

## LONG ISLAND POWER AUTHORITY DIRECTOR CUSTOMER EXPERIENCE OVERSIGHT



LIPA, through its service provider PSEG Long Island, delivers electric service to 1.1 million customers in the New York City metropolitan area, with 15,000 miles of transmission and distribution circuits and 5,800 megawatts of generation owned or under contract. LIPA's annual revenues exceed \$3.6 billion and annual capital spending is in excess of \$700 million.

LIPA is a public power utility and has used a public-private partnership business model since acquiring the Long Island Lighting Company, an investor-owned utility, in 1998. LIPA's public-private partnership with PSEG Long Island combines the cost advantages of public power with the experience and economies of scale of a large investor-owned utility, PSE&G, which has a strong record of customer satisfaction. The 12-year contractual arrangement with PSEG Long Island began on January 1, 2014 and provides:

- Direct accountability of PSEG Long Island to LIPA's customers, with electric service provided on Long Island under the PSEG Long Island brand name, and
- Pay-for-performance, with PSEG Long Island compensated based on meeting operational, service, and customer satisfaction goals, within budgeted spending levels. Budgets must be reasonable for the task, but results, not spending, determines PSEG Long Island's compensation for operating LIPA's electric grid.

Since 2014, PSEG Long Island has been the most improved electric utility in the nation for customer satisfaction, as measured by J.D. Power. Customer satisfaction has increased by 33%, while reliability has improved 38% and customer bills have remained flat.

LIPA is governed by a nine-member Board of Trustees, five of whom are appointed by the Governor, two by the Majority Leader of the New York State Senate, and two by the Speaker of the New York State Assembly. The Chair is appointed by the Governor. LIPA's Board uses a policy setting process to establish the long-term goals for the utility. The Board's policies are available on our website.

LIPA's management functions like a utility holding company, with a senior management team supported by a staff totaling approximately 60. LIPA negotiates annual budgets and metrics with PSEG Long Island, sets electric rates, finances the business, and ensures our contractual relationship with PSEG Long Island provides value to customers, consistent with the Board's policy goals. PSEG Long Island utilizes LIPA's assets to provide electric service and has approximately 2,400 employees dedicated to work for LIPA.

## DIRECTOR CUSTOMER EXPERIENCE OVERSIGHT

The Director of Customer Experience Oversight is responsible for overseeing performance of PSEG Long Island’s customer service operations and programs comprised of the following broad categories: Revenue Operations, Meter Services, Customer Contact & Billing, Customer Experience, and Customer Operations Technology. The Director will monitor, review and recommend best practices in all areas of PSEG Long Island’s Customer Operations to ensure continuous improvement. The Director also oversees LIPA’s customer complaint appeals process.

LIPA is in the process of evaluating their organization structure around customer experience and service oversight functions. The Director will report to LIPA’s Senior Vice President & Chief Information Officer and may manage up to five direct reports including: Manager of Contact Center Oversight, Manager of Billing & Revenue Protection Oversight, Manager of Meter Reading & Measurement Strategy, and Manager of Customer Relations & Services. The Director will help LIPA to develop the ideal organization structure, identify key skills needed in these functional areas, and hire for several of these newly created managerial roles.

### LIPA’S CORPORATE VALUES

**Service:** *In all our actions, we serve our customers, community, and the environment.*

- ◇ Everything we do is for the benefit of customers.
- ◇ Demonstrates high ethical standards.
- ◇ Filters all actions and decisions through the lens of LIPA’s Values.

**Collaboration:** *We leverage the abilities of our colleagues and stakeholders to benefit our customers.*

- ◇ Solicits and incorporates diverse perspectives.
- ◇ Operates as one LIPA team.
- ◇ Communicates fiercely. Open, honest, candid, transparent, respectful. No surprises.
- ◇ Assumes positive intent. We are all here to perform and grow.

- ◇ Gives and seeks constructive feedback often. Feedback is our fuel.
- ◇ Fosters respectful interactions with fairness, equality, dignity, and inclusion.

**Excellence:** *We build our successes, celebrate our wins, and learn from our mistakes.*

- ◇ Delivers on responsibilities and commitments. No excuses.
- ◇ Makes clarity own responsibility. If it isn’t clear, asks questions.
- ◇ Works with purpose. Knows why we do what we do.
- ◇ Does great work. If there is a better way, finds it.

### THE SUCCESSFUL CANDIDATE

The successful candidate must possess a Bachelor’s degree in a related field and a minimum of 15 years of utility experience with substantial knowledge and experience in utility customer service. He or she must possess the necessary business acumen and analytical skills to benchmark current performance and identify potential process and business operation improvements in all areas of customer service including billing and revenue protection, field operations, contact center operations, and metering.

The successful candidate must have strong leadership and management skills, particularly in the areas of developing and coaching employees, along with a demonstrated ability to partner with peers at LIPA and PSEG Long Island.

LIPA is also targeting individuals with the following skills and abilities:

- Organized with ability to prioritize projects and tasks and meet deadlines.
- Manage multiple projects simultaneously.
- Excellent oral and written communication skills.
- Attention to detail.
- Knowledge of federal, state, and local governmental processes and policies.
- Ability to establish and build on internal and external relationships.
- Excellent judgment and critical thinking, using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

## THE ORGANIZATION

LIPA is a corporate municipal organization and a political subdivision of the State of New York. LIPA became the provider of electric service for Nassau and Suffolk Counties of Long Island (with certain limited exceptions) and a small portion of Queens in New York City in 1998. PSEG Long Island is responsible for day-to-day operations of LIPA's power delivery system, which consists of 15,000 circuit miles of overhead and underground lines and 5,800 MW of generation.

Power supply resources consist principally of power purchase contracts. The primary purchase power contract is a 15-year Power Supply Agreement that commenced in 2013 for approximately 3,700 MW of oil and gas-fired generation, which is owned and operated by a subsidiary of National Grid. In addition, LIPA purchases approximately 2,100 MW of capacity from other generating facilities on Long Island and outside the service territory through various transmission interconnections.

The Department of Public Service (DPS), the staff arm of the New York Public Service Commission (PSC), provides independent oversight and recommendations to LIPA's Board of Trustees for core utility operations of PSEG Long Island and proposed rate changes of LIPA.

Fitch, Moody's and Standard & Poor's rate LIPA A, A2, and A respectively. More information can be found at: <http://www.lipower.org/>



## THE COMMUNITY

Long Island, New York, is approximately 20 miles wide and 110 miles long, totaling 1,377 square miles of land area. The island is divided into four counties: Nassau, Suffolk, Brooklyn, and Queens, and is one of the most densely-populated regions in the U.S.

Long Island is a significant regional economy that benefits from its proximity to Manhattan, but also generates its own income, employment, and regional output. Long Island's assets include a highly skilled labor force, close proximity to New York City, easy access to beaches, over 20 colleges/universities, and several technology and science developmental centers. Long Island also offers a highly desirable suburban lifestyle that attracts many individuals to live, work and vacation within the area.

Long Island experiences seasonal conditions typical of the Northeast United States. Summers are usually hot with high temperatures in excess of 90° and winters include days with snow and icing conditions.

The median household income in Long Island is substantially above the national average. More information can be found at:

<https://www.discoverlongisland.com/>

## COMPENSATION, BENEFITS & RELOCATION

The total compensation and relocation package is competitive. LIPA offers a full complement of benefits including a variety of healthcare options, including retiree health, and participation in the New York State and Local Retirement System (NYSLRS) or the New York State Voluntary Defined Contribution Program (VDC).

## TO APPLY

Interested candidates should submit a cover letter and resume to: [pprouse@mfpllc.us](mailto:pprouse@mfpllc.us) no later than **December 14, 2020**.

Patrick Prouse  
Mycoff Fry Partners LLC  
PO Box 1310  
Conifer, CO 80433  
(800) 525-9082

LIPA is an Equal Employment Opportunity Employer