



### 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 December 2019 Board meeting, we have not received any material correspondence directed to the Board





#### **BOARD POLICY CALENDAR**

- Debt and Access to the Capital Markets
- Annual Financial Package (i.e. Investment)
- Annual Governance Package (i.e. Trustee Communications)

# May

- Resource Planning, Energy Efficiency & Renewables
- Customer Value & Affordability
- Staffing & Employment

## March

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

**July** 



# BOARD POLICY DASHBOARD

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

