



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 March Board meeting, we have received correspondence directed to the Board related to community choice aggregation. That correspondence is included in the Board materials for the item under consideration by the Board





BOARD POLICY CALENDAR

- Oversight & LIPA Operations
- Annual Financial Package
- Annual Governance Package
- Economic Development

July

- Construction of T&D Projects
- Enterprise Risk Management
- Power Supply Hedging
- Customer Service

June

- Resource Planning, Energy Efficiency & Renewables
- Customer Value & Affordability
- Staffing & Employment
- T&D System Reliability

September



BOARD POLICY DASHBOARD

Link to Policy	Status	Link to Latest Report	Next Report
Taxes & PILOTs	₽	See Meeting Materials	May 2021
Oversight & LIPA Operations		<u>January 2019</u>	June 2020
Investment		<u>March 2020</u>	March 2021
Debt and Access to Credit	Ô	See Meeting Materials	May 2021
T & D Reliability	₽	<u>May 2019</u>	July 2020
Economic Development	₽	<u>May 2019</u>	June 2020
Resource Planning, Efficiency, & Renewable Energy	Ô	<u>July 2019</u>	July 2020
Customer Value & Affordability	Ů	<u>July 2019</u>	July 2020
<u>Customer Service</u>		<u>May 2019</u>	September 2020
Staffing and Employment	₽	<u>July 2019</u>	July 2020
Enterprise Risk Management	B	September 2019	September 2020
Power Supply Hedging	₽	September 2019	September 2020
Construction of T&D Projects	Ů	September 2019	September 2020
<u>Safety</u>	Ů	November 2019	December 2020
Governance & Agenda Planning	Ů	December 2019	December 2020

