



# Reporting Item

## BOARD OF DIRECTORS

August 17, 2021

### ITEM

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

### PURPOSE

To provide an update on customer trends and energy assistance

### 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. As customer accounts receivable balances have normalized in 2021 the reporting of customer trends will be done on a quarterly basis.
4. Management will provide an update on aged debt and related trends as of June 30, 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:  
*L. Javier Fernandez*  
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L. Javier Fernandez  
President and Chief Executive Officer

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# Customer Trends Quarterly Update

as of June 30, 2021

All Committee Meeting August 17, 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 in May 2021 with all \$1M in funding distributed.
- LB306 passed on May 26<sup>th</sup>, 2021 to expand the income eligibility limit for the LIHEAP program.



## Promotional/Marketing Campaign

- Remote Learner transition communications were executed by field reps in the month of May.

## Next Steps

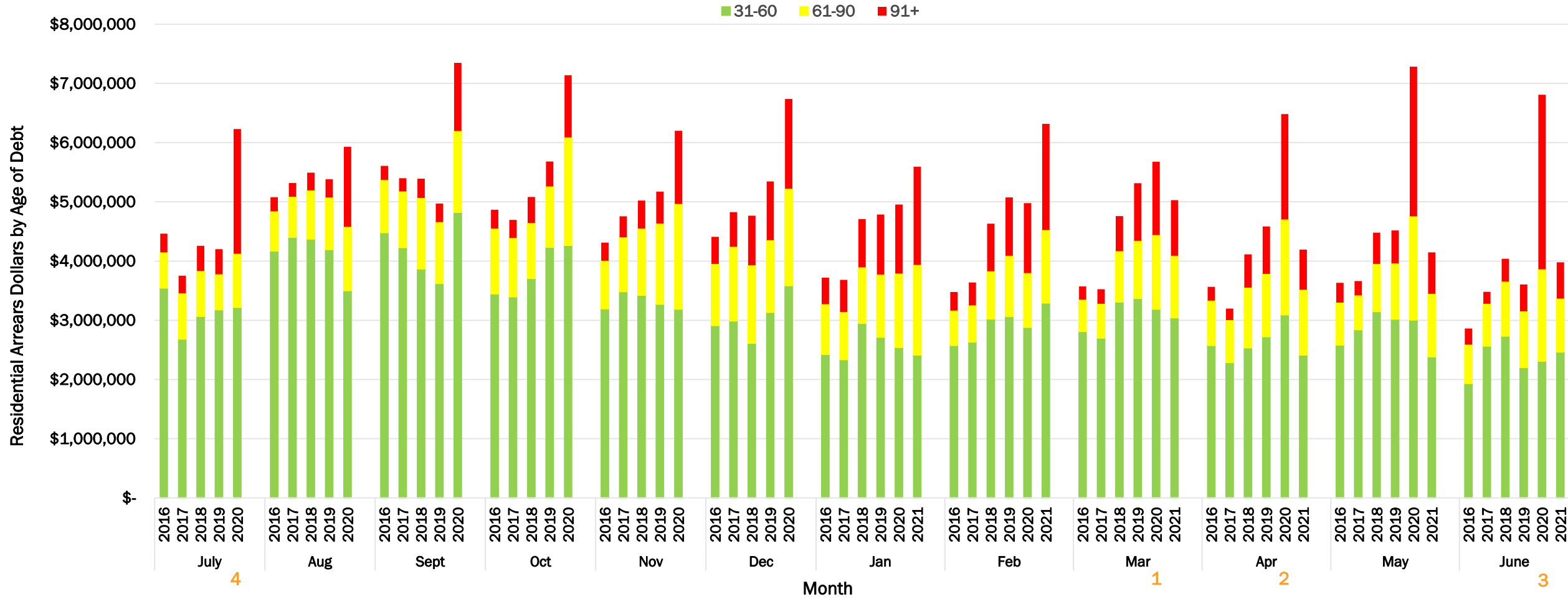
- Operationalize Customer First effective Q2 continuing Q1 solutions.



# Summary of Aged Debt

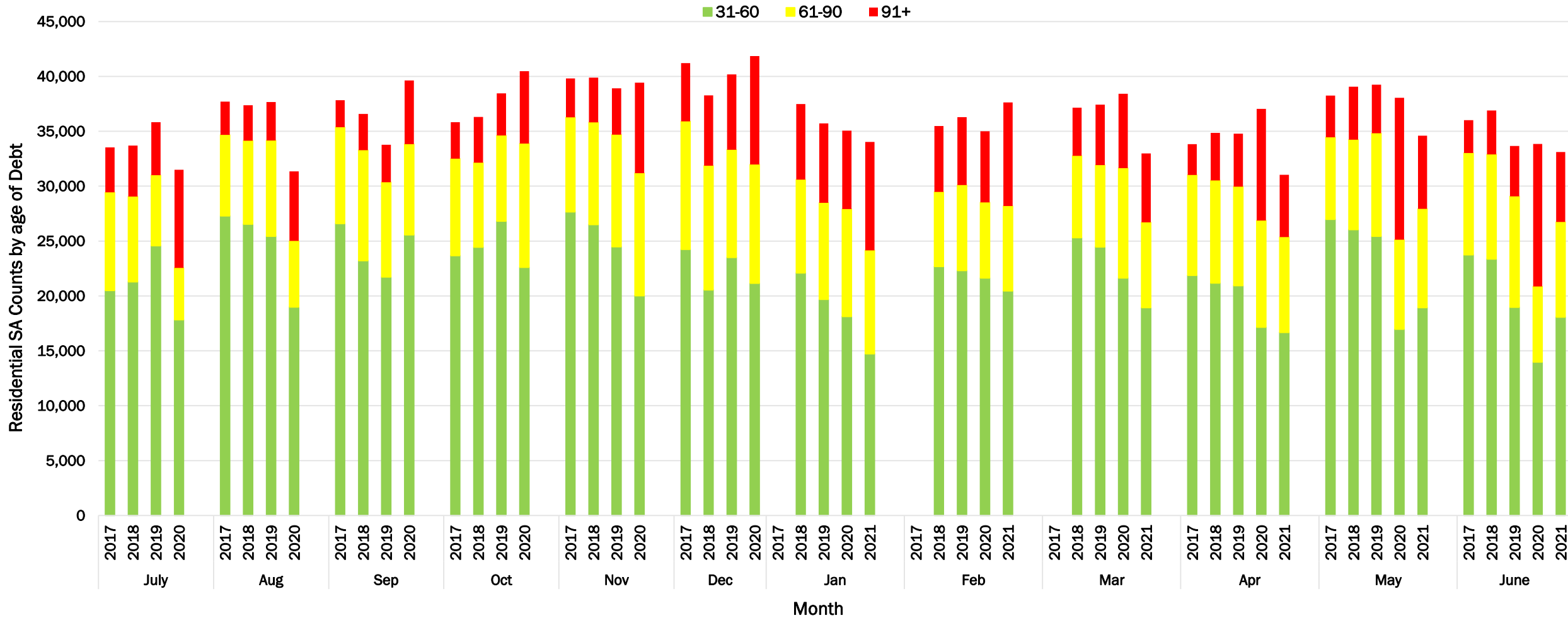
	Residential			Commercial & Industrial		
	June 2021	June 2020	% Change	June 2021	June 2020	% Change
% of Accounts Current	91.2%	91.0%	0.2% ↑	93.6%	92.5%	1.2% ↑
% of Accounts in Arrears	8.8%	9.0%	-2.2% ↓	6.4%	7.5%	-14.7% ↓
Total Aged Debt > 30 days (in millions)	\$4.0	\$6.8	-41.2% ↓	\$1.9	\$1.6	18.8% ↑
Total Aged Debt 91+ Days (in millions)	\$0.6	\$2.9	-79.3% ↓	\$0.2	\$0.4	-50.0% ↓
Total Service Agreement Count > 30 Days (in thousands)	33.1	33.8	-2.1% ↓	1.8	2.2	-18.2% ↓
Total Service Agreement Count > 91+ Days (in thousands)	6.3	13.0	-51.5% ↓	0.4	0.8	-50.0% ↓
LIHEAP Only Accounts	June 2021	June 2020	% Change			
% of Accounts Current	73.0%	71.0%	2.8% ↑			
% of Accounts in Arrears	27.0%	29.0%	-6.9% ↓			
Total Aged Debt > 30 days (in millions)	\$0.3	\$1.1	-72.7% ↓			
Total Aged Debt 91+ Days (in millions)	\$0.1	\$0.5	-80.0% ↓			
Total Service Agreement Count > 30 Days (in thousands)	4.0	3.7	8.1% ↑			
Total Service Agreement Count > 91+ Days (in thousands)	1.2	1.9	-36.8% ↓			

# Residential Arrears Dollars by Age of Debt Active Accounts



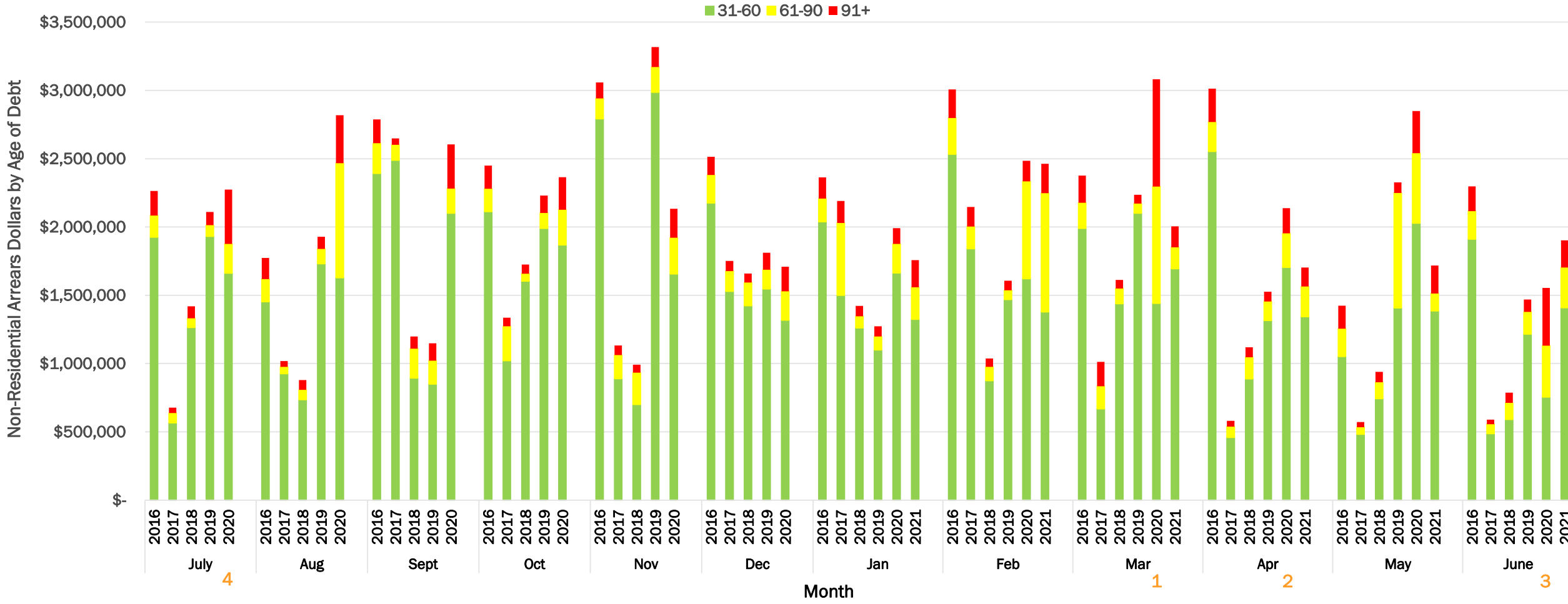
- 1 Announced suspension of disconnects for non-payment due to COVID-19
- 2 Announced suspension of Late Payment Charges
- 3 Announced reinstatement of Late Payment Charges and disconnects for non-payment beginning in July
- 4 Resumed assessment of Late Payment Charges and disconnects for non-payment

# Residential Counts by Age of Debt Active Accounts



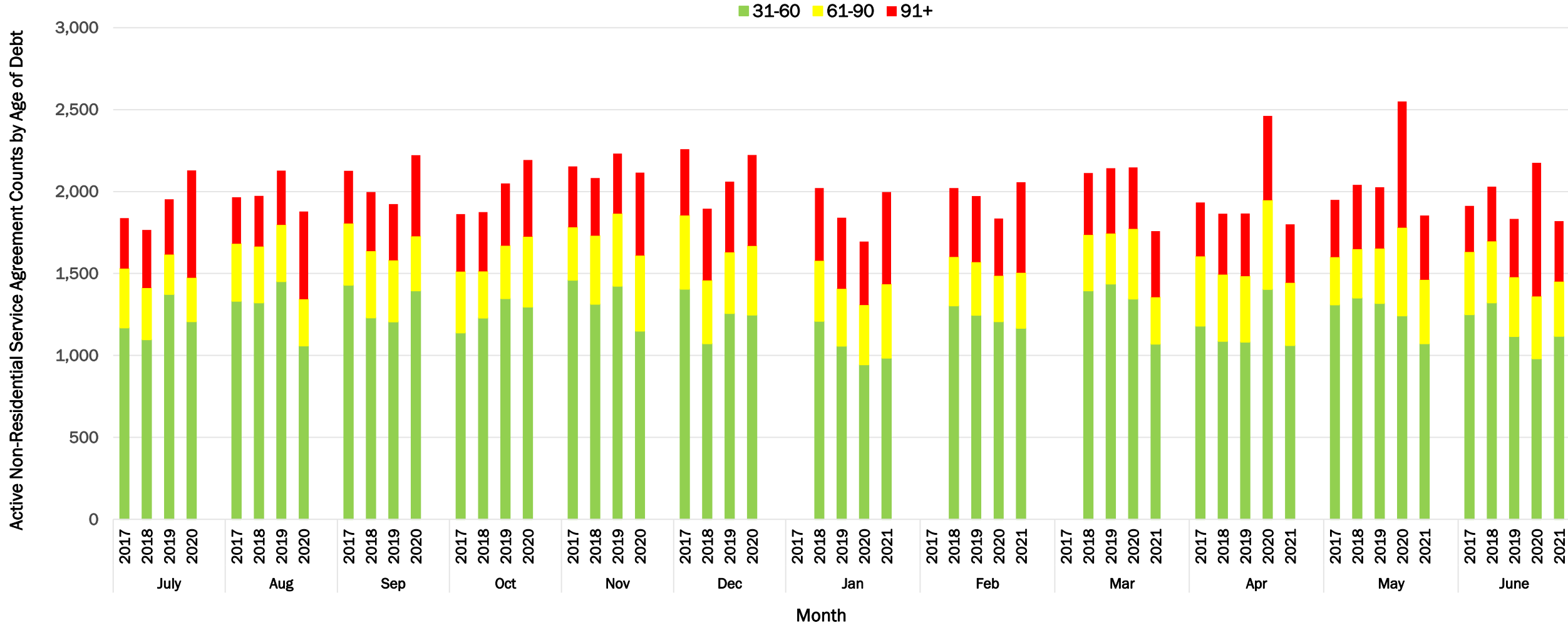
\*Jan. - March 2017 data not available

# Commercial & Industrial Arrears Dollars by Age of Debt Active Accounts



- 1 Announced suspension of disconnects for non-payment due to COVID-19
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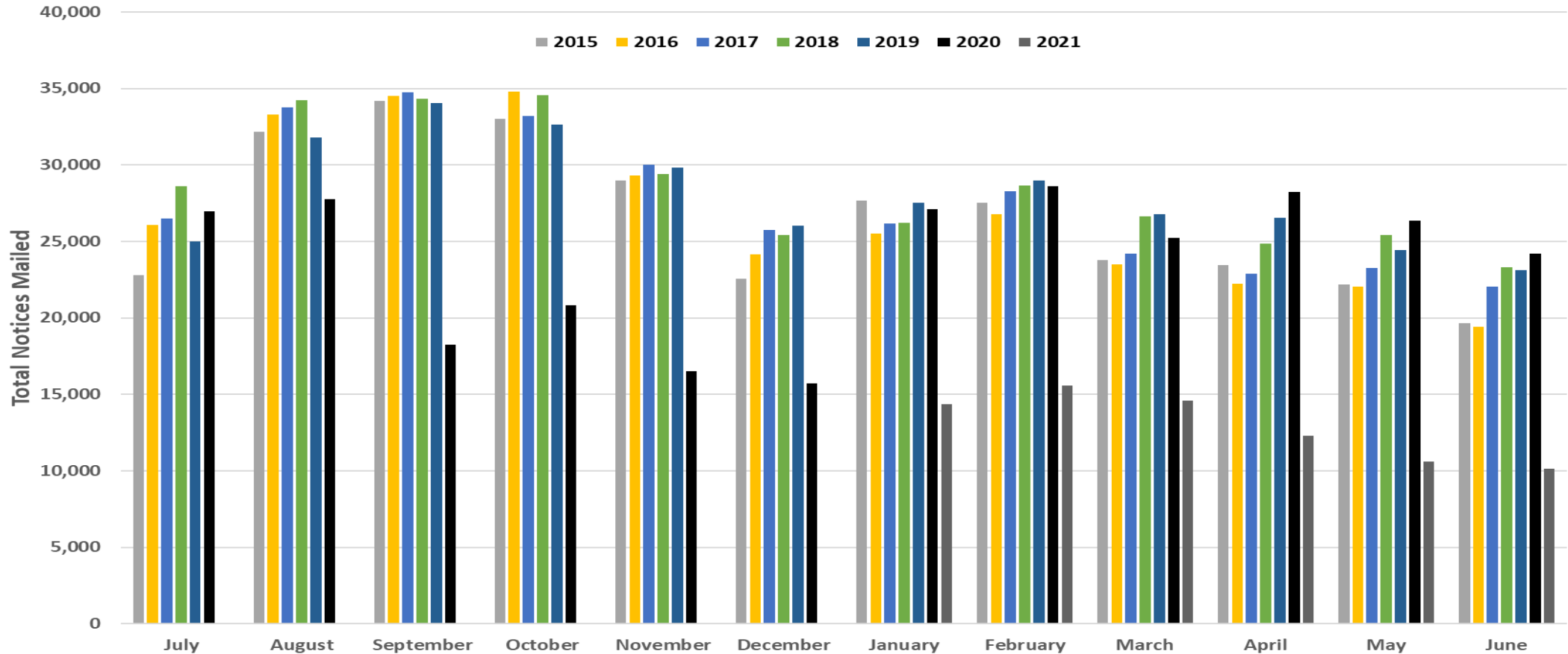
# Commercial & Industrial Counts by Age of Debt Active Accounts



\*Jan. - March 2017 data not available

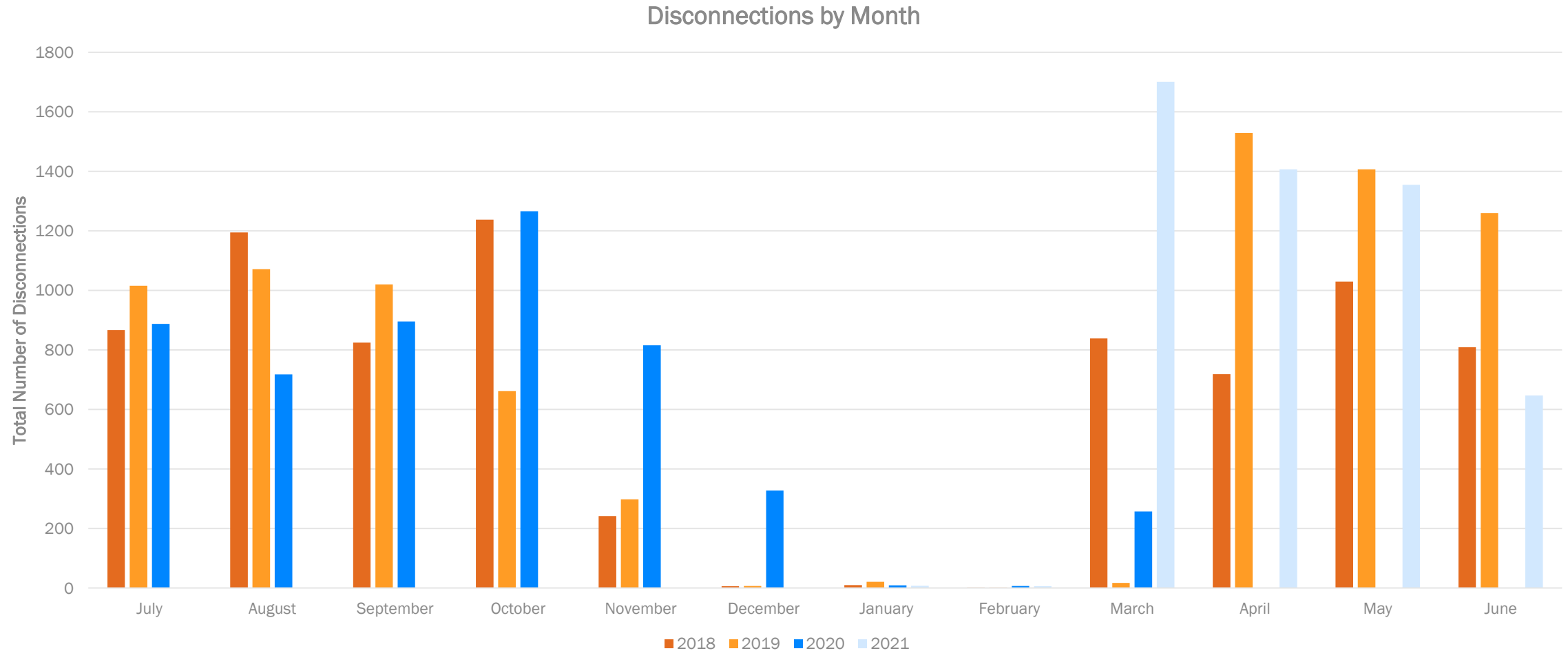


# Disconnect Notices Issued



Note: Historically, a Disconnect Notice was issued to a customer at the time of billing if the past due amount was > \$100 and the customer has not demonstrated a good payment history. During the latter portion of March thru June 2020 a past due reminder letter replaced the Disconnect Notice since disconnects for non-payment were suspended during this time. The values during this period represent accounts that received a letter in lieu of a Disconnect Notice. Effective 8/25/2020, the threshold of the notice was set to > \$200 which will decrease the number of Disconnect Notices generated from that point forward.

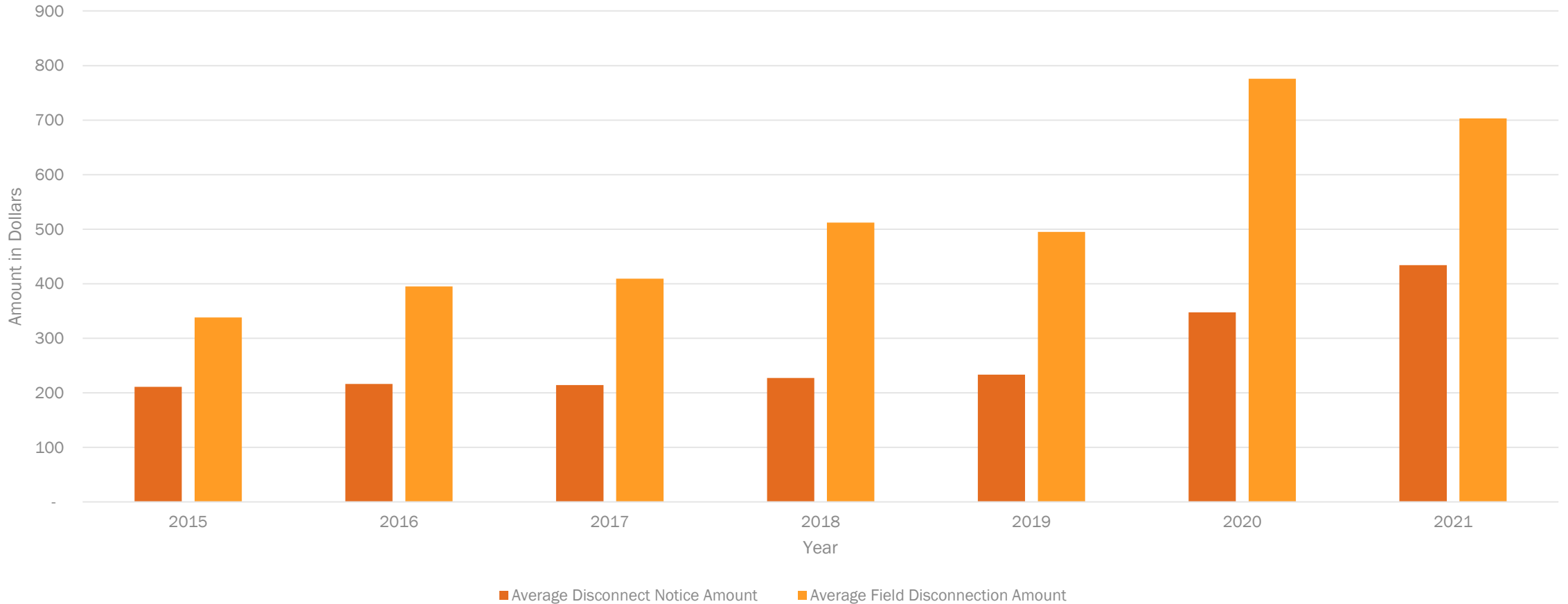
# Disconnections for Non-Payment by Month



In 2020 Disconnections for non-payment were suspended from early March to mid-July due to COVID-19.

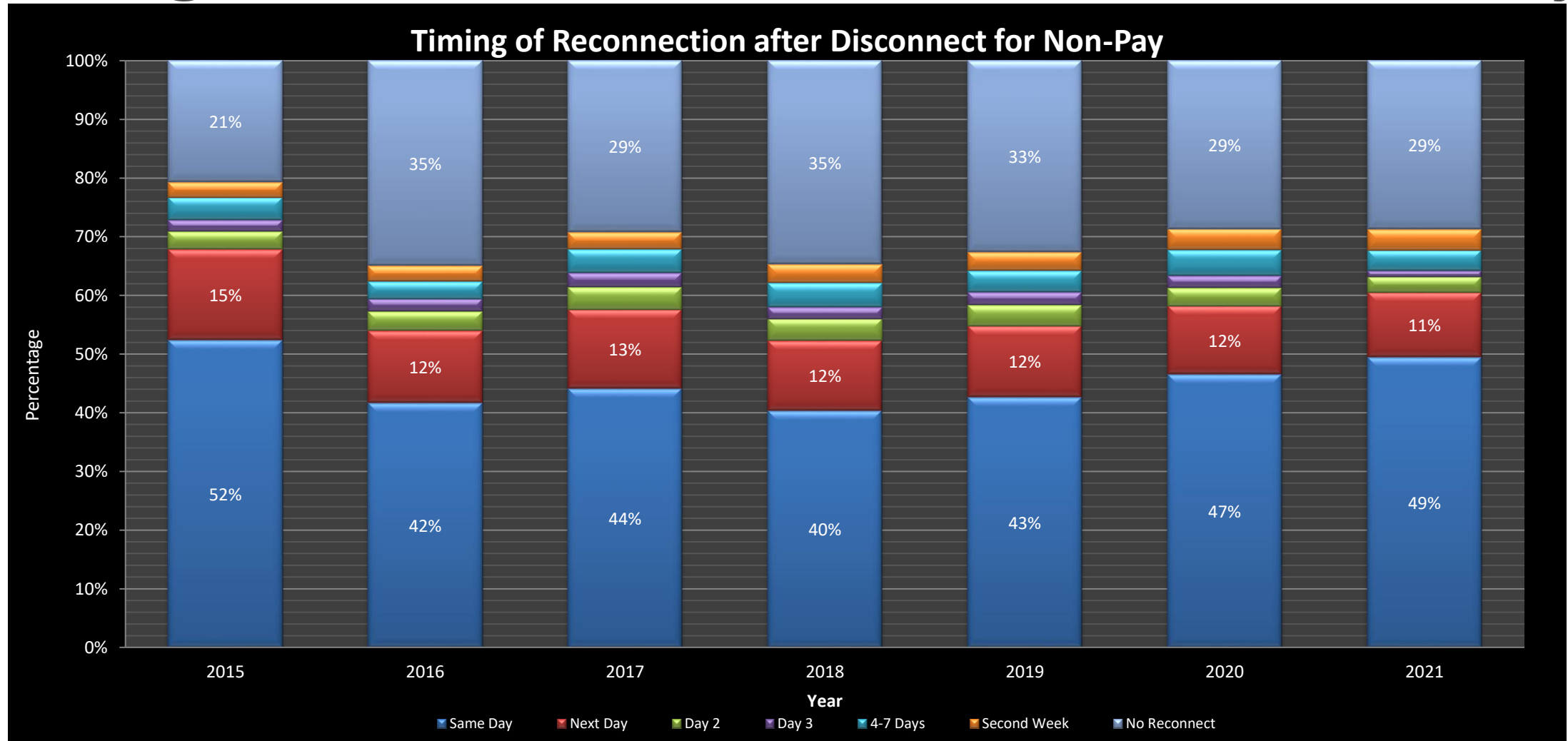
# Average Disconnect Notice Amount vs Average Field Collection Amount

Average Disconnect Notice Amount vs Average Field Collection Amount



Note: OPPD prioritizes field collection and disconnection activities to the highest and riskiest debt which is reflected with the higher dollar value for orders sent to the field for collections/disconnection for non-payment vs the average disconnect notice amount.

# Timing of Reconnections after Disconnect for Non-Pay



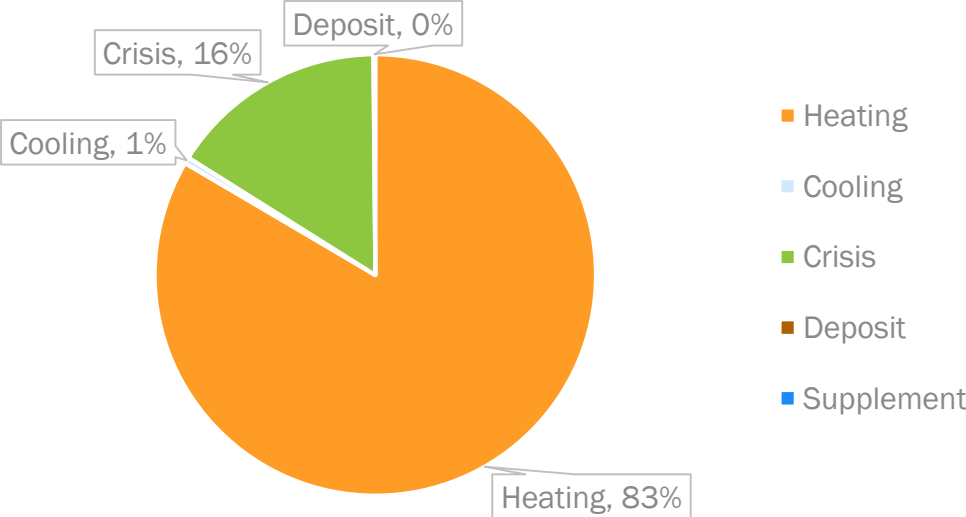
\*\*2021 Data is YTD

# Energy Assistance June 2021 YTD

Funding Source	June 2021 YTD	Average Benefit	Distinct Accounts	# of Payments	2020 Year End Total
Energy Assistance Program	\$129,603	\$307	422	422	\$377,571
COVID Relief Programs	\$1,505,126	\$364	3,598	4,076	\$1,641,914
LIHEAP	\$2,534,442	\$469	5,167	5,403	\$5,846,198
Other Agencies Assistance	\$971,261	\$298	2,603	3,257	\$1,489,902
<b>Total</b>	<b>\$5,143,432*</b>	<b>\$391</b>	<b>10,542</b>	<b>13,158</b>	<b>\$9,355,585</b>

\*YTD 2020, OPPD had received a total of \$2,814,501 in Energy Assistance Payments

## LIHEAP Distribution



Douglas County COVID-19 Utility Assistance Program	5/31/2021
Completed Applications*#	3,246
Approved Applications^	2,000
Average benefit	\$500
<b>Total Dollars Granted</b>	<b>\$1,000,000</b>

\*Total applications completed for the program.  
 #Electronic applications processed when program closed on 5/7/2021.  
 ^Customers approved for the Douglas County COVID-19 Utility Assistance Program.