

LONG ISLAND POWER AUTHORITY DIRECTOR CUSTOMER SERVICE OVERSIGHT



LIPA, through its service provider PSEG Long Island, delivers electric service to 1.1 million customers in the New York City metropolitan area, with 15,000 miles of transmission and distribution circuits and 5,800 megawatts of generation owned or under contract. LIPA's annual revenues exceed \$3.6 billion and annual capital spending is in excess of \$700 million.

LIPA is a public power utility and has used a public-private partnership business model since acquiring the Long Island Lighting Company, an investor-owned utility, in 1998. LIPA's public-private partnership with PSEG Long Island combines the cost advantages of public power with the experience and economies of scale of a large investor-owned utility, PSE&G, which has a strong record of customer satisfaction. The 12-year contractual arrangement with PSEG Long Island began on January 1, 2014 and provides:

- Direct accountability of PSEG Long Island to LIPA's customers, with electric service provided on Long Island under the PSEG Long Island brand name, and
- Pay-for-performance, with PSEG Long Island compensated based on meeting operational, service, and customer satisfaction goals, within budgeted spending levels. Budgets must be reasonable for the task, but results, not spending, determines PSEG Long Island's compensation for operating LIPA's electric grid.

Since 2014, PSEG Long Island has been the most improved electric utility in the nation for customer satisfaction, as measured by J.D. Power. Customer satisfaction has increased by 33%, while reliability has improved 38% and customer bills have remained flat.

LIPA is governed by a nine-member Board of Trustees, five of whom are appointed by the Governor, two by the Majority Leader of the New York State Senate, and two by the Speaker of the New York State Assembly. The Chair is appointed by the Governor. LIPA's Board uses a policy setting process to establish the long-term goals for the utility. The Board's policies are available on our website.

LIPA's management functions like a utility holding company, with a senior management team supported by a staff totaling approximately 60. LIPA negotiates annual budgets and metrics with PSEG Long Island, sets electric rates, finances the business, and ensures our contractual relationship with PSEG Long Island provides value to customers, consistent with the Board's policy goals. PSEG Long Island utilizes LIPA's assets to provide electric service and has approximately 2,400 employees dedicated to work for LIPA.

DIRECTOR CUSTOMER SERVICE OVERSIGHT

The Director of Customer Service Oversight is responsible for overseeing performance of PSEG Long Island's customer service operations and programs comprised of the following broad categories: Revenue Operations, Meter Services, Customer Contact & Billing, Customer Experience & Utility Markets, and Customer Operations Technology.

PSEG Long Island's Customer Operations continue to perform well, but the Director will monitor all areas and conduct reviews of specific activities. The Director also monitors state, local and federal initiatives and policies relating to utility customer service and consults with New York State Department of Public Service (DPS), New York State Energy Research & Development Authority (NYSERDA), and other governmental agencies. Finally, the Director oversees LIPA's customer complaint appeals process.

This position reports to LIPA's Senior Vice President of Operations Oversight and manages two direct reports: Manager of Customer Operations Oversight and Manager of Customer Service Oversight.

CORPORATE VALUES

Service: *In all our actions, we serve our customers, community and the environment.*

- Behaviors
 - ◇ Responsible
 - ◇ Efficient
 - ◇ Make well-informed decisions

Collaboration: *We leverage the abilities of our colleagues and stakeholders to benefit our customers.*

- Behaviors
 - ◇ Embrace diverse perspectives
 - ◇ Communicate openly
 - ◇ Build trust

Excellence: *We build our successes, celebrate our wins, and learn from our mistakes.*

- Behaviors
 - ◇ Deliver on promises
 - ◇ Continuously improve our performance

THE SUCCESSFUL CANDIDATE

The successful candidate must possess a Bachelor's degree in a related field and a minimum of 15 years of utility experience with substantial knowledge regarding utility customer service. He or she must possess the necessary business acumen and analytical skills to evaluate customer operations, benchmark current performance, and identify potential process and business operation improvements.

The successful candidate must have strong leadership and management skills, particularly in the areas of developing and coaching employees, along with a demonstrated ability to partner with peers at LIPA and PSEG Long Island.

LIPA is also targeting individuals with the following skills and abilities:

- Organized with ability to prioritize projects and tasks and meet deadlines.
- Manage multiple projects simultaneously.
- Excellent oral and written communication skills.
- Attention to detail.
- Knowledge of federal, state, and local governmental processes and policies.
- Ability to establish and build on internal and external relationships.
- Excellent judgment and critical thinking, using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

THE ORGANIZATION

LIPA is a corporate municipal organization and a political subdivision of the State of New York. LIPA became the provider of electric service for Nassau and Suffolk Counties of Long Island (with certain limited exceptions) and a small portion of Queens in New York City in 1998. PSEG Long Island is responsible for day-to-day operations of LIPA's power delivery system, which consists of 15,000 circuit miles of overhead and underground lines and 5,800 MW of generation.

THE ORGANIZATION (CONTINUED)

Power supply resources consist principally of power purchase contracts. The primary purchase power contract is a 15-year Power Supply Agreement that commenced in 2013 for approximately 3,700 MW of oil and gas-fired generation, which is owned and operated by a subsidiary of National Grid. In addition, LIPA purchases approximately 2,100 MW of capacity from other generating facilities on Long Island and outside the service territory through various transmission interconnections.

The Department of Public Service (DPS), the staff arm of the New York Public Service Commission (PSC), provides independent oversight and recommendations to LIPA's Board of Trustees for core utility operations of PSEG Long Island and proposed rate changes of LIPA.

Fitch, Moody's and Standard & Poor's rate LIPA A, A2, and A respectively. More information can be found at: <http://www.lipower.org/>

THE COMMUNITY

Long Island, New York, is approximately 20 miles wide and 110 miles long, totaling 1,377 square miles of land area. The island is divided into four counties: Nassau, Suffolk, Brooklyn, and Queens, and is one of the most densely-populated regions in the U.S.

Long Island is a significant regional economy that benefits from its proximity to Manhattan, but also generates its own income, employment, and regional output. Long Island's

assets include a highly skilled labor force, close proximity to New York City, easy access to beaches, over 20 colleges/universities, and several technology and science developmental centers. Long Island also offers a highly desirable suburban lifestyle that attracts many individuals to live, work and vacation within the area.

Long Island experiences seasonal conditions typical of the Northeast United States. Summers are usually hot with high temperatures in excess of 90° and winters include days with snow and icing conditions.

The median household income in Long Island is substantially above the national average. More information can be found at:

<https://www.discoverlongisland.com/>

COMPENSATION, BENEFITS & RELOCATION

The total compensation and relocation package is competitive. LIPA offers a full complement of benefits including a variety of healthcare options, including retiree health, and participation in the New York State and Local Retirement System (NYSLRS) or the New York State Voluntary Defined Contribution Program (VDC).

TO APPLY

Interested candidates should submit a cover letter and resume to: pprouse@mfpllc.us no later than **September 30, 2020**.

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LIPA is an Equal Employment Opportunity Employer

