

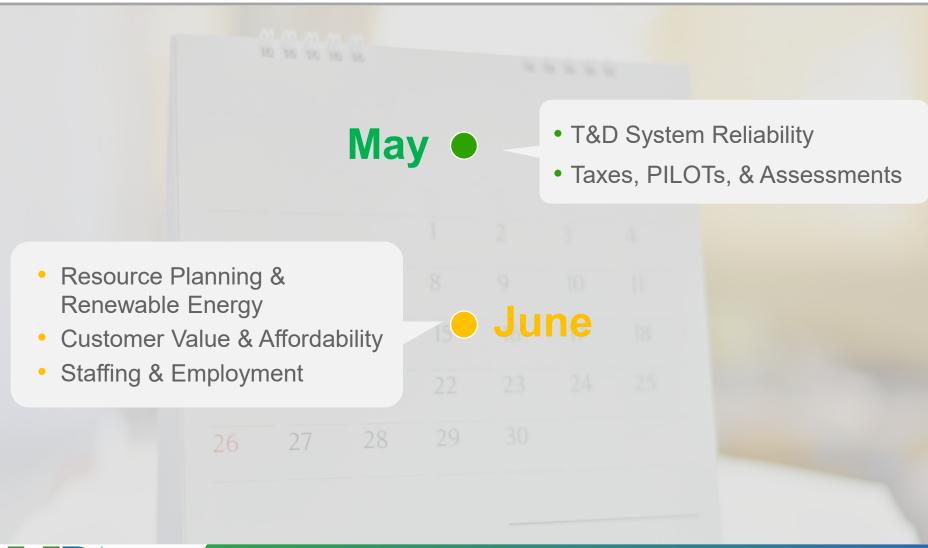


CUSTOMER-TRUSTEE COMMUNICATIONS

- 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 March Board meeting, the only material correspondence we have received has been related to Tropical Storm Isaias. Copies of all correspondence have been shared with the Trustees



BOARD POLICY CALENDAR



BOARD POLICY DASHBOARD

Link to Policy	Status	Link to Latest Report	Next Report
Strategic Planning & Oversight	\triangle	January 2021	January 2022
<u>Investment</u>	Ô	<u>March 2021</u>	March 2022
Debt and Access to Credit	Ů	<u>March 2021</u>	March 2022
Taxes & PILOTs	Ů	<u>May 2020</u>	May 2021
T & D Reliability	Ů	<u>July 2020</u>	May 2021
<u>Customer Service</u>	Ů	December 2020	September 2021
Staffing and Employment	Ů	<u>June 2020</u>	June 2021
Resource Planning & Renewable Energy	Ů	<u>July 2020</u>	June 2021
Customer Value & Affordability	Ů	<u>June 2020</u>	June 2021
Economic Development & Community Engagement	Ů	<u>June 2020</u>	September 2021
Enterprise Risk Management	Ô	December 2020	September 2021
Construction of T&D Projects	Ů	September 2020	September 2021
Power Supply Hedging	₽	September 2020	November 2021
Safety	Ů	December 2020	December 2021
Governance & Agenda Planning	Ů	December 2020	December 2021
Information and Physical Security	Ů	December 2020	December 2021

