

Authority Mission Statement and Performance Measurements

Name of Public Authority:

Long Island Power Authority

Public Authority's Mission Statement:

Our Mission is to provide highly reliable and economical electric service through our valued workforce with a commitment to superior customer service, accountability and transparency in all of our operations, while being recognized as a leader in the advancement of efficiency and renewable energy.

Date Adopted:

January 28, 2010

List of Long Island Power Authority Performance Goals

Long Island Power Authority Goals	Performance Measurements
Provide reliable and economical electric service.	<ul style="list-style-type: none"> • System Average Interruption Duration Index (SAIDI): a measurement of the current rolling 12 month total annual power outage time that the average customer experiences in a year. • System Average Interruption Frequency Index (SAIFI): a measurement of the current rolling 12 month average number of times a customer was interrupted compared to the monthly 5 year average. • Customer Average Interruption Duration Index (CAIDI): a measurement of the current rolling 12 month average service restoration time or the average interruption duration for those customers interrupted during the year compared to the monthly 5 year average. • Reliability comparison to other New York State utilities using SAIFI and CAIDI. • Electric rate stability • Lack of rate increases • Revenue Collections • Peer reviews
Provide superior customer service.	<ul style="list-style-type: none"> • Performance metrics contained in LIPA Management Services Agreement with its contractor National Grid • LIPA’s performance/rating according to JD Power and Associates’ Electric Utility Business Customer Satisfaction Study
Accountability	<ul style="list-style-type: none"> • Review of LIPA’s compliance with and submission of the various disclosure reports including the Governance Committee report to the Board of Trustees, LIPA’s Annual Report, Investment Report, Budget Report, and filings pursuant to the Public Authorities Reform Act of 2009.
Transparency	<ul style="list-style-type: none"> • A review of LIPA’s website including the availability of meeting webcasts • Compliance with all aspects of New York State’s Open Meetings Law
Being a leader in the advancement of efficiency and renewable energy.	<ul style="list-style-type: none"> • Review LIPA’s performance as disclosed in the Efficiency Long Island Performance Report • Compare LIPA’s performance with other utilities as reported in the American Public Power Association and Large Public Power Council reports • Level of participation and cooperation with other governmental agencies including NYSERDA, the Department of Energy, the Environmental Protection Agency and the Department of Environmental Conservation

The Authorities Budget Office has not reviewed or approved the proposed mission statement and performance measures.