



SECRETARY'S REPORT

September 2020

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
 - Bill complaints
 - Rebate questions
- Inquiries regarding sharing information with LIPA or obtaining information from LIPA are handled by LIPA staff
- Since the July Board meeting, we have received correspondence related to Tropical Storm Isaias and LIPA's community choice aggregation program. These materials have been shared with the Trustees

BOARD POLICY CALENDAR
















November

- Customer Service
- Enterprise Risk Management
- Trustee Communications

December

- Governance and Agenda Planning
- Safety
- Information and Physical Security
- Mission, Vision, Policy on Values of Responsiveness & Integrity

BOARD POLICY DASHBOARD

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