

Self-service payment kiosks available to customers at Energy Plaza

Although OPPD customer service offices remain closed for in-person assistance, the district has made another bill-payment option available for customers who visit Energy Plaza, our headquarters at 444 S. 16th St. in downtown Omaha.

As we continue to meet our customers' needs during the evolving pandemic, OPPD has made the self-service payment kiosks in the Energy Plaza lobby accessible via the 16th Street entrance,

Because Energy Plaza serves as a joint customer service location for both OPPD and the Metropolitan Utilities District, there are two kiosks for each utility. You can use the kiosks to make OPPD and M.U.D. bill-payments via cash, check or credit card (Visa®, MasterCard® or Discover®).

The kiosks do not give change for cash payments, so customers who pay more than their current balance will see a credit reflected on their next billing statement.

Customers who wish to make self-service payments should bring their account number or associated phone number, and the last four digits of their Social Security number or other I.D. used to verify the account.

The kiosks feature English and Spanish options. Although no in-person OPPD or M.U.D. support is available at this time, you can use nearby phones to report any technical issues with the kiosks.

In addition, customers may continue to use the payment drop box on the north side of the building on Harney Street.

Our customer service offices in Ashland, Blair, Humboldt, Louisville, Syracuse and Tecumseh remain closed for in-person payments at this time.

Other bill-payment options

OPPD customers can make cash payments at more than 80 MoneyGram locations throughout our service area, such as at CVS and Walmart.

Just bring your OPPD account number and the amount you wish to pay.

Other payment options include those available 24/7, such as paying 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 metro.



Help remains available

Customers who need help paying their bill should call us at 402-536-4131 in the Omaha area or 877-536-4131 outside the metro. Our contact center hours are weekdays, 7 a.m. to 8 p.m. We will work with customers to set up payment plans and help connect them to community resources for assistance.

Financial help is available through local and state organizations. 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, or for help through OPPD's Energy Assistance Program.

Team gathering information for utility-scale solar project

The OPPD Power with Purpose (PwP) team continues work on the district's preliminary plan to add 400 to 600 megawatts of utility-scale solar to its generation portfolio, with modernized natural gas backup.

Stakeholder discussions on potential solar and natural gas sitings are ongoing. OPPD has made no final decisions on locations for these facilities.

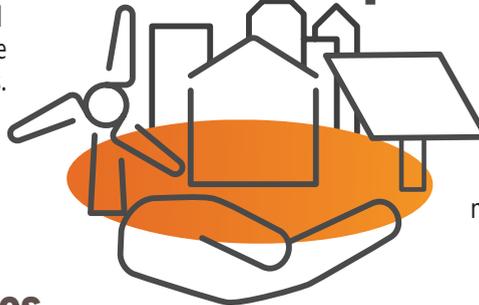
The PwP team continues to evaluate supply options to support generation, and is working to develop a request for proposal (RFP) for gas generation assets.

In response to a request for information sent to 32 energy storage vendors, OPPD received information on four types of storage technologies: lithium ion battery, flow battery, hydrogen and thermal.

A review of those responses will help shape the scope and development of an RFP for energy storage.

For more info and to provide feedback on this project, we invite you to join the discussion at OPPDCommunityConnect.com, our new stakeholder engagement platform.

Power with Purpose



SEPTEMBER BOARD MEETINGS

Committee: Tuesday, Sept. 15 (see oppd.com/BoardMeeting for time and how meeting will be conducted). **Regular board meeting:** Thursday, Sept. 17, 4 p.m. (see 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.

Outlets

OUR MISSION

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





Summer Smart promotion runs through Aug. 31

- This will take place no more than 12 days per year, and never on weekends or holidays.
- Sign up and get a one-time \$50 bill credit and an additional \$20 credit every year you participate.

- You must be registered in MyAccount to go paperless. To do so, visit oppd.com and search for MyAccount.
- Your billing records are stored in MyAccount for two years.

To be eligible for Cool Smart, you must:

- Have a working central air conditioner or heat pump
- Own a single-family home
- Be willing to have a free outdoor device attached to your home on the siding or brick nearest your AC unit or heat pump. This will require the use of hardware, such as screws or nails.
- Not be already enrolled in OPPD's Thermostat Program.

Sign up today

Go to oppd.com/CoolSmart or call 402-536-4131 or 1-877-536-4131 outside the Omaha metro area.

Important notes

- Customers must be a new participant in both Cool Smart and paperless billing to receive the entire \$60 credit.
- Customers who already are enrolled in paperless and who sign up for Cool Smart will receive a \$50 bill credit.
- Customers who already are enrolled in Cool Smart are not eligible for the \$10 paperless credit.

During these challenging times, OPPD continues to explore ways to better serve our customers and offer them new solutions to help keep their electric bill low.

As part of that effort, OPPD's Summer Smart campaign offers up to \$60 in bill credits to those who sign up for both Cool Smart and paperless billing by Aug. 31, 2020.

Cool Smart Program

Here's how it works:

- OPPD attaches a free small device to your home's exterior near your air conditioner or heat pump.
- On very hot summer days when demand for electricity is high, the device will cycle your AC or heat pump on and off in 15-minute intervals (maximum of 2.5 hours).

Paperless billing

If you enroll in Cool Smart and sign up for paperless billing at the same time (by Aug. 31), you will receive an additional \$10 one-time bill credit.

How paperless billing works:

- You will receive a monthly email with a link to view your bill via a secure website.
- You will receive the same information as you would with a paper bill, but it will be available earlier.

You can find information on more OPPD products and services – such as Residential Surge Guard and Customer-Owned Generation – on **oppd.com**. Just hover over the Residential drop-down tab and click on Products & Services.

7" x 2.5" AD SPACE AVAILABLE IN 2020 Proceeds benefit EAP. For details, please email outreach@oppd.com.



BE COOL. BE SMART. SIGN UP FOR COOL SMART.

GET UP TO \$60 IN BILL CREDITS!

Enroll in Cool Smart and get a \$50 credit on your bill following installation – then get an extra \$10 credit if you also sign up for paperless billing.

CoolSmart
AN OPPD **POWERFORWARD** PROGRAM

www.oppd.com/CoolSmart

OPPD
Omaha Public Power District