



Customer Service, Empathy and Affordability- Actions to address reported comments

LIPA Board of Trustees Meeting

May 20, 2026

Reported Comments were unacceptable and do not reflect our values or expectations

We have taken immediate, decisive and broad actions to address:

- *Immediately investigated individual's conduct* and took prompt action.
- *Company-wide Stand-down* – Immediate company-wide communication, meeting with Customer team, and Company-wide meeting to address comments, impact, affordability and customer empathy
- *Pause on all residential shutoffs for nonpayment* – Conducting a review to **ensure confidence in our Collections Process and Culture**, including **compliance** with all applicable NY regulations and the **appropriate culture / behaviors**
- *Training* – Company-wide training will be provided on Affordability, Customer empathy, and related matters; with additional, in-person, tailored training for our Customer teams to supplement our existing training program. In addition, implementing new policy regarding approvals for conferences, external presentations.
- *Committed to Affordability, our Customers and our Community*
 - *Affordability* – We are keeping our 2026 costs FLAT to 2025, but overall rates are up ~15% due to Power Supply Charge.
- *Stakeholder Outreach*
 - Appreciate open and frank dialogue that we have had with **LIPA and NYDPS leadership**
 - **Fully responded to NYDPS** investigation request
 - Will then expand to review **Best Practices** nationally, and **in partnership with LIPA and local community-based organizations**
- *Expectations and Future updates* While we are confident that the reported comments from one person are not representative of our overall team, we are taking this as a learning opportunity for the organization to ensure an even deeper focus and commitment of our teams to customer service and empathy.

We will report out at the Board's next meeting regarding the findings of our review and any corrective actions.

Commitment to *Customer Service & Empathy*

- **PSEG Long Island and its employees are sensitive to financial challenges our customers face and approach all collections activities with empathy, taking pride in the many programs available to help**
 - Works closely with Customers to find workable solutions for energy bills
 - Multiple efforts and contacts with Termination of Service a last resort
 - Maintain understanding and compassion throughout collections process while balancing effect of uncollected funds on overall customer rates

Commitment to *Affordability*

- **PSEG Long Island is focused on affordability and committed to working with our customers to help manage the burden of energy costs, offering a variety of programs and services**
 - Payment Assistance Programs
 - Energy Efficiency Programs with enhanced incentives for Disadvantaged Advantage Communities (DAC)
 - Rate Options
 - Special Protections
 - Targeted Programs for Seniors and Veterans

Commitment to *Our Communities*

- **PSEG Long Island is active in the community and works proactively and cooperatively with other agencies to assist customers, while linking them with other services that are available**
 - Consumer Advocacy Program
 - Consumer Advocacy Hotline
 - Proactive Outreach to Customers (i.e., Senior Impaired Visits)
 - Referrals to other agencies and available services (i.e., Adult Protective Services)
 - Financial Assistance Webinars
 - Vulnerable Population Programs
 - Representation at Department of Social Services (DSS) Offices
 - Outreach with Partner Agencies in Disadvantaged Communities (DACs)
 - “Power to Feed” Initiative in partnership with Island Harvest

PSEG Long Island

Consumer Advocacy Support



PSEG Long Island *Consumer Advocacy*

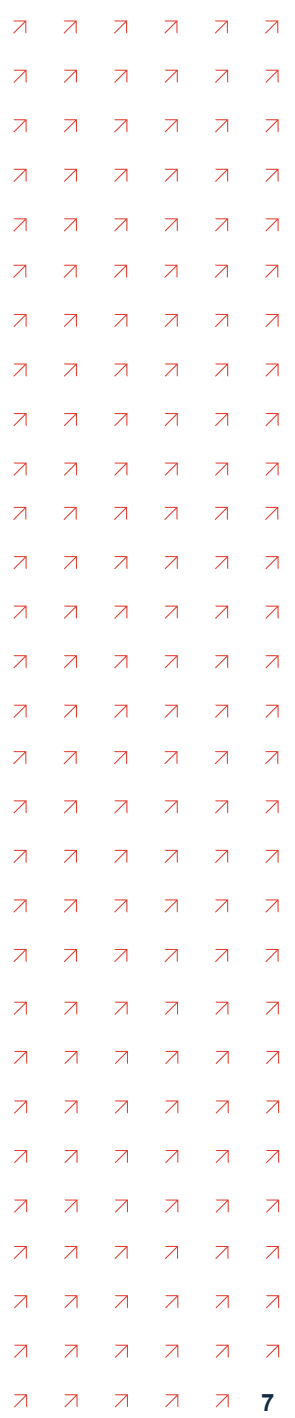
Information and Referral Lines

Phone 631-755-3407

E-mail consumeradvocacyli@psegliny.com

Website www.psegliny.com/advocacy

Customers or Community Organizations can reach out to our team to learn more about our programs and services.



PSEG Long Island *Consumer Advocacy* *Outreach Strategies*



PSEG Long Island *Consumer Advocacy*

Key Partnerships

- **Department of Social Services and NYC HRA**
- **Federal Housing for Seniors and Families**
- **Federally Qualified Health Centers**
- **Care Coordination Services**
- **Customer Walk-In-Center Offices**
- **United Way of Long Island – Project Warmth**
- **Programs for People with Developmental Disabilities**
- **Mental Health Organizations**
- **Employee Assistance Programs**
- **Substance Misuse Services**
- **Social Care Network**
- **School Districts**
- **After School Programs**
- **Libraries**
- **Food Pantries**
- **Catholic Charities**
- **Senior Centers**
- **Colleges**
- **Veteran’s Administration and County Veteran Offices**
- **Immigration Services**
- **Health Insurance Enrollment Centers**
- **Shinnecock Reservation**
- **Hospital and Rehabilitation Centers**
- **Unemployment Service Centers**
- **And more.....**

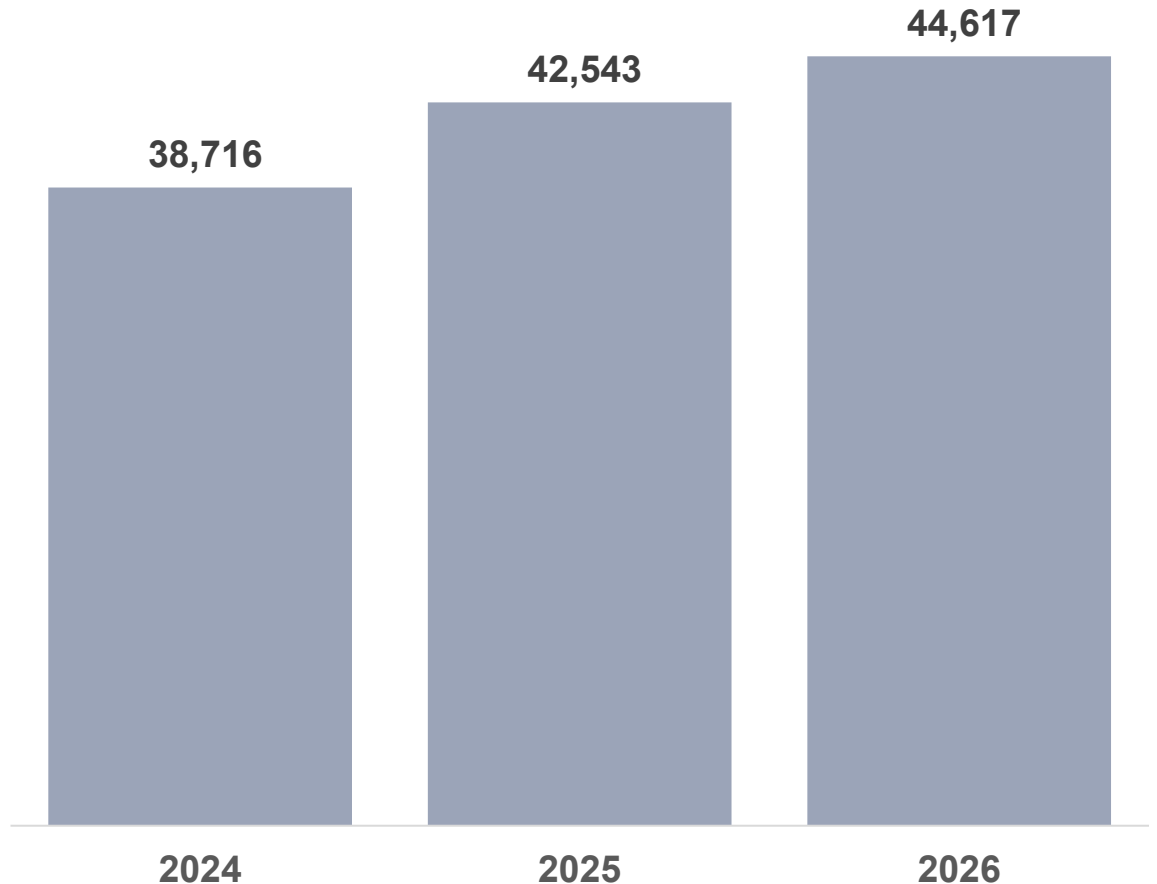
Consumer Advocacy

Payment Assistance Outreach

- In the past 3 years, the Household Assistance Program has had an increase to ~45k customers who receive a discount of ~\$47 off their bills each month.
- Assisted over 24,000 customers with program eligibility since 2025.
- The Consumer Advocate team serves more than 600 customers with individualized bill assistance each month.
- The team has hosted an average ~55 events per month adding an additional 10 per month over the past year.
- Since 2025, the Consumer Advocacy team partnered with 100 community organizations.
- The Advocacy Hot Line supports an additional 400 customers per month. Last year averaged ~200 a month compared to 600 a month this year.
- We communicate with over 1,700 community partners through our newsletters and emails.

Low-to-Moderate Income Discount Program Participants

(Maximum Participation/Year)





Thank
you



Appendix

PSEG Long Island

Our Core Values

- ***Operational Excellence*** Powering Long Island & the Rockaways
 - *We strive for excellence in providing customer service and safe, reliable, efficient, and affordable electricity to our region.*
- ***Public Service*** It's in our name and in our bones
 - *Our 2,700 team members work hard every day knowing they deliver an essential public service to our 1.2 million customers.*
- ***Community Commitment*** Empowering our Customers
 - *Our customers are our friends and neighbors, and we aim to invest and give back to our communities.*
- ***Integrity***: Treat all people with respect, dignity, and empathy
 - *Full Stop.*

PSEG Long Island *Financial Assistance Programs*

Program	Type	Program Summary	Financial Support	Point-of-Contact Information
PSEG Long Island's Household Assistance Program (HAP)	Monthly bill credit	Provides ongoing bill reduction for income-qualified customers	~\$47-\$81 (month)	631-755-3407
PSEG Long Island's REAP Program	Energy efficiency improvements	Reduces long-term energy consumption and bills	\$50 (one-time)	1-800-263- 6786
Home Energy Assistance Program (HEAP)	Government energy assistance	Helps households pay heating and electricity costs	\$400-\$996 (one-time)	Nassau - 516-227-1482 Suffolk - 631-853-8825
Emergency HEAP Benefits	Emergency government energy assistance	Helps households pay heating and electricity costs	\$585-\$1,181 (one-time)	Nassau - 516-227-1482 Suffolk - 631-853-8825
United Way's Project Warmth	Emergency grant	Provides one-time assistance during energy emergencies	\$800 (one-time)	2-1-1 for closest enrollment organization
Suffolk County Veteran Energy Grants	Emergency grant	Provides one-time assistance during energy emergencies for Veterans	Varies by Account	631-853-8387

PSEG Long Island *Financial Assistance*

Social Media Posts

 February 24 · 🌐

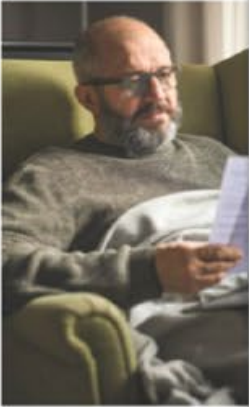
Everyone needs a little help now and then, and there's no support you deserve. HEAP is here to make your energy bill providing financial assistance. No loan, no payback, just real advocacy Team is ready to walk you through the process, and help you apply in just minutes. If you qualify, you'll also enrolled in the Household Assistance Program (HAP) for every our bill each month.

Getting help is easy. See if you qualify today: <http://spr.ly/6180vSyrw>
Call 631-755-3407 for support.

Not sure if you qualify for *HEAP?*

That's what our **Consumer Advocacy Team** is here for! Our reps will walk you through the process, answer your questions, and help you apply in just minutes.

 A Financial Assistance Program




 PSEG Long Island · January 6 · 🌐

Start 2025 with more room in your wallet! Eligible families can get a month on electricity through our Household Assistance Program. If you qualify takes just minutes, and savings can start on your bill. Thousands of neighbors already benefiting from HAP.

See if you qualify: <http://spr.ly/6180vSyrw>

Cut Costs,
Not Comfort

 HAP offers monthly electric bill discounts for qualifying households.

 PSEG Long Island · January 29 · 🌐

Lower your energy bills with REAP ⚡ Our Residential Energy Affordability Partnership program gives income-eligible families FREE energy efficient home improvements.


For a limited time, get a \$50 bill credit and a \$30 online marketplace voucher after your in-home survey 📋 Plus, qualified customers receive FREE weatherization upgrades - insulation, air sealing, and more. See if you qualify and schedule your survey online: <http://spr.ly/6181xTjL5> [<http://spr.ly/6182xTjLg>]

What is REAP?

- For income-eligible customers
- Conserves energy
- Reduces costs
- Makes homes healthier


PSEG Long Island *Financial Assistance* Newsletters

PSEG LONG ISLAND
Energy Assistance News




Hi Neighbor,

PSEG Long Island's commitment to you goes far beyond powering your home. We know that energy costs can be a significant expense and we're here to help. Reach out to learn more about available assistance from our own programs, as well as resources from government and other organizations.



Project Warmth
 United Way of Long Island administers Project Warmth, the only non-governmental emergency fuel fund that serves the entire island. | [Read More](#)



We Speak Your Language
 We're proud to serve the cultural diverse communities throughout Long Island and the Rockaways. As we kick off 2025, we want to remind you that we have expanded our language translation services to our emails and website. | [Read More](#)

Keep in touch!
 Make sure your contact info is up to date, visit [My Account Today](#).

Reminder
 Your enrollment in the **Household Assistance Program** expires on [Renew online](#).


PSEG LONG ISLAND
Community Advocate Resource NEWSLETTER



PSEG Long Island's Consumer Advocacy Programs and Services Click on the programs below for more information.

Home Energy Assistance Program (HEAP) A federally funded program to assist with heating expenses. CLICK HERE	Household Assistance Program (HAP) A monthly discount program for eligible customers. CLICK HERE	Residential Energy Affordability Partnership (REAP) A free in-home energy efficiency audit with a \$50 bill credit. CLICK HERE	Peace of Mind Bill extension program for people that are fossilized. CLICK HERE
Financial Hardship Agreement Payment plans for people struggling to make ends meet. CLICK HERE	Project Warmth Emergency fuel fund for struggling homeowners and renters. CLICK HERE	Friendly Follow Up Friendly bill reminder for those forgetting to make payments. CLICK HERE	Critical Care Program for people on Life Support Equipment that requires electricity. CLICK HERE

connections



Free Live Webinar: Financial Assistance

Households experiencing financial hardship may be able to get assistance from a variety of programs. We'll be sharing information about them during a free webinar on **Thursday, March 13, 2025 at 3:00 PM.**

These income-eligibility programs include:

Home Energy Assistance Program (HEAP) and Emergency HEAP, which are administered by New York State, provide eligible households with grants to pay heating costs. The average grant for electric or natural gas heating is \$400 and for oil heating is \$900. Learn more at [mybenefits.ny.gov](#). The Regular HEAP benefit, as well as the Emergency HEAP benefit, is now open.

PSEG Long Island's **Residential Energy Affordability Partnership (REAP)** program can help customers save energy and lower energy bills. It starts with a free In-Home Energy Survey and potentially free efficiency upgrades. [Learn more.](#)


Our **Household Assistance Program** offers bill credits that save eligible customers more than \$40 every month. [Apply here.](#)


In addition to the webinar, you can learn more about these programs, anytime, at [www.psegilny.com/assistance](#).

Join us!
 PSEG Long Island is helping to support customers during this challenging time by hosting this free webinar. We'll provide more detail and you'll get to ask questions about these and other assistance programs.

Register Today:
Thursday, March 13, 2025 at 3:00 PM.
[Click here](#) to register.

We look forward to your participation.





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Questions? Contact us. [Unsubscribe](#) | [Privacy Policy](#)

