



Reporting Item

BOARD OF DIRECTORS

April 13, 2021

ITEM

Customer Trends Update **[Note: Not presented due to time. Update posted on oppd.com.]**

PURPOSE

To provide an update on customer trends during the COVID-19 pandemic

FACTS

1. In response to COVID-19 Directed Health Measures declared in March 2020, the Omaha Public Power District developed a Customer First Solutions Package, a variety of programs to assist customers during the COVID-19 pandemic.
2. The Board requested that management provide regular reports on the progress of customer programs and trends.
3. Management will provide an update on aged debt and related trends as of March 31, 2021.

RECOMMENDED:

DocuSigned by:

Juli A. Comstock

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Juli A. Comstock
Vice President – Customer Service

APPROVED FOR REPORTING TO BOARD:

DocuSigned by:

Timothy J. Burke

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Timothy J. Burke
President and Chief Executive Officer

JAC:rak



Customer Trends Update

Public Information Committee Meeting

April 13, 2021



Continuing to monitor and adjust OPPD's solutions as our customers' needs are changing.



Summary of Q1 Customer First Solutions

- Maintain flexible bill payment options to help customers financially
- Automatically waive collection & reconnect fees on first field visit in 2021
- Empower customer service representatives to waive up to 3 late payment charges for a customer in a 12-month period
 - Additional fees may be waived upon approval and customer request (e.g. late payments, return check fees, collection & reconnect fees, etc..)
- Suspend assessing additional deposits due to field collection visits
- Small and mid-sized business customers will continue to receive personalized collection efforts prior to disconnection
- Continue personalized field visits and outreach to ensure impacted customers are aware of their options (via Connecting with Customers effort)



Energy Assistance

- Electronic Application for Douglas County COVID-19 Utility Assistance Program reopened on March 30, 2021.



Promotional/Marketing Campaign

- Once all Emergency Rental Assistance (ERA) Programs are open throughout the service area, we will explore communication opportunities through multiple channels.
- Transitional communications to begin for Remote Learners as we transition back to collection/disconnection activities.



Next Steps

- Operationalize Customer First effective Q2 while continuing Q1 solutions.

Summary of Aged Debt

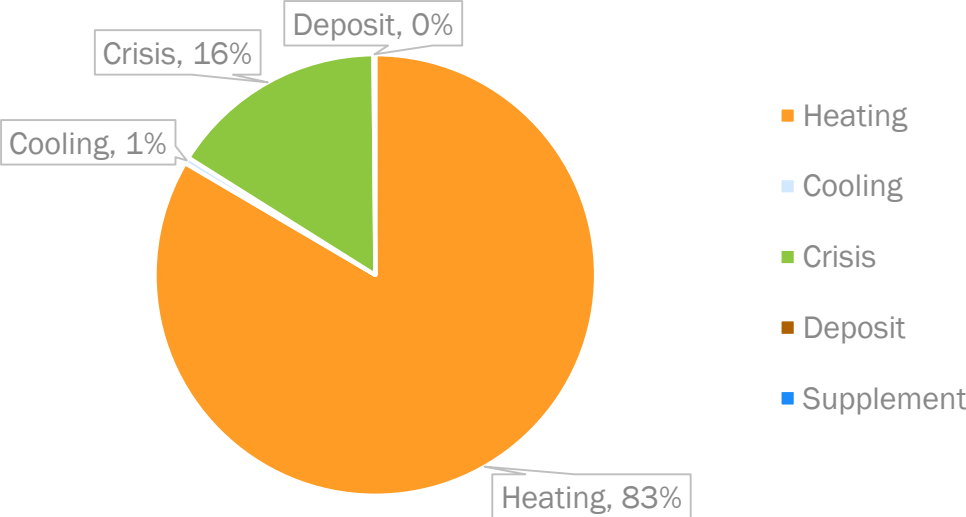
	Residential			Commercial & Industrial		
	March 2021	February 2021	March 2020	March 2021	February 2021	March 2020
% of Accounts Current	91.3%	90.1%	89.7%	93.3%	92.8%	95.2%
% of Accounts in Arrears	8.7%	9.9%	10.3%	6.7%	7.2%	4.8%
Total Aged Debt > 30 days (in millions)	\$5.0	\$6.3	\$5.7	\$2.0	\$2.5	\$3.1
Total Aged Debt 91+ Days (in millions)	\$0.9	\$1.8	\$1.2	\$0.2	\$0.2	\$0.8
Total Service Agreement Count > 30 Days (in thousands)	33.0	37.6	38.4	1.8	2.1	2.1
Total Service Agreement Count > 91+ Days (in thousands)	6.3	9.4	6.8	0.4	0.6	0.4
LIHEAP Only Accounts	March 2021	February 2021	March 2020			
% of Accounts Current	66%	61%	65%			
% of Accounts in Arrears	34%	39%	35%			
Total Aged Debt > 30 days (in millions)	\$0.6	\$0.7	\$0.5			
Total Aged Debt 91+ Days (in millions)	\$0.3	\$0.5	\$0.2			
Total Service Agreement Count > 30 Days (in thousands)	4.7	5.2	4.2			
Total Service Agreement Count > 91+ Days (in thousands)	1.3	1.9	1.1			

Energy Assistance March 2021 YTD

Funding Source	March 2021 YTD	Average Benefit	Distinct Accounts	# of Payments	2020 Year End Total
Energy Assistance Program	\$56,824	\$325	175	175	\$377,571
COVID Relief Programs	\$1,142,928	\$341	3027	3,335	\$1,641,914
LIHEAP	\$409,484	\$378	1,061	1,082	\$5,846,198
Other Agencies Assistance	\$514,355	\$301	1,491	1,707	\$1,489,902
Total	\$2,123,591*	\$337	5,468	6,299	\$9,355,585

*YTD 2020, OPPD had received a total of \$580,361 in Energy Assistance Payments

LIHEAP Distribution



Douglas County COVID-19 Utility Assistance Program	4/5/2021
Completed Applications*+##	2,419
Approved Applications^	1,403
Average benefit	\$500
Total Dollars Granted	\$701,500

*Total applications completed for the program.
 +Program closed for application on 3/2/2021. Dollar Energy Fund received 2,229 applications as of 2/28/2020.
 #Electronic application for application on 3/30/2021.
 ^Customers approved for the Douglas County COVID-19 Utility Assistance Program.