



CEO Report

Presented by: Carrie Meek Gallagher, Chief Executive Officer

June 24, 2026



Discussion Topics

 Credit Collections/Customer Practices update

 Team LIPA in Action

PSEG Long Island - Credit & Collections Practices Review

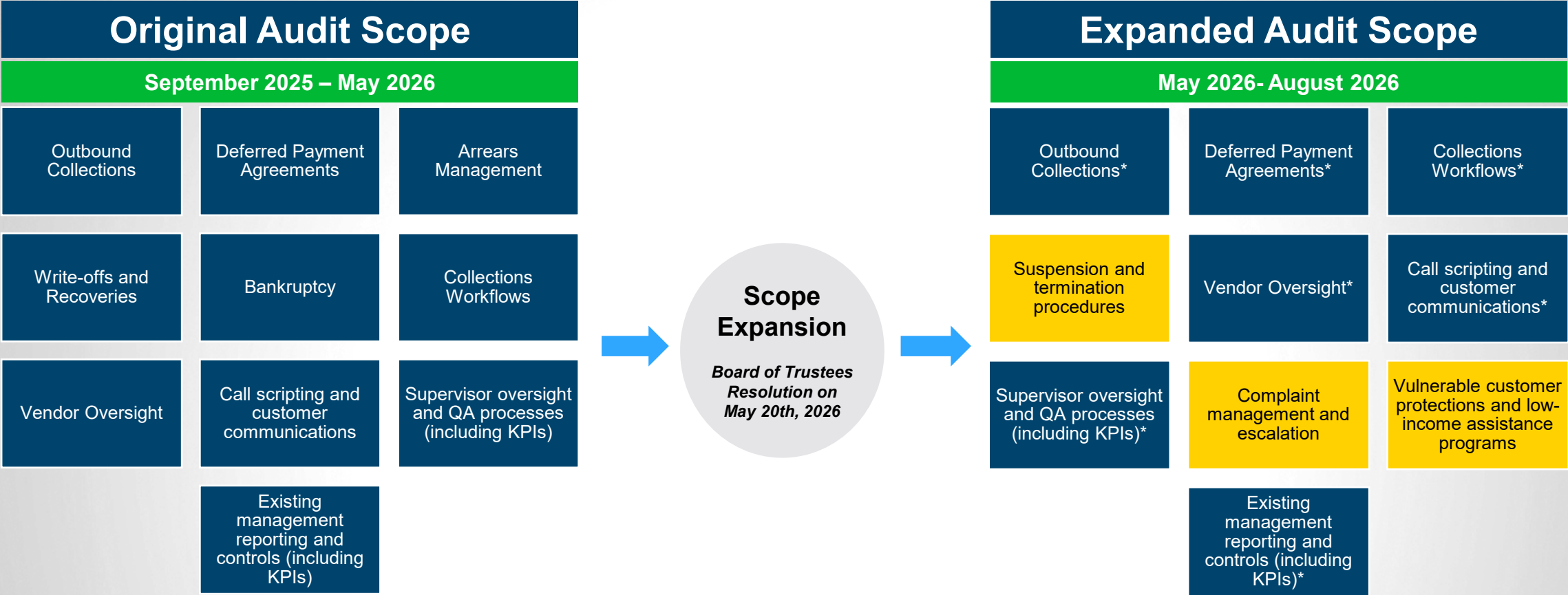
Board of Trustees Resolution: Status Update

- LIPA's Internal Audit team to expand the scope of the current customer credit and collections review to include customer communications related to collections and service terminations, deferred payment arrangements, complaint trends, terminations, vendor oversight, employee and contractor training, and protections for seniors, medically vulnerable individuals, low-income customers, and other customers experiencing hardship as each relates to the customer credit and collections function.
 - **LIPA's Internal Audit team expanded the scope following the May 20th Board of Trustees meeting.**
- LIPA management shall engage the Community Advisory Board members with relevant experience and expertise to help inform recommendations regarding fairness, transparency, customer communications, affordability, and protections for vulnerable customers.
 - **A CAB meeting was held on June 12th; a survey was created to offer CAB members the opportunity to provide more detailed feedback and contributions to inform corrective actions.**
 - LIPA management shall invite participation from community advocates and representatives of vulnerable populations, including PULP and AARP, to help inform this review.
 - **LIPA met with representatives from PULP, AARP and LIPC on June 23.**
- LIPA management shall engage labor leadership, including IBEW Local 1049, regarding workforce training, operational procedures, and customer interaction protocols.
 - **LIPA management and IBEW Local 1049 leadership met June 23.**

Board of Trustees Resolutions: Status Update (continued)

- LIPA management shall consult with peer public power utilities to identify best practices related to collections operations, hardship protections, customer communications, training standards, and accountability measures.
 - **LIPA is working with the Large Public Power Council (LPPC) to issue surveys to identify best collections practices. The team has completed the Customer Outreach survey and analyzed the responses from six peer public power utilities. Additional surveys will be issued regarding collection practices through LPPC.**
- LIPA management shall coordinate with the Department of Public Service regarding customer complaint trends, including complaints related to collections activities, suspensions and terminations, deferred payment arrangements, and customer communications.
 - **LIPA and DPS met on June 4th to align on the report data points and structure. LIPA's Internal Audit team's review and analysis of the related complaints is underway.**
- LIPA management shall provide periodic updates to the Board regarding the status of the review and any proposed policy, operational, training, or procedural changes arising from this effort.
 - **1st periodic update provided at today's Board meeting.**
- Board reaffirms its expectation that all customers be treated lawfully, fairly, respectfully, and compassionately throughout all customer service and collections interactions.
 - **The scope of LIPA Internal Audit's expanded audit evaluates the adequacy and effectiveness of controls established to ensure that customer service and collections interactions are conducted lawfully, fairly, respectfully, and compassionately.**

Audit Scope Expansion

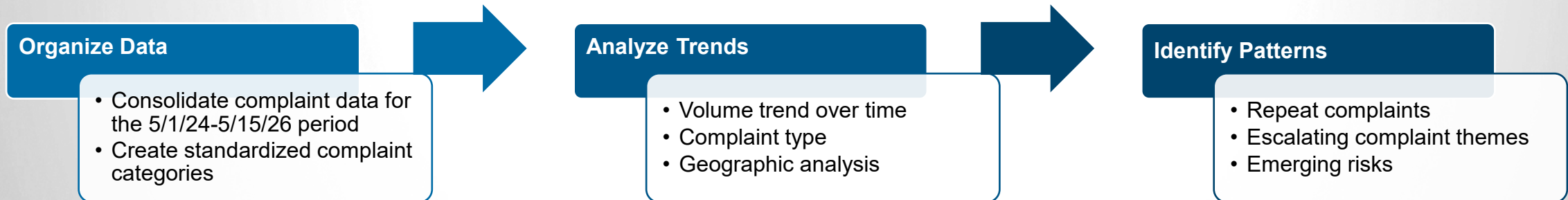


**Areas marked with an asterisk represent components of the original audit scope that were also identified for inclusion pursuant to the Board Resolution.*

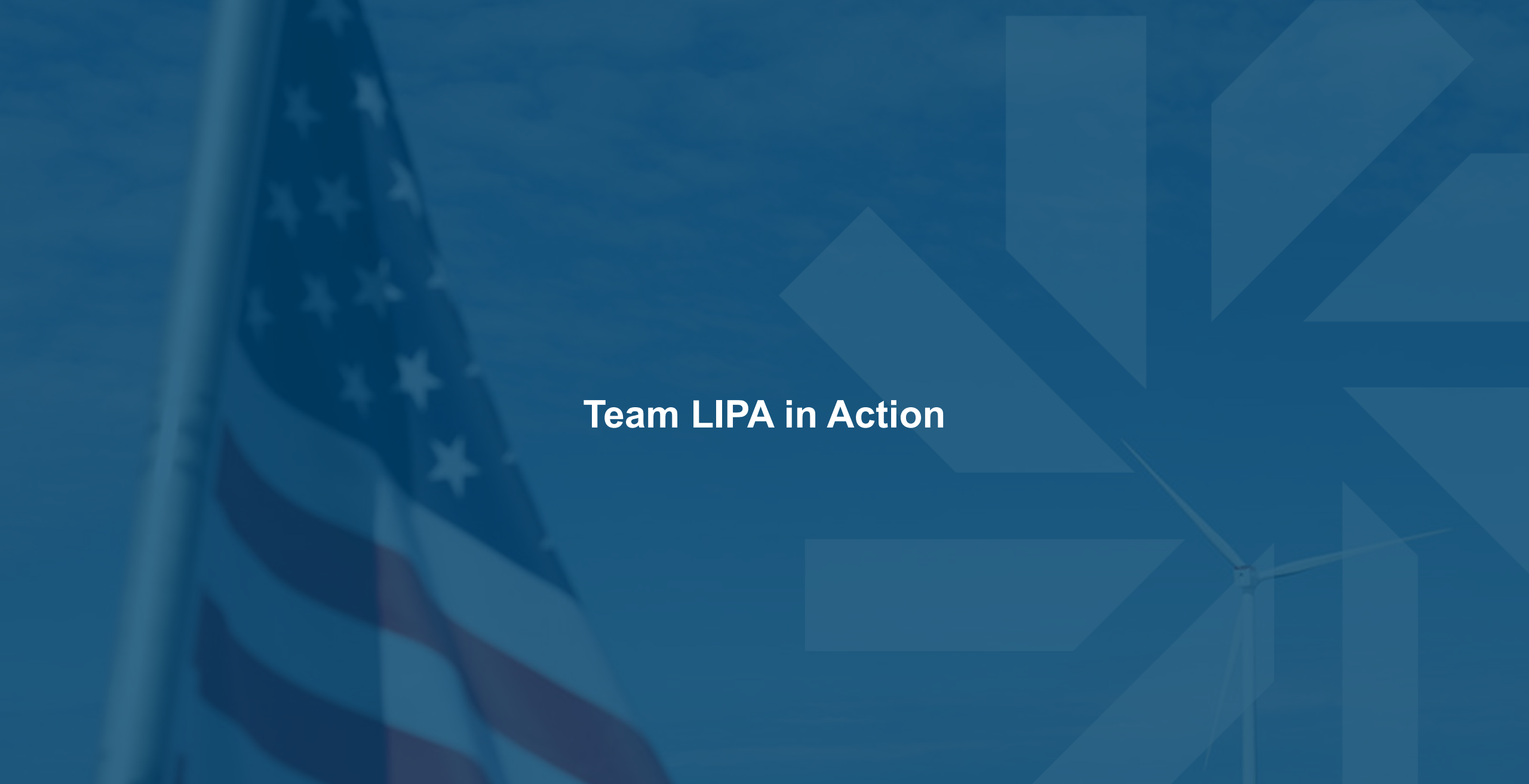
- LIPA Internal Audit met on May 20th to conduct strategy discussions regarding the audit scope expansion, including alignment on audit approach, key focus areas, and associated document requests.
- Initial document requests were submitted to PSEG Long Island Back Office Collections on May 20th. Additional document requests will arise as the audit progresses.

Complaint Data Review

- LIPA Internal Audit has requested the raw data for all complaints submitted to the DPS against PSEG Long Island for the period May 1, 2024, to May 15th, 2026.
- Our approach to the customer complaint analysis will combine structured data review with qualitative insight generation to identify the root causes driving customer complaints and dissatisfaction.
- We requested documentation related to the end-to-end processes currently in place for handling both external and internal complaints, including governance frameworks, monitoring and escalation procedures, representative training materials, and customer complaint process communication as part of the [Customer Credit & Collections Audit Scope Expansion](#).



The overall goal is to turn complaints into **patterns**, **drivers**, and **actionable insights**.



Team LIPA in Action

Hurricane Tabletop Exercise: Storm Readiness and Response

- LIPA participated in PSEG Long Island's 2026 Annual Hurricane Tabletop Exercise, a yearly event that reviews storm preparedness and response plans, raising awareness and informing partners in utilities, emergency response organizations, local, federal, and state governments, private industry, and nonprofit organizations about the coordination and communications that would take place in the event of a major storm. Carrie Meek Gallagher gave opening remarks.
- Ongoing collaboration with stakeholders helps ensure we are well prepared for any storms that may reach Long Island in the coming months.



Red Cross: Coordinating Storm Preparedness

- LIPA participated in a hurricane preparedness press conference hosted by the American Red Cross, which highlighted the growing threat of heavy rain and inland flooding during a major storm. Carrie spoke alongside Scott Jennings, President and COO of PSEG Long Island, and Jose Dominguez, CEO of the American Red Cross on Long Island, communicating the importance of being well prepared before a potential storm hits the region.
- The Red Cross's guidance complements the storm preparation and response plans that PSEG Long Island and other organizations are implementing, helping customers stay safe and informed in the event of a hurricane or major storm.



IEEE PES T&D Conference: Vision for the Future

- At the Institute of Electrical and Electronics Engineers (IEEE) Power & Energy Society (PES) Transmission and Distribution (T&D) 2026 Conference, Umair Zia, LIPA's Vice President of T&D System Performance, delivered a presentation on a vision for the control room of the future, outlining key pillars needed to build AI applications that support operations as the industry shifts from reactive grid management to predictive and proactive asset management.
- The event brought together thought leaders who are shaping what our energy system will look like in the future as we adapt to address the challenges of today.



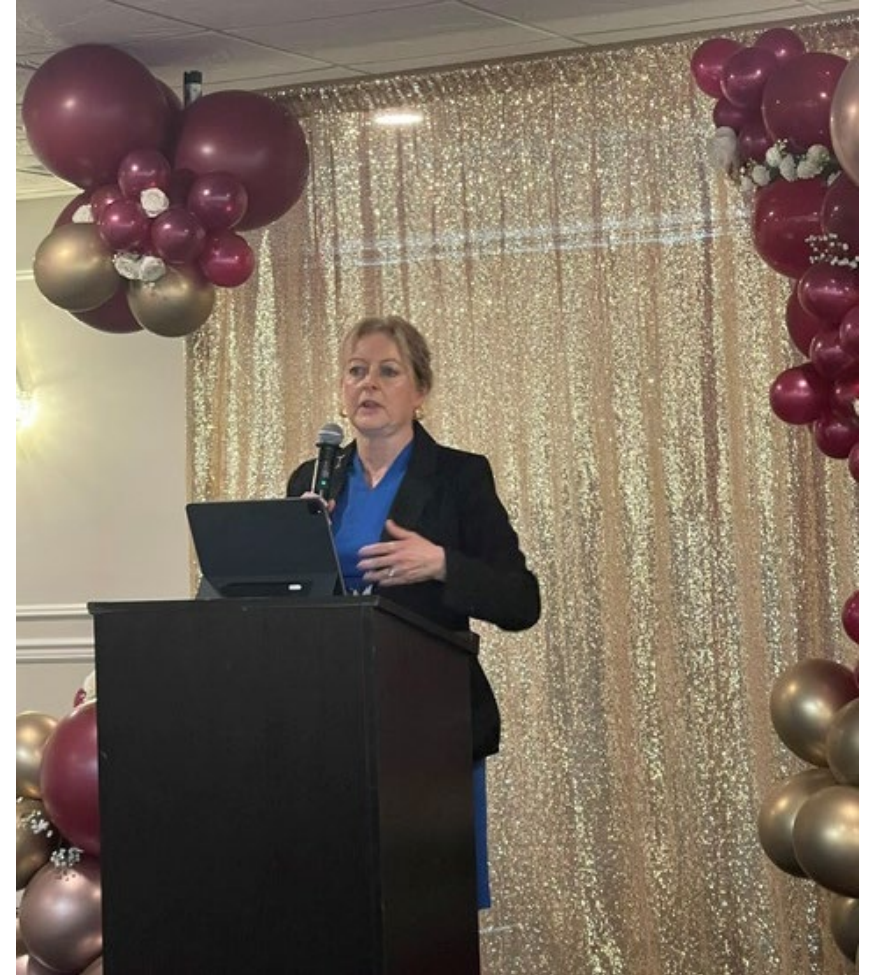
Women in Communications + Energy: Building Relationships Across NY

- LIPA team members Erin Mullen, Robyn Fellrath, Jeanine Dillon, and Michelle Livingston attended the Women in Communications & Energy (WICE) Spring Conference, where inspirational women utility leaders from throughout New York State shared their professional and personal experiences building impactful careers in energy and utilities.
- From panel discussions, networking sessions, and interactive exercises that helped the audience get to know each other, the event highlighted the issues facing the energy industry across New York State, and the best practices implemented across neighboring utilities and agencies.



Decision Women in Commerce and Professions: Leadership Across LI

- LIPA's CEO, Carrie Meek Gallagher, gave an inspiring talk at the Decision Women in Commerce and Professions' Installation Flower Dinner, sharing how she applies her leadership skills and experience to meet the challenges and opportunities facing the utility industry today.
- She offered valuable insight into how vital trust-building, transparency, and collaboration are to doing business throughout Long Island, and the opportunities women leaders have to shape the future.



WEDLI Government Breakfast: Working Together Across Long Island

- LIPA staff Jeanine Dillon, Robyn Fellrath, and Michelle Livingston attended the Women Economic Developers of Long Island (WEDLI) 2026 Government Breakfast, featuring panelists Senator Siela A. Bynoe, New York State's 6th District, and Senator Monica R. Martinez, New York State's 4th Senate District.
- The Senators spoke about the legislative priorities for their districts, the bigger-picture issues shaping state politics today, and their own approaches for addressing the challenges most important to their constituents.



2026 Smart Growth Awards: Investing in Communities

- LIPA staff attended the 2026 Vision Long Island Smart Growth Awards, an event that celebrates projects and initiatives that help revitalize Long Island downtowns, support important infrastructure improvements, and promote sustainable growth across the island.
- These award-winning projects strengthen Long Island by providing opportunities for economic development in communities across the region.



LIPA CAB Meeting: Connecting with Communities

- At the June CAB meeting, Carrie Meek Gallagher reported on the recent IRP public comment sessions and shared updates about LIPA's clean energy accomplishments and ongoing initiatives
- PSEG Long Island followed with a presentation about operating performance updates and summer and storm preparedness plans.



Thank You

Carrie Meek Gallagher
Chief Executive Officer

Lipower.org

