

**LONG ISLAND POWER AUTHORITY
BOARD OF TRUSTEES**

RESOLUTION REGARDING CUSTOMER COLLECTIONS PRACTICES

WHEREAS, recent public reporting regarding comments made by a PSEG Long Island employee at a collections industry conference has raised concerns regarding customer treatment, collections practices, and customer service culture; and

WHEREAS, the Long Island Power Authority Board of Trustees recognizes that electric service is essential to the health, safety, and welfare of customers on Long Island and in the Rockaways; and

WHEREAS, the Board affirms that all customers, particularly those experiencing financial hardship, must be treated with dignity, fairness, respect, and compassion; and

WHEREAS, the Board acknowledges actions already initiated by the Governor of the State of New York, the New York State Public Service Commission, the Department of Public Service, and PSEG Long Island; and

WHEREAS, the Board acknowledges the actions already taken and planned by PSEG Long Island, but believes additional oversight, stakeholder engagement, and operational review are necessary to restore public confidence and ensure appropriate customer protections are in place;

WHEREAS, the Board acknowledges PSEG Long Island's temporary suspension of residential service terminations for non-payment while ongoing reviews are conducted.

NOW, THEREFORE, BE IT RESOLVED, that the Board directs 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; and

BE IT FURTHER RESOLVED, that 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; and

BE IT FURTHER RESOLVED, that LIPA management shall invite participation from community advocates and representatives of vulnerable populations, including PULP and AARP, to help inform this review; and

BE IT FURTHER RESOLVED, that LIPA management shall engage labor leadership, including IBEW Local 1049, regarding workforce training, operational procedures, and customer interaction protocols; and

BE IT FURTHER RESOLVED, that 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; and

BE IT FURTHER RESOLVED, that 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; and

BE IT FURTHER RESOLVED, that 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; and

BE IT FURTHER RESOLVED, that the Board reaffirms its expectation that all customers be treated lawfully, fairly, respectfully, and compassionately throughout all customer service and collections interactions.

Dated: May 20, 2026