Your Monthly Utility Update

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

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June 2014

Generation

Peaking units continue to run more frequently than they have historically for this time of year. We've had some hot weather lately, and air conditioners have been cranked up. Of course, OPPD has been ready.

June 3, severe weather struck Fort Calhoun Station (FCS), causing some damage to the administrative building and employee vehicles. The plant operated safely during the storms, which included winds of 80 miles per hour and hail greater than one inch in diameter. Roof repairs and glass replacement work was needed.

Very conservative precautionary measures were taken at Fort Calhoun Station, as well, due to rising Missouri River levels mid-month. We experienced no major problems.

Visit **oppdlistens.com** for a look at our fuel generation plan for the next 20 years, as recently approved by the OPPD Board of Directors.

Transmission & Distribution

OPPD signed an agreement to build a needed 161 kilovolt transmission line from west of Blair to northeast Fremont. Because Fremont's load growth makes the line necessary, the city is sharing the cost of the line. It will maintain high reliability for OPPD customers. Construction will be complete in 2019.

Severe storms this past month have put our crews – both in the field and behind the scenes – to the test.

- June 1, strong winds and heavy rain resulted in outages to more than 7,500 customers.
- June 3, more than 5,000 customers lost service. Crews and support staff responded swiftly and tirelessly to get power back on to most of those impacted within 24 hours.
- The night of June 21 into the early morning hours of June 22, brought winds up to 70 miles per hour. It caused about 16,000 customers to lose power. But our troubleshooters, field crews, forestry and support personnel worked hard to get the lights back on. They restored power to nearly 14,000 within 12 hours. Due to tree obstructions and the tedious nature of the work, the remaining customers took longer. Still, within 36 hours, all power was restored. It was a tremendous effort in some tough working conditions.

Energy Marketing & Trading

Renewable energy continues to grow, contributing 13.7 percent of OPPD's retail energy sales in May. The renewable portfolio capacity factor was 43.2 percent in May. The Prairie Breeze wind farm, near Elgin, began commercial operation May 1. Its official ribbon cutting was June 25.

Community Connections

OPPD works with students at Field Club Elementary as part of its effort with Partnership 4 Kids. The organization is a goal setting and group mentoring program which serves to build hope for underserved students. It provides a solid foundation for success – from kindergarten to career.

- More than 60 employees have been meeting with students each month to encourage them and challenge them to meet their reading, math and life skills. But on May 7 and 8, some of those students boarded school buses for a visit to Energy Plaza. Employees from Customer Care Services created an interactive career exploration program. In previous years, students have toured North Omaha Station.

OPPD is also among a number of companies in Omaha hosting educators as part of the 2014 Educators Internship Program with the Greater Omaha Chamber of Commerce and Metropolitan Community College. Having educators take part in corporate internships provides them with first-hand experience in the Science Technology Engineering and Mathematics fields.

- Interns come to OPPD from Ralston Public Schools and Omaha Public Schools.
- They're completing their 40-hour internships June 23-27.
- Afterward, they will be tasked with incorporating their experiences into lesson plans to share with their students this fall.

Outage Reporting

While we have an all-hands-on-deck approach to responding to storm-related outages, technology that OPPD has implemented over the past decade has automating some processes. Here are the latest statistics on how it comes into play with customers' outage reporting:

- 37% self-report via smartphone and web applications.
- 33% self-report through high volume call answering system.
- 30% speak with call center representatives.

OPPD employees supporting these technologies continue to improve outage information provided through the self-reporting channels while reducing the effort required by customers.