



Long Island Power Authority
Transparency Plan
February 2024

The Long Island Power Authority (“LIPA”) is committed to providing stakeholders with a transparent view of our operations and decisions in service to our 1.2 million customers on Long Island and the Rockaways. In October 2021, LIPA issued its first Transparency Plan describing its efforts to ensure that Board decisions are transparent, stakeholder feedback is encouraged, and LIPA’s activities are held to the highest ethical standards.

Since 2021, **LIPA has demonstrated its commitment to transparency** with the following activities:

Public Engagement in Governance:

True to our values of responsiveness and integrity, we’ve successfully enhanced public participation in Board meetings with advanced digital engagement and virtual participation platforms. The introduction and refinement of remote commenting capabilities have widened public involvement opportunities. Our initiative to broadcast Board meetings live and provide archived [replays](#) has made our governance processes more accessible. Additionally, LIPA has adopted more uniform standards for decisions regarding the undergrounding of power lines, conducting public outreach when building major projects overhead, and providing communities the choice to underground electrical infrastructure for visual community benefits at their own expense.

Robust Stakeholder Feedback Channels:

LIPA has deepened stakeholder engagement by improving the mechanisms for public input. The public’s involvement in significant decisions, such as updates to service contracts, has been vigorous. Creating a Community Advisory Board section on our [website](#) has also facilitated more inclusive decision-making, bringing LIPA closer to the communities we serve. Additional communication before board meetings via e-mail blasts has provided interested parties access to agendas and voting information before board action is taken.

When major initiatives are undertaken, LIPA provides opportunities for the public to provide their feedback (i.e., public comment sessions with both in-person and virtual options) and actively solicits public input (i.e., open comment periods to submit written comments).

Transparent Access to Information and Ethics Reporting:

Introducing a searchable database for Board materials has significantly increased transparency and ease of access to our operations. Enhancements to our [EthicsPoint](#) service have provided a straightforward way for stakeholders to report concerns anonymously. Our commitment to ethical governance is further demonstrated through the annual publication of our Codes of Ethics and Conduct and the rigorous audit processes overseen directly by the Board.

Staff also publishes a variety of reports, including but not limited to [Annual Budgets](#), [Work Plans](#), and [Service Provider Performance Metrics](#). Staff creates fact sheets on a variety of topics with significant public interest. These factsheets include but are not limited to: [LIPA's plan to transition to clean energy](#); [pending tariff changes](#), including the [Customer Benefit Contribution Charge](#) and the [Time-of-Day Rate Initiative](#); the [COVID-19 electric bill credit program](#); an analysis of [privatizing the electric grid](#); and the [Nassau County Powerplant Tax Settlements](#). LIPA makes all these materials available to the public on LIPA's website and often through e-mail blasts to various stakeholder groups.

Additionally, LIPA now creates video content on a variety of topics to communicate with stakeholders and customers in a more engaging way. These videos are published on LIPA's official [LinkedIn](#) company profile and shared through email blasts.

LIPA is committed to consistently enhancing its transparency. In 2024, LIPA intends to implement the following initiatives aimed at enhancing transparency:

Transparency Dashboard:

LIPA is exploring the development of a Transparency Dashboard. This dashboard, which will integrate into LIPA's newly designed website, will display a platform highlighting performance metrics, project updates, and financial reports. This dashboard would centralize essential information, making it accessible to our stakeholders and enhancing our accountability.

Stakeholder Engagement Workshops:

Another initiative to consider involves organizing stakeholder engagement workshops. These workshops would serve as interactive platforms for deep dives into specific topics, such as sustainability practices, technology adoption in energy distribution, and community-based energy solutions. LIPA can further align its operations with community needs and expectations by facilitating direct interaction and collaborative problem-solving.