



**Our Mission**

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

oppd.com

## No Planned Rate Increase for 2014

OPPD is not planning to raise electric rates in 2014. The proposed Corporate Operating Plan, which the District's board of directors will vote on in December, calls for rates to remain steady in the coming year.

Our employees have worked hard to hold down costs for our customer-owners. The plan spreads the cost of purchasing additional power this past year, during Fort Calhoun Station's extended outage, over three years' time. In addition, OPPD has managed to keep operating costs flat, while negotiating very favorable coal and transportation contracts.

More details on the utility's Corporate Operating Plan can be found on our website, [oppd.com](http://oppd.com).



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## Scam Calls Pick Up, Customers Beware

We warned customers a few months back about a scam going on, where callers pose as utility employees to con customers out of money. Sadly, those calls are picking up once again among both business and residential customers. OPPD wants to protect customers from these thieves.

The scammers typically tell customers they're past due on their bills, or they falsely claim customers need to pay for equipment replacement, such as a meter. They try to get credit or debit card numbers or gift card numbers as over-the-phone payment. Without payment, they threaten

that customers' power will be shut off, and in some cases even claim customers' homes could burn down if they don't upgrade equipment. Don't fall for it. OPPD does not operate this way.

OPPD stresses that none of these individuals demanding over-the-phone payments or personal information work for the District. It also advises:

- If you receive such a call, hang up.
- Never disclose personal information during an unsolicited telephone call.
- If you feel you are a victim to this scam, call the police.
- If you have any questions about your bill, call OPPD directly at 402-536-4131 within the Omaha area or 1-877-536-4131 from outside of Omaha.

**WARNING**



## Upcoming Events

**January Board Meeting:**  
 Thursday, Jan. 16, 10 a.m.,  
 Energy Plaza, 444 S. 16th St.,  
 Omaha. Hearing-impaired may call TTY phone at 402-345-6737 or 402-616-3208 72 hours prior to request an interpreter.

Visit [oppd.com/events](http://oppd.com/events).

## Give the Gift of Warmth this Season

Get your holiday shopping done without having to brave crowded stores or snowy streets. OPPD offers gift certificates to be used toward OPPD electric bills.

Gift certificates do not need to be name-specific and can be made out for any dollar amount.

To give the gift of warmth this holiday season, visit any OPPD office or call 402-536-4131 or 1-877-536-4131 outside the metro.

## Focused on Public Health and Safety

OPPD and contractor teams work atop the Fort Calhoun Station (FCS) Auxiliary Building, installing barriers to further enhance the nuclear plant's capability to withstand potential tornado-borne debris. These barriers contain more than 175 tons of steel. That's just one of many improvements that has been done at the plant in recent months to return FCS to service.



## Students Go Green for Video Contest

Congratulations to Concordia Lutheran High School sophomore Thomas Johnson. His video, "How to Save the World with 5 Simple Tips", landed him first place in OPPD's annual Project GreenFlick video contest.

The contest, open to all high school students in our service territory, drew 56 entries. Videos had to be less than one minute in length and were judged on their creativity, educational value and energy-efficiency/management relevancy.

Johnson captivated the judges with his animated look at environmentally conscious behavior, earning the top \$500 prize, as well as \$500 for his school.

Brownell-Talbot High School senior Austin Taylor won second

place for his video, "Solace." It's a serious look at what the world would be like without power. Taylor snagged fan favorite, as well, and was awarded with a total of \$350.

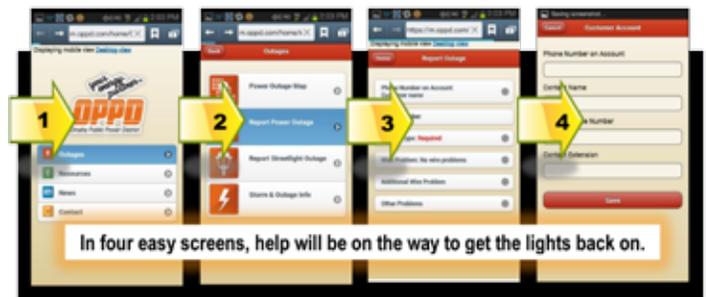
Third place honors go to a team of Omaha North High School seniors, Todd Belgrave and Jaylan Robinson. In their video, they challenge viewers by asking, "How

much do you care?" They received a prize of \$100, and \$100 for their school.

To view the winning videos, as well as additional entries, visit the OPPD Facebook page and click the Project GreenFlick tab.



**Public Service Announcement:** 50 years ago, children with cystic fibrosis rarely lived long enough to attend elementary school. Today, because of the CF Foundation's innovative research, many patients are living into their 30s, 40s, and beyond. Make a tax-deductible donation and you'll be a part of the cure (call 402-330-6164 or visit [cff.org/Chapters/nebraska/](http://cff.org/Chapters/nebraska/)).



## OPPD Offers Outage Reporting Options

OPPD provides customers many ways to track and report power outages, and the latest options include using cell phones.

OPPDconnect is free for iPhone® on the App Store<sup>SM</sup> and for Android™ on Google Play. All other mobile users can type "oppd.com" in the web browser to be redirected to the Mobile Web.

Ways to report an outage:

- Online at [oppd.com](http://oppd.com).
- Call 1-800-554-OPPD (6773) from anywhere in the service area.
- Use the OPPDconnect app, for users of Apple's iPhone®, iPod Touch® and iPad® or for Android™.

Regardless of how you report the outage, OPPD processes information electronically and forwards reports so that corrective action can be taken as quickly as possible.

## Enjoy the Many Perks of Paperless Billing

More than 23,300 OPPD customers have ditched paper statements in favor of electronic bills. They're saving on postage and helping the environment. This is a 6.6 percent increase over last year. While that's pretty good, we can do better.

Each and every customer can make a difference. In one year's time of having electronic statements rather than paper, one customer can save 1.1 pounds of paper and 11 gallons of

wastewater. The impact grows with each paperless convert. In fact, if all customers went paperless, we could save about 1,800 trees a year.

To get set up, go to [oppd.com/myaccount](http://oppd.com/myaccount). Once you have registered, choose paperless billing as your billing method. You will then receive a monthly email notifying you when your bill is ready to view via a secured website.

Advertisement

# A Powerful Gift

OPPD's Energy Assistance Program (EAP) helps those struggling to pay their utility bills. With an increased need for utility assistance, here's how you can give the gift of warmth this holiday season:

1. Make a one-time contribution or a monthly pledge to EAP
  - Visit [oppd.com/donate](http://oppd.com/donate)
  - Call 402-536-4131 or 1-877-536-4131 toll-free
  - Mark the appropriate box on your OPPD bill
2. Give an OPPD gift certificate or donate to a specific account (perfect for new homeowners and family members, too)
  - Call 402-536-4131 or 1-877-536-4131 toll-free



Proceeds from the sale of advertising space in *Outlets* are donated to OPPD's Energy Assistance Program, which is administered by the Heartland Chapter of the American Red Cross. An advertisement in *Outlets* does not constitute an endorsement by OPPD. For information about this space, call 402-636-3733.