



CUSTOMER-TRUSTEE COMMUNICATIONS

- Correspondence from customers and other stakeholders is regularly monitored by LIPA staff
- Ordinary course, utility-related matters are forwarded to the proper business unit at PSEG Long Island
 - O Bill complaints
 - Rebate questions
- Inquiries regarding sharing information with LIPA or obtaining information from LIPA are handled by LIPA staff
- Since the September 2019 Board meeting, we have not received any material correspondence directed to the Board other than letters regarding implementation of VDER





BOARD POLICY CALENDAR

None

January/February

March

- T&D System Reliability
- Customer Service
- Taxes, PILOTs, and Assessments
- Economic Development

- Debt and Capital Markets
- Investment
- Staffing and Employment

May



BOARD POLICY DASHBOARD

Link to Policy	Status	Link to Latest Report	Next Report
Taxes & PILOTs		<u>January 2019</u>	May 2020
Oversight & LIPA Operations		<u>January 2019</u>	September 2020
Investment	Ů	March 2019	March 2020
Debt and Access to Credit		March 2019	March 2020
T & D Reliability	C	<u>May 2019</u>	May 2020
Economic Development	ß	<u>May 2019</u>	May 2020
Resource Planning, Efficiency, & Renewable Energy	ß	<u>July 2019</u>	July 2020
Customer Value & Affordability	₽	<u>July 2019</u>	July 2020
Customer Service	L	<u>May 2019</u>	May 2020
Staffing and Employment	ß	October 2019	March 2020
Enterprise Risk Management	C	September 2019	September 2020
Power Supply Hedging	ß	September 2019	September 2020
Construction of T&D Projects	₽	September 2019	September 2020
<u>Safety</u>	₽	November 2018	December 2019
Governance & Agenda Planning	C	October 2018	December 2019

