



Reporting Item

BOARD OF DIRECTORS

May 18, 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 April 30, 2021.

RECOMMENDED:

DocuSigned by:

Juli A. Comstock

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Vice President – Customer Service

APPROVED FOR REPORTING TO BOARD:

DocuSigned by:

Timothy J. Burke

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President and Chief Executive Officer

JAC:rak



Customer Trends Update

May 18, 2021



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



Summary of Q2 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
- SMB 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

- The Douglas County COVID-19 Utility Assistance Program closed for applications on Friday, May 7th. In total \$988,000 in assistance has been distributed to 1,976 customers in Douglas County.
- All Emergency Rental Assistance Programs are open allowing OPPD customers impacted by COVID-19 to obtain additional assistance with utilities and rent.



Promotional/Marketing Campaign

- Emergency Rental Assistance (ERA) Program wire story launched on May 5th and will be pitched to the media.
- Transitional communications to begin for Remote Learners as they transition back to collection/disconnection activities after the school year.



Next Steps

- Operationalize Customer First effective Q2 continuing Q1 solutions.



Summary of Aged Debt

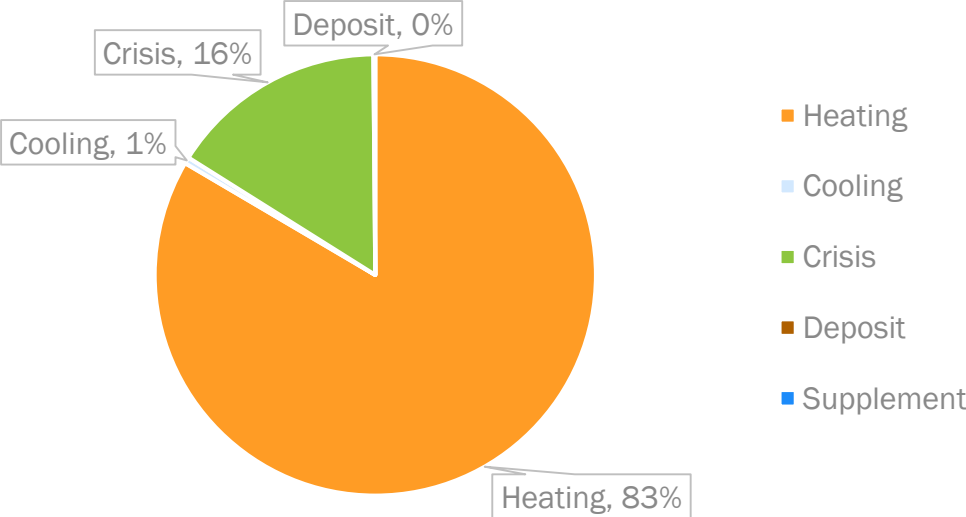
	Residential			Commercial & Industrial		
	April 2021	April 2020	% Change	April 2021	April 2020	% Change
% of Accounts Current	91.7%	90.2%	3% ↑	93.6%	91.4%	2% ↑
% of Accounts in Arrears	8.3%	9.8%	-14% ↓	6.4%	8.6%	-26% ↓
Total Aged Debt > 30 days (in millions)	\$4.2	\$6.5	-35% ↓	\$1.7	\$2.1	-20% ↓
Total Aged Debt 91+ Days (in millions)	\$.7	\$1.8	-62% ↓	\$0.1	\$0.2	-25% ↓
Total Service Agreement Count > 30 Days (in thousands)	31.0	37.0	-16% ↓	1.8	2.5	-27% ↓
Total Service Agreement Count > 91+ Days (in thousands)	5.7	10.2	-44% ↓	0.4	0.5	-31% ↓
LIHEAP Only Accounts	April 2021	April 2020	% Change			
% of Accounts Current	70%	65%	23% ↑			
% of Accounts in Arrears	30%	35%	-			
Total Aged Debt > 30 days (in millions)	\$0.4	\$0.6	-19% ↓			
Total Aged Debt 91+ Days (in millions)	\$0.2	\$0.3	-46% ↓			
Total Service Agreement Count > 30 Days (in thousands)	4.4	4.4	-			
Total Service Agreement Count > 91+ Days (in thousands)	1.2	1.7	-32% ↓			

Energy Assistance April 2021 YTD

Funding Source	April 2021 YTD	Average Benefit	Distinct Accounts	# of Payments	2020 Year End Total
Energy Assistance Program	\$73,524	\$324	227	227	\$377,571
COVID Relief Programs	\$1,402,181	\$364	3,433	3,850	\$1,641,914
LIHEAP	\$458,443	\$375	1,197	1,222	\$5,846,198
Other Agencies Assistance	\$617,082	\$300	1,721	2,059	\$1,489,902
Total	\$2,551,230*	\$347	6,210	7,358	\$9,355,585

*YTD 2020, OPPD had received a total of \$704,656 in Energy Assistance Payments

LIHEAP Distribution



Douglas County COVID-19 Utility Assistance Program	5/7/2021
Completed Applications*#	3,193
Approved Applications^	1,976
Average benefit	\$500
Total Dollars Granted	\$988,000

*Total applications completed for the program.
 #Electronic application for application on 3/30/2021.
 ^Customers approved for the Douglas County COVID-19 Utility Assistance Program.