



Focusing on people's health and safety, reliability

With the ongoing effort to slow the spread of COVID-19, OPPD is taking action to protect the health and safety of our employees and the public, and to ensure reliable power for our customers. In addition, our crews are still working to build and maintain critical infrastructure

"As more people in our service territory work from home and students use online learning, we know our service is essential to carrying on with everyday life," said OPPD President Tim Burke.

"Our employees are taking care to stay healthy and make sure the electric system remains reliable for our customers, whenever they need us. Our approach is to be calm, be cautious and keep the lines of communication open."

Suspending disconnections

We understand some customers may experience financial challenges during this time. To help, OPPD has suspended disconnections for nonpayment through April 30. At that time, we will reevaluate this moratorium.

We urge customers to reach out if they have questions or need financial assistance. Our Customer Care representatives will work to get people in touch with resources that can help.

Temporarily closing in-person payment locations

As part of social distancing to minimize the virus spread, OPPD has temporarily closed in-person payment access at our customer service offices in Ashland, Blair, Humboldt, Louisville, Syracuse and Tecumseh.

We also temporarily closed the joint OPPD / Metropolitan Utilities District customer service office at Energy Plaza, 444 S. 16th St. in downtown Omaha. Customers may continue to use the payment drop box on the north side of the building, on Harney Street.

OPPD did not take the decision to close these offices lightly. We value being able to interact with our customers face-to-face, but everyone's health and safety must come first.

Offering bill-payment options

If you typically pay your OPPD bill at our offices or MoneyGram locations, there are alternative payment methods available to limit person-to-person contact.

You can pay your bill online at oppd.com, via the OPPDConnect app or by calling 402-536-4131 in Omaha, or 1-877-536-4131 outside the metro.

Following processes and staying informed

OPPD is following its infectious disease plan and business continuity plan as it adjusts daily operations.

Our leadership and business continuity team are staying abreast of COVID-19 developments, and staying in touch with area health department and government officials.

With multiple confirmed cases of the virus in the OPPD service territory, we encourage everyone to keep up with the latest updates in their community and on the Centers for Disease Control and Prevention website, cdc.gov/.

MAY BOARD MEETINGS

Committee: Tuesday, May 12 (see oppd.com/BoardMeeting for time), Energy Plaza, 444 S. 16th St., Omaha. **Regular board meeting:** Thursday, May 14, 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.





Beware of scammers taking advantage of COVID-19 concerns

Times of stress or crisis often bring out scammers looking to take advantage of utility customers.

If you receive a phone call from someone claiming to represent OPPD, demanding immediate payment of some sort, hang up.

This is not legitimate. Call OPPD directly at 402-536-4131 or 1-877-536-4131 outside of the metro area if you have any questions about your account or your service.

These types of cons target utility customers across the region with several variations.

Callers usually pretend to be OPPD employees and tell customers they are overdue on their electric bill. The

scammers may use “spoofing” technology so that caller identification appears to show a legitimate OPPD phone number.

Sometimes, they claim the customer needs to pay to replace a meter or other equipment.

The callers may say the customer needs to buy a payment card of some sort and call back with the numbers, or their service will be disconnected. Or the callers will try to get people to provide credit card or checking account information over the phone to make a payment.

OPPD stresses that none of these people demanding payments or financial information works for the utility. The utility never uses cold calls to demand payment.

OPPD urges you to follow this advice:

- Never give personal or financial information to a stranger during an unsolicited phone call.
- If such a person should appear unannounced at one’s door, claiming to work for the utility, do not allow them inside.
- Always ask for identification or verification. OPPD employees always carry identification. Failure to produce identification should be a tip-off to the customer that something is wrong.
- Never turn off security systems for any reason if a stranger asks. Any customer who receives such a request should call law enforcement immediately.



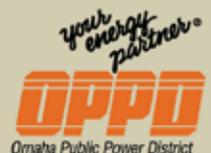
ENERGY ASSISTANCE PROGRAM

Now more than ever, it can be difficult to keep up with paying all of your bills. The OPPD Energy Assistance Program can help.

To apply for the government Low Income Home Energy Assistance Program (LIHEAP) call **402-595-1258** or **1-800-383-4278**.

For information on the OPPD Energy Assistance Program, call **1-877-536-4131**.

Learn more about energy assistance programs at oppd.com/EAP.



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