGETS AND CALCULATIONS

This metric covers the third year of the LIPA Board-approved IT System Separation Plan. PSEG Long Island is to complete the full separation of all agreed-upon systems, including those identified in the Board-approved System Separation Plan, and any additional systems that LIPA has subsequently approved for separation by December 31, 2025.

Target:

- Completion by 12/31/2025 of full separation of all systems identified in the LIPA Board approved plan and any systems subsequently approved by LIPA for separation – 100% of allocated incentive compensation.

EXCLUSIONS

Schedule relief may be granted for delays i) directed or requested by LIPA or ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

DELIVERABLES

Deliverable Name	Target Due Date
System Separation per the LIPA Board approved plan	2025-12-31

2025 Performance Metrics

IT-09: IT Planning - Ransomware Readiness and Response

Board Policy: Information Technology and Cyber Security	Board PIPs: n/a
LIPA Exec. Sponsor: Brian Rudowski	LIPA Proj. Mgr: Moin Shaikh
PSEGLI Exec. Sponsor: Gregory Filipkowski	PSEGLI Proj. Mgr: n/a
PSEGLI Director: Irving Landesbaum, John Kupcinski	DPS Contact: John Goench
Allocated Compensation (2021 Dollars): \$200,000	

OBJECTIVE

Development and Implementation of Ransomware Readiness and Response plans to ensure that any suspected or confirmed ransomware incidents are responded to consistently, controlled, and effectively.

TARGETS AND CALCULATIONS

All planned scope and work for 2025 in the LIPA-approved Ransomware Readiness and Response Project Implementation Plan (PIP) and in any subsequent LIPA-approved detailed plans developed according to the PIP, for which reasonable and supported budget is approved and funded will be completed in 2025 in accordance with the plans.

Any planned 2024 IT-09 scope of work not completed in 2024 will be completed in 2025. Associated deliverables will be added to this metric after the year-end closeout of the 2024 IT-09 metric. PSEG Long Island to submit proposed due dates for the deliverables for LIPA's review and approval.

Restoration of backups for all priority systems/subsystems (on-premise and cloud) identified in the PIP will be successfully tested in 2025. If offline backups are unavailable for testing in 2025, online backups will be tested, and the timeline for testing offline backups will be provided in the PIP, with all priority systems/subsystems scheduled for testing as outlined in the LIPA-approved PIP. If testing the full restoration of backups is not feasible for a given system, PSEG Long Island may test the restoration of a representative subset of the backups to demonstrate that the backups were completed successfully and are viable. The testing approach for each system will be provided in Test Plans, which will be submitted to LIPA for review and approval before the system is tested.

The Ransomware Response and Recovery Plan will be exercised from incident through resumption to normal in 2025, in accordance with the Plan. Lessons learned from the exercise will be incorporated into the Ransomware Response and Recovery Plan or added as deliverables/actions into a revised PIP. Revisions to the Ransomware Response and Recovery Plan or the PIP will be submitted to LIPA for review and approval in 2025. The exercise will be observed by LIPA and/or a LIPA-engaged third-party Consultant.

Expected End State outcomes after full implementation per LIPA-approved PIP:

2025 Performance Metrics

IT-09: IT Planning - Ransomware Readiness and Response

- i) A written LIPA-approved Recovery Readiness Plan is in effect, providing detailed processes and procedures for regular data backups that are consistent with NIST/NCCOE Recommendations. Each of the priority systems/subsystems is explicitly addressed.
- ii) All identified priority systems/subsystems are regularly backed up in accordance with the Recovery Readiness Plan. Backups may be conducted at system-specific or infrastructure levels as long as all essential components of all priority systems/subsystems are fully covered. For SaaS systems, vendors have provided documentation on their current backup and restore processes, which has been analyzed for potential gaps under ransomware attack scenarios. Remediation plans from vendors have been requested/negotiated for any identified gaps, and all gaps have been either closed or addressed with contingency plans in the Ransomware Response and Recovery Plan. If any vendors have been unwilling or unable to provide sufficient documentation or adequate remediation plans, PSEG Long Island will follow its risk management process for third parties.
- iii) Restoration of backups for priority systems/subsystems are tested annually. For SaaS systems, requirements to ensure that uncontaminated data can be restored in case of contamination are documented for each system, and the vendor provides written evidence/assurance that the requirements are met, including, at a minimum, clearly defined SLAs for data recovery, backups, and restoration (RTO, RPO). If any vendors have been unwilling or unable to provide sufficient documentation or adequate evidence/assurance, PSEG Long Island will follow its risk management process for third parties.
- iv) A written LIPA-approved Ransomware Response and Recovery Plan consistent with NIST/NCCOE Recommendations is in effect, addressing assessment and validation of attack vectors and level of breach, containment of breach; incident command and stakeholder communications; approach to business continuity, recovery, and resumption to normal; recovery of systems; and regular, periodic testing of the response from incident through resumption to normal for the entire organization.
- v) The Ransomware Response and Recovery Plan provides a Business Response Playbook/Runbook that delivers policies and procedures for plan activation, internal executive communication (including LIPA), external communication, coordination, business continuity until systems are restored/recovered, and procedures and process for resumption to normal including input of any manually captured data. The Business Response Playbook/Runbook can be similar to the Storm ERIP but more limited in scope.
- vi) The Ransomware Response and Recovery Plan provides a Technical Response Playbook/Runbook that provides step-by-step procedures to guide validation and assessment, containment, data recovery, post-recovery data integrity assessment, and resumption of services. Procedures are detailed for priority systems and subsystems, including communication and coordination with vendors for SaaS systems.

Thorough testing of the response is planned to be conducted annually.

Following the implementation of the PIP, LIPA will engage a third-party Consultant to assess alignment with the expected end-state outcomes and the closure of the gaps identified in the 2024 assessment.

Metric deliverables will be modified with 2025 PIP deliverables upon completion and approval of PIP.

2025 Performance Metrics

IT-09: IT Planning - Ransomware Readiness and Response

Incentive will be awarded as follows:

- 20% of allocated incentive compensation for completion of the 2025 LIPA-observed annual exercise of the Ransomware Response and Recovery Plan and incorporation of Lessons Learned into the Ransomware Response and Recovery Plan or revised PIP, as specified in this metric, with deliverables submitted by the specified due dates and subsequently accepted by LIPA. ‘LIPA-observed’ means observed by LIPA and/or a LIPA-engaged third-party Consultant.
- 80% of allocated incentive compensation for meeting the following targets:
 - 100% of 2025 deliverables in the LIPA-approved PIP or in this metric are submitted by the specified due dates and subsequently accepted by LIPA, excluding the deliverables for the 2025 annual exercise of the Ransomware Response and Recovery Plan and the incorporation of Lessons Learned into the Ransomware Response and Recovery Plan or revised PIP.
 - 100% of any 2024 Deliverables that are added to this metric for completion after the year-end closeout of the 2024 IT-09 metric are submitted by the specified due date and subsequently accepted by LIPA.

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA’s expectations. PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA’s standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA’s feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

“LIPA Approved format”, where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

EXCLUSIONS

Schedule relief may be granted for delays i) directed or requested by LIPA or ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

2025 Performance Metrics

IT-09: IT Planning - Ransomware Readiness and Response

DELIVERABLES

Deliverable Name	Target Due Date
Monthly progress reports and status briefing	Monthly
All 2025 Deliverables in the LIPA-approved PIP	Per LIPA-approved PIP
Test Plans for testing the restoration of backups for all priority systems/subsystems identified in the LIPA-approved PIP	Per LIPA-approved PIP
Test results for the testing of the restoration of backups for all priority systems/subsystems identified in the LIPA-approved PIP	Per LIPA-approved PIP
LIPA-observed annual exercise of the Ransomware Response and Recovery Plan and Lessons Learned	2025-10-31
Revised Ransomware Response and Recovery Plan and revised PIP with additional after-actions from the exercise	2025-11-15
Close-Out Report	2025-12-01

2025 Performance Metrics

IT-10: System Resiliency - Disaster Recovery Plans and Testing

Board Policy: Information Technology and Cyber Security	Board PIPs: 5.02: ERP and BCP Training and Exercises, 5.04: Develop Rigorous BCPs
LIPA Exec. Sponsor: Brian Rudowski	LIPA Proj. Mgr: Moin Shaikh
PSEGLI Exec. Sponsor: Gregory Filipkowski	PSEGLI Proj. Mgr: Tikka Singh
PSEGLI Director: Irving Landesbaum	DPS Contact: John Goench
Allocated Compensation (2021 Dollars): \$250,000	

OBJECTIVE

Well-designed and robust IT System Resiliency Planning that includes Disaster Recovery Plans (DRPs) that are annually reviewed, updated, approved by LIPA, and successfully and thoroughly exercised for all critical systems. As applicable, plans should be developed and implemented using ISO 22301:2019 guidance.

TARGETS AND CALCULATIONS

- A. PSEG Long Island to develop and submit a PIP that is mutually agreeable and LIPA-approved to fully implement the Disaster Recovery Plans and Testing recommendations of the IT Systems Resiliency Assessment Future State Roadmap (“Future State Roadmap”) that was developed by the LIPA-engaged third-party Consultant in alignment with the 2024 OSA IT-10 Metric. The PIP shall take into account the recommended timelines and system prioritization in the Future State Roadmap. It shall include the schedule for (i) submission to LIPA of revised DRPs for all critical systems to be tested in 2025 and (ii) testing of the revised DRPs for the specified critical systems. The systems specified in the PIP to be tested in 2025 should be aligned with the recommendation in the Consultant report to test OMS/CAD and its upstream systems for the Outage and Restoration process, and justification should be provided if any of the said recommended systems are not included for testing in 2025.
- B. All planned scope and work for 2025 in the mutually agreeable and LIPA-approved PIP, for which a reasonable and supported budget is approved and funded, will be completed in 2025 in accordance with the approved PIP.
- C. PSEG Long Island to fully participate in a gap-closure assessment by a LIPA-engaged third-party consultant, to be conducted in Q4 2025. The assessment will include reviewing the DRP documents and witnessing testing for the critical systems identified in the approved PIP. LIPA's approval of the associated DRP and testing deliverables will be based on the consultant's recommendations resulting from this assessment.
- D. PSEG Long Island to capture lessons learned from the testing and put them into an After-Action Report. PSEG Long Island is to submit a revised PIP for LIPA approval with additional deliverables arising from the After-Action Report and their due dates, as well as any DRPs that have been updated to incorporate any of the lessons learned.

Expected outcomes for 2025:

- The 2025 scope of the Future State Roadmap's Disaster Recovery Plans and Testing recommendations has been implemented, as determined by a LIPA-engaged third-party Consultant in a gap-closure assessment.
- DRPs for the critical systems identified in the mutually agreeable and LIPA-approved PIP have been reviewed by the third-party Consultant and approved by LIPA based on the Consultant's recommendation. The DRPs provide

2025 Performance Metrics

IT-10: System Resiliency - Disaster Recovery Plans and Testing

clear and concrete direction for recovery and restoration of the systems in realistic disaster scenarios, including unplanned partial or complete loss of one or more critical systems and/or infrastructure components.

- The DRPs and the design of the tests are in accordance with the recommendations of the 2024 IT Systems Resiliency Assessment.
- LIPA-approved DRPs have been successfully exercised for the critical systems identified in the mutually agreeable and LIPA-approved PIP, with the tests witnessed, and their success assessed, by a LIPA-engaged third-party Consultant.

Target:

(i) PSEG Long Island has fully participated in the gap-closure assessment, including making all relevant PSEG Long Island personnel available as needed for interviews, meetings, etc. and providing all requested information and data in a timely manner.

Compensation will be allocated as possible:

- 70% of compensation for completion of the high priority identified gaps in accordance with the approved PIP
 - RC.GV10.DR1
 - RC.GV10.DR2
 - RC.GV10.DR3
 - RC.GV10.DR4
- 20% of compensation for completion of the medium priority identified gaps in accordance with the approved PIP
 - RC.GV10.DR5
 - RC.GV10.DR6
 - RC.GV10.DR7
- 10% of compensation for the completion of the low priority identified gaps in accordance with the approved PIP
 - RC.GV10.DR9
 - RC.GV10.DR8
 - RC.GV10.DR10
 - RC.GV10.DR11

(ii) 2025 deliverables in the mutually agreeable and LIPA-approved PIP or, in this metric, are submitted by the specified due dates and subsequently accepted by LIPA.

(iii) The gap-closure assessment determines that PSEG Long Island successfully implemented the planned 2025 scope.

Deliverables will be updated in the metric Smartsheet upon approval of the PIP.

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

2025 Performance Metrics

IT-10: System Resiliency - Disaster Recovery Plans and Testing

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

EXCLUSIONS

Schedule relief may be granted for delays i) directed or requested by LIPA or ii) situations or business conditions that arise that LIPA determines or agrees are beyond the reasonable control of PSEG Long Island.

DELIVERABLES

Deliverable Name	Target Due Date
PIP to implement the DRPs and Testing recommendations of the IT Systems Resiliency Future State Roadmap	2025-03-15
PSEG Long Island has fully participated in the gap-closure assessment, including making relevant personnel available and providing requested information and data and access to relevant systems, in a timely manner.	2025-12-15
Successful exercise of DRPs for the critical systems specified in the approved PIP	2025-12-15
Lessons Learned from the exercises and a revised PIP and/or any updated DRPs incorporating the lessons learned.	2025-12-15
All 2025 Deliverables in the mutually approved PIP	Per approved PIP

2025 Performance Metrics

BS-13: Information Request (IR) Responses

Board Policy: n/a	Board PIPs: n/a
LIPA Exec. Sponsor: Bobbi OConnor	LIPA Proj. Mgr: Lisa Zafonte
PSEGLI Exec. Sponsor: Andrea Elder-Howell	PSEGLI Proj. Mgr: Michael Ennis
PSEGLI Director: Kara Krueger	DPS Contact: Nicholas Forst
Allocated Compensation (2021 Dollars): \$200,000	

Historical Context YE Results (Quantitative Metrics Only)				
2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target
90	95.1	94	100	94

OBJECTIVE

To respond to information and document requests from LIPA (such information and document requests referred to in this metric as "IRs") from a broad range of areas, including internal audit, for data, records, and information that PSEG Long Island generates or maintains in connection with providing operations services under the Second A&R OSA, within 10 days of such requests, except where LIPA agrees to exceptions to such response time as described in Targets and Calculations.

TARGETS AND CALCULATIONS

Respond to a minimum of 94% of LIPA IRs with responses that are timely (as defined below) and are reasonably acceptable to LIPA in terms of substance.

IRs fall into the following two categories:

- IRs for documents LIPA believes already exist in some format (e.g., electronic, paper) in PSEG Long Island's records and do not require the generation of new content ("Existing Documents"); and
- IRs for documents that require PSEG Long Island to generate information, in a format that does not currently exist ("Created Documents").

For the avoidance of doubt, requests that PSEG Long Island retrieve documents from IT platforms maintained by PSEG Long Island do not constitute IRs for "Created Documents." In addition, collection of documents from multiple sources does not constitute the generation of "Created Documents." Documents electronically maintained by PSEG Long Island for LIPA under the Second A&R OSA, whether such documents exist and are maintained today or at any time during the remainder of the contract, are "Existing Documents" for purposes of this metric, regardless of whether they are housed on an IT platform dedicated to LIPA documents or on a platform integrated with non-LIPA documents.

2025 Performance Metrics

BS-13: Information Request (IR) Responses

Targets:

IRs for Existing Documents will be subject to the 10/11-day rule mentioned below, subject to LIPA's discretion to grant extensions on a case-by-case basis.

IRs for Created Documents will be subject to the 10/11-day rule plus an additional 15 days upon 3 days' notice to LIPA with a reasonable explanation of why the document is a Created Document as opposed to an Existing Document. The three days' notice shall be provided prior to the IR's due date calculated under the 10/11-day rule. For Created Documents, additional extensions of time to respond beyond the automatic 15-day extension will be considered on a case-by-case basis consistent with the terms of the metric.

If PSEG Long Island requires additional time to respond to an IR for an Existing Document, a request for an extension of time must be made within 7 days of PSEG Long Island's initial receipt of the IR.

If PSEG Long Island requires additional time to respond to an IR for a Created Document (beyond the additional 15 days permitted above upon notice to LIPA), a request for an additional extension of time must be made within 14 days of the IR with a proposed new due date and a reasonable explanation of why the extension is necessary.

Calculations:

All calculations of "days" are based on calendar days.

For IRs issued by 2:00 PM, a response to such request is expected within 10 days, and for IRs issued after 2:00 PM, a response to such request is expected within 11 days (with the number of days adjusted for Created Documents above).

If a deadline falls on a Saturday, Sunday or holiday, it automatically becomes due on the next business day.

Should an IR need clarification, PSEG Long Island will notify LIPA within 2 days of receiving the IR. Once clarification is received from LIPA, the 10/11 day clock will re-start for the submission of the IR by the required due date. For example, if PSEG Long Island receives an IR on Monday that it reasonably believes requires clarification, it will request such clarification by Wednesday of that week. Calculation of the due date for the IR will begin once PSEG Long Island receives clarification from LIPA. So, if clarification is requested on Wednesday and LIPA provides clarification on Thursday, the clock begins on Thursday.

EXCLUSIONS

Where LIPA has agreed to an exclusion to the above or to a longer time frame, the exclusion or extended time frame will apply.

2025 Performance Metrics

BS-13: Information Request (IR) Responses

DELIVERABLES

Deliverable Name	Target Due Date
PSEG Long Island will report monthly to LIPA on the percent of Information Requests substantively responded to within the specified time frame, as tracked through LIPA's SmartSheet system.	Monthly

2025 Performance Metrics

BS-22: Timely, Accurate, and Supported Storm Event Invoicing

Board Policy: Fiscal Sustainability	Board PIPs: n/a
LIPA Exec. Sponsor: Donna Mongiardo	LIPA Proj. Mgr: Ken Kane
PSEGLI Exec. Sponsor: Peggy Keane	PSEGLI Proj. Mgr: Zuly Suarez
PSEGLI Director: Prem Patel	DPS Contact: Daniel Pohoreckyj
Allocated Compensation (2021 Dollars): \$150,000	

Historical Context YE Results (Quantitative Metrics Only)						
2021		2022		2023		2024
YE Target	YE Result	YE Target	YE Result	YE Target	YE Result	YE Target
N/A	N/A	N/A	N/A	90%	100%	90%

OBJECTIVE

To ensure PSEG Long Island provides timely, accurate, and appropriately-supported Storm Event costs to LIPA.

TARGETS AND CALCULATIONS

For Storm Events, PSEG Long Island shall:

1. Provide an estimated dollar value of damages by County (using preliminary estimated job counts that are subject to change based on final review), for each Storm Event within 10 days of the end of the follow-up period defined in ERIP-FIN-001 (Storm Accounting Protocols for Storm Events).
2. For 2024-2025 Storm Events whereby invoicing is due in 2025, submit "Invoice 1" within 3 months of the end date of the Storm Event which shall consist of:
 - (i) PSEG Long Island Labor; (ii) Indirect Labor (Fleet/Materials Handling); (iii) Labor Burdens (contract labor burdens); (iv) Indirect outside Services (Fleet/Materials Handling); (v) Employee Expenses (Logistics and Travel and Subsistence); and (vi) Materials.
3. For 2024-2025 Storm Events whereby invoicing is due in 2025, submit "Invoice 2" within 6 months of the end date of the Storm Event which shall consist of: (i) Foreign crew tree trim, HV & LV; (ii) Damage Assessors; (iii) Wire watchers; (iv) Logistics (outside services); and (v) Other contractor invoices in support restoration.

For any 2024-2025 FEMA events whereby reporting/invoicing would be due in 2025, invoices shall be organized according to the Categories as defined in the Damage Inventory Line Item (DILI) and the timelines as outlined below (based on CAM FI-H1-16):

- Within 3 months from the Date of DILI: Category B – Call Center & Emergency Operations Center Costs, including PSEG Long Island Labor, Labor Burdens & Logistics
- Within 4 months of Date of DILI provide Category B – Environmental Spills Clean-up cost
- Within 5 months of Date of DILI provide Category F – PSEG Long Island Labor and Burdens

2025 Performance Metrics

BS-22: Timely, Accurate, and Supported Storm Event Invoicing

- Within 6 months of Date of DILI provide Category F – Materials
- Within 7 months of Date of DILI provide Category F – Fleet
- Within 8 months of Date of DILI provide Category F – Logistics
- Within 10 months of Date of DILI provide Category F – Outside Services and Proof of Payment for all Categories above

Timeliness is defined as meeting each of the above-stated deliverable timelines for a Storm Event. These dates can be modified by mutual consent, which shall not be unreasonably withheld, in writing by both parties depending upon the size of the event as stated on CAM-FI-H15. All such modifications will be documented through the metric exception process.

- Accuracy – LIPA will perform Independent Verification and Validation of 5 or more Storm Events for which storm invoices are presented in 2025 (storm could be declared in 2024) for compliance as defined in the 2nd Amended and Restated OSA (OSA).
 - For any Non-FEMA Storm Event, all adjustments related to the sum of PSEG Long Island labor, Employee expenses, and Materials provided in Invoice 1, or the total of Invoice 2 (measured separately) cannot exceed 5% of total applicable invoice to meet the accuracy standard for an event (i.e. the sum of PSEG Long Island Labor, Employee expenses, and Materials included in Invoice 1 = \$2M – adjustments to Invoice 1 cannot be greater than \$100k).
 - For FEMA events, the accuracy measurement will be measured on each month's Category package, described above accordance with CAM-FI-H16, Appendix A.
 - LIPA has 45 days to inform PSEG Long Island of any disputed costs submitted and PSEG Long Island has 10 business days to substantiate or remove such costs as outlined in CAM-FI-H15 and CAM-FI-H16.

Target: PSEG Long Island must meet both the Accuracy and Timeliness standard on 90% of Storm Events (rounded to nearest whole number, i.e. 20 storms @90%=18 storms; 15 storms @90%=14 storms) to earn the compensation.

PSEG Long Island shall provide a Monthly Status Report demonstrating metric performance for the prior month in a LIPA-approved format.

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. "LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

EXCLUSIONS

None

DELIVERABLES

Deliverable Name	Target Due Date
Provide a Monthly Status Report demonstrating metric performance for the prior month	2025-02-14
Provide a Monthly Status Report demonstrating metric performance for the prior month	2025-03-14

2025 Performance Metrics

BS-22: Timely, Accurate, and Supported Storm Event Invoicing

Provide a Monthly Status Report demonstrating metric performance for the prior month	2025-04-18
Provide a Monthly Status Report demonstrating metric performance for the prior month	2025-05-16
Provide a Monthly Status Report demonstrating metric performance for the prior month	2025-06-13
Provide a Monthly Status Report demonstrating metric performance for the prior month	2025-07-18
Provide a Monthly Status Report demonstrating metric performance for the prior month	2025-08-15
Provide a Monthly Status Report demonstrating metric performance for the prior month	2025-09-19
Provide a Monthly Status Report demonstrating metric performance for the prior month	2025-10-17
Provide a Monthly Status Report demonstrating metric performance for the prior month	2025-11-21
Provide a Monthly Status Report demonstrating metric performance for the prior month	2025-12-19

2025 Performance Metrics

BS-42: Develop Annual Zero Based Budget (ZBB) for each "Affiliate Cost" category for LIPA's review and approval

Board Policy: Customer Value & Affordability	Board PIPs: n/a
LIPA Exec. Sponsor: Donna Mongiardo	LIPA Proj. Mgr: Lloyd Fenton
PSEGLI Exec. Sponsor: Sonny Chung	PSEGLI Proj. Mgr: Martin Shames
PSEGLI Director: Martin Shames	DPS Contact: Jami Nafiul, Seth Johnson
Allocated Compensation (2021 Dollars): \$600,000	

OBJECTIVE

To ensure appropriate scope of work is assigned to affiliates and there is a comprehensive and auditable justification of affiliate costs basis.

TARGETS AND CALCULATIONS

- 1) Provide scope document of process to develop a zero based budget for affiliates budgeted - earn 25%
- 2) Provide a zero-based budget for affiliates' services as part of the 2026 budget submission with supporting details to validate budget - earn 60%
- 3) Provide the 2026 affiliate budget at 10% lower cost than the 2025 affiliate budget - earn 15%

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

"LIPA Approved format", where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

EXCLUSIONS

None

2025 Performance Metrics

BS-42: Develop Annual Zero Based Budget (ZBB) for each "Affiliate Cost" category for LIPA's review and approval

DELIVERABLES

Deliverable Name	Target Due Date
PSEGLI to provide a scope document detailing the scope and structure of the required ZBB review	2025-05-31
PSEGLI to provide for LIPA review and approve a schedule for completing annual ZBB review for affiliate charges. Schedule should include an interim briefing to LIPA on the preliminary ZBB results by department.	2025-07-15
PSEGLI completes ZBB and submits to LIPA for review and approval	2025-08-15

2025 Performance Metrics

BS-43: Implement standards and methods to reduce project variances including risk and contingency management

Board Policy: Customer Value & Affordability	Board PIPs: n/a
LIPA Exec. Sponsor: Donna Mongiardo	LIPA Proj. Mgr: Lloyd Fenton
PSEGLI Exec. Sponsor: Sonny Chung	PSEGLI Proj. Mgr: Martin Shames
PSEGLI Director: Martin Shames	DPS Contact: Jami Nafiul, Seth Johnson
Allocated Compensation (2021 Dollars): \$200,000	

OBJECTIVE

To improve capital project estimating and reporting on variances to ensure prudent planning for capital projects addressing concerns of management audit in section IV-1.

TARGETS AND CALCULATIONS

1. Enhance the Capital Project process through an enhanced PJD that provides information comparable to the Budget Briefing Book used for the O&M budget development - earn 30%
2. Enhance Capital Project variance reporting to show financial variances relative to scope and timeline (e.g. earn vs burn) for top 10 spend projects each month - earn 30%
3. Provide a project plan for the selection and implementation of a Capital Project Information Management System based on the available budget - earn 10%
4. Initiate a review of completed Capital Projects in the 12 months ending 09/30/2025 over \$10M where the final actual costs exceed the original approved budget (plus any approved adjustments) by 10% or greater (include lessons learned) - earn 30%

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

2025 Performance Metrics

BS-43: Implement standards and methods to reduce project variances including risk and contingency management

“LIPA Approved format”, where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

EXCLUSIONS

None

DELIVERABLES

Deliverable Name	Target Due Date
Enhance variance reporting to show Capital Project financial variances relative to scope and timeline	2025-06-30
Create and submit to LIPA report to show for Capital Projects relative financial variances relative to scope and timeline	2025-07-31
Create and submit to LIPA report to show for Capital Projects relative financial variances relative to scope and timeline	2025-08-31
Create and submit to LIPA report to show for Capital Projects relative financial variances relative to scope and timeline	2025-09-30
Create and submit to LIPA report to show for Capital Projects relative financial variances relative to scope and timeline	2025-10-31
Create and submit to LIPA report to show for Capital Projects relative financial variances relative to scope and timeline	2025-11-30
Create and submit to LIPA report to show for Capital Projects relative financial variances relative to scope and timeline	2025-12-31
Initiate a review of Capital Projects completed in the 12 months ending 09/30/2025 over Total Project Costs of \$10M where the final actual costs exceed the original approved budget (plus any approved adjustments) by 10% or greater	2025-12-31
Provide a project plan for the selection and implementation of a Capital Project Information Management System based on the available budget	2025-12-31

2025 Performance Metrics

BS-44: Establish Annual Assessment Allocation Model for LIPA's approval with quarterly selected work orders audits

Board Policy: Customer Value & Affordability	Board PIPs: n/a
LIPA Exec. Sponsor: Donna Mongiardo	LIPA Proj. Mgr: Lloyd Fenton
PSEGLI Exec. Sponsor: Sonny Chung	PSEGLI Proj. Mgr: Martin Shames
PSEGLI Director: Martin Shames	DPS Contact: Jami Nafiul, Seth Johnson
Allocated Compensation (2021 Dollars): \$250,0000	

OBJECTIVE

Ensure overheads are appropriately allocated based on valid causation principals addressing the concerns of the management audit finding in section IV-2.

TARGETS AND CALCULATIONS

1. Provide listing of assessment pools and initial base budget for each pool with corresponding explanations for allocation percentage. This includes explanations describing, in a narrative manner, the costs within an overhead cost pool as well as the logic and calculations behind the allocation methodology - earn 35%
2. Provide an explanation of budget to actual variances for: (a) monthly variance analysis of budget vs actual for costs in the 5 largest assessment pools (or more to capture 50% of assessments) after March close and analytical analysis of assessment allocations in LIPA approved format - explanations must be clear, comprehensive and concise - earn 35%
3. Provide comprehensive analysis of the costing sheets that address 50% of the Assessment budget and management action plans to address any findings - earn 15%
4. Reduce the 2026 budget dollars going into Cost Pools by 5% compared to 2025 budget (excluding impact of budget changes) for – earn 15%

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

2025 Performance Metrics

BS-44: Establish Annual Assessment Allocation Model for LIPA's approval with quarterly selected work orders audits

“LIPA Approved format”, where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

EXCLUSIONS

None

DELIVERABLES

Deliverable Name	Target Due Date
Provide LIPA listing of all costing pools with assessment allocation model for each assessment pool for 2026 budget with clear, concise, and informative explanations as to the purpose of each cost pool <ul style="list-style-type: none"> • A table will be provided with explanations describing, in a narrative manner, the costs that populate a cost pool as well as the logic and calculations behind the allocation methodology 	2025-04-30
Beginning with March close, provide a quarterly report with explanations for the top 5 overhead pool balance variances as well as the impact to the overhead rates. Provide analytical analysis to determine reasonableness of percentage loaded to capital projects <ul style="list-style-type: none"> • Provide quarterly variance analysis of Assessment overhead pool costs (Actual vs Budget) by cost objects (i.e. Order, Standard Cost Adjustments) with written analysis • Provide Budget vs Actuals (Quarterly) by overhead pool by Funding type (i.e. O&M, Capital) • Provide Overhead Rates (Actual vs Budget) by month 	2025-04-30
Perform audit of top 5 material overhead cycles per quarter and provide results to LIPA with management action plans for findings. <ul style="list-style-type: none"> • Costing sheets are utilized to generate the selected cost objects that will receive overhead costs from a specific overhead pool • The lines of business define what costing sheets are processed to every cost object (i.e. WBS element or Order). This analysis will show the objects that receive the cost pool allocations with costing sheet designation and compare if those objects are aligned correctly within each overhead pool designed instructions. 	2025-12-31

2025 Performance Metrics

BS-45: Develop methods and standards for tracking productivity gains and sharing CapEx and OpEx savings

Board Policy: Customer Value & Affordability	Board PIPs: n/a
LIPA Exec. Sponsor: Donna Mongiardo	LIPA Proj. Mgr: Lloyd Fenton
PSEGLI Exec. Sponsor: Sonny Chung	PSEGLI Proj. Mgr: Martin Shames
PSEGLI Director: Martin Shames	DPS Contact: Jami Nafiul, Seth Johnson
Allocated Compensation (2021 Dollars): \$150,000	

OBJECTIVE

To ensure savings opportunities sought from major specific types of capital projects or operational projects are achieved (productivity gains or operational efficiencies resulting in savings) as anticipated and addresses the finding of the management audit section XVI-2.

TARGETS AND CALCULATIONS

1. Implement pilot program for selected O&M and capital projects- earn 10%
2. Develop a worksheet on Smartsheets to track anticipated gains and productivity for projects selected for pilot program which is in a LIPA approved format - earn 25%

Top 3 T&D and 3 IT Capital Projects based on Total Project Costs in-service by 2025 or before going 2 years back that specifically mention "savings" on PJD. Template will accommodate both O&M and capital opportunities on going forward basis. Work with LIPA to see which if any O&M projects potential for O&M savings should be tracked on the template as necessary.

3. Beginning with 2Q data, provide quarterly report in LIPA approved format to LIPA to demonstrate savings or productivity gains as project anticipated - earn 65%

Execute all identified deliverables in the metric on or before their respective timelines. All deliverables are subject to LIPA review and approval, which shall not be unreasonably withheld. All submitted deliverables shall be clear, comprehensive, and substantive. Once a deliverable is received, LIPA shall timely review and provide feedback to ensure that the deliverable complies with the corresponding deadline and LIPA's expectations.

PSEG Long Island may submit deliverables before the Due Date, and time permitting, LIPA will make a reasonable attempt to provide feedback to allow PSEG Long Island to improve and resubmit the deliverable by the Due Date, if LIPA believes improvements and resubmissions are necessary. For deliverables submitted as of the Due Date that are determined to not meet LIPA's standards for approval, LIPA will provide a summary of why and what is needed to bring the deliverables to closure, and PSEG Long Island may resubmit the deliverables within ten business days. If required revisions to address LIPA's feedback will take longer than ten business days to complete, PSEG Long Island will submit an exceptions request with a proposed timeline, including justification, which LIPA will reasonably consider. PSEG Long Island shall have only two opportunities post the Due Date to resubmit deliverables to obtain LIPA approval, unless otherwise approved as an exceptions request.

2025 Performance Metrics

BS-45: Develop methods and standards for tracking productivity gains and sharing CapEx and OpEx savings

“LIPA Approved format”, where specified, is to be generated by PSEG Long Island unless otherwise agreed to by the parties.

EXCLUSIONS

None

DELIVERABLES

Deliverable Name	Target Due Date
Implement pilot program which requires tracking of productivity gains from certain Capex and OPEX initiatives	2025-03-31
Develop a worksheet to outline selected initiative and time of planned savings in a level of detail to be used to monitor performance	2025-04-30
Using a Smartsheet tracking worksheet, monitor and report on implementation of initiative and associated savings. This should include variance explanation and a forecast. Provide report to LIPA quarterly beginning with Q2.	2025-08-15
Provide 3Q report to LIPA	2025-11-15

2025 Performance Metrics

BS-48: Strategic Supplier MSAs

Board Policy: Procurement	Board PIPs: n/a
LIPA Exec. Sponsor: Bobbi O'Connor	LIPA Proj. Mgr: Maria Gomes
PSEGLI Exec. Sponsor: Sonny Chung	PSEGLI Proj. Mgr: Suzanne Berry
PSEGLI Director: Joseph Lamotta	DPS Contact: Jami Nafiul, Seth Johnson
Allocated Compensation (2021 Dollars): \$600,000	

OBJECTIVE

To develop a comprehensive plan to establish Master Service Agreements (MSAs) for strategic spend categories. This will involve analyzing procurement spend, collaborating with internal business units to understand long-term requirements, conducting a supplier market analysis, and developing a strategic sourcing plan for MSA implementation.

TARGETS AND CALCULATIONS

1. Analysis of Procurement Spend:

- a. Collect procurement spend data, including vendor details and contract terms. Analyze and categorize this data to identify spend categories of strategic importance where the establishment of long-term contracts (e.g. MSAs) could be mutually beneficial to vendor and company. In collaboration with LIPA, use the analysis to develop a list of five (5) strategic spend categories where longer-term MSAs would streamline the procurement process and(or) allow the company more favorable commercial terms (including cost savings from increased order volumes, production slots).

Examples: Transformers, Wire and Cable, Switchgear Components, Switchgear, Capacitors

2. Collaborate with Internal Business Units:

- a. Review the five (5) strategic spend categories with stakeholders from relevant business units. Conduct interviews, workshops, or surveys to synthesize and document long-term business requirements for each category.
- b. Standardize specifications/work scope with stakeholders from relevant business units for each category.

3. Develop Supply Market Analysis:

- a. Conduct a supplier market analysis to identify potential strategic vendors associated with each strategic spend category. Market analysis to include external vendors and incumbent supply base.

4. Develop a Sourcing Strategy and Execution Plan:

- a. Develop a strategic sourcing strategy for each strategic spend category. Each sourcing strategy should identify a sourcing method (e.g. RFx, non-competitive award, e-auction), purchasing method (e.g. blanket PO, Catalog), and preferred pricing methodology (e.g. Lump sum, unit price, T&M) for each strategic spend category.
- b. Develop an execution plan with key milestones for each category. The plan(s) will be submitted to LIPA for approval.

2025 Performance Metrics

BS-48: Strategic Supplier MSAs

5. Execution of Sourcing Strategy:

- a. MSA re-negotiation and issue multi-year blanket purchase order (PO) based on the multi-year plan, or
- b. Initiate MSA RFP release

Target improvement for 2025:

- 50% Compensation for Completion of Plan Development (Steps 1 through 4)
- 50% Execute Master Services Agreement for the five (5) strategic spend categories.
 - Issue multi-year blanket PO based on the multi-year plan, or
 - Execution of MSA RFP or renegotiation based on plan milestones per project timeline
 - Compensation will be prorated based on percent completion

EXCLUSIONS

- Operational Spend Categories: Non-strategic spend categories that do not warrant MSA agreements will be excluded from the analysis and plan
- Non-Procurement Spend: Company transactions that are not managed by PSEG Long Island Procurement Group (e.g. Activities associated with the Office of Chief Executive or Board of Directors, PSEG Treasury transactions or Non-Purchase Order Payments)
- Historical Spend Data: Historical spend data older than 2 years may be excluded if it is no longer relevant for current strategic planning

DELIVERABLES

Deliverable Name	Target Due Date
Procurement Spend Analysis Report and a list of five (5) strategic spend categories where longer-term MSAs would streamline the procurement process and(or) allow the company more favorable commercial terms (step 1)	2025-03-31
Evidence of completion of steps 2-4 for each strategic spend category	2025-06-30
Evidence of execution of sourcing strategy deliverables (step 5)	As execution strategies have been completed no later than 12/31/2025

LIPA 2025 Performance Metrics

BS-50: Time to Start

Board Policy: Customer Value and Affordability	Board PIPs: n/a
LIPA Exec. Sponsor: Bobbi O'Connor	LIPA Proj. Mgr: Barbara Ann Dillon
PSEGLI Exec. Sponsor: David Lyons	PSEGLI Proj. Mgr: Beverly Esposito
PSEGLI Director: Jodi Varon	DPS Contact: Jami Nafiul, Seth Johnson, Monique Clarke-Kerr
Allocated Compensation (2024 Dollars): \$100,000	

OBJECTIVE

To measure efficiency of the recruitment and onboarding process and reduce a candidate's Time to Start in position, thereby increasing effectiveness and productivity.

TARGETS AND CALCULATIONS

Time to Start measures average number of calendar days from the date a job requisition is created in the system to the date a new hire begins work except that for purposes of 2025:

- Candidates who are Senior Managers under the OSA that require LIPA approval will be measured from the date a job requisition is created in the system to the date the Senior Manager begins work, minus the number of days between a qualified candidate is presented to LIPA for interview and the day LIPA provides a response to PSEG Long Island's request for approval
- Candidates who receive offers with future start dates contingent upon graduation (interns, entry-level engineers) will be measured from the date a job requisition is created in the system to the date an offer is accepted by the candidate
- Candidates for Apprentice Lineperson will be measured from the date a job requisition is created in the system to the date a new hire begins work but excludes the period of time associated with testing

Target:

100% of allocated compensation for 5% reduction from 2024 YE target or 3% reduction from 2024 year-end actual, if lower.

50% of allocated compensation for 2.5% reduction (up to 4.9%) from 2024 YE target or 1.5% reduction (up to 2.9%) from 2024 year-end actual, if lower.

Inclusive of all requisitions closed in 2025 (MAST, Union, Temporary, Full-time).

EXCLUSIONS

Excluding situations or business conditions that arise that LIPA determines or agrees are out of the Service Provider's control.

LIPA 2025 Performance Metrics

BS-50: Time to Start

DELIVERABLES

Deliverable Name	Target Due Date
PSEG Long Island will populate a LIPA-developed Smartsheet with Time to Start (Elapsed) for PSEGLI on the following target due dates:	
Complete and provide the information identified in the LIPA KPI Smartsheet	2025-04-25
Complete and provide the information identified in the LIPA KPI Smartsheet	2025-07-25
Complete and provide the information identified in the LIPA KPI Smartsheet	2025-10-24
Complete and provide the information identified in the LIPA KPI Smartsheet	2025-12-31

LIPA 2025 Performance Metrics

BS-51: HR Cost Efficiency Per Employee

Board Policy: Customer Value and Affordability	Board PIPs: n/a
LIPA Exec. Sponsor: Bobbi O'Connor	LIPA Proj. Mgr: Barbara Ann Dillon
PSEGLI Exec. Sponsor: David Lyons	PSEGLI Proj. Mgr: Beverly Esposito
PSEGLI Director: Jodi Varon	DPS Contact: Jami Nafiul, Seth Johnson, Monique Clarke-Kerr
Allocated Compensation (2024 Dollars): \$350,000	

OBJECTIVE

To achieve cost savings by enhancing the efficient use of resources across PSEG Long Island and Affiliate provided HR services. This will result in reduced HR costs per employee while maintaining or improving the quality of HR services provided.

TARGETS AND CALCULATIONS

The HR Cost Efficiency Per Employee measures the percentage reduction of the cost of PSEG Long Island and Affiliate HR services from 2024 to 2025.

Target:

5% reduction per Employee for the combined PSEG Long Island and Affiliate HR services costs based on year-end Actual Cost between 2024 and 2025.

Calculation:

Actual Cost per PSEGLI Employee calculated as HR Department Director Level 2024/2025 Actual Costs (excluding Fringe Costs) / Actual Average Headcount (calculated as the sum of each month's actual headcount including LTDs divided 12)

EXCLUSIONS

Excluding situations or business conditions that arise that LIPA determines or agrees are out of the Service Provider's control, including business impacts of system separation.

DELIVERABLES

Deliverable Name	Target Due Date
Upload to the LIPA designated folder on the LIPA SharePoint Site the following: <ul style="list-style-type: none"> HR Cost Per Employee for Operating Year 2025 	2025-12-31

2025 Performance Metrics

BS-52: Unit Price Contract Reassessment

Board Policy: Procurement	Board PIPs: n/a
LIPA Exec. Sponsor: Bobbi O'Connor	LIPA Proj. Mgr: Maria Gomes
PSEGLI Exec. Sponsor: Sonny Chung	PSEGLI Proj. Mgr: Suzanne Berry
PSEGLI Director: Joseph Lamotta	DPS Contact: Jami Nafiul, Seth Johnson
Allocated Compensation (2021 Dollars): \$400,000	

OBJECTIVE

Evaluate the effectiveness of active unit price contracts in providing market-competitive pricing for labor services. Develop strategies to improve cost savings using more favorable price structures by renegotiating contract terms or executing new sourcing events.

TARGETS AND CALCULATIONS

1. Analysis of Unit Price Contracts:
 - a. Prepare a report listing all unit-price labor contracts valued above \$2 million. The report should include vendor name, term, value, and business unit ownership. Use the report to identify the top ten unit price contracts based on total spend.
 - b. Contracts for potential review include but are not limited to, the following: Physical Mechanical Assistance Work, Horizontal Directional Drill, Permanent Paving Services, Traffic Control and Flagging Services, Electric Unit Price Work, CIPUD, and Vegetation Management
2. Collaborate with Internal Business Units & LIPA:
 - a. Collaborate with internal business units and LIPA to assess the feasibility of amending contract price structures of the top ten unit price contractors.
 - b. Document all recommendations from internal business units and LIPA
3. Unit Price Contract Renegotiation Strategy:
 - a. Develop strategies for renegotiating pricing terms for unit price contracts that were deemed feasible in Step #2. Each strategy should include an analysis of current pricing, proposed alternative price structure, justification for change, negotiation strategy, and a savings estimate.
4. Contract Rebid Sourcing Strategy (If applicable):
 - a. If it is not feasible to renegotiate contract-pricing terms (Step 3), develop a sourcing strategy and execution plan, which identifies the internal project team, and establishes a project timeline.
5. Execution of Contract Rebid Sourcing Strategy (if applicable):
 - a. RFP release or contract re-negotiation plan
6. Formalize Internal Policy on the Use of Contract Price Structures:
 - a. Update Procurement Instruction 242LI-1-1 to reflect Company strategy regarding the use of contract price structures (e.g. unit price, fixed price, lump sum, and T&M). All Purchase Orders over \$100,000 need to follow this Internal Policy on the Use of Contract Price Structures.

2025 Performance Metrics

BS-52: Unit Price Contract Reassessment

Target improvement for 2025:

- 50% Compensation for completion of Unit Price Contract Renegotiation Strategy and(or) Contract Rebid Sourcing Strategy for all ten unit price contracts.
- 50% Compensation for RFP release and/or execution of renegotiated contracts. The compensation will be prorated based on percent completion.

EXCLUSIONS

- Contracts valued below \$2 million
- Contracts not based on a unit price structure
- Contracts with a term shorter than one year
- Contracts where renegotiation or rebidding is not contractually permissible

DELIVERABLES

Deliverable Name	Target Due Date
Top Ten Contracts Report: <ul style="list-style-type: none">• Document identifying and detailing the top ten unit price contracts by spend.	2025-02-28
Feasibility Assessment Documentation: <ul style="list-style-type: none">• Summary of discussions with business units and LIPA regarding the feasibility of amending or rebidding the top ten unit price contracts.	2025-03-31
Strategy Documents: <ul style="list-style-type: none">• Detailed strategies for renegotiation or rebidding for each of the top ten unit contracts, including project timelines.	2025-06-30
Execution of Sourcing Strategy Documentation: <ul style="list-style-type: none">• RFP documentation and/or evidence of contract re-negotiation activity	2025-12-31
Formalize Internal Guidance on the Use of Contract Price Structures: <ul style="list-style-type: none">• Updated Procurement Instruction 242LI-1-1 to reflect Company strategy regarding the use of contract price structures (e.g. unit price, fixed price, lump sum, and T&M)	2025-12-31



Appendix A

Newly Proposed or Reintroduced Metrics in 2025

Metric Title	Metric #	Objective
Develop Annual Zero Based Budget (ZBB) for each "Affiliate Cost" category for LIPA's review and approval	BS-42	Ensure there is a comprehensive and auditable justification of affiliate costs.
Implement standards and methods to reduce project variances including risk and contingency management	BS-43*	Ensure an appropriate scope of work is assigned to affiliates and that a comprehensive and auditable justification of affiliate costs is provided.
Establish Annual Assessment Allocation Model for LIPA's approval with quarterly selected work order audits	BS-44*	Ensure overheads are appropriately allocated based on valid causation principles.
Develop methods and standards for tracking productivity gains and sharing CapEx and OpEx savings	BS-45*	Ensure savings opportunities sought from certain capital projects or operational projects are achieved (productivity gains or operational efficiencies resulting in savings) as anticipated.
Strategic Supplier MSAs	BS-48*	Develop a comprehensive plan to establish Master Service Agreements (MSAs) for strategic spend categories. This will involve analyzing procurement spend, collaborating with internal business units to understand long-term requirements, conducting a supplier market analysis, and developing a strategic sourcing plan for MSA implementation.
Time to Start	BS-50	Measure the efficiency of the recruitment and onboarding process and reduce a candidate's Time to Start in a position, thereby increasing effectiveness and productivity. This metric replaces BS-05 (Full-time Vacancy Rate).
HR Cost Efficiency Per Employee	BS-51	Achieve cost savings by enhancing the efficient use of resources across PSEG Long Island and Affiliates providing HR services. This metric also replaces BS-05 (Full-time Vacancy Rate).
Unit Price Contract Reassessment	BS-52*	Evaluate the effectiveness of unit price contracts in providing market-competitive pricing for labor services and develop strategies to improve cost savings using more favorable price structures by renegotiating contract terms or executing new sourcing events.
First Call Resolution (FCR)	CS-13	Reinstated from 2023 as a stand-alone metric. In 2024, FCR was incorporated into CS-31: Average Handling Time. The objective is to measure call center proficiency in satisfactorily resolving customer issues and questions at the time of the initial call.
E-Bill Enrollment	CS-36	Increase enrollments in paperless billing to ensure timely bill receipt and reduce postage costs.

Electric Vehicle (EV) Make Ready	PS&CE-06	Reinstated from 2023. This metric had been eliminated in 2024 to allow PSEG Long Island to revamp their outreach approach to EV charging customers and developers. In 2024, this work was included in PS&CE-14: Transportation Electrification Project Implementation Plan. The objective is to achieve EV Make-Ready targets, including any LIPA and DPS recommended changes to the targets.
Residential Time-Of-Day Participation Rate	PS&CE-16	Achieve a Time-of-Day participation rate of 85%, which is in line with benchmarked utilities that have implemented standard Time-of-Day rates successfully.
Disadvantaged Communities	PS&CE-17	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 living in a designated disadvantaged community (DAC) as set forth in the NYS Climate Act. Previously, DAC was a component of PS&CE-03: Energy Efficiency Plan Savings, PS&CE-05: Beneficial Electrification-Building Electrification, and PS&CE-06: EV Make Ready metrics.
Capital Project Process Enhancements	T&D-53*	Develop and implement improvements to the PSEG Long Island capital project planning, budgeting, and controls process to achieve next-level performance.
Storm Crewing Efficiency and Prudence	T&D-54	Achieve safe, efficient, and cost-effective restoration for our customers by enhancing internal restoration crew technology utilization, information, and performance.

*Metric addresses a Management Audit Recommendation



Appendix B

2024 Performance Metrics Eliminated in 2025

Metric Title	Metric #	Justification
Full-time Vacancy Rate	BS-05	This metric was replaced with BS-50: Time to Start and BS-51: HR Cost Efficiency Per Employee
Implement Affiliate Service Remediation and Transition Plans	BS-07	This metric was eliminated in 2025 and replaced with BS-42, which will drive operational efficiency through an Annual Zero-Based Budget (ZBB) review for each "Affiliate Cost" category. BS-42 will focus on affiliates and provide greater visibility into costs and the scope of work.
Improve Budgeting, Billing, and Collection Efforts for Reimbursable Projects	BS-34	Work attributed to BS-34 is anticipated to be completed by Q4 of 2024 and incorporated into everyday processes for PSEG Long Island. As such, offering incentive compensation is no longer appropriate.
Implement Budget Process Improvements	BS-35	The scope of work associated with this metric will be completed by January 31, 2025, and incorporated into everyday PSEG Long Island processes. As such, offering incentive compensation is no longer appropriate.
Improve the Rate and Tariff Change Implementation Process	BS-38	The scope of work associated with this metric will be completed by December 31, 2024, and incorporated into everyday PSEG Long Island processes. As such, offering incentive compensation is no longer appropriate.
Implement Improvements to Budget Process Using New Budget System	BS-40	The improvements to the budget process utilizing the Enterprise Planning and Budgeting Cloud Service (EPBCS) system will be implemented in 2024 and become part of normal business in 2025. As such, offering incentive compensation is no longer appropriate.
Project Justification Documents and Capital Budget Process Improvements	BS-41	The scope of this metric has been completed. PSEG Long Island has implemented a formal process for Project Justification Documents (PJDs). As such, offering incentive compensation is no longer appropriate.
Delivery of Strategic Customer Experience & Billing Projects	CS-01	Customer Experience and Billing projects are anticipated to be completed in 2024. Offering incentive compensation is no longer appropriate. LIPA will, regularly monitor the use of these systems to ensure customer value.
Customer Transactional Performance Measurement & Analysis	CS-05	As of November 2024, collection of customer feedback data is fully automated, and no longer requires action by PSEG Long Island to administer. As such, offering incentive compensation is no longer appropriate.
Billing-Cancelled Rebill	CS-10	PSEG Long Island has consistently met the target with the implementation of AMI meters in the field, which is the driving force behind the improvement. With this new technology, there is minimal room for improvement, and therefore, offering incentive compensation is no longer appropriate.
Outage Information Satisfaction	CS-21	PSEG Long Island is within the target range for the 2024 metric. LIPA will continue to track customer satisfaction through the J.D. Power Scores metrics CS-02 and CS-03.

		T&D-54 will also enhance internal restoration crew technology utilization, information and performance. As such, offering incentive compensation for this metric is no longer appropriate.
Move Process Improvement	CS-28	The Move Process Improvements were implemented in 2024, and LIPA will continue to regularly monitor the process to ensure customer value. As such, offering incentive compensation is no longer appropriate.
Optimize Contact Center Resource Utilization	CS-30	System constraints do not allow for measuring resource utilization as desired, resulting in an inability to set a baseline and improvement expectations. Initiatives anticipated to optimize resource utilization, such as establishing part-time positions, will be monitored by LIPA outside of the metric framework. The Average Handle Time, First Call Resolution, and Contact Center Service Level with Live Agent Calls metrics will allow LIPA to track the Contact Center's performance. As such, offering incentive compensation is no longer appropriate.
Organizational Maturity	IT-01	The CMMI Assessment is scheduled to be completed in the first quarter of 2025. Once achieved, the CMMI Maturity Level 3 Benchmark Appraisal requires recertification every three years, so offering incentive compensation for this metric in 2025 is no longer appropriate.
Cyber Security Organization – Implementation	IT-08	This project was a one-time scope and was completed in 2024; therefore, offering incentive compensation is no longer appropriate.
Complete Integrated Resource Plan Follow-on Activities	PS&CE-01	A post-IRP study of nodal capacity needs and allowed retirements was completed in 2024. As such, offering incentive compensation is no longer appropriate.
Energy Efficiency Plan Savings	PS&CE-03	PSEG Long Island files this information in the Utility 2.0 plan and has been achieving the target each year. Since the target savings levels have been consistently met, LIPA does not believe it appropriate to provide incentive compensation for ongoing performance. LIPA will monitor performance to ensure levels continue to be maintained.
Improve Reliability Through Vegetation Management Work Plan – Hazard Tree Removal	T&D-26	This metric was combined with T&D-41: Program Effectiveness Vegetation Management.
Improve Resiliency Through Storm Hardening Work Plan - ACRV Commissioning Program	T&D-30	The work was completed in 2024. PSEG Long Island hired a vendor to complete an ACRV Coordination Study to identify the Cost-Benefit Analysis and recommend future ACRV implementation. The study is due by December 2024. In 2025, we will review the study and determine the next steps for 2026. As such, offering incentive compensation is no longer appropriate.
Improve Resiliency Through Storm Hardening Work Plan - LT5H (ASUV) Program	T&D-31	This work will be completed by December 31, 2024. As such, offering incentive compensation is no longer appropriate.

Regulatory Compliance	T&D-44	Issues of non-compliance that arise in 2025 that may result in a violation will not be resolved until 2026 or later. As such, the primary objective of the metric cannot be successfully positioned nor evaluated for 2025, given that the current contract ends on December 31, 2025. Offering incentive compensation is no longer appropriate.
Root Cause Analysis (RCA) Execution and Compliance	T&D-46	This metric focuses on evaluating system operations while helping to understand the reasons behind events so that positive changes can be better designed, planned, and executed. PSEG Long Island has implemented the required changes. As such, offering incentive compensation is no longer appropriate.
Work Management Effectiveness	T&D-49	This metric was added to measure the effectiveness of the Work Management initiatives implemented from 2021 to 2023. The work has been completed; therefore, offering incentive compensation is no longer appropriate.
Triennial Safety Assessment	T&D-52	This metric was tied specifically to rectifying the findings/recommendations from the 2024 Triennial Safety Assessment. The assessment was completed, a corrective action plan is in development, and the mitigating activities are ongoing and expected to be substantially completed by the end of 2024. As such, offering incentive compensation is no longer appropriate.



Appendix C

Performance Metrics Historical Analysis

T&D SCOPE	Metric Title	2022	2023	2024	2025
T&D-01	Asset Management Program Implementation – Asset Inventory	X	X	X	X
T&D-02	Asset Management Program Implementation – Asset Management Governance	X	X		
T&D-03	Enterprise Asset Management System (EAM) Implementation Plan	X	X		
T&D-04	Transmission and Distribution System Relay Mis-Operations	X	X		
T&D-05	Transmission & Distribution Inadvertent Operation Events	X	X		
T&D-06	PTCC/ATCC Replacement	X	X	X	X
T&D-07	System Average Interruption Duration Index (SAIDI) Reliability	X	X	X	X
T&D-08	System Average Interruption Frequency Index (SAIFI) Reliability	X	X	X	X
T&D-09	Momentary Average Interruption Frequency Index (MAIFI) Reliability	X	X	X	X
T&D-10	Reduce Sustained Multiple Customer Outages (S-MCOs)	X	X	X	X
T&D-11	Reduce Repeat Customer Sustained Multiple Customer Outages (S-MCOs)	X	X		
T&D-12	Reduce Momentary Multiple Customer Outages (M-MCOs)	X	X	X	X
T&D-13	Safety – Serious Injury Incident Rate (SIIR)	X	X	X	X
T&D-14	Safety – OSHA Recordable Incidence Rate	X	X		
T&D-15	Safety – OSHA Days Away Rate	X	X		
T&D-16	Safety – Motor Vehicle Accident (MVA) Rate	X	X		
T&D-17	Work Management Enhancements - Enhancements to Short-Term Scheduling	X	X		
T&D-18	2022 Work Management Enhancements - Workforce Management Plans 2023 Work Management Enhancements - Workforce Management Plans 2024 Improve Reliability Through Work Management Enhancements - Workforce Management Plans	X	X	X	X
T&D-19	Work Management Enhancements - Improve Planning and Tracking of Work	X			
T&D-20	Work Management Enhancements - Improve and Standardize Compatible Unit Estimating (CUEs)	X			
T&D-21	Work Management Enhancements - Work Management KPIs and Dashboards	X	X		

T&D-22	Work Management Enhancements - Clarify and Rationalize Work Management Roles	X			
T&D-23	Employee Overtime	X	X		
T&D-24	2022 Vegetation Management Work Plan – Cycle Tree Trim With Vegetation Intelligence 2023 Vegetation Management Work Plan – Cycle Tree Trim With Vegetation Intelligence 2024 Improve Reliability Through Vegetation Management Work Plan -- Cycle Trim and Trim-to-Sky	X	X	X	X
T&D-25	Vegetation Management Work Plan – Trim to Sky (TTS) Circuits	X	X		
T&D-26	2022 Vegetation Management Work Plan – Hazard Tree Removal 2023 Vegetation Management Work Plan – Hazard Tree Removal 2024 Improve Reliability Through Vegetation Management Work Plan – Hazard Tree Removal	X	X	X	
T&D-27	Storm Hardening Work Plan - Overhead Hardening	X	X		
T&D-28	Storm Hardening Work Plan - Underground Hardening	X	X		
T&D-29	2022 Storm Hardening Work Plan - Transmission Load Pockets 2023 T&D System Enhancements	X	X		
T&D-30	2022 Storm Hardening Work Plan - ACRV Commissioning Program 2023 Storm Hardening Work Plan - ACRV Commissioning Program 2024 Improve Resiliency Through Storm Hardening Work Plan - ACRV Commissioning Program	X	X	X	
T&D-31	2022 Storm Hardening Work Plan - LT5H (ASUV) Program 2023 Storm Hardening Work Plan - LT5H (ASUV) Program 2024 Improve Resiliency Through Storm Hardening Work Plan - LT5H (ASUV) Program	X	X	X	
T&D-32	Estimated Time of Restoration (ETR)	X			
T&D-33	2022 Real Estate Strategy 2023 Execute Real Estate Strategy on (i) purchase of a property in Medford for a new operations yard and (ii) National Grid Properties	X	X		
T&D-34	Construction – Quality and Timely Completion of Project Justification Descriptions (PJDs)	X	X		
T&D-35	Construction - Project Milestones Achieved	X	X		
T&D-36	Construction - Cost Estimating Accuracy	X	X	X	X
T&D-37	2023 Completion of Program Planned Units Per Workplan 2024 Improve Reliability and Resiliency Through Completion of Program Planned Units and Management of Unit Costs Per Workplan	X	X	X	X
T&D-38	Program Unit Cost Variance	X	X		
T&D-39	Project Completion Consistent with Project Design	X	X		

T&D-40	2023 Double Wood Poles 2024 Reduce Double Wood Poles	X	X	X	X
T&D-41	Program Effectiveness - Vegetation Management		X	X	X
T&D-42	Estimated Time of Restoration (ETR) Process Enhancements		X		
T&D-44	Regulatory Compliance		X	X	
T&D-45	Physical Security		X		
T&D-46	Root Cause Analysis (RCA) Execution and Compliance		X	X	
T&D-48	Program Effectiveness - Storm Hardening		X		
T&D-49	Work Management Effectiveness			X	
T&D-50	Storm Outage Response Performance			X	X
T&D-52	Triennial Safety Assessment			X	
T&D-53	Capital Project Process Enhancements				X
T&D-54	Storm Crewing Efficiency and Prudency				X
CS SCOPE	Metric Title	2022	2023	2024	2025
CS-01	Delivery of Strategic Customer Experience & Billing Projects	X	X	X	
CS-02	J.D. Power – Residential	X	X	X	X
CS-03	J.D. Power – Business	X	X	X	X
CS-04	Customer Information System (CIS) Modernization	X	X		
CS-05	Customer Transactional Performance Measurement & Analysis	X	X	X	
CS-06	Billing - Inactive Accounts Long-Term Estimates (LTEs)	X			
CS-07	Billing - Active Accounts Long-Term Estimates (LTEs)	X			
CS-08	Unauthorized Use/Advanced Consumption Resolution	X			
CS-09	Billing Exception Cycle Time	X	X		
CS-10	Billing – Cancelled Rebill	X	X	X	
CS-11	Contact Center Service Level with Live Agent Calls	X	X	X	X
CS-12	Customer Email Closure Rate	X			
CS-13	First Call Resolution (FCR)	X	X		X
CS-14	Net Dollars Written Off	X	X	X	X
CS-15	Arrears Aging Percent > 90 Days Past Due (Arrears %>90)	X	X	X	X
CS-16	Days Sales Outstanding	X			
CS-17	Low to Moderate Income (LMI) Program Participation	X	X	X	X
CS-18	Low to Moderate Income (LMI) Program Automation	X			
CS-19	DPS Customer Complaint Rate	X	X	X	X
CS-21	Outage Information Satisfaction		X	X	
CS-22	Advanced Metering Infrastructure Roadmap and 2023 Improvements		X		
CS-23	Deferred Payment Agreement (DPA) Improvement		X		
CS-24	Payment Transaction Ease		X		

CS-25	Interactive Voice Response (IVR) Containment Rate		X	X	X
CS-26	Life Sustaining Equipment (LSE) Customer Compliance		X		
CS-27	Estimated Bill %		X		
CS-28	Move Process Improvement		X	X	
CS-29	AMI Meter Validation, Estimation, Editing Enhancements and Data Reporting		X		
CS-30	Optimize Contact Center Resource Utilization			X	
CS-31	Call Average Handle Time (AHT)			X	X
CS-36	E-Bill Enrollment				X
PS&CE SCOPE	Metric Title	2022	2023	2024	2025
PS&CE-01	2022 Long Range Planning Studies – Integrated Resource Plan (IRP) 2023 Complete Integrated Resource Plan (IRP) Follow-on Activities 2024 Complete Integrated Resource Plan (IRP) Follow-on Activities	X	X	X	
PS&CE-02	2022 Long Range Planning Studies – Energy Storage Request for Proposal (RFP) 2023 Complete Energy Storage Request for Proposal (RFP) Follow-on Activities	X	X		
PS&CE-03	Energy Efficiency Plan Savings	X	X	X	
PS&CE-04	Utility 2.0 – Distributed Energy Resources (DER) Hosting	X			
PS&CE-05	Beneficial Electrification – Building Electrification	X	X	X	X
PS&CE-06	Electric Vehicle (EV) Make-Ready	X			X
PS&CE-07	Distributed Energy Resources (DER) Interconnection Process	X			
PS&CE-08	2022 Time of Use (TOU) Pricing Options - Space Heating and Large Commercial 2023 Transition to New "Standard" Time of Day Residential and Small Business Rates on an Opt-Out Basis 2024 Transition to New "Standard" Time of Day Residential Rates on an Opt-Out Basis	X	X	X	X
PS&CE-09	Time of Use Pricing Pilot - Year 1 Marketing	X			
PS&CE-11	Implementation of Utility 2.0 Projects		X		
PS&CE-13	Heat Pump Strategy to Address Barriers to Customer Adoption		X	X	X
PS&CE-14	Transportation Electrification Strategic Initiatives			X	X
PS&CE-16	Residential Time-of-Day Participation Rate				X
PS&CE-17	Disadvantaged Communities (DACs) - Spend %				X
IT SCOPE	Metric Title	2022	2023	2024	2025
IT-01	Organizational Maturity Level – Doing	X	X	X	
IT-02	Organizational Maturity Level – Managing	X			
IT-03	System Resiliency - Business Continuity Plans and Functional Drills	X	X	X	X
IT-04	System and Software Lifecycle Management	X	X	X	X

IT-05	2022 System Implementation - 2022 Budget Projects (Tier 1 and Tier 2) 2023 Project Performance - In-flight Projects 2024 Project Performance - In-flight Projects	X	X	X	X
IT-06	2022 System Implementation – Board Project Improvement Plans (PIPs) (Tier 1 and 2) 2023 Project Performance – New 2023 Projects 2024 Project Performance – New 2024 Projects	X	X	X	X
IT-07	System Segregation	X	X	X	X
IT-08	2023 Cyber Security Organization - Structure, Staffing and Capabilities Review 2024 Cyber Security Organization - Implementation		X	X	
IT-09	IT Planning - Ransomware Readiness and Response			X	X
IT-10	System Resiliency - Disaster Recovery Plans and Testing			X	X
BS SCOPE	Metric Title	2022	2023	2024	2025
BS-01	Enterprise Risk Management (ERM) Report	X	X		
BS-02	ERM Key Risk Indicators (KRIs)	X			
BS-03	Employee Engagement - Participation Rate	X			
BS-04	Employee Engagement Score	X			
BS-05	Full Time Vacancy Rate	X	X	X	
BS-06	Contract Administration Manual (CAM) Completion	X			
BS-07	2022 Affiliate Cost Benefit Justification 2023 Complete Affiliate Cost and Quality Justifications 2024 Implement Affiliate Service Remediation Plans and Transition Plans	X	X	X	
BS-08	2022 Capital Project Impact Analysis 2023 Improve the Capital Project Impact Analysis and Tracking Process	X	X		
BS-09	Substation Property Tax Report	X			
BS-10	2022 Substation Property Tax Module Plan 2023 Improve Annual Substation Property Tax Reports	X	X		
BS-11	Long Island Choice Reform	X			
BS-12	Advanced Metering Infrastructure (AMI) Opt Out Fees	X			
BS-13	Information Request (IR) Responses	X		X	X
BS-14	Legal Staffing	X			
BS-15	Contractor Performance Evaluation System	X			
BS-16	Government & Legislative Affairs	X			
BS-17	Project Outreach	X			
BS-18	2022 Customer Segmentation 2023 Utility Marketing Effectiveness	X	X		
BS-19	Reputation Management and Positive Media Sentiment	X	X		
BS-20	Reputation Management – Share of Voice	X	X		
BS-21	Social Media Engagement and Following	X	X		

BS-22	Timely, Accurate, and Supported Storm Event Invoicing		X	X	X
BS-23	FEMA Tropical Storm Isaias Grant -- Engineering to Support Grant Application		X		
BS-24	Improve the Accuracy of Asset Records for Outside Plant		X		
BS-32	Update Low and Moderate Income (LMI) Tariff and Billing		X		
BS-33	Consolidate Real Estate Footprint		X		
BS-34	Improve Budgeting, Billing, and Collection Efforts for Reimbursable Projects			X	
BS-35	Implement Budget Process Improvements			X	
BS-38	Improve the Rate and Tariff Change Implementation Process			X	
BS-40	Implement Improvements to Budget Process Using New Budget System			X	
BS-41	PJD and Capital Budget Process Improvements			X	
BS-42	Develop Annual Zero Based Budget (ZBB) for each "Affiliate Cost" category for LIPA's review and approval				X
BS-43	Implement standards and methods to reduce project variances including risk and contingency management (IV-1)				X
BS-44	Establish Annual Assessment Allocation Model for LIPA's approval with quarterly selected work orders audits (IV-2)				X
BS-45	Develop methods and standards for tracking productivity gains and sharing CapEx and OpEx savings (XVI-2)				X
BS-48	Strategic Supplier MSAs				X
BS-50	Time to Start				X
BS-51	HR Cost Efficiency Per Employee				X
BS-52	Unit Price Contract Reassessment				X

LIPA recognizes the need to strategically align at-risk compensation with enterprise goals, thereby driving meaningful performance improvements. By reducing the volume of metrics, LIPA can focus on a more targeted set of priorities, ensuring compensation is structured to directly support strategic objectives and operational decision-making, ultimately enhancing accountability and outcomes.