



# SECRETARY'S REPORT

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October 29, 2021

# CUSTOMER-TRUSTEE COMMUNICATIONS

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- 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 September Board meeting, the only material correspondence addressed to the Board related to (i) municipalization of the utility and (ii) opposition to LIPA's tariff proposal for the customer benefit contribution charge. Copies of all correspondence have been shared with the Trustees

# BOARD POLICY CALENDAR

**November**





- Power Supply Hedging
- Enterprise Risk Management
- T&D Reliability
- Information Technology & Cyber Security
- Purpose and Vision
- Customer Experience

- Governance and Agenda Planning
- Safety



**December**

# BOARD POLICY DASHBOARD

| Link to Policy   | Status  | Link to Latest Report                 | Next Report    |
|--|---|---------------------------------------|----------------|
| <a href="#"><u>Strategic Planning &amp; Oversight</u></a>              |    | <a href="#"><u>January 2021</u></a>   | January 2022   |
| <a href="#"><u>Investment</u></a>                                      |    | <a href="#"><u>March 2021</u></a>     | March 2022     |
| <a href="#"><u>Debt and Access to Credit</u></a>                       |    | <a href="#"><u>March 2021</u></a>     | March 2022     |
| <a href="#"><u>Taxes &amp; PILOTs</u></a>                              |    | <a href="#"><u>May 2021</u></a>       | May 2022       |
| <a href="#"><u>T &amp; D Reliability</u></a>                           |    | <a href="#"><u>May 2021</u></a>       | May 2022       |
| <a href="#"><u>Customer Service</u></a>                                |    | <a href="#"><u>December 2020</u></a>  | September 2021 |
| <a href="#"><u>Diversity and Inclusion</u></a>                         |    | <a href="#"><u>August 2021</u></a>    | September 2022 |
| <a href="#"><u>Staffing and Employment</u></a>                         |    | <a href="#"><u>June 2021</u></a>      | June 2022      |
| <a href="#"><u>Resource Planning &amp; Renewable Energy</u></a>        |    | <a href="#"><u>June 2021</u></a>      | June 2022      |
| <a href="#"><u>Customer Value &amp; Affordability</u></a>              |    | <a href="#"><u>June 2021</u></a>      | June 2022      |
| <a href="#"><u>Economic Development &amp; Community Engagement</u></a> |    | <a href="#"><u>August 2021</u></a>    | September 2022 |
| <a href="#"><u>Enterprise Risk Management</u></a>                      |    | <a href="#"><u>December 2020</u></a>  | November 2021  |
| <a href="#"><u>Construction of T&amp;D Projects</u></a>                |   | <a href="#"><u>September 2021</u></a> | September 2022 |
| <a href="#"><u>Power Supply Hedging</u></a>                            |  | <a href="#"><u>September 2020</u></a> | November 2021  |
| <a href="#"><u>Safety</u></a>  |  | <a href="#"><u>December 2020</u></a>  | December 2021  |
| <a href="#"><u>Governance &amp; Agenda Planning</u></a>                |  | <a href="#"><u>December 2020</u></a>  | December 2021  |
| <a href="#"><u>Information and Physical Security</u></a>               |  | <a href="#"><u>December 2020</u></a>  | December 2021  |