Time-of-Day Rate Update
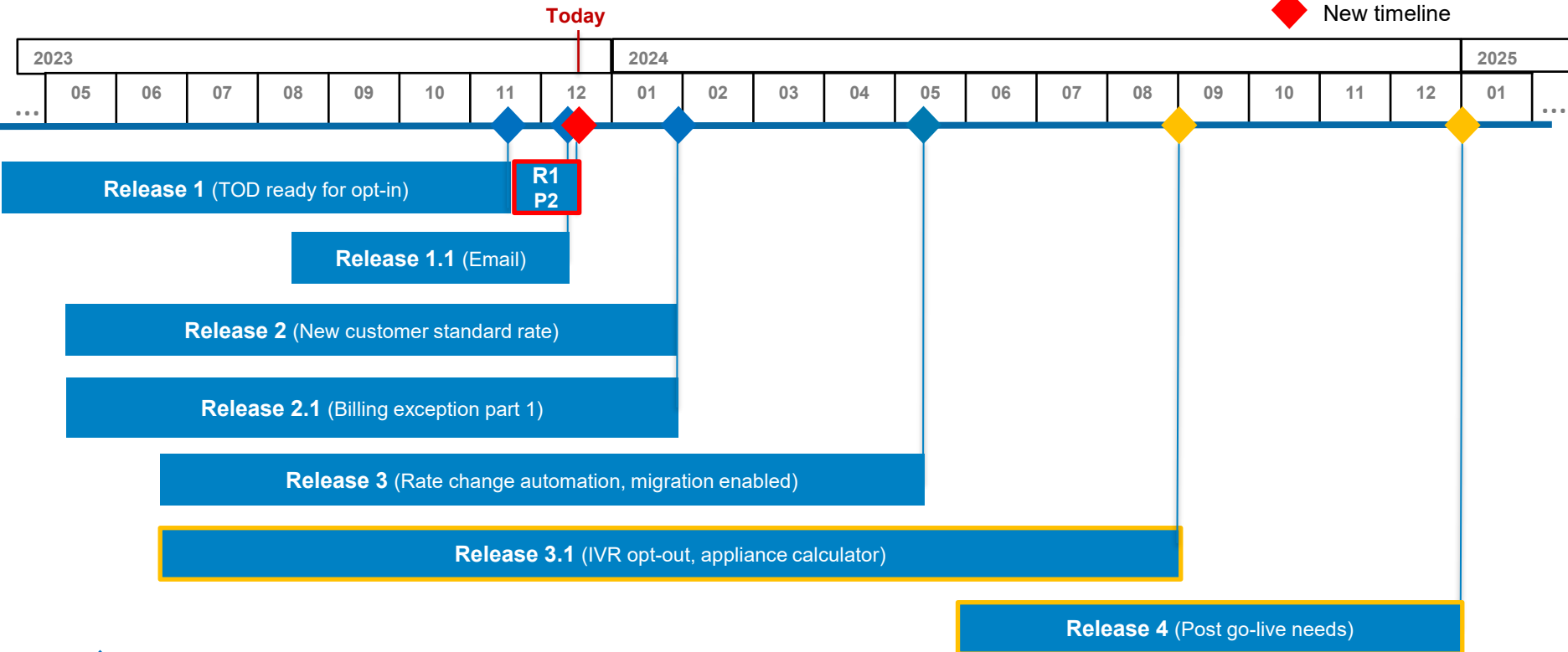
December 13, 2023

LIPA

PROJECT PLAN PROGRESS

Time-of-Day 2-period and 3-period rates available for opt-in as of November 16

- **Self-service enrollment via the mobile app and MyAccount was deferred by one month**
    - Rate comparison tool in these channels remained under development
    - Self-service enrollment was expected to be enabled on December 12

- **Open items remain with:**
    - IT requirements and design deliverables
    - Impact assumptions of new TOD rate on call center and billing operations
    - New project schedule and migration plan (pending open item finalization)
    - Marketing and communications plan (finalizing budget assumptions)

NEW PROJECT TIMELINE

Tentative

New timeline

Today

2023								2024												2025
05	06	07	08	09	10	11	12	01	02	03	04	05	06	07	08	09	10	11	12	01

Release 1 (TOD ready for opt-in)

R1 P2

Release 1.1 (Email)

Release 2 (New customer standard rate)

Release 2.1 (Billing exception part 1)

Release 3 (Rate change automation, migration enabled)

Release 3.1 (IVR opt-out, appliance calculator)

Release 4 (Post go-live needs)

Release 1 (Original Go-live 9/15/23)
- Standard 2-period and 3-period TOD rates available for opt-in
- Bill protection guarantee available
- The opt-in and opt-out feature for MyAccount and Mobile app (moved to 12/12/23)

Release 1.1 (Original Go-live 11/1/23) - Direct email communication and enabled acceptance of opt-outs

Release 2 (Original Go-live 12/31/23) - New customer move-ins and transfer default to 2-period TOD rate

Release 2.1 (NEW Release, Original Go-Live 1/2/24) - Enhance billing exception functionality part 1 (Moved from Release 2)

Release 3 (Original Go-live 1/31/24)
- Rate change process automated
- Remaining billing exception enhancement part 2 (moved from Release 2)

Release 3.1 (NEW Release – TBD, Original Go-live 1/31/24)
- IVR able to accept opt-outs (moved from Release 3)
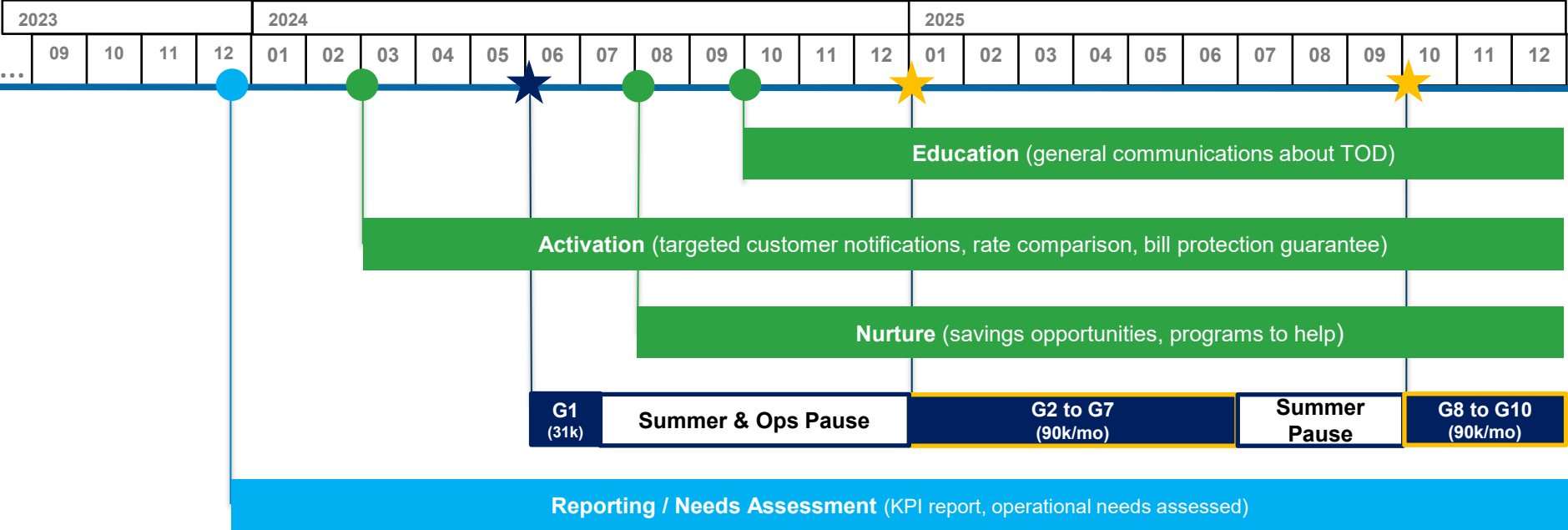- Website enhanced for appliance calculator (moved from Release 3)

Release 4 (TBD, Original Go-live 9/30/24)
- Billing & Call Center process &/or tools enhancement based on needs
- Customer tools and rate change impact calculator improvements

LIPA

3

NEW PROJECT TIMELINE

Legend:
- Marketing & Awareness
- Migration
- Reporting
- Tentative

Today

| 2023 | 2024 | 2025 |

Months: 09 10 11 12 | 01 02 03 04 05 06 07 08 09 10 11 12 | 01 02 03 04 05 06 07 08 09 10 11 12

- **Education** (general communications about TOD)
- **Activation** (targeted customer notifications, rate comparison, bill protection guarantee)
- **Nurture** (savings opportunities, programs to help)
- **G1 (31k)** | Summer & Ops Pause | **G2 to G7 (90k/mo)** | Summer Pause | **G8 to G10 (90k/mo)**
- **Reporting / Needs Assessment** (KPI report, operational needs assessed)

- Migration Group 1 moved from February 2024 to June 2024
- Proposed for only one migration group in 2024 but starting with more diverse population of customer types and increasing from 20K to 31K
- General education phase of marketing pushed from October 2023 to Q4 2024 to better align with period when mass migration begins in 2025

UPCOMING ACTIVITIES
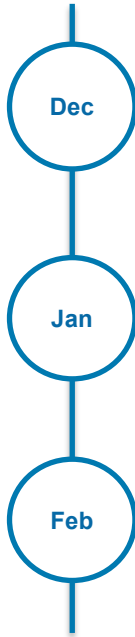
Dec
- IT Release 1 (Part 2) – **Go-live** of self-service
- IT Release 1.1 – **Go-live**
- Finalize new project schedule & migration plan
- Finalize capital budget and variances

Jan
- IT Release 2 & 2.1 – **Go-live**
- Board approval of tariff adjustments for bill protection

Feb
- IT Release 3 – Finalize development
- Finalize outreach material for migration group 1

Discussion

Questions?

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