



LINDA PAUL

LINDAPAUL@SEARCHPARTNERSHIP.NET

P: 908-541-0390

LIPA

JOB PROFILE

DIRECTOR OF CUSTOMER EXPERIENCE OVERSIGHT

The Organization

LIPA is a public power utility and 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 the 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. LIPA, through its service provider PSEG Long Island, delivers electric service to 1.1 million customers in the New York City metropolitan area. LIPA's annual revenues exceed \$3.6 billion and annual capital spending is more than \$700 million.

LIPA is governed by a nine-member Board of Trustees. The Chair is appointed by the Governor. LIPA's Board uses a policy setting process to establish the long-term goals for the utility. 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 working for LIPA.

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. The 12-year contractual arrangement with PSEG Long Island began on January 1, 2014, and provides:

- 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.
- 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.

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.

However, the 2020 storm Isaias created significant damage and customer service disruption, so much so, that LIPA has since done a major review of their customer service procedures, systems, as well as a review of PSEG Long Island management. LIPA has concluded that there needs to be an improvement in strategy as well as oversight along with major changes made to all the above. This brings us a great opportunity as, LIPA is looking to bring on board a highly strategic and experienced, well-rounded utility Customer Experience Director who can take charge and develop a top-notch customer experience/service team.

It is an exciting time at LIPA and the next few months will determine if LIPA becomes a full-fledged municipal utility running its own operations or if they will renegotiate an improved contract with PSEG Long Island. In either case, LIPA will be taking the lead strategically on operations and be more involved in the daily running and outcome of customer service operations.

Director Customer Experience Oversight

The Director of Customer Experience Oversight is responsible for overseeing the 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, and Customer Operations Technology. The Director will monitor, review, and recommend best practices in all areas of PSEG Long Island's Customer Operations to ensure continuous improvement. The Director also oversees LIPA's customer complaint appeals process and should be the final stop and highest authority when it comes to the resolution of customer issues.

LIPA is in the process of evaluating its organizational structure around customer experience and service oversight functions. The Director will report to LIPA's Senior Vice President & Chief Information Officer and may manage up to five direct reports including: Manager of Contact Center Oversight, Manager of Billing & Revenue Protection Oversight, Manager of Meter Reading & Measurement Strategy, and Manager of Customer Relations & Services. The Director will help LIPA to develop the ideal organizational structure, identify key skills needed in these functional areas, and hire for several of these newly created managerial roles. The successful candidate will have the ability to be hands-on and granular as well as high-level strategic.

Some of the exciting projects and initial goals of the Director will include:

- Reviewing 16 customer service centers,
- Determine which to keep open or close and see what services are being offered.

- Organize a comprehensive review of the collection process, meter to cash, and prepare a full review of PSE&G's Customer Service and determine what gaps there are and provide recommendations to improve LIPA's customer experience.
- Develop a 3-year plan for Customer Service. Help finalize implementation of the AMI project is also a key goal for the new Director.

LIPA's Corporate Values

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

- Everything we do is for the benefit of customers.
- Demonstrates high ethical standards.
- Filters all actions and decisions through the lens of LIPA's Values.

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

- Solicits and incorporates diverse perspectives.
- Operates as one LIPA team.
- Communicates fiercely. Open, honest, candid, transparent, respectful. No surprises.
- Assumes positive intent. We are all here to perform and grow.
- Gives and seeks constructive feedback often. Feedback is our fuel.
- Fosters respectful interactions with fair-ness, equality, dignity, and inclusion.

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

- Delivers on responsibilities and commitments. No excuses.
- Makes clarity own responsibility. If it isn't clear, ask questions.
- Works with purpose. Knows why we do what we do.
- Ensures great work. If there is a better way, find it.

The Successful Candidate

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

and identify potential process and business operation improvements in all areas of customer service including billing and revenue protection, field operations, contact center operations, and metering.

The successful candidate will be a strong leader with the ability to drive strategy, have the knowledge and confidence to influence and implement the system, process changes as well as do comprehensive reviews and make recommendations for change. They will have experience developing long-term plans and ideally have experience implementing EMI systems. As a senior executive within LIPA strong leadership and people 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 is a must.

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

- Organized with the 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.

More information can be found at: <http://www.lipower.org/>

The Community

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, proximity to New York City, over 20 colleges/universities, and several technologies and science developmental centers. Long Island is known for its beautiful beaches, home to major sports teams along with a wealth of cultural diversions. Long Island also offers a highly desirable suburban lifestyle that attracts many individuals to live, work, and vacation within the area. 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,

More information can be found at:

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

Compensation, Benefits & Relocation

The total compensation and relocation package are competitive. We expect the salary range to be about \$180- \$200K. 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 send a cover letter and resume to lindapaul@searchpartnership.net