

# Customer support measures evolving

OPPD has been closely watching coronavirus developments within our communities. As the situation has evolved, so has OPPD's approach to helping our customers.

In light of changing conditions, the district is updating its Customer First Solutions, designed to help customers facing financial challenges related to the pandemic.

## Disconnections for nonpayment

Since March, OPPD has suspended disconnections for nonpayment of bills. OPPD is going to resume such disconnections in July.

We will waive collection and reconnection fees on the first field visit, and we will continue to honor our moratorium on disconnections during extreme heat or cold.

OPPD strongly encourages customers who are feeling overwhelmed by utility debt to reach out for assistance before disconnections resume.

## Late-payment charges

Since April, OPPD also has not assessed late-payment fees. Starting in July, the district is resuming the assessment of these charges.

## Help remains available

Customers who need help should reach out to us by calling 402-536-4131 in the Omaha calling area, or 877-536-4131 outside of the Omaha metro area. We want to work with customers to set up workable payment plans and help connect them to community resources for assistance.

Financial help is available through local organizations, as well as state agencies. OPPD reminds customers that making a partial payment will help avoid building up a large balance that will be harder to pay off later.

Customers who have been unable to pay their utility bills may qualify for Low Income Home Energy Assistance (LIHEAP) federal grant funding. Customers can receive up to \$500 in crisis assistance.

## Additional support measures

To continue to support our customers, OPPD:

- Has removed income restrictions on our energy assistance fund through



OPPD contact center personnel are always ready to help.

September. This will help more customers who may not qualify otherwise. Customers may receive up to \$500 in energy assistance through the utility.

- Launched a new program called Gift of Energy, which enables people to make a payment toward a customer's bill based upon the customer's address.
- Continues to offer energy-saving info and other helpful information for businesses through our Business Energy Advisor website.

## Stay tuned: Customer service offices remain closed through July

As explained further here, OPPD in-person payment locations remain closed through July, to help with social distancing.

**Please watch for another announcement in August regarding our customer service offices.**

Currently, the joint OPPD / 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.

OPPD's customer service offices in Ashland, Blair, Humboldt,

Louisville, Syracuse and Tecumseh also remain closed for in-person payments at this time.

## Bill-payment options

You can make cash payments at MoneyGram locations, such as Walmart and CVS.

You also 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 Omaha area. Our contact center hours are Monday through Friday, 7 a.m. to 8 p.m.

## AUGUST BOARD MEETINGS

**Committee:** Tuesday, August 11 (see [oppd.com/BoardMeeting](http://oppd.com/BoardMeeting) for time and how meeting will be conducted). **Regular board meeting:** Thursday, August 13, 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.

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**OPPD**  
Omaha Public Power District



# COMMUNITY CONNECT

## New platform helps OPPD connect with communities

OPPD is your energy partner, and that means we value your opinion. Not only that, we're always looking for ways we can connect with you, our customer-owners.

We invite you to join us as we launch our new customer engagement platform – OPPDCommunityConnect – to learn more about what we are doing and share your insights and ideas with us.

We want you and every member of our 13-county community to consider this your platform to learn about our goals and efforts and share your thoughts with us.

### Let's connect

On OPPDCommunityConnect, you can follow along as we share more about our Power with Purpose project, Pathways to Decarbonization, COVID-19 updates and more.

You can ask questions, provide feedback and engage in conversations with OPPD project teams, as well as other community members. Many pages provide additional resources if you are hungry for even more information.

Come see us at [OPPDCommunityConnect.com](http://OPPDCommunityConnect.com). We look forward to interacting with you.

## Contractors help OPPD with project work



OPPD contractors help with projects such as tree-trimming, transformer maintenance, ground line inspection and cable location, to name a few.

Contractors may sometimes need access to your yard, depending on the nature of the job.

In such cases, you will receive advance notification or they will leave behind a door-hanger that highlights the work being done. Many contractor vehicles are marked as "OPPD contractors."

If you have questions about work in your neighborhood, please contact OPPD at 402-536-4131 or 1-877-536-4131.

OPPD employees and contractors work diligently every day to safely provide you with reliable power. More than 1,800 employees handle day-to-day operations. You may notice our white and orange utility vehicles driving around your neighborhood.

## Power with Purpose



## Utility-scale solar planning continues

OPPD is moving forward with its plan to add 400 to 600 megawatts of utility-scale solar to its generation portfolio, with natural gas backup.

Request for proposals have been received and teams continue to conduct extensive modeling and evaluate sites and supply options.

While OPPD has made no final decisions on solar or natural gas locations, we are committed to community outreach as potential sites are determined.

We encourage you to share your input via [OPPDCommunityConnect.com](http://OPPDCommunityConnect.com), our new stakeholder engagement platform. (See story at upper left.)

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