



LIPA

WELCOME BUSINESS NEWS



www.lipower.org

Welcome Message from the President

Welcome to LIPA, and congratulations on becoming part of the Long Island business community. LIPA understands the special needs of our business customers and provides a variety of services, from online billing to economic development, to help you compete.

We are proud of the accomplishments and contributions of our business customers. They are our salons, automobile shops, restaurants, commercial offices, and delicatessens. They represent businesses large and small and keep us competitive in local and global markets while employing our neighbors and safeguarding our communities.

In recognition of our customers, LIPA established a Business Call Center to provide you easy access to information and answers from trained and knowledgeable representatives.

At LIPA, we understand the demands and complexity of being a business owner and that's why we've developed this kit as a resource for you and your business. We have programs and services that can help you manage your cash flow as well as control your costs. The enclosed business kit provides more information and contact numbers to help assist you in this competitive business environment. We also invite you to visit our Web site at www.lipower.org for more information.

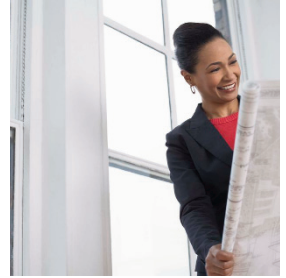
Kevin S. Law
President & CEO

Did You Know...

LIPA has a Business Newsletter?

LIPA's Business News is filled with important and pertinent information for Long Island's business owners, from energy saving tips to customer testimonials to tax planning recommendations. The LIPA Business News has information you can use to compete and grow in a competitive environment!

So keep an eye out for the next edition in your LIPA bill or sign up to receive an electronic version at www.lipower.org/account



What Happens When Your Lights Go Out?

Sometimes the weather, a car accident, a tree branch falling on a wire or animal contacts can interrupt the electric service at your business. As a business owner, we know your main concern is, "when will my service be back on?" For every outage that occurs, there is a process that takes place so that we can safely restore your electricity.

When reporting that your service is off, please be sure to provide us with the telephone number of the location of the outage. After outage is reported to LIPA, the information is relayed to our field personnel to diagnose and repair the problem. If you would like an update regarding estimated restoration times, let us know and provide us with a contact telephone number for the update. The contact number does not need to be the same as the phone number of the location of the outage. Once a service person makes a determination of the cause of the outage, our computer system can contact you with an update and an estimate for restoration of service.

We'll do our best to restore service as soon as possible. To learn more about electric outages visit us online at the "LIPA Storm Center" at www.lipower.org.

LIPA has a dedicated Business Call Center - 1-800-966-4818

LIPA's Business Call Center is staffed with specially trained and knowledgeable representatives available Monday through Friday, 8AM to 8PM to help you with all of your electric matters. Whether you need help setting up electric service to your business or have a specific billing question, our Business Call Center representatives are there to provide timely and accurate answers.

LIPA has online services for businesses

Go to LIPA's Web site at www.lipower.org to take advantage of these services 24 hours a day, seven days a week:

Commercial Balanced Billing

Sign up for Balanced Billing and you'll have more predictable electric bills and avoid major monthly fluctuations. LIPA's Balanced Billing program evens out your monthly electric costs over the course of the year. Manage your cash flow by enrolling in Balanced Billing at www.lipower.org/account.

EasyStreet

Want to go totally paperless? With LIPA's *EasyStreet* program, you will receive your bill electronically and you can arrange to have your electric bill paid automatically right from your bank account.

LIPA's *EasyStreet* program is a safe and secure way to:

- Stop receiving paper bills and help benefit the environment
- Receive an email notification when your bill is ready to be viewed online
- Arrange to have your bill paid automatically right from your bank account
- **All of this at no charge to you!**

Sign up for *EasyStreet* at www.lipower.org/account.

DirectPay

If you want to guarantee your payment gets to us on time or simply avoid the hassle of check writing, we have a great program for you. It's called *DirectPay*, and it gives you the ability to have your electric bill paid directly from your bank account automatically, and for FREE!

Eliminate worries about late payments and the cost of writing and purchasing checks. You will continue to receive your bills for review before any funds are transferred.

Sign up for LIPA's *DirectPay* program at www.lipower.org/account.

e-LERT

Many LIPA customers are Web users, and instead of a paper bill they would prefer an email notifying them that their bill is ready to be viewed and paid online. If you are one of these people, we would like to introduce you to *e-LERT*, LIPA's Online Bill Notification program.

Sign up for LIPA's *e-LERT* program at www.lipower.org/account.

LIPA is a non-profit organization

Long Island Power Authority (LIPA) is a non-profit municipal utility that provides electrical power to the residents and businesses of Long Island and the Rockaway Peninsula in Queens. LIPA's goal is to deliver safe, efficient and reliable electric service to our customers. LIPA is focused on being responsive to our customers' needs, upgrading and enhancing the electric system, and advancing our energy efficiency initiatives.

LIPA has energy efficiency programs to help businesses save money

With programs such as the Commercial Construction program, LIPA will not only help your business save money but will make your business more energy efficient.

The Commercial Construction program offers financial incentives, solutions and information to help business customers save energy and money while upgrading equipment, initiating building renovations or new construction.



LIPA has other programs to help businesses such as the Light Solutions program

LIPA's Light Solutions program helps protect and promote your business in a smart, cost-effective, efficient and environmentally-friendly way by offering two quality options to help meet your exterior lighting needs; Utility-Owned Solutions and Customer-Owned Solutions.

Whether you are renovating your facility or simply looking to improve the efficiency and performance of your exterior lighting system, LIPA's Light Solutions program is the answer. Call 1-800-692-2626 to make an appointment for a FREE CONSULTATION with a lighting professional.

