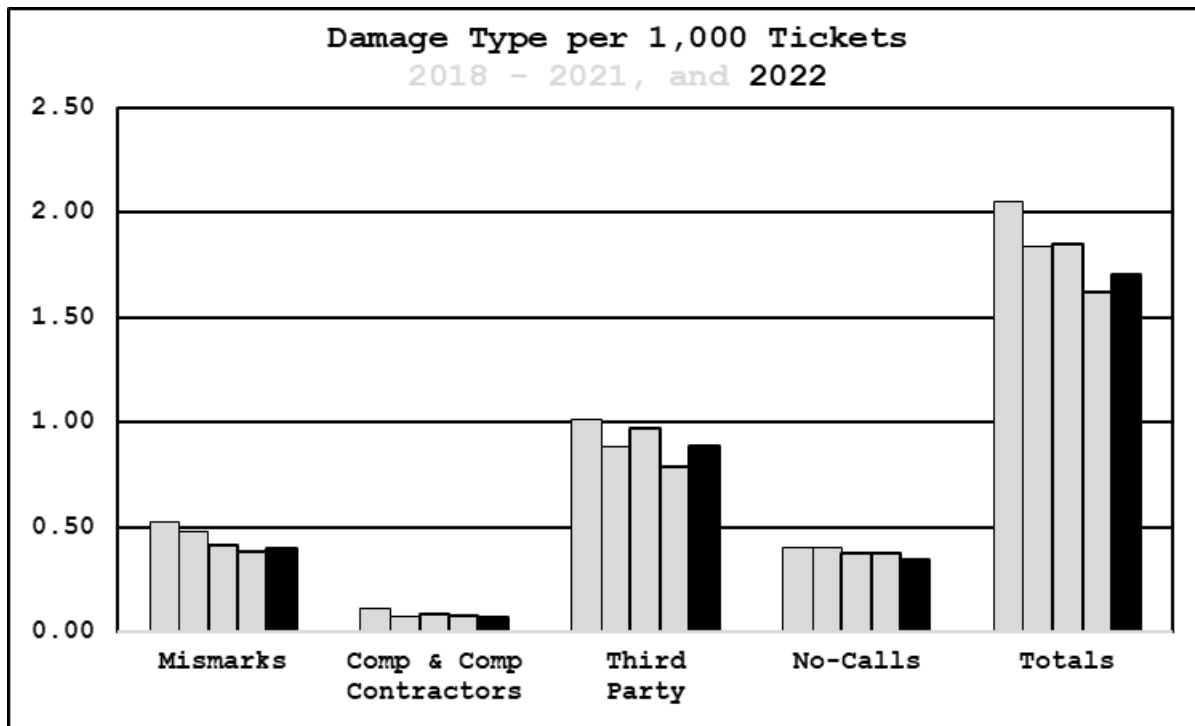




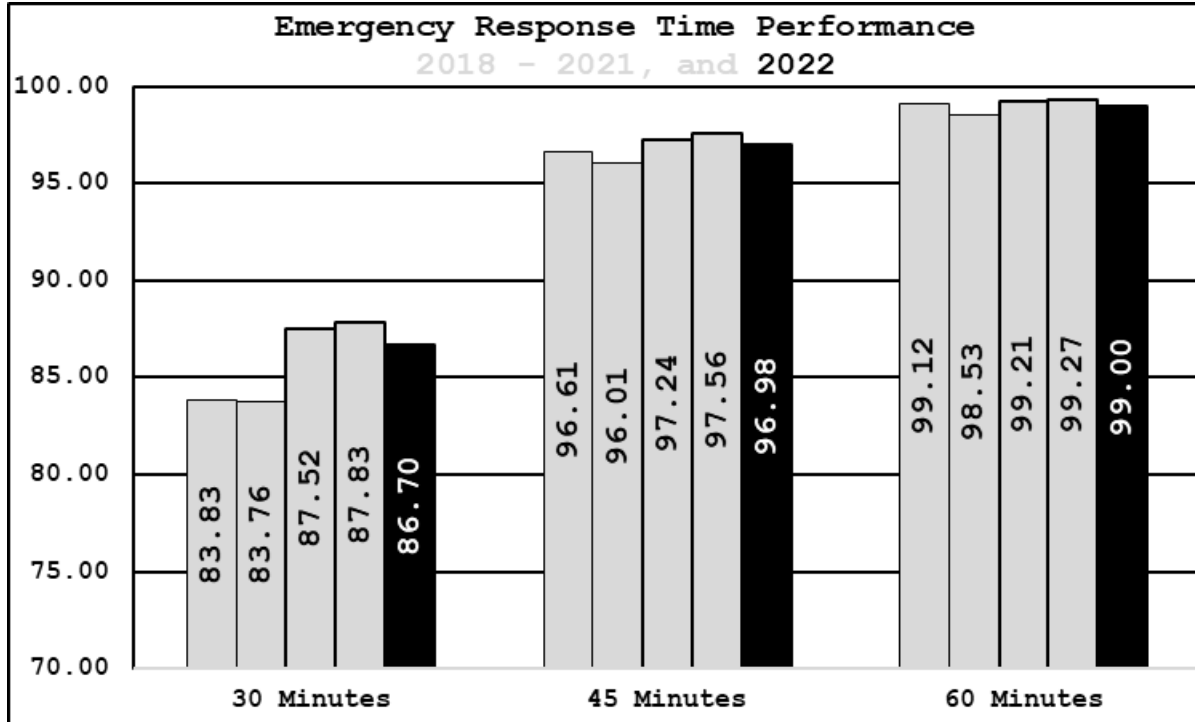
Public Service
Commission

2022 Pipeline Safety Performance Measures Report

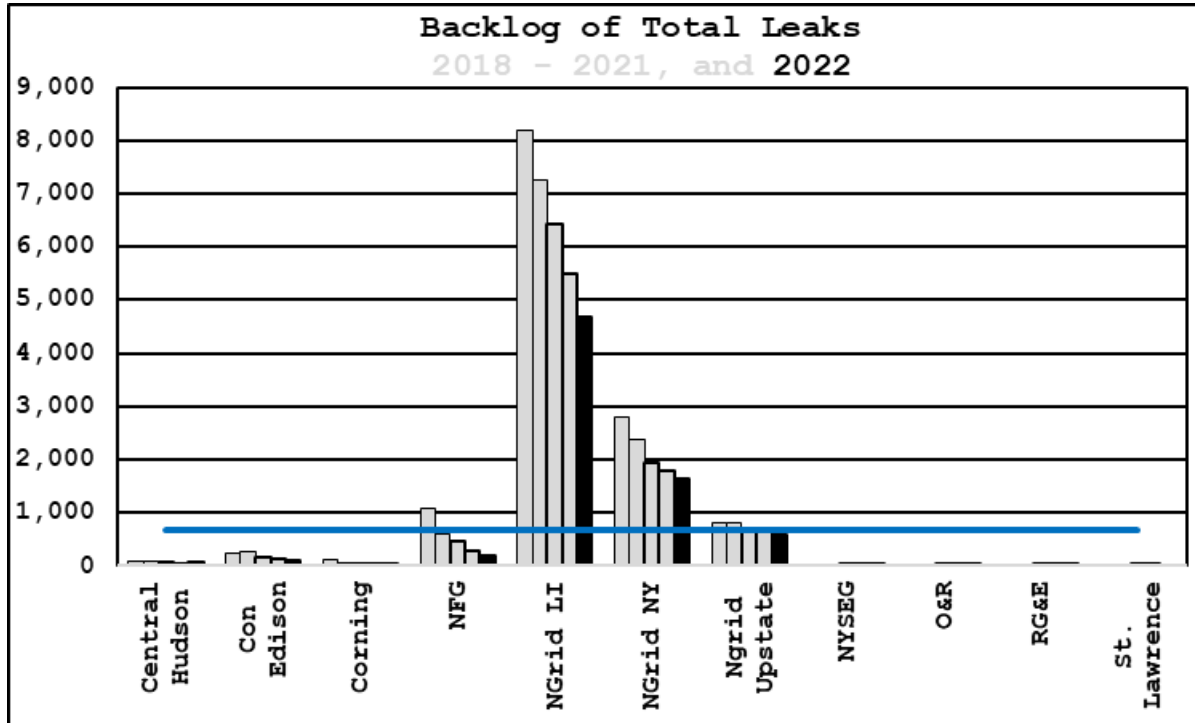
Damage Prevention

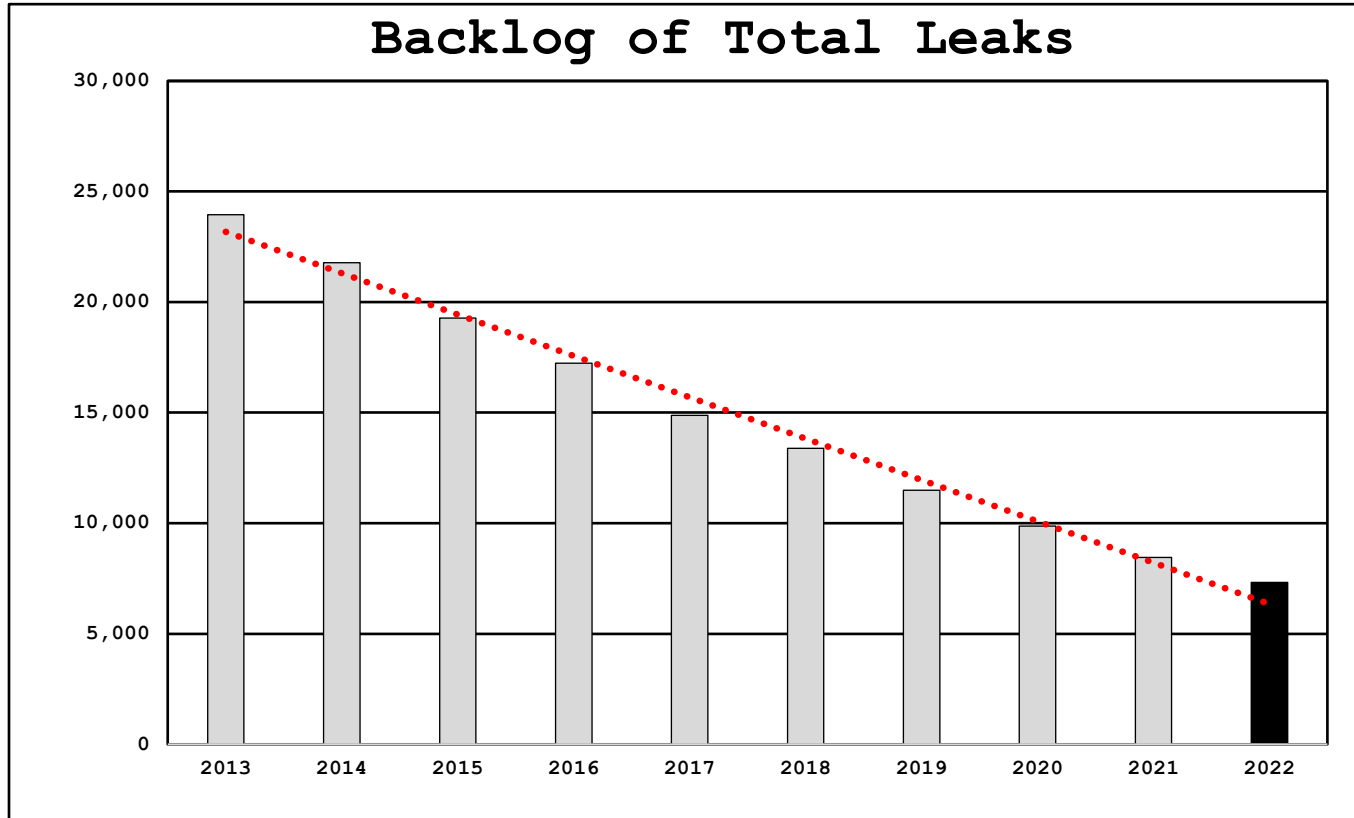


Emergency Response

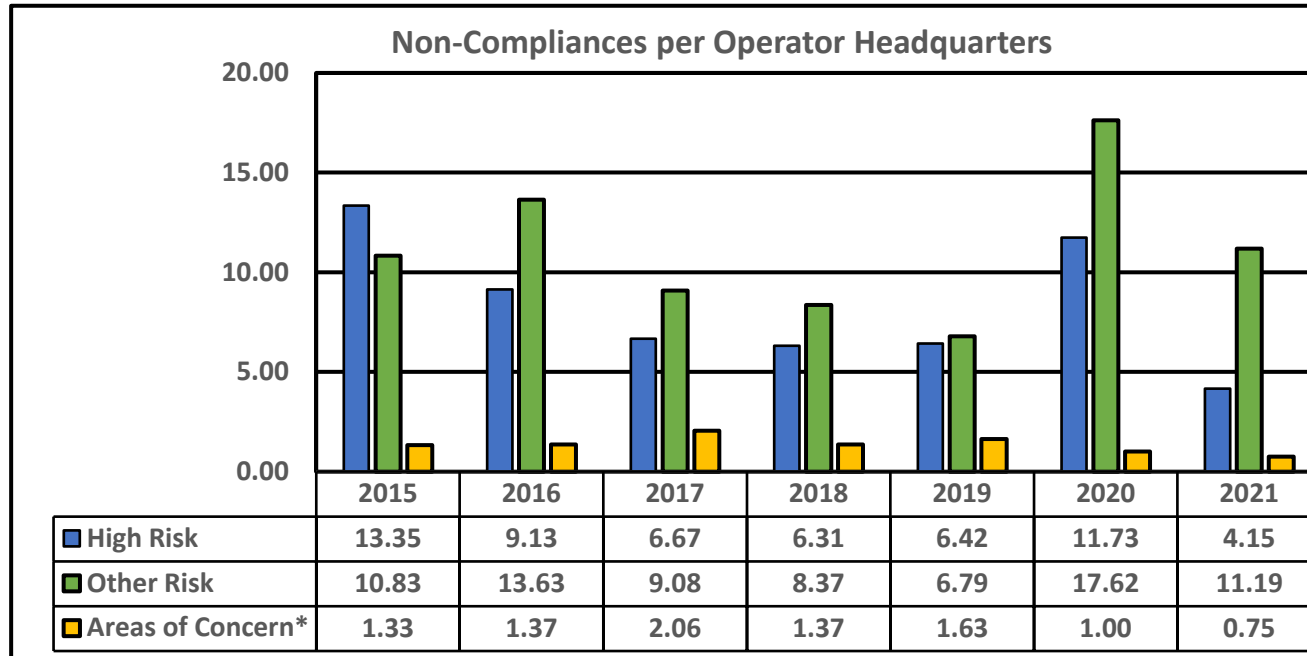


Leak Management





Compliance with Safety Regulations



***Areas of Concern - For the purpose of clarity, we are using the term "Areas of Concern" here to mean an issue that is not technically a violation but raises safety concerns. This is different from how that term has been used in prior Commission orders related to local transmission planning.**



Questions?



Public Service
Commission

2022 Customer Service Performance Report

Case 23-M-0040 – In the Matter of Utility Customer Service Performance:
2022 Customer Service Performance Report

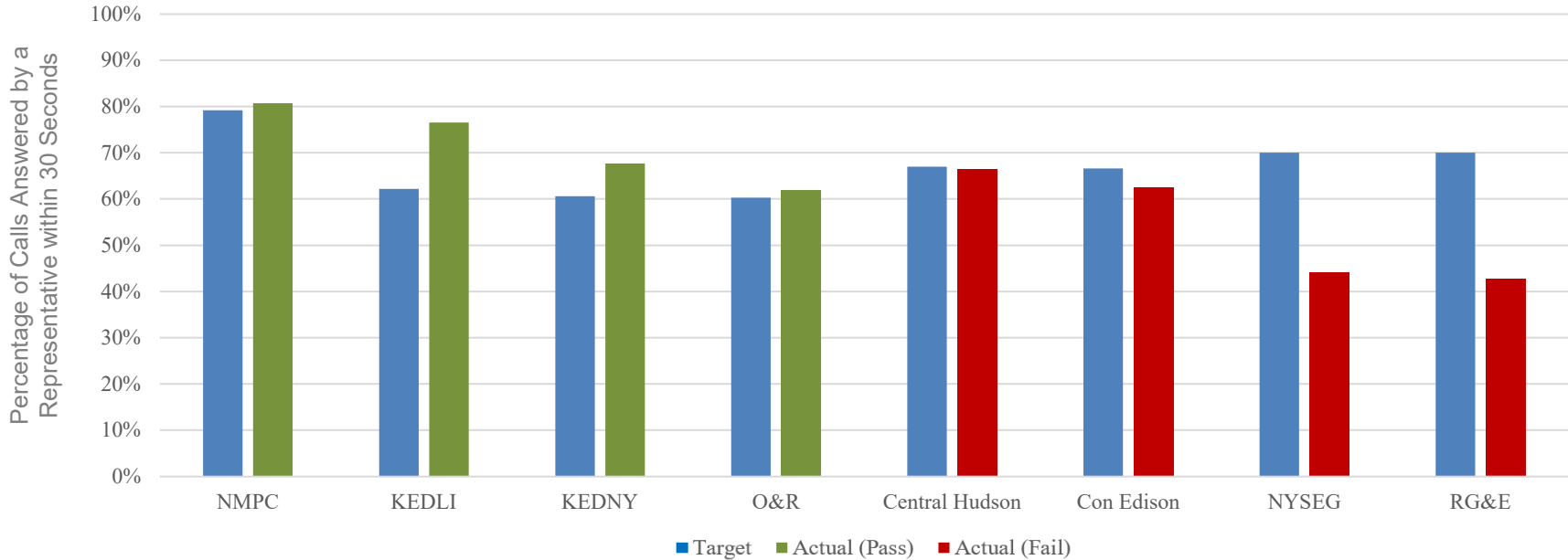
Customer Service Performance Indicators

Calendar Year 2022											
	Call Answer Rate	Customer Satisfaction Survey	PSC Complaint Rate	Adjusted Bills	Estimated Bills	ONIM	CSS - Emergency Calls (Elec only)	CSS - Emergency Calls (Gas only)	CSS - Non-Emergency Calls	CSS - Service Center Visitors	Residential Collections Mechanism
Central Hudson	X	X	X								X
Con Edison	X		X			X	X	X	X	X	X
Corning		X	X								X
KEDLI	X	X	X	X							X
KEDNY	X	X	X	X							X
Liberty SLG		X	X								X
Liberty Water			X								
NMPC	X	X	X								X
NYSEG	X	X	X		X						X
O & R	X	X	X								X
RG&E	X	X	X		X						X
Veolia		X	X								

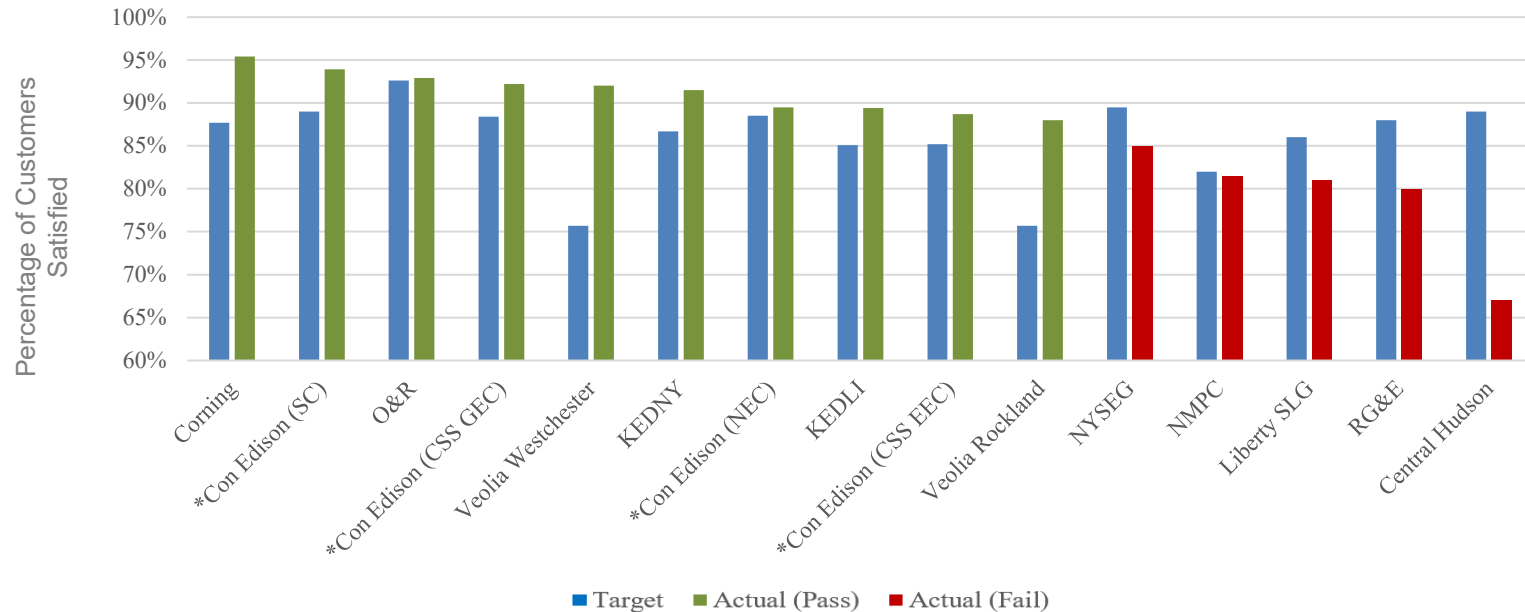
Legend: X = Failed Target X = Met Target X = Not Applicable/Forgone Mechanism in 2022



Call Answer Rate



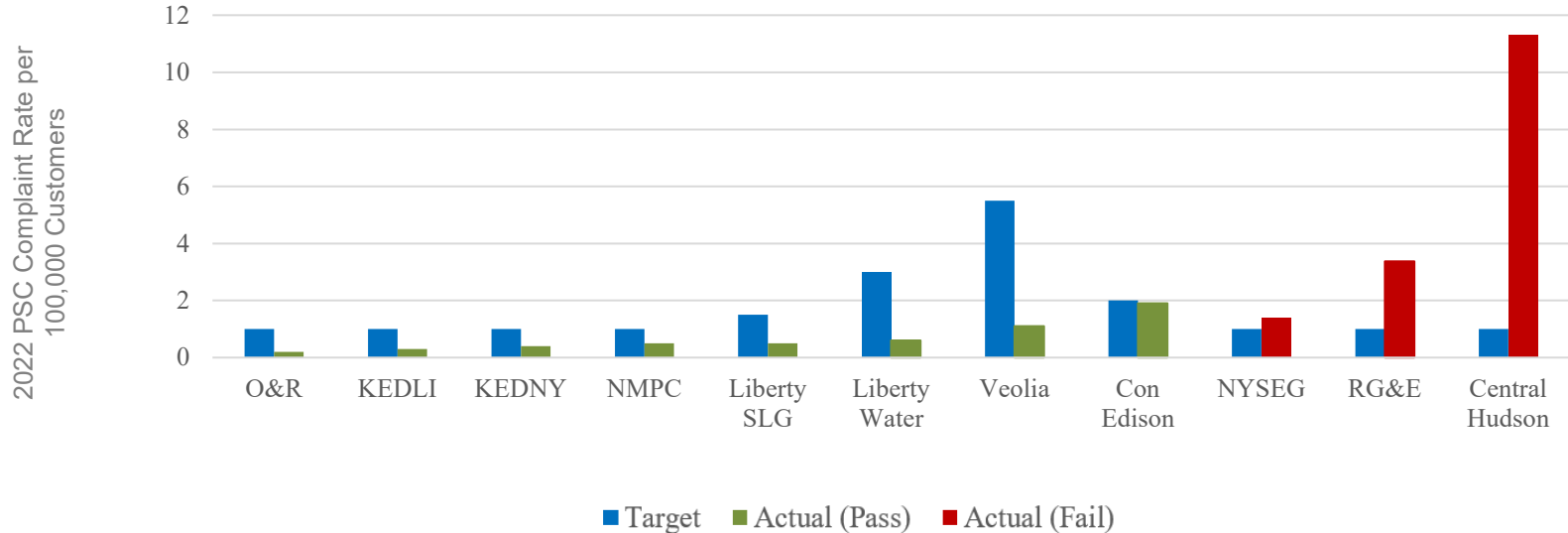
Customer Satisfaction Survey



*Con Edison's rate plan requires its Customer Satisfaction Survey to have multiple survey components to measure customer satisfaction. The surveys are: the Customer Satisfaction Survey of Electric Emergency Calls (Con Edison (CSS EEC)); the Customer Satisfaction of Gas Emergency Calls (Con Edison (CSS GEC)); the Customer Satisfaction Survey of Non-Emergency Calls (Con Edison (CSS NEC)); and the Customer Satisfaction of Service Center Visitors (Con Edison (CSS SC)).



PSC Complaint Rate



Corning's complaint target uses actual complaints rather than a complaint rate based on its customer population, so it is not included on this chart. Corning had zero complaints in 2022.

Negative Revenue Adjustments

Utility	Metric	Target	Actual Performance	NRA Amount
Central Hudson	Call Answer Rate	67.0%	66.5%	3 Basis Point (BP) / \$373,872
	Customer Satisfaction Survey	89.0%	67.2%	10 BP / \$1,246,240
	PSC Complaint Rate	1.0	11.3	10 BP / \$1,246,240
	Central Hudson Total			23 BP / \$2,866,352
Con Edison	Call Answer Rate	66.6%	62.5%	\$4,000,000
Liberty SLG	Customer Satisfaction Survey	86%	81%	\$36,000
NMPC	Customer Satisfaction Survey	82.0%	81.5%	2 BP / \$1,053,614
NYSEG	Call Answer Rate	67.00%	43.23%	\$1,720,000
	Customer Satisfaction Survey	89.5%	84.7%	\$3,200,000
	Estimated Bills	6.76%	12.60%	\$1,400,000
	PSC Complaint Rate	1.00	1.49	\$2,400,000
	NYSEG Total			\$8,720,000
RG&E	Call Answer Rate	67.00%	41.61%	\$1,000,000
	Customer Satisfaction Survey	82.0%	80.4%	\$2,000,000
	Estimated Bills	15.65%	27.90%	\$900,000
	PSC Complaint Rate	1.00	3.37	\$2,000,000
	RG&E Total			\$5,900,000



Questions?



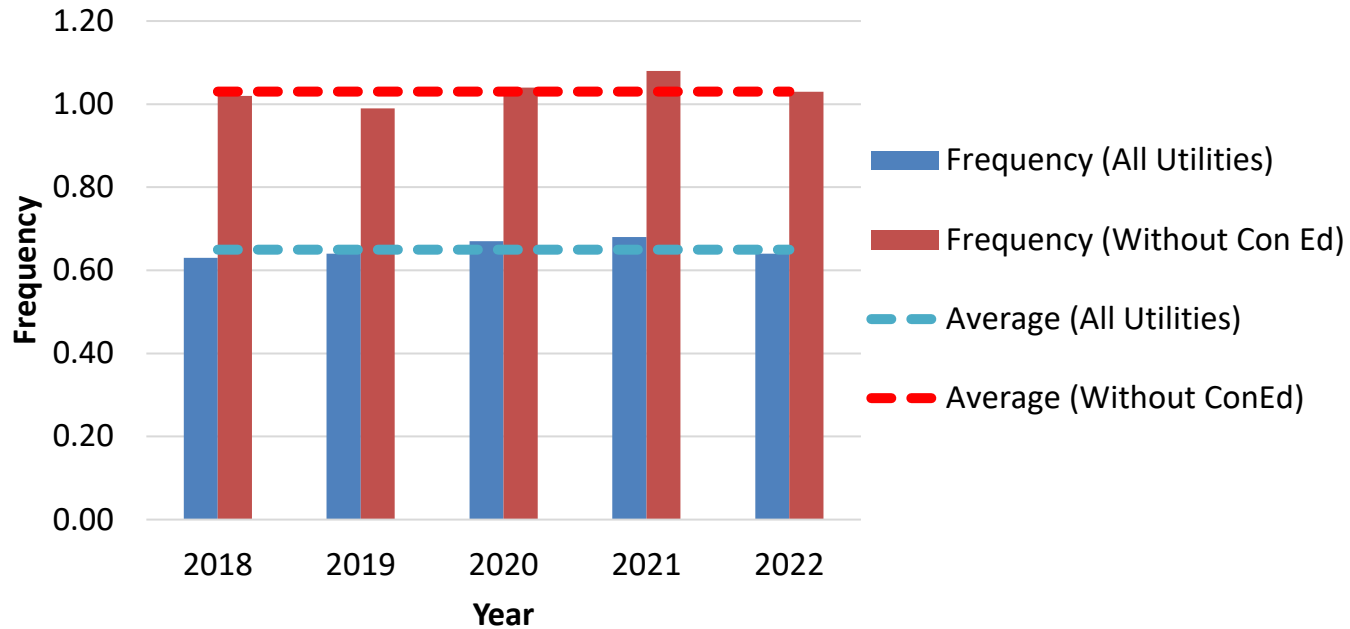
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2022 Electric Reliability

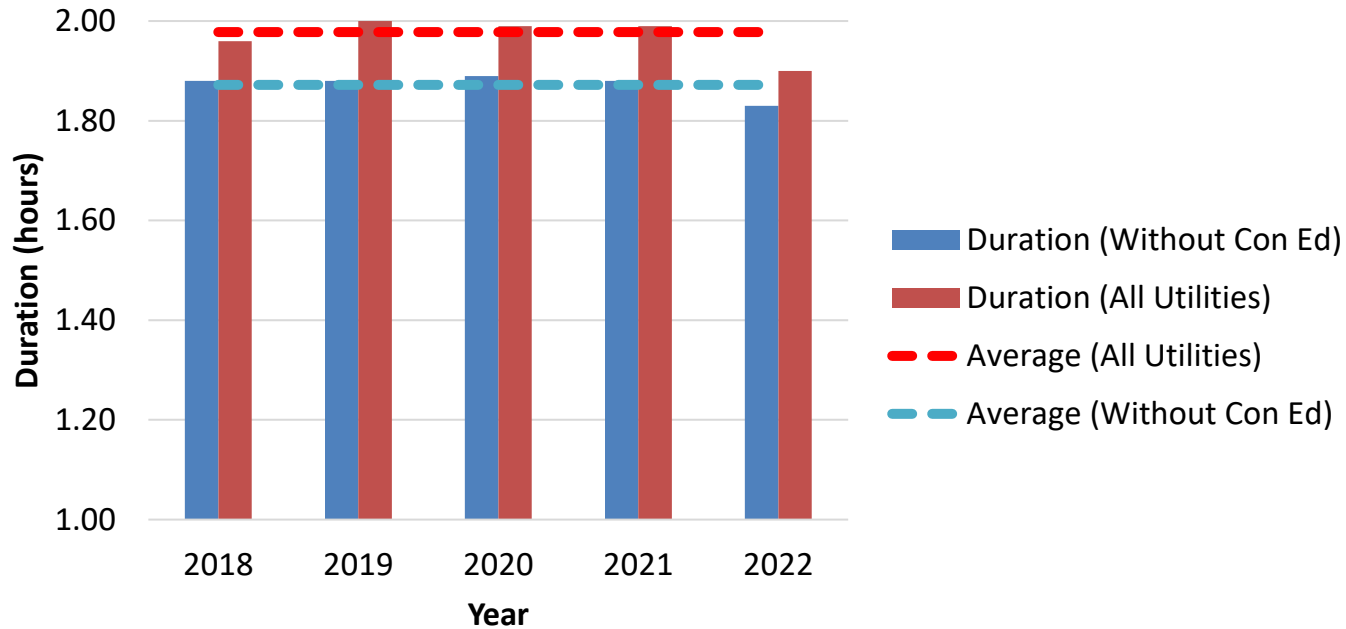
Monitoring Electric Service Reliability:

- Monthly Interruption Data
- Reliability Performance Metrics and Mechanism
 - Frequency (SAIFI)
 - Duration (CAIDI)
- Reliability Performance Mechanisms (RPMs)

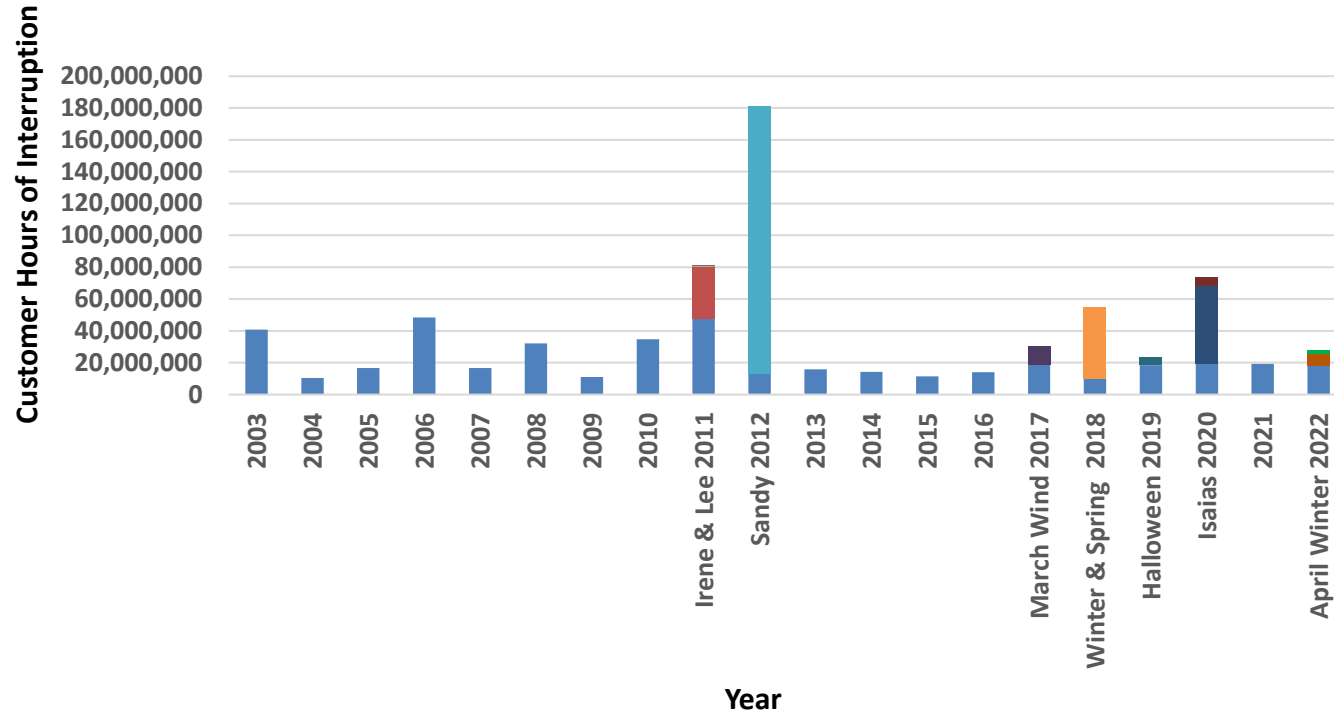
Statewide Five Year Frequency History (Excluding Major Storms)



Statewide Five Year Duration History (Excluding Major Storms)



Customer Hours of Interruption (Including Major Storms)



Questions?



Public Service
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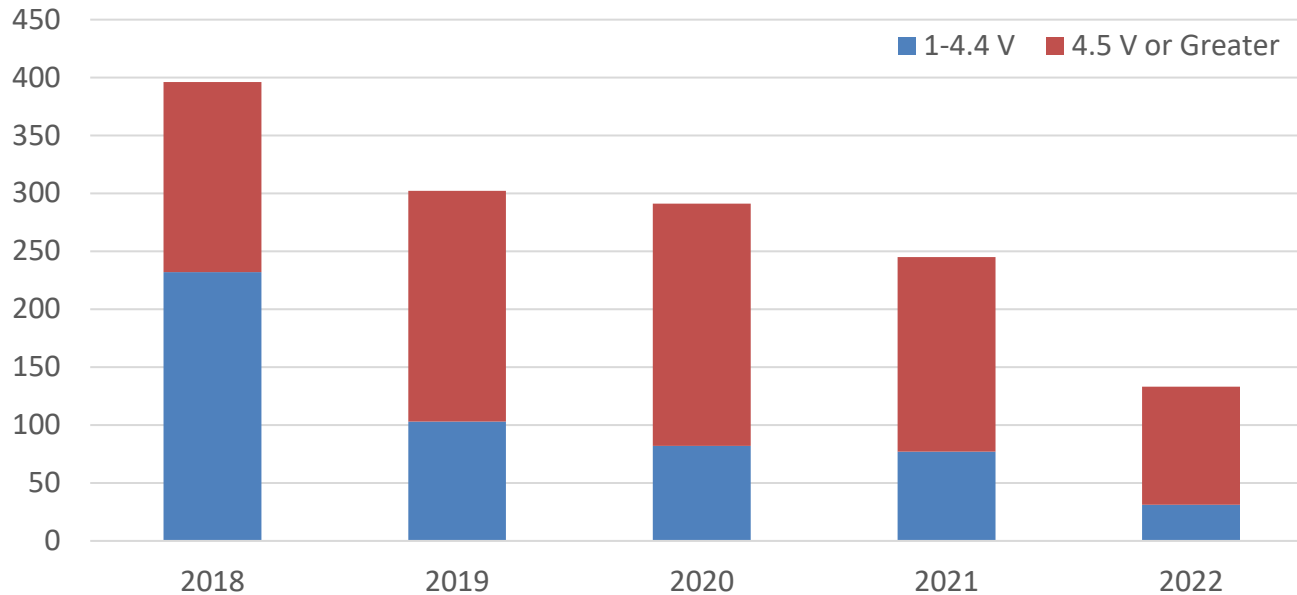
Electric Safety Standards 2022 Performance & Analysis

Background

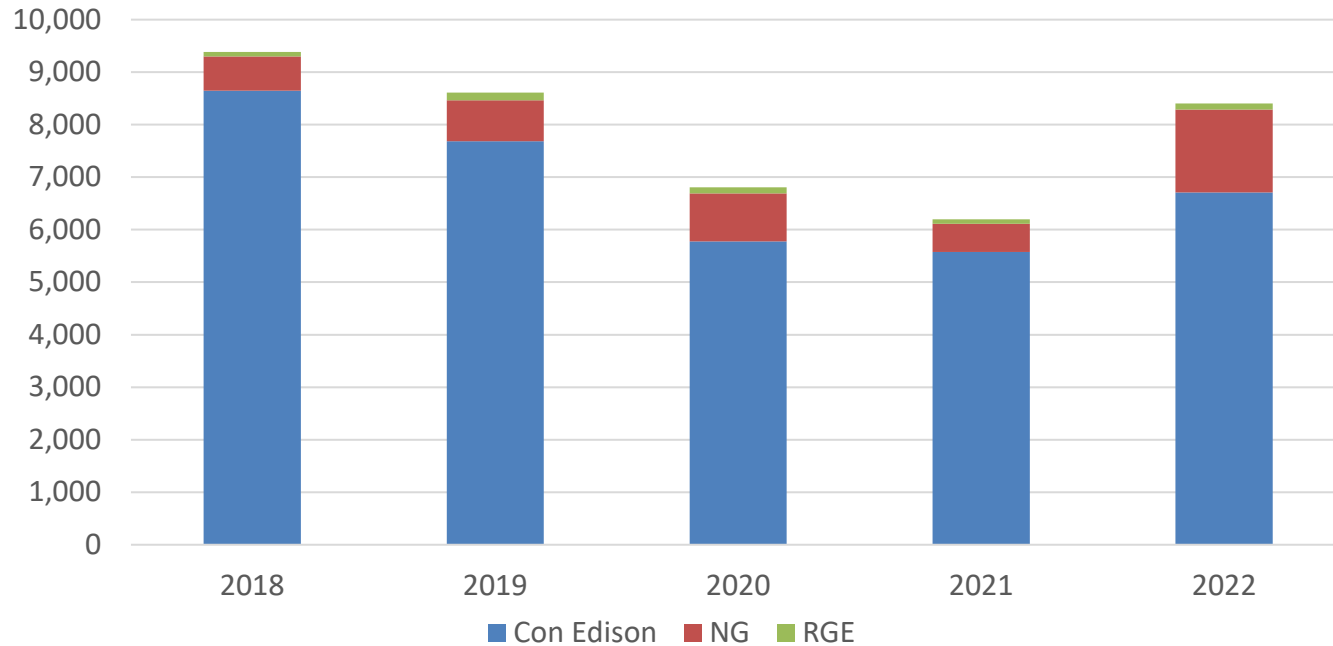
- ❑ Safety Standards
 - Stray Voltage Testing
 - Inspections
 - Adoption of NESC

- ❑ Mobile Testing Requirements

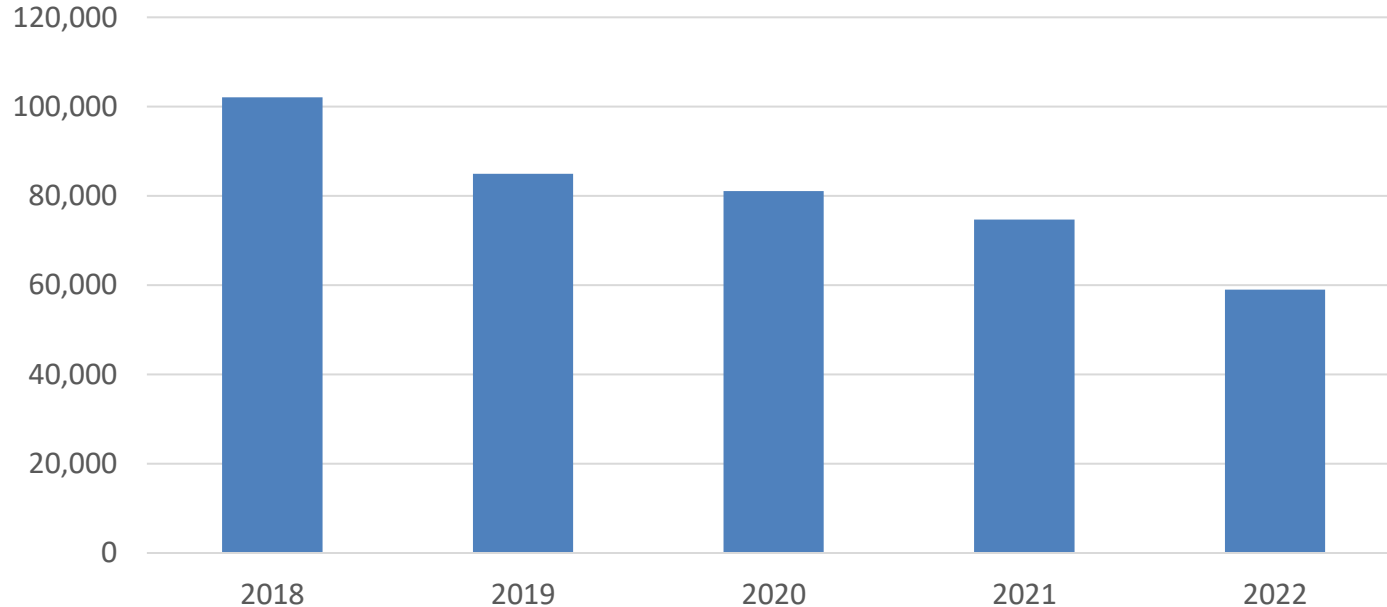
Manual Stray Voltage Testing - Historical Results



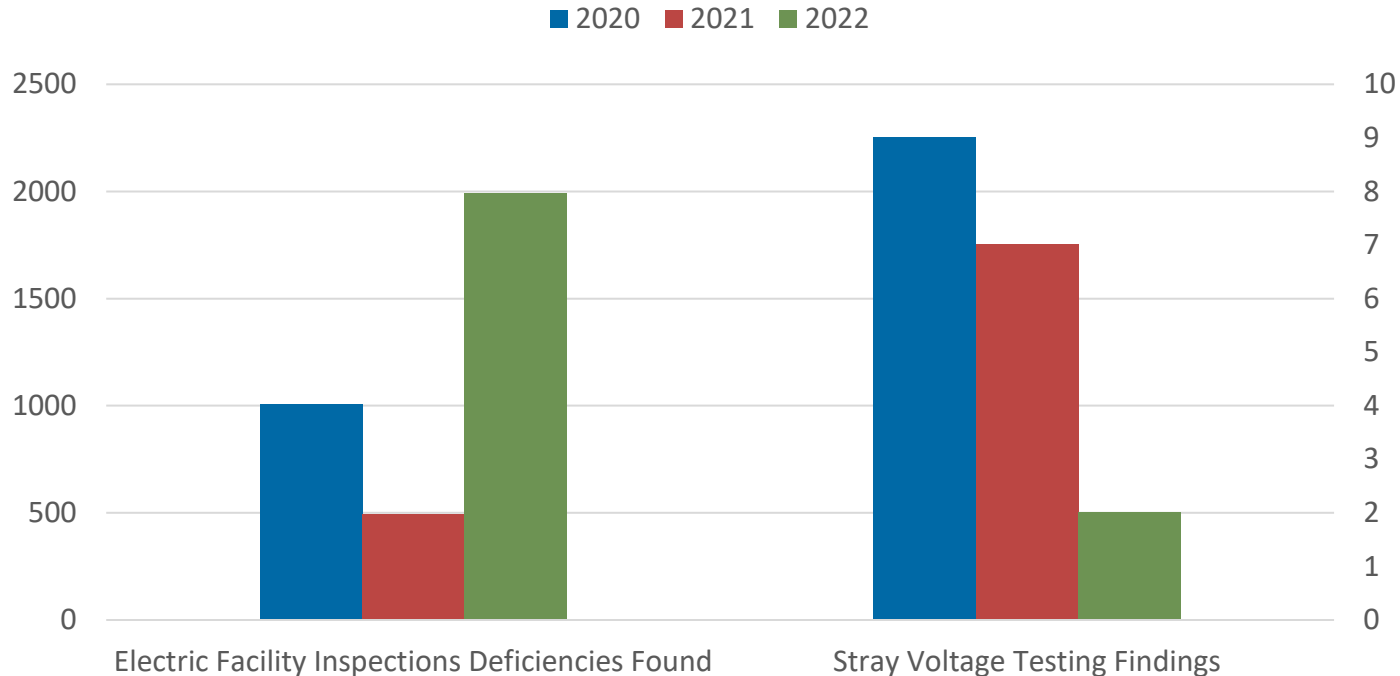
Mobile Stray Voltage Testing - Historical Results



Electric Facility Inspections - Historical Deficiencies Found



PSEG-LI Pilot Stray Voltage Testing and Inspection Program



Questions?