

LIPA Board Approves Customer Bill Credits for Prolonged Outages, 2023 Budget

Tariff change will provide \$25 daily bill credits, food and medicine reimbursements during widespread outage events; 2023 budget details LIPA's priorities for the next year

UNIONDALE, NY – At its December meeting, the Long Island Power Authority (LIPA) Board of Trustees voted unanimously to approve a tariff change that will provide \$25 daily bill credits and food and medicine spoilage reimbursements for customers experiencing prolonged outages during widespread outage events. LIPA's Prolonged Outage Credits and Reimbursements will take effect on January 1, 2023.

“As a customer-first utility, LIPA always looks to find ways to reduce and mitigate the impact of power outages on our customers. With the new Prolonged Outage Credit and Reimbursement program, customers throughout Long Island and the Rockaways will be protected from the inconvenience and economic hardship that severe storms can cause,” said **LIPA Chief Executive Officer Thomas Falcone**.

A prolonged outage is defined as lasting 72 hours or more, and a widespread outage event impacts at least 20,000 customers at once. These two events together create a Widespread Prolonged Outage.

As a result of the tariff change, LIPA will provide the following in the event of a Widespread Prolonged Outage:

- A bill credit of \$25 to eligible residential customers for each calendar day of service outage that occurs after the first three days of the Widespread Prolonged Outage;
- Reimbursement to eligible residential customers, up to \$235, for any food that spoils due to lack of refrigeration resulting from a Widespread Prolonged Outage if the residential customer provides an itemized list, or up to \$540 if the customer provides proof of loss;
- Reimbursement to eligible residential customers, up to the amount of the actual loss, for prescription medications that have spoiled due to lack of refrigeration resulting from a Widespread Prolonged Outage if the residential customer provides an itemized list and proof of loss; and
- Reimbursement to eligible small business customers, up to \$540, for any food that spoils due to lack of refrigeration resulting from a Widespread Prolonged Outage if the small business customer provides an itemized list and proof of loss.

Alongside the Prolonged Outage Credits and Reimbursements, the LIPA Board also passed the below tariff changes:

- **Interconnection Cost Sharing:** Modifying LIPA's interconnection procedures to align with New York State's cost-sharing framework.

- **Large Renewable Host Community Benefit Program:** Implementing the statewide program enabling annual bill credits for customers in a Renewable Host Community.
- **Long Island Choice Program:** Increasing the “shoppable” portion of the bill and further aligning with the statewide retail choice framework.
- **Solar Communities Customer Benefit:** Providing bill credits to low and moderate-income customers who participate in the Solar Communities program.

In addition to the tariff changes, the LIPA Board also approved its [2023 budget](#), which contains:

- **An Operating Budget of \$4.2 billion** to fund delivery and power supply costs, energy efficiency and distributed energy programs, taxes, and debt service.
- **A Capital Budget of \$862 million** for storm hardening and long-life infrastructure investments, such as transmission lines, substations, poles, and wires, as well as information technology, vehicle fleet, and other assets.

The budget also contains 93 performance standards (“metrics”) that its third-party service provider must meet to receive its full compensation. These metrics are distributed across all the management services provided to LIPA and its customers, including clean energy, physical and cyber security, customer experience, and reliability and resiliency.

To learn more, please visit lipower.org.

####

ABOUT LIPA

LIPA is a not-for-profit public utility with a purpose to serve our customers and community by providing clean, reliable, and affordable energy to Long Island and the Rockaways. LIPA contracts with PSEG Long Island to manage its electric system to performance standards specified by its Board of Trustees under a four-year contract.