



# OPP D expands customer support measures

## Continues efforts to minimize spread of COVID-19.

As we all cope with societal changes due to COVID-19, OPP D is also thinking about those customers facing financial impacts from the pandemic. In response, we have implemented a series of short-term Customer First Solutions.

These include waiving late payment charges for all customers until 30 days after the expiration of the last COVID-19 directed health measures of any of the 13 counties within OPP D's service territory.

### Disconnect moratorium extended

During this same time frame, we also: (1) have extended the period for suspending disconnections for nonpayment, and (2) will not cancel customers' level payment plans due to nonpayment.

These steps will help our customers struggling with lost wages and other impacts from COVID-19.

We urge customers to reach out if they need assistance. Our customer care team is ready to help people find solutions during this time. Customers can call 402-536-4131 in the Omaha metro or toll-free at 1-877-536-4131 outside the metro.

OPP D will work to connect customers with community resources, as warranted. In addition, we have temporarily eliminated income qualifications for our Energy Assistance Program.

### Business energy advisor website

For business customers, OPP D has launched a new Business

Many OPP D employees are working from home. Those at work, like in the Contact Center, above, are practicing social distancing and other preventive measures.

Energy Advisor website, [OPP D.bizenergyadvisor.com](http://OPP D.bizenergyadvisor.com). There, customers can find conservation tips and more information to help them find potential savings.

### In-person payment locations remain closed

To help with social distancing, the joint OPP D / Metropolitan Utilities District customer service office at Energy Plaza, 444 S. 16th St. in downtown Omaha, is closed during this time. Customers may continue to use the payment drop box on the north side of the building on Harney Street.

In addition, OPP D's customer service offices in Ashland, Blair, Humboldt, Louisville, Syracuse and Tecumseh remain closed for in-person payments at this time.

### Bill-payment options

If you typically pay your OPP D 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](http://oppd.com), via the OPP DConnect app or by calling 402-536-4131 in Omaha, or 1-877-536-4131 outside the Omaha area.

We understand how important it is to stay connected, now more than ever. OPP D continues to work hard to ensure our customers have the power they need, whether they are working remotely, in quarantine or helping children learn at home.

## JUNE BOARD MEETINGS

**Committee:** Tuesday, June 9 (see [oppd.com/BoardMeeting](http://oppd.com/BoardMeeting) for time and how meeting will be conducted). **Regular board meeting:** Thursday, June 11, 4 p.m. (see [oppd.com/BoardMeeting](http://oppd.com/BoardMeeting) for how meeting will be conducted). Hearing-impaired call 531-226-3208, 72 hours prior to request an interpreter. Agendas posted and meetings viewable on [oppd.com](http://oppd.com).

# Outlets

### OUR MISSION

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



## State of the Utility update available online

Now more than ever, OPPD understands the importance of connecting with our customers and the communities we serve.

In March, we had planned State of the Utility community meetings across our service territory to share how your public utility has been working hard for you and what lies ahead.

With restrictions on public gatherings and to help with social distancing due to COVID-19, OPPD moved from in-person meetings to an online format.

### Visit OPPD Listens

You can find a State of the Utility presentation, feedback form and other materials at [OPPDListens.com](http://OPPDListens.com).

Please navigate through the information and provide feedback at your leisure.

We will be accepting feedback through the end of May, and your input is important to us.

As your energy partner, OPPD appreciates being able to update you on our efforts around economic development, grant-funded

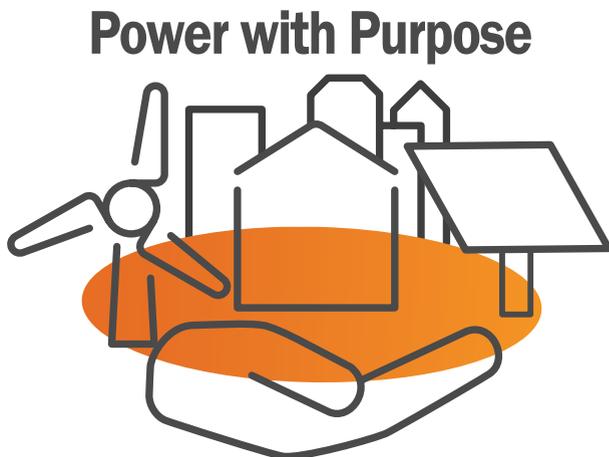
initiatives, utility-scale solar and planning for pathways to decarbonization.

OPPD is committed to stakeholder outreach and providing meaningful ways for customers to provide feedback on these activities.

That includes our Power with Purpose journey, a multi-phase project that started in October 2019.

Power with Purpose would add utility-scale solar with natural gas backup to our generation portfolio.

As we continue to engage our customers on these efforts, we encourage you to share this information with family, friends, your communities and your organizations.



## OPPD pays nearly \$34 million in lieu of taxes

On April 1, OPPD distributed nearly \$34 million for in-lieu-of-tax payments to 11 southeast Nebraska counties. That's up slightly from nearly \$33.9 million distributed last year.

In-lieu-of-tax payment amounts are based on 5% of OPPD's gross revenues from the previous year's retail electricity sales in incorporated cities and towns, and they take the place of property taxes.

County treasurers distribute the funds to school districts, cities and other entities to fund needed services and improvements.

In addition to in-lieu-of-tax payments, OPPD pays general sales taxes, gasoline taxes, motor vehicle license fees and permit fees like any other business.

Below are the payments made to each county (rounded to the nearest dollar):

Douglas:	\$26,957,456
Sarpy:	\$5,540,436
Washington:	\$650,426
Saunders:	\$320,521
Cass:	\$279,762
Dodge:	\$143,759
Nemaha:	\$40,352
Johnson:	\$15,023
Richardson:	\$13,717
Colfax:	\$4,316
Otoe:	\$4,122



## CUSTOMERS FIRST

Disconnections for non-payment currently suspended.

Updates at

▶ [oppd.com/covid19](http://oppd.com/covid19)

**OPPD**  
Omaha Public Power District