

Board Policy: **Customer Service**
Policy Type: **Mission**
Monitored by: **Oversight Committee**
Board Resolution: **Resolution #1370, approved July 26, 2017**

Board Policy on Customer Service

It is the policy of the Long Island Power Authority to achieve a high level of customer service and satisfaction by:

- Funding cost-effective initiatives and ongoing operations to provide customers with a level of service, as measured by industry standard customer service metrics, within the first quartile of peer utilities by 2018;
- Funding cost-effective initiatives and ongoing operations so that customers report a level of satisfaction, as measured by third-party and internally-generated customer satisfaction surveys, within the first quartile of peer utilities by 2022;
- Supporting programs so that customers have information, education, and tools to manage their energy use according to their needs, including innovative billing options and emerging technologies and communications tools that enable multi-directional customer relationships for distributed resources and electric vehicles;
- Protecting customer information from unauthorized access, use, disclosure, disruption, modification or destruction; and
- Providing utility communications that are:
 - accurate and easily accessible;
 - understandable, including accurate billing that can be easily interpreted and conveniently paid;
 - proactive regarding potential weather-related and/or emergency situations, including information on the restoration of electric outages.

The Chief Executive Officer will report annually to the Board on:

- Customer service and satisfaction metrics, including comparisons to peer electric utilities;
- Initiatives to provide customers with information, education, and tools to manage their energy use;
- Access, use, disclosure, disruption, modification, or destruction of customer information by unauthorized persons; and
- Feedback from customers on customer communication.