



Trustee Governance Update

September 22, 2021

INTRODUCTION

Purpose:

Board wants to take a fresh look at its policies to make them easier to understand and clearly communicate its desired goals. The Board created small working groups to focus on the following:

- Mission and Vision
- Customer Service
- T&D Reliability
- Information Technology (new policy)

Process:

- Two meetings were held each on Mission/Vision and Customer Service. Those policies will be discussed today and voted on in October.
- T&D and IT meetings will be held in next 6 weeks and discussed in October, with a vote in November.

CURRENT MISSION POLICY

LIPA is a not-for-profit utility with a mission to enable clean, reliable, and affordable electric service for our customers on Long Island and the Rockaways.

DRAFT PURPOSE/MISSION POLICY

LIPA's purpose is to serve our customers and community by providing **clean, reliable, and affordable** energy to Long Island and the Rockaways. As a not-for-profit utility, LIPA is a **value-driven** organization that puts our **customers first** in all our actions.

LIPA's vision is to be our customers' **trusted energy partner**. To achieve our vision, LIPA will be:

- Actively **engaged** with our customers and the communities we serve;
- **Responsive** to our customers' needs and will exceed their expectations;
- A recognized **innovator** in our industry to better serve our customers; and
- Known as a **steward** of our environment and community.

CURRENT CUSTOMER SERVICE POLICY

It is the policy of the Long Island Power Authority to achieve a high level of customer service and satisfaction by:

- Funding cost-effective initiatives and ongoing operations: (i) to provide customers with a level of service, as measured by industry-standard customer service metrics, within the first quartile of peer utilities; and (ii) so that customers report a level of satisfaction, as measured by third-party and internally-generated customer satisfaction surveys, within, where applicable, the first quartile of peer utilities by 2022;
- Supporting programs so that customers have information, education, and tools to manage their energy use according to their needs, including innovative billing options and emerging technologies and communications tools that enable multi-directional customer relationships for distributed resources and electric vehicles; and
- Providing utility communications that are:
 - accurate and easily accessible;
 - understandable, including accurate billing that can be easily interpreted and conveniently paid;
 - proactive regarding potential weather-related and/or emergency situations, including information on the restoration of electric outages.

DRAFT CUSTOMER EXPERIENCE POLICY

LIPA's vision for our customer experience is to be:

- Responsive to our customers' needs and exceed their expectations; and
- A recognized innovator in our industry to better serve our customers.

To achieve our vision, LIPA will:

- Deliver industry-leading performance (i.e. among the top 25 percent of utilities) in J.D. Power's utility residential and business customer satisfaction studies and on industry-standard customer service metrics;
- Demonstrate continual improvements in customer satisfaction, ease of interaction, and value as measured by internal, end-to-end customer post-transaction surveys; (continued on next slide)

DRAFT CUSTOMER EXPERIENCE POLICY

- Invest in technologies to enhance the service, flexibility, convenience, and cost effectiveness of billing, payment, appointments, emergency restoration, and other customer interactions;
- Ensure simple, accurate, and proactive customer communications with a particular focus on customer rates and billing, energy usage, emergency response, and estimated times of restoration;
- Effectively target communications across customer segments and socioeconomic groups, with particular attention to low income and disadvantaged communities; and
- Evaluate the success of our rate options, clean energy programs, and other offerings by customer adoption and satisfaction and use the information to regularly review and improve our offerings.

The Chief Executive Officer will report annually to the Board on compliance with key provisions of the Customer Experience Policy

PROPOSED POLICY REORGANIZATION

The Board has expressed interest in modifying the way its governing policies are organized.

Current categories:

1. Mission policies
2. Operating policies
3. Governance policies
4. Compliance policies

Modified categories:

1. Strategic Direction policies
2. Governance Process policies
3. Board/Staff Linkage policies