

2019 Proposed Approach for Trustee Training and Development

4 distinct tracks organized by specific areas of focus!

Customer Voice

- Review J.D. Power Electric Utility Customer Satisfaction Surveys – Q1
- Deep Dive into Customer Insights (what do customers want?) – Q2
- Discuss Media, Marketing and Outreach – Q3
- Storm/Emergency Communications, Systems and Technologies – Q4

Governance

- Review of the results of the 2018 LPPC survey on Board Governance – Q1
- Discuss best practices in Board evaluations of CEOs, Board self-evaluations and options for peer-to-peer trustee evaluations – Q2
- NACD's Leading Minds of Governance – Q3
- APPA How to Conduct a Governance Check-Q4

Finance, Rates and Risks

- Budget Development – Q1
- Financial Reporting – Q2
- Internal Controls and Risk Assessment – Q3
- Rate Setting Process and PSC Working Group Initiatives – Q4

Operations and Planning

- Discuss fuel procurement practices – Q1
- SEQRA, permitting and siting discussion– Q2
- Northport visit (plant, cable and Iroquois pipeline) – Q3
- Planning for capacity, load and reserve projections and scenarios – Q4