



High marks for reliability

OPPD works hard to ensure electric service reliability

OPPD employs a number of proactive strategies and programs, including inspections and capital projects, to maintain reliable electric service for its customer-owners.

In addition, the district continually engages in robust resource-planning to ensure it can meet all customer energy requirements 24/7, 365 days a year.

What does SAIDI say?

The district measures its level of grid reliability through the System Average Interruption Duration Index (SAIDI), a nationally recognized metric used by utilities all over the U.S.

A SAIDI of 90 minutes (or less) is typically top-quartile performance for similar-sized utilities, and equates to 99.98% availability.

The OPPD Board of Directors monitors the district's service reliability as one of its strategic directives.

As reported to the board at its February meeting, OPPD

achieved its performance target for 2019, with a SAIDI of 88.6 minutes.

There is no trouble without a cause

The district's top outage causes for 2019 were equipment failures (27%), tree-related issues (24%), cable failures (17%) and weather events (14%).

Last year, OPPD enhanced its vegetation-management program, which helped reduce the number of tree-related outages through proactive tree-trimming.

Other ongoing, program-driven actions the utility takes to enhance reliability include systematically replacing underground cable, upgrading the downtown electrical network, inspecting and replacing wood poles, and tapping others programs that address areas experiencing more frequent service disruptions.

Above: Workers perform maintenance in an underground electrical vault.

APRIL BOARD MEETINGS

Committee: Tuesday, Apr. 14 (see oppd.com/BoardMeeting for time), Energy Plaza, 444 S. 16th St., Omaha. **Regular board meeting:** Thursday, Apr. 16, 4 p.m., same location. Hearing-impaired call 531-226-3208, 72 hours prior to request an interpreter. Agendas posted and meetings livestreamed online at oppd.com.

Outlets

OUR MISSION

Provide affordable, reliable and environmentally sensitive energy services to our customers.



How can we best reach you?

To help ensure you receive excellent customer service, OPPD needs accurate contact information.

This will make it easier for you to take care of OPPD business.

It also will keep you in the loop on a planned power outage, outage restoration, tree maintenance and other issues.

Three ways to update your information

- Complete the **Keep current** form at right, take a photo of it and email the photo to customerservice@oppd.com
- Call Customer Care Services at 402-536-4131 in Omaha or 1-877-536-4131
- Update contact information on your bill before mailing your payment

Thanks for taking the time to help us serve you better.



Stay connected with mobile app

Many OPPD customers are going to the App Store or Google Play to get our OPPDconnect app to do things such as:

- Report outages
- Report streetlight issues
- Access outage updates and news
- Make bill payments
- View OPPD job openings

Keep current
Stay in the loop on power outages, tree maintenance and other issues.

OPPD needs your updated contact info!

- 1** Write down your current information
Account-holder's name: _____
Service address: _____
- 2** Provide your preferred contact information.
Phone: _____
mobile landline
Email: _____
- 3** Snap a photo of this form and email it to customerservice@oppd.com

Stay in the know.

Reach out - participate
OPPD
Omaha Public Power District

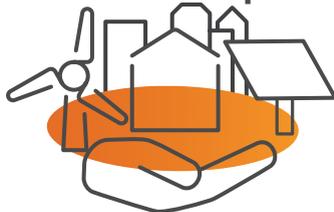
Update on utility-scale solar project

OPPD continues to do extensive planning to add 400 to 600 megawatts of utility-scale solar to its generation portfolio, with natural gas backup.

The district is evaluating bids for the solar portion of this project. OPPD also continues to evaluate infrastructure expansion needs for potential gas generation sites.

In March, the Power with Purpose team will conduct a more detailed technical and financial review of the solar proposals to determine those that may best support these new generating resources.

Power with Purpose



Scam calls continue to increase

OPPD customers continue to report an increasing number of scam phone calls. The utility received about 100 such reports one day in February. These long-running scams target utilities across the U.S.

Aggressive callers pose as utility workers, trying to convince customers they owe money. They often tell customers to use a pre-paid debit, gift or Green Dot card to settle up. Callers threaten to disconnect service if customers do not pay. Often, the scammers use "spoofing" technology so that caller identification appears to show a legitimate OPPD phone number. None of these calls are from the utility.

If customers were truly overdue on their bills to the point where service could be disconnected, OPPD would send a written notice first. We would never request payment via a purchased pre-paid credit or gift card.