



### 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 July Board meeting, there has been material correspondence regarding the Bridge to Buell transmission project. Copies of all correspondence have been shared with the Trustees



### **BOARD POLICY CALENDAR**

- Economic Development
- Construction of T&D Projects
- Enterprise Risk Management

# **November**

- Safety
- Governance and Agenda Planning
- IT and Cyber Security
- Staffing and Employment

# September

- Diversity, Equity & Inclusion
- Power Supply Hedging
- Customer Experience
- Strategic Planning and Oversight
- Purpose and Role of Trustees

### **December**



## **BOARD POLICY DASHBOARD**

Policy	Status	Latest Report	Next Report
Strategic Planning & Oversight	Ů	September 2021	November 2022
Investment	Ů	<u>March 2022</u>	March 2023
Debt and Access to Credit		<u>March 2022</u>	March 2023
Taxes & PILOTs	Ů	<u>May 2022</u>	May 2023
T & D Operations	Ů	<u>May 2022</u>	May 2023
Customer Experience	Ů	November 2021	November 2022
Diversity, Equity, and Inclusion	Ů	<u>August 2021</u>	November 2022
Staffing and Employment		<u>June 2021</u>	December 2022
Clean Energy & Power Supply	Ů	May 2022	May 2023
Customer Value, Affordability & Rate Design	Ů	<u>May 2022</u>	May 2023
Economic Development & Community Engagement	Ů	See Board Materials	September 2023
Enterprise Risk Management	Ů	See Board Materials	September 2023
Construction of T&D Projects	Ů	See Board Materials	September 2023
Power Supply Hedging	Ů	November 2021	November 2022
Safety	Ů	December 2021	December 2022
Governance & Agenda Planning	Ô	December 2021	December 2022
Information Technology and Cyber Security	Ů	December 2021	December 2022