



Business Works Here!

25 Hub Drive
Melville, NY 11747

Welcome! We're glad you're starting a business on Long Island and happy to have you as a customer.

Now that you have your account all set up and ready to go, we wanted to provide some additional information that will help make your business a success.

Inside this "Welcome Package" you'll find brochures that will tell you about our company and the services we provide. Check out the "Non-Residential Rates," and the "Terms" card also included in this packet, for definitions of the terms you'll find on your bill that may be unfamiliar.

We know this is a very busy time for you, but take a few moments to review the enclosed material. You won't be disappointed.

If there's anything we can do for you, feel free to call our dedicated Business Call Center at 1-800-966-4818 or visit our Web site at www.lipower.org.

We look forward to a long and successful relationship with you and your company!

Inside this Welcome Package, you'll find:

- ✓ A business card with our Dedicated Business Call Center Phone Number – so you can reach us when you need us.
- ✓ Non-Residential Rates – A listing of our most common electric rates – to ensure you're on the best rate possible.
- ✓ Your Rights as a Non-Residential Customer – A brochure explaining your rights and our policies and procedures.
- ✓ LIPA's Business Solutions – A brochure listing programs and services available to your business - to help make your business successful.
- ✓ Online Services – A listing of our online services - making it a snap to handle everything you need to do with your account 24 hours a day, 7 days a week.
- ✓ Understanding Electric Demand – A brochure explaining demand charges - helping to make your bill easier to understand.
- ✓ LIPA's Business News – A Business Newsletter containing important information from LIPA - keeping you up-to-date on new technologies, money savings tips and what's new at LIPA.