

Quogue Wildlife Refuge, Quogue, New York

LIPA Community Advisory Board Meeting

June 17, 2025



Agenda

I. Opening Remarks

Tracey Edwards, LIPA Board Chair
John Rhodes, LIPA CEO

II. OSA Update & Next Steps

Tracey Edwards, LIPA Board Chair

III. Hurricane Summer Prep

Dave Lyons, PSEG Interim President & Chief Operating Officer
Chris Hahn, Vice President of External Affairs

IV. Uniondale Hub Substation Renaming Ceremony Recap

John Rhodes, LIPA CEO

V. Low Income Outreach & Advocacy Subcommittee Progress & Next Steps

Erin Mullen, Manager of Billing to Cash Operations

VI. Roundtable Discussion

Tom Locascio, Chief of Staff

Next CAB Meeting: September 16, 2025

Open Remarks



Tracey Edwards
Chair, LIPA Board



John Rhodes
Acting CEO, LIPA

OSA Update & Next Steps

Presented by: Tracey Edwards, LIPA Board Chair



Hurricane Summer Prep

Presented by: Dave Lyons, PSEG Interim President & Chief Operating Officer
Chris Hahn, Vice President of External Affairs



PSEG

LONG ISLAND










Community Advisory Board

Dave Lyons – Interim President and Chief Operating Officer



Agenda

-  Our Mission
-  Safety Performance
-  Electric Reliability
-  Excellence in Customer Satisfaction
-  Storm and Emergency Preparedness
-  Clean Energy & Energy Efficiency
-  Community Involvement



Our *Mission*

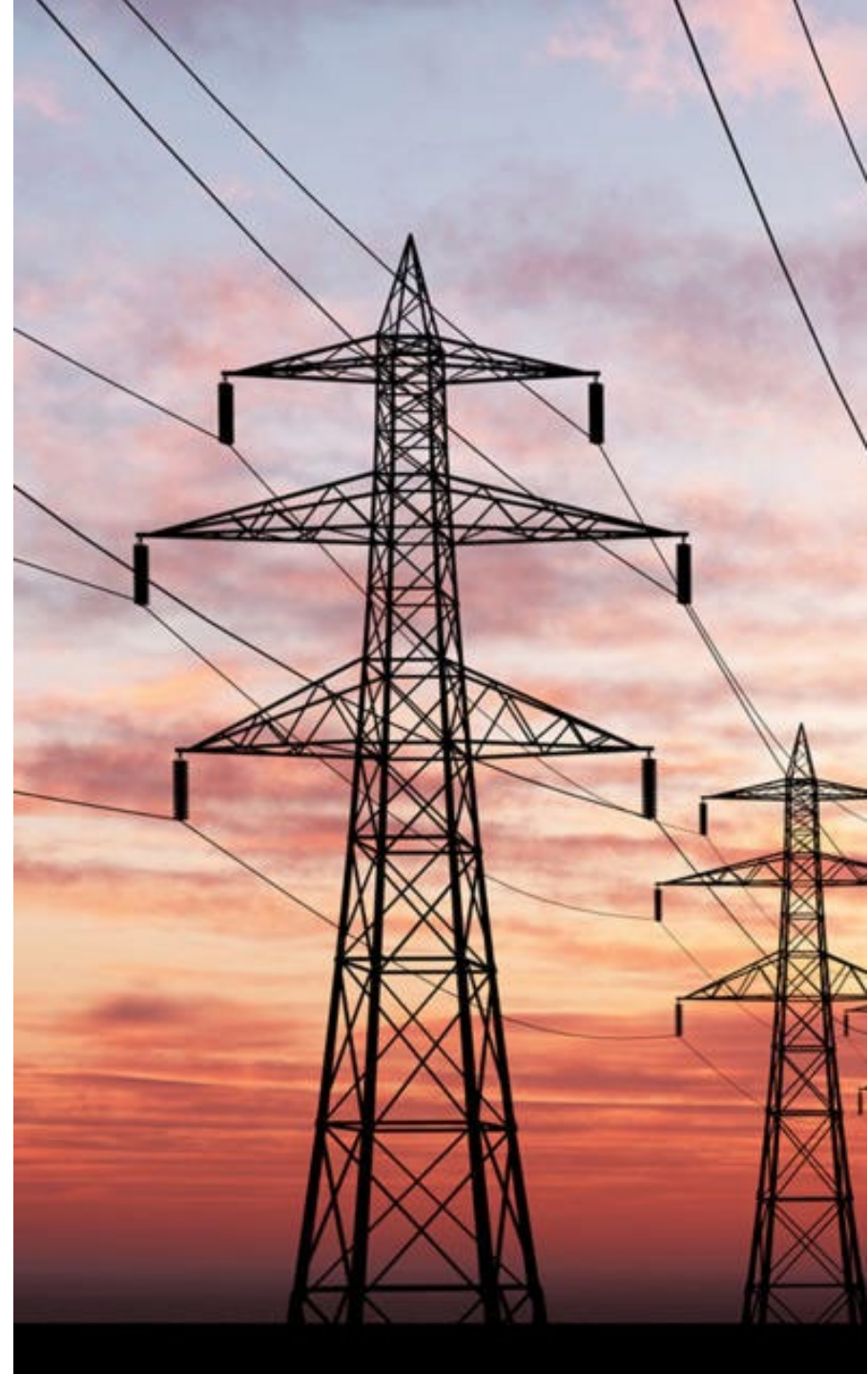
At PSEG Long Island, our mission is to build an industry leading electric service company that places safety first, in all we do, providing our customers across Long Island and the Rockaways with:

Excellent
customer service

Opportunities for **energy efficiency** and **renewables**.

Best in class
electric reliability
and storm response.

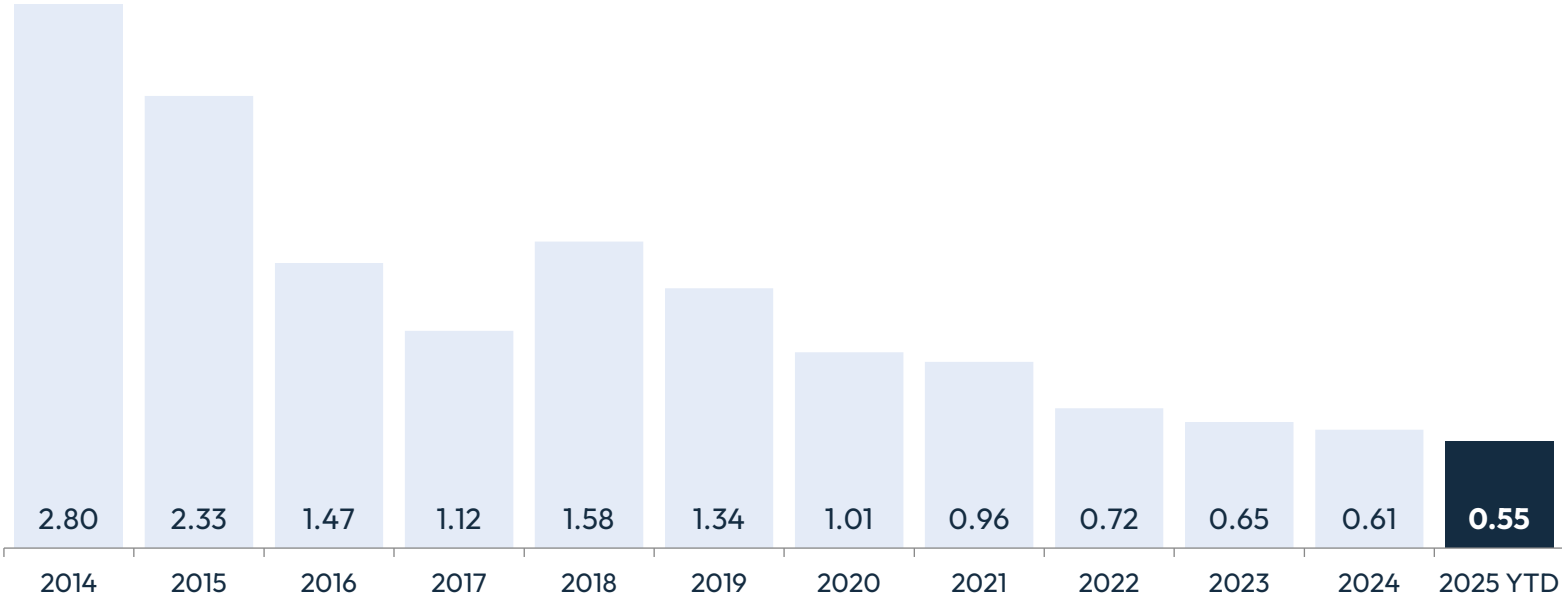
Local committed employees,
dedicated to giving back to
their communities.



Delivering Reliable Power *Safely*

- PSEG Long Island is committed to the safety of our employees and customers.
- Our protocols have improved the safety of our employees by **80%**

OSHA Recordable Incident Rate



Nation-Leading *Reliability*

- PSEG Long Island's reliability is among the top 10% of electric providers in the nation
- Since 2015, PSEG Long Island has achieved a

46%

Decrease in
Duration of Outages

56%

Decrease in
Momentary Interruptions

29%

Decrease in
Frequency of Outages

66%

Decrease in
Customers Experiencing
≥4 Sustained Outages
Annually



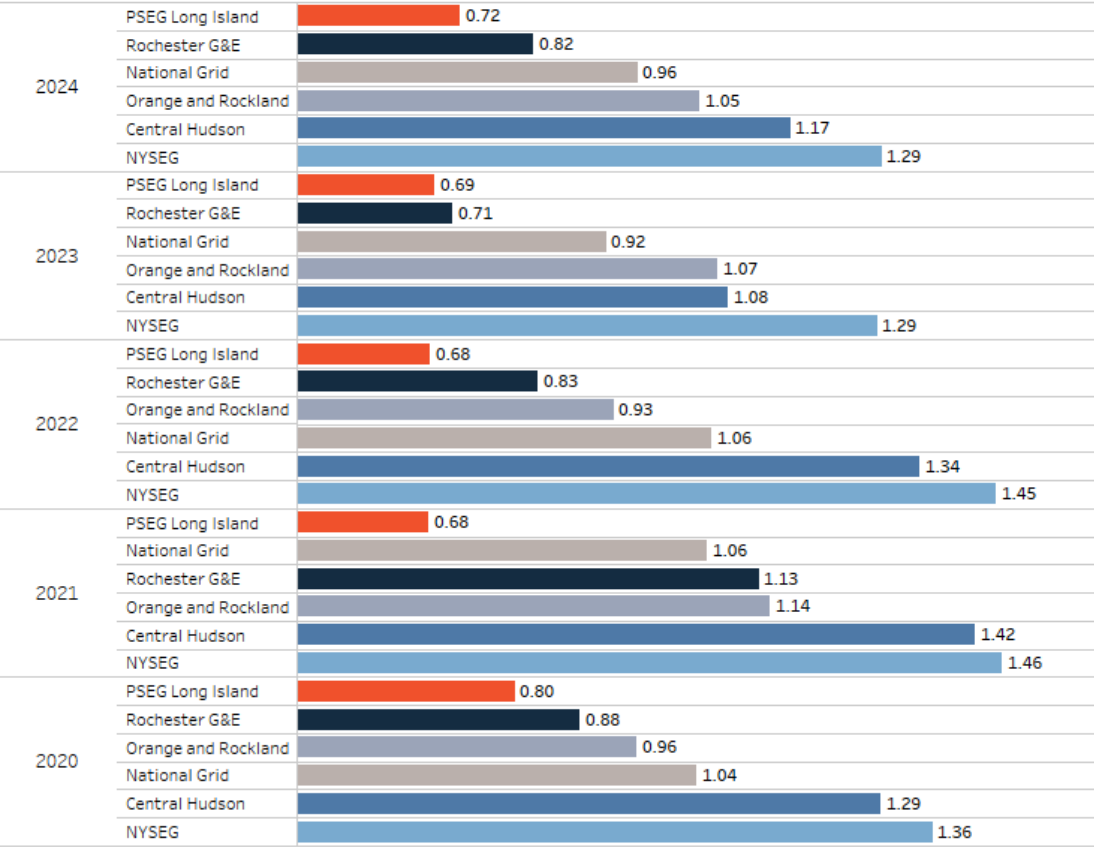
New York's Leader in Overhead Electric *Reliability*

➤ PSEG Long Island's reliability the #1 overhead electric provider in New York State

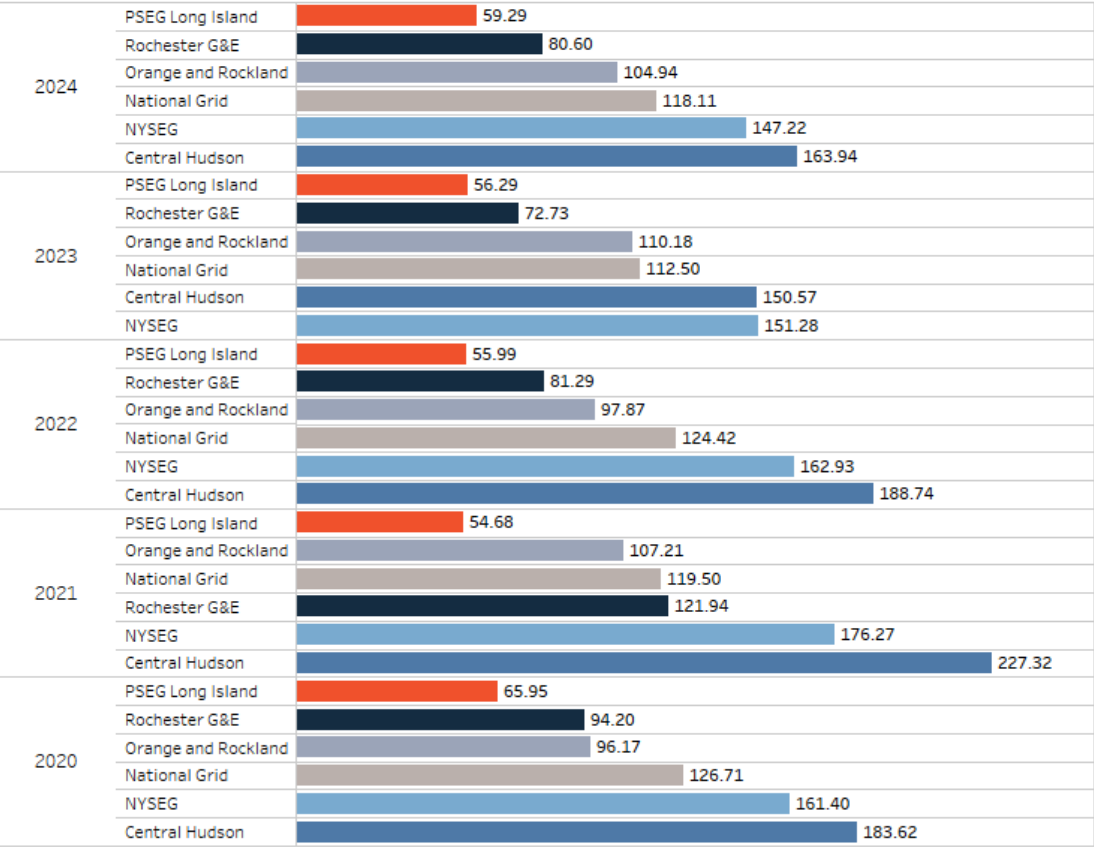
New York State Overhead Electric Reliability Performance (PSEG Long Island vs. NYS Utilities)
Source: Annual Electric Reliability Reports - NYS Department of Public Service

Central Hudson National Grid NYSEG Orange and Rockland PSEG Long Island Rochester G&E

5 Year View (2020-2024) - System Average Interruption Frequency Index - SAIFI



5 Year View (2020-2024) - System Average Interruption Frequency Index - SAIDI

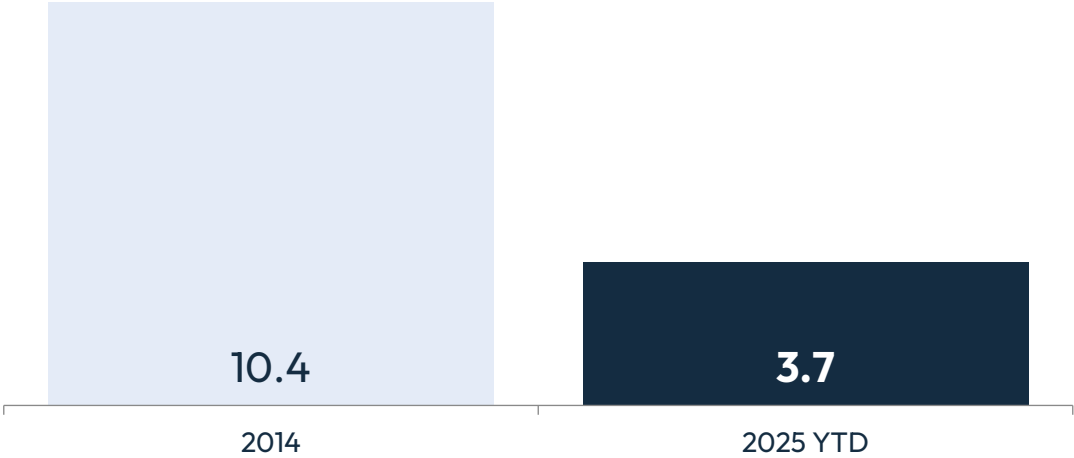


PSEG Long Island's has had the best electric reliability as measured by SAIDI and SAIFI over the last 5 years when compared to NYS overhead electric utilities

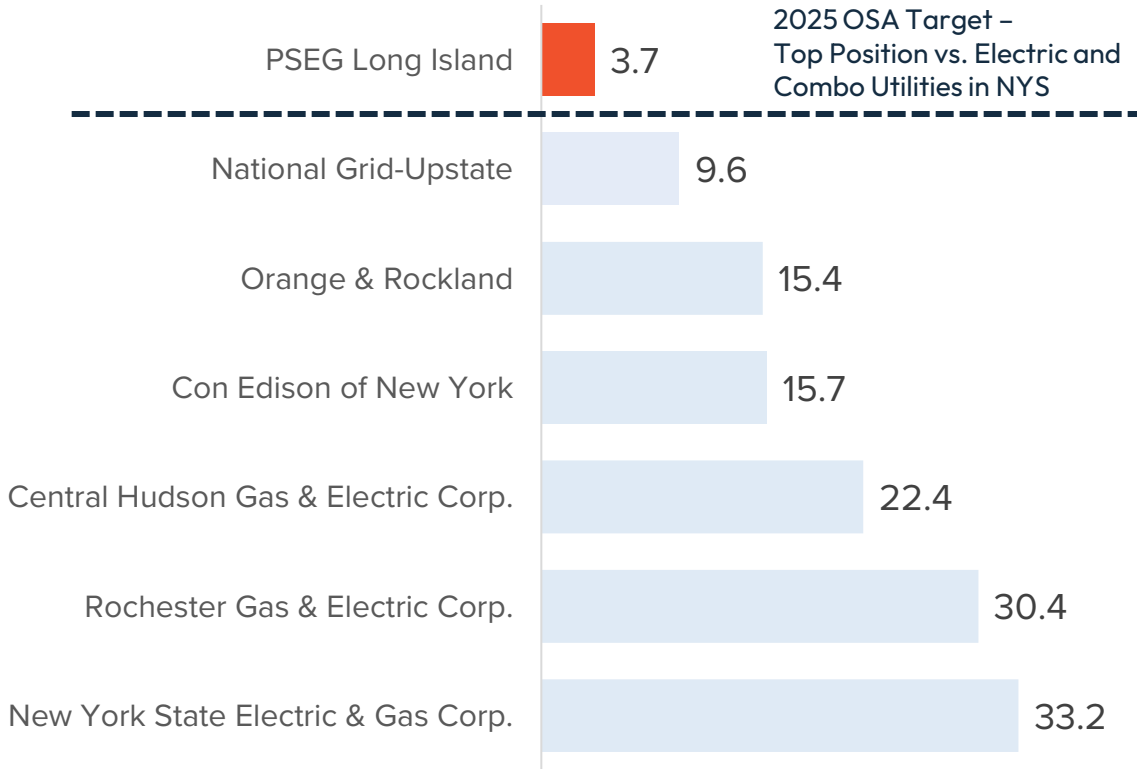
Excellence in *Customer Satisfaction*

➤ PSEG Long Island has the lowest DPS Complaint rate per 100,000 customers of any electric provider in New York State.

Customer Complaint Rate



Rolling 12 Month DPS
Complaint Rate per 100,000 Customers



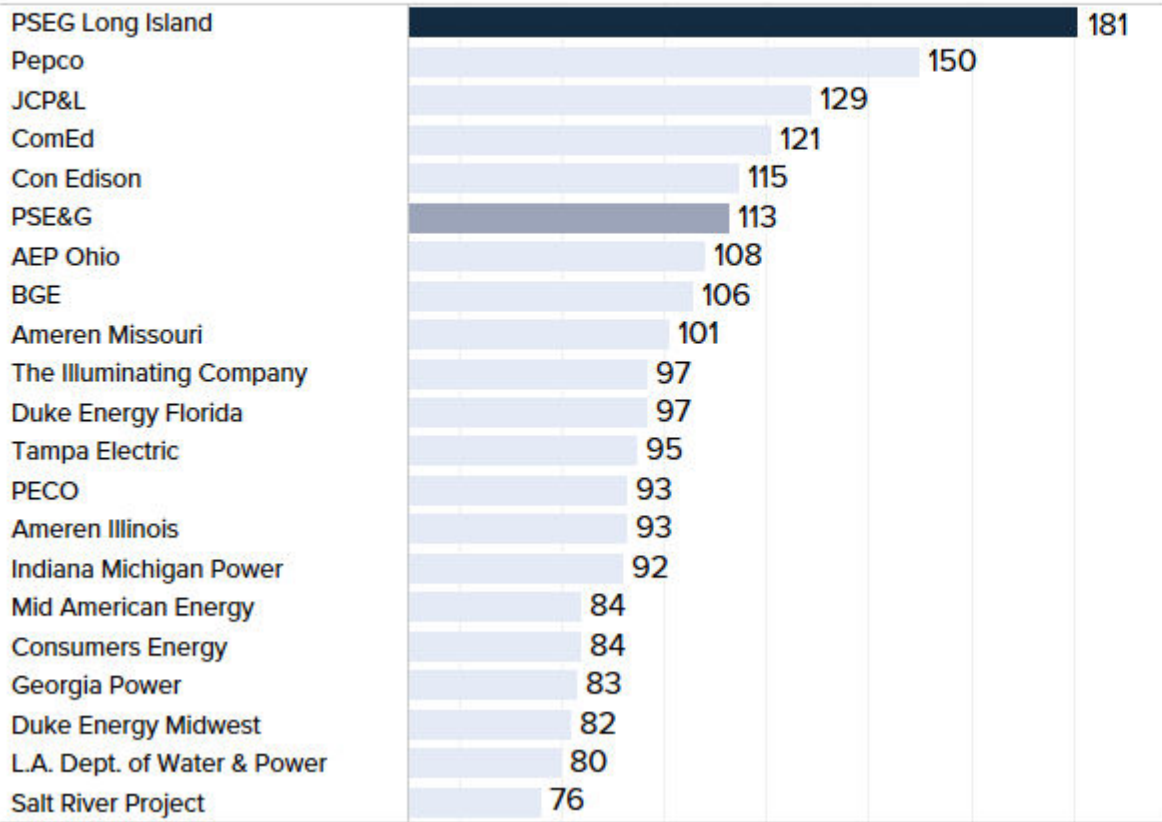
PSEG Long Island's complaints per 100K customers is 2.5 times lower than the 2nd placed utility and 5.7 times lower than the average electric and/or combined utilities

Most Improved *Customer Satisfaction*

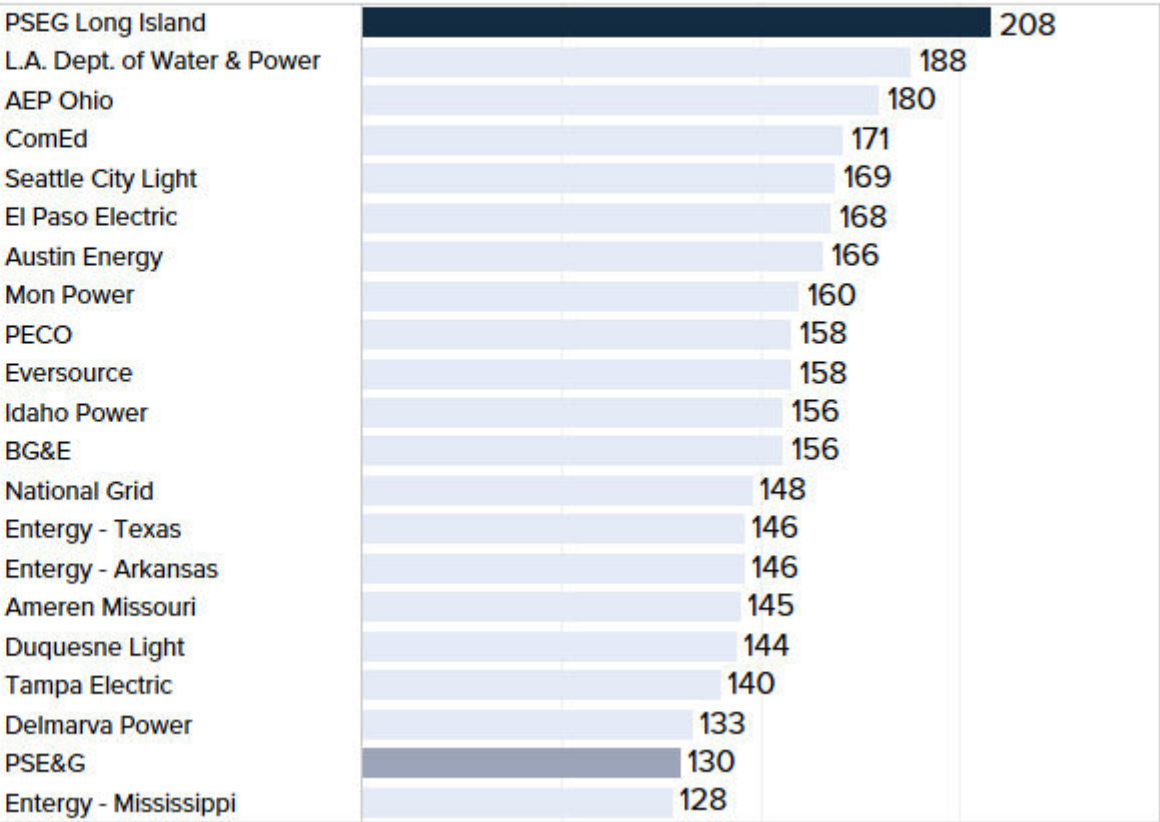
➤ PSEG Long Island is the most improved electric utility in J.D. Power Residential and Business Surveys nationally since taking over operations.

J.D. Power Most Improved Utilities Nationally (2013-2024)

J.D. Power - Residential

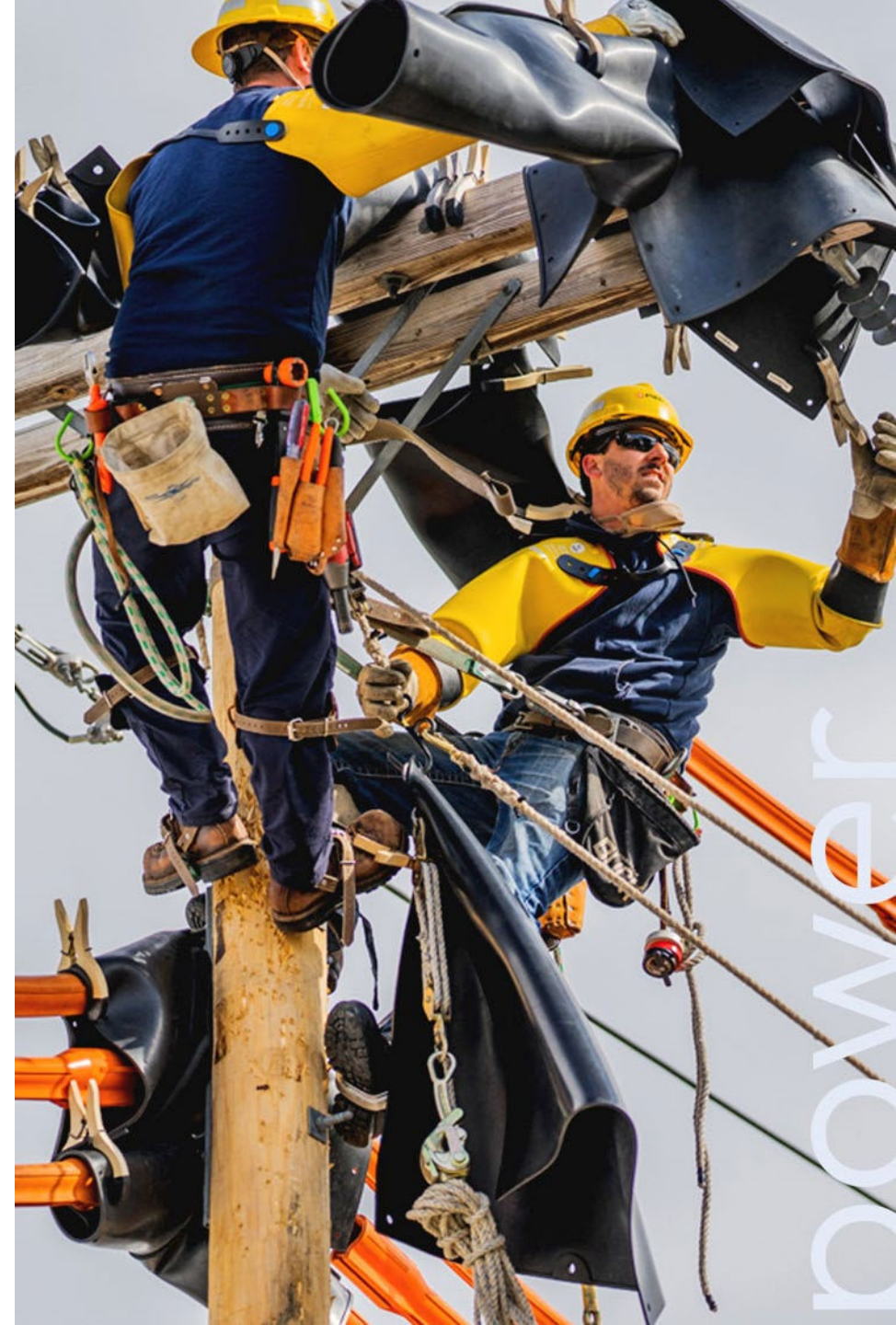


J.D. Power - Business



Storm *Ready*

- PSEG Long Island is prepared when the next storm comes. In the last decade, we have encountered 174 significant weather events, 65 of which were categorized as major storms upon reaching Long Island.
- Over the last decade, PSEG Long Island has upgraded and strengthened 45% of overhead mainline



2025 Major Exercises

Date	Drill/Exercise
April 7	Restoration Contingency Functional Exercise – Loss of Critical Systems
April 3 & 10, May 8 & 15	Division Operations Functional Exercises
May 1	Alternate Control Center Drill
May 13	Annual Hurricane Tabletop Exercise
May 14	Loss of EMS (SCADA) Exercise
May 21	Load Shed/COMMIT Tabletop Exercise
June 3	Municipal Portal Drill
June 13	Logistics & Foreign Crew Processing Functional Exercise
July 9	Communications Tabletop Exercise



Summer Prep Checklist

- Inspect 1,603 capacitor banks and make repairs by June 30
- Trim 95% of 2025 transmission circuit mileage plan
- Trim 50% of 2025 distribution circuit mileage plan
- Perform thermographic analysis of critical substation facilities
- Patrol and repair of critical items on subset of 28 circuits over 101 miles
- Patrol and repair of substandard conditions on subset of 143 poor performing branch taps over 198 miles
- Complete pre-summer substation equipment maintenance as required
- Continue Storm Hardening and Reliability Programs



Summer Prep Capital Projects

➤ Major projects completed or expected to complete for summer 2025

Transmission System Installations / Upgrades	<ul style="list-style-type: none">— Belmont to Whiteside New 69 kV underground circuit
Substation Installations / Upgrades	<ul style="list-style-type: none">— Holbrook - Substation expansion to accommodate one 138 kV gen tie for Sunrise Offshore Wind Project— Belmont - Install one 69/13kV Transformer Bank— Hauppauge and Elwood - 138 kV Bus Upgrades— Hither Hills - 23kV to 33kV Conversion— Elwood and Stewart Avenue - Switchgear Replacements
Distribution System Installations / Upgrades	<ul style="list-style-type: none">— Elwood - New Feeder and Reinforcements— Locust Grove and Woodmere - Feeder Reinforcement and Extension— South Shore Mall - Network Protector Transformer Replacement

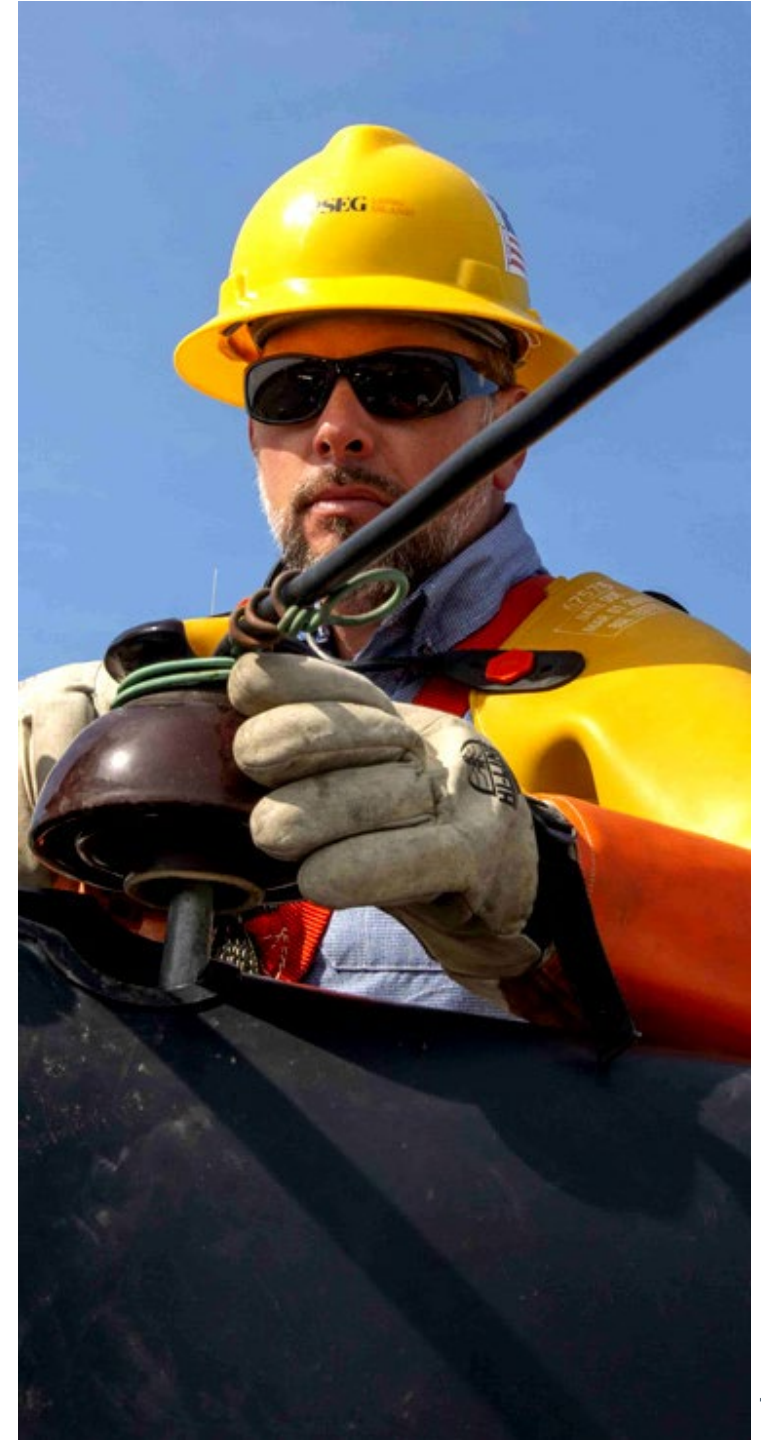


Emergency Restoration Plan (ERP)

- Companywide restoration strategy and playbook
- Includes Incident Command Structure (ICS) and key storm processes and procedures including:
 - Damage Assessment, Dispatch Strategy, Estimated Time of Restoration (ETR) Protocols, Customer Communications, FCP, etc.
- Includes supporting plan documentation (e.g., contact lists, protocols)
- ERP closely aligns with that of other New York State electric utilities
- Reviewed and recommendations made by LIPA & NYS Department of Public Service (DPS) adopted:
 - Annual 2025 ERP filing to DPS – December 13, 2024
 - Amended Update – Filed March 3, 2025
 - Amended ERP Adopted by Commission on April 3, 2025

Emergency Response Implementation Procedures (ERIPs)

- Supporting procedural documents for conducting restoration operations (e.g., tactical)
- ERIPs align with broader ERP plans and strategies
- Reviewed annually, updated based upon process changes and/or enhancements and submitted to LIPA for approval



Leader in *Energy Efficiency*

- PSEG Long Island represents 40% of all solar projects in New York State, making it the most thriving residential solar market powering over 80,000 homes.
- Leader of residential battery storage installation in the state, accounting for 45% of retail and bulk energy storage projects.
- Installed over 1 million smart meters covering 99% of customers, to promote energy conservation and cost savings through informed usage



Community Partnership Program

Highlights

PSEG Long Island's Power to Feed

- Collected enough food & money to distribute over **25,000** meals through Island Harvest.

Marcum Corporate Challenge

- PSEG Long Island was the top fundraiser, with **\$27,000** going to four local charities.

Long Island Cares Seniors Farmers Market

- PSEG Long Island volunteers distributed food and personal care items to over **257** households comprised of **400** seniors, **117** adults, and **53** children.

PSEG Long Island Mobile Safety Unit (MESU)

- PSEG Long Island's **MESU** visited several summer camps, and safety/first responder conferences teaching the importance of electric safety

The Safe Center LI

- PSEG Long Island employees donated dozens of personal hygiene and household items to help support the Safe Center's mission.



EMPLOYEE INCLUSION, ENGAGEMENT & WELL-BEING

April

- Earth Month – Tree Giveaways (CPP)
- Inaugural Earth Day Summit (GREEN LI & LIG EBRG)
- Melville Connect Day (Customer Ops x E3)
- Take Our Kids to Workday (T&D x E3)
- Bengali New Year (ASPIRE LI EBRG)

May

- Honor Flight LI (Vets LI EBRG)
- Cinco De Mayo (Adelante LI EBRG)
- Clean Streets Project (Adelante LI EBRG)
- American Suicide Foundation Hike for Hope (H&W EBRG)
- Passport to Asia (ASPIRE LI EBRG)
- Top Golf Fundraiser Event (RISE UP LI EBRG)
- Games for the Physically Challenged (CPP x ABLE EBRG)



Take Our Kids to Work Day



Clean The Streets Project

Power to Feed Long Island


For the fifth year, PSEG Long Island is partnering with Island Harvest as part of our **POWER TO FEED** campaign.

June through September, collection drives will happen at **Stop & Shop** stores across Long Island. Employees and the community are encouraged to donate non-perishable food and essential care items.

The CPP Team is looking for PSEG Long Island employees to volunteer at one of our events below to assist in taking in food and monetary donations. Email **CommunityLI@pseg.com** with your interest.

DATE	TIME	LOCATION
6/13/2025	8:30 AM – 4:30 PM	702 Hicksville Road, Massapequa
6/27/2025	8:30 AM - 3:30 PM	3126 Jericho Tpk., East Northport
7/11/2025	8:30 AM - 3:30 PM	3750 Hempstead Tpk, Levittown
7/25/2025	8:30 AM - 3:30 PM	385 Route 25A, Miller Place
8/8/2025	8:30 AM - 3:30 PM	95 Old Country Road, Carle Place
8/22/2025	8:30 AM - 3:30 PM	3577 Long Beach Road, Oceanside
9/5/2025	8:30 AM - 3:30 PM	8101 Jericho Tpk, Woodbury
9/19/2025	8:30 AM – 4:30 PM	365 Route 109, West Babylon



Join Us at the 

WORKPLACE
CHALLENGE

New Name, Same *Great Time!*

A 3.5 mile run-walk for charity and our largest company picnic of the year.

Tuesday,

Aug. 5

Jones Beach, Field 5
5 - 8:30 PM



Registration for Team PSEG Long Island includes:

- CBIZ Challenge race bib.
- CBIZ Challenge shirt.
- PSEG Long Island event shirt.
- Admission for you and *up to 4* family members (under 18) to company barbecue.

Anyone 18 and older *must* register.
Only paid individuals will receive a shirt.



 Thank
you

Uniondale Hub Substation Renaming Ceremony Recap

Presented by: John Rhodes, Acting CEO, LIPA



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Low Income Outreach & Advocacy Subcommittee Progress & Next Steps

Presented by: Erin Mullen, Manager of Billing to Cash Operations



LOW INCOME ADVOCACY & OUTREACH COORDINATION SUB-COMMITTEE								
PROPOSAL	TERM	TYPE	PROJECT IMPACT	EXPLANATION	TIMELINE	GENERATED BY	PROJECT LEAD	STATUS
CDCLI Affordable Housing Coordination	Short Term - Initial Project, leading to Long Term Partnership	Pilot/Project	Low Effort/ High Impact	Outreach by DSS, NFP's, PSEG, NAT GRID, LIPA at Lottery & Leasing Signing Events. Possibly do REAP/energy efficiency training video, floor/model unit education sessions.	Begin Planning May 2025 Rollout planning meeting scheduled June 27, 2025	April Lowry	Erin Mullen	6/27 Meeting Confirmed CDCLI, PSEGLI
Municipal Staff Training ***Coordination With "Do You Need Help" Webpages (see row below)	Short Term - Annual Effort prior to HEAP season	Pilot/Project	High Effort/ High Impact	Educate municipal staff on LMI programs and qualifications so they can effectively communicate with and properly refer residents	Begin Planning May 2025 Rollout September-November 2025	Gaspere Tuminello (Post Meeting Idea)	Gaspere Tuminello, Jeanine Dillon, Erin Mullen	Identification of Initial Outreach
Upgrade "Do You Need Help" webpages (to be created by Towns, Village, Chambers, etc.)	Short Term - Annual Effort prior to HEAP season	Pilot/Project	Low Effort/ Medium Impact	Build out websites that may need a more advanced "Do You Need Help" webpages	Begin Planning May 2025 Rollout November 2025	Erin Mullen	Erin Mullen	This will be coordinated with Muni Staff Education
HUB Coordination	Long Term Partnership	Pilot/Project	Medium Effort/ High Impact	Partnership with the Energy Hub to collaborate and partner efforts with utilities - outreach, education	Initial Meeting scheduled for May 30 - continuous	Erin Mullen, Gaspere Tuminello, Jeanine Dillon (post meeting opportunity)	Erin Mullen	Initial Planning meeting held May 30, follow up meeting with PSEGLI/NG TBD
HUB Referral Engagement	Long Term Partnership	Pilot/Project	High Effort/ Low Impact	Implement the use of the HUB as a catch all referral service for LMI programs and energy efficiency education for recipients of LMI programs	Begin Planning May 2025 Rollout May 2026	Tom Locascio		Schedule meeting with NYSERDA
DSS Care Coordination: Coordination of Care Overview & Education	Short Term	Pilot/Project		Provide DSS overview on the coordination of client care (client intake and interactions, referrals/handoffs, program qualifications)	Begin Planning May 2025 Rollout TBD	Erin Mullen		
DSS Data Coordination: Data Sharing Agreements	Mid-Long Term	Data Sharing	High Effort/ High Impact	Work with DSS to share program recipient data for the purposes of additional program enrollment	Begin Planning May 2025 Rollout November 2025-May 2026	Erin Mullen		
OTDA Coordination: Data Sharing Agreement/NDA & Portal Rework	Long Term	Data Sharing	High Effort/ High Impact	Coordinate with OTDA and the Governor's Office to resolve outstanding NDA and Cyber Security issues.	Begin Planning May 2025 Rollout May 2026	Erin Mullen		
Tariff Amendment: Authorize Data Sharing Disclaimer	Mid Term	Data Sharing	High Effort/ High Impact	Develop and vote on a Tariff Amendment to authorize LIPA/PSEG use of a data sharing disclaimer.	Being Planning May 2025 Rollout November 2025	Erin Mullen		
United Way & EAC Coordination: HEAP	Long Term	Pilot/Project	Low Effort/ High Impact	Develop a pilot program that enables UW and EAC to enroll Seniors in HEAP	Begin Planning May 2025	Theresa Regnante		
United Way & EAC Low Income Coordination: Food Stamps	Long Term	Pilot/Project	High Effort/ High Impact	Develop a pilot program that enables UW and EAC to enroll Food Stamp recipients in HEAP. Food Stamps are considered the gateway to DSS services. Individuals seeking DSS services are likely to qualify for food stamps based on program requirements. Therefore, it is probable that these same individual would qualify for HEAP. SNAP could also be used as a start point. Perhaps Child Health Plus recipients could also be used as a starting point.	Begin Planning May 2025	Erin Mullen		
Unified Intake Forms (Michigan)	Long Term	Pilot/Project	DISCUSS	Coordinate with Michigan State in order to develop a unified state intake form	Begin Planning May 2025 Rollout May 2027	Advocacy Sub Committee		
211 & 311 Coordination	Short Term	Pilot/Project	Low Effort/ Low Impact	Train 211/311 Operators on LMI Programs, alter decision trees used by operators as well as phone systems, update websites and apps	Begin Planning May 2025 Rollout November 2025-January 2026	Vanessa Baird Streeter		
Capitalize on 1st Time Homebuyer & 1st Time Occupants		Pilot/Project	Low Effort/ Medium Impact	Approach organizations that provide financial literacy education to request they also provide energy efficiency literacy education (possibly require recipients to watch a video) (LIHP, Habitat for Humanity)	Begin Planning May 2025 Rollout January 2026	Erin Mullen		
Incentivize Program Referrals	Short Term	Pilot/Project	Low Effort/ Medium Impact	Provide LMI program recipients with incentives, like LIFT gift cards, in order to ensure they attend al necessary meetings and complete all required paperwork.	Begin Planning May 2025	United Way of LI		
Discuss the future of the LIHEAP Program	Immediate/Short Term	Funding	High Effort/High Impact	Must work to ensure the LIPEAP is not eliminated. Without the federal HEAP funding, many customers will be in jeopardy this winter, possibly impacting Project Warmth and other non-governmental funding this year, straining resources.	Immediate	Erin Mullen (Post Meeting Idea)		
Improve Low Income Program Awareness through Bus Line Communication (inside bus for riders to see)	Mid-Long Term	Pilot/Project	Low Effort/ High Visibility	Increase Low Income Program communication and advertising efforts on bus and subway routes that run through low income areas.	Begin Planning May 2025 Rollout January 2026	Erin Mullen (Post Meeting Idea)		
Improve Low Income Program Awareness through Library Outreach	Mid Term	Pilot/Project	Low Effort/ Medium Impact	Attend All Hands Library Resource Day to provide staff with information on LMI programs. Also embark on general LMI education efforts at all libraries.	Begin Planning May 2025 October 2025	Erin Mullen (Post Meeting Idea)	Provided Data to LI Energy Hub, Meeting held in June 2025	
Improve Low Income Program Awareness at Municipal Family Advocacy Days	Short Term	Pilot/Project	Low EFFORT/ low Impact	Attend All Family Days Faily provide staff with information on LMI programs. (IE Annual Senior Event in Town of Brookhaven)	Begin Planning May 2025 Rollout	Erin Mullen (Post Meeting Idea)		
Coordinate with PSEG/Nat Grid	Short Term		High Effort/High Impact	Coordinate with PSEG and Nat Grid on LMI efforts early on	Begin Planning May 2025	Erin Mullen (Post Meeting Idea)		
Work with Medicaid Accepting Pharmacies	Mid Term	Pilot/Project	Medium Effort/ High Impact	Outreach to possible eligible LMI populations through cooperatively working with Medicaid & EBT accepting pharmacies like CVS and Walgreens, and stores with pharmacies like Target, Walmart and Supermarkets. If the customers are using an EBT card and they have a PSEG or Nat Grid Account, provide that documentation to the cashier and allow the customer to apply at the pharmacy? (5x10 Notepad)	Begin Planning May 2025	Erin Mullen (Post Meeting Idea)		
Reach out to Harvest Long Island and Long Island Cares	Short Term	Pilot/Project		Outreach to possible eligible LMI continuous notifications through coordination with LI Major Food Pantry's.		Erin Mullen (Post Meeting Idea)		
DATA RELATED REQUESTS								
Feasibility Study, Rolling Focus Groups, KPI's		Data Tracking				Larry Levy		
HEAP Data		Data Tracking				Vanessa Baird Streeter		
Request HWCLI Medicaid data, the number of clients they work with annually, the number of those served that received services, number of and reasons for denials		Data Tracking				Erin Mullen		
Request UW provide 211 data, services requested and provided, website information, including click		Data Tracking				Erin Mullen		

Roundtable Discussion

Led by: Tom Locascio, Vice President of Corporate Affairs & Chief of Staff

