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OPPD
Omaha Public Power District

Outlets

April 2014

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

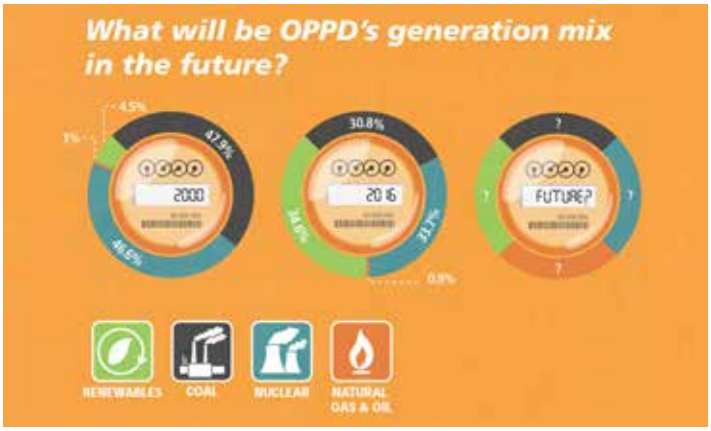
oppd.com

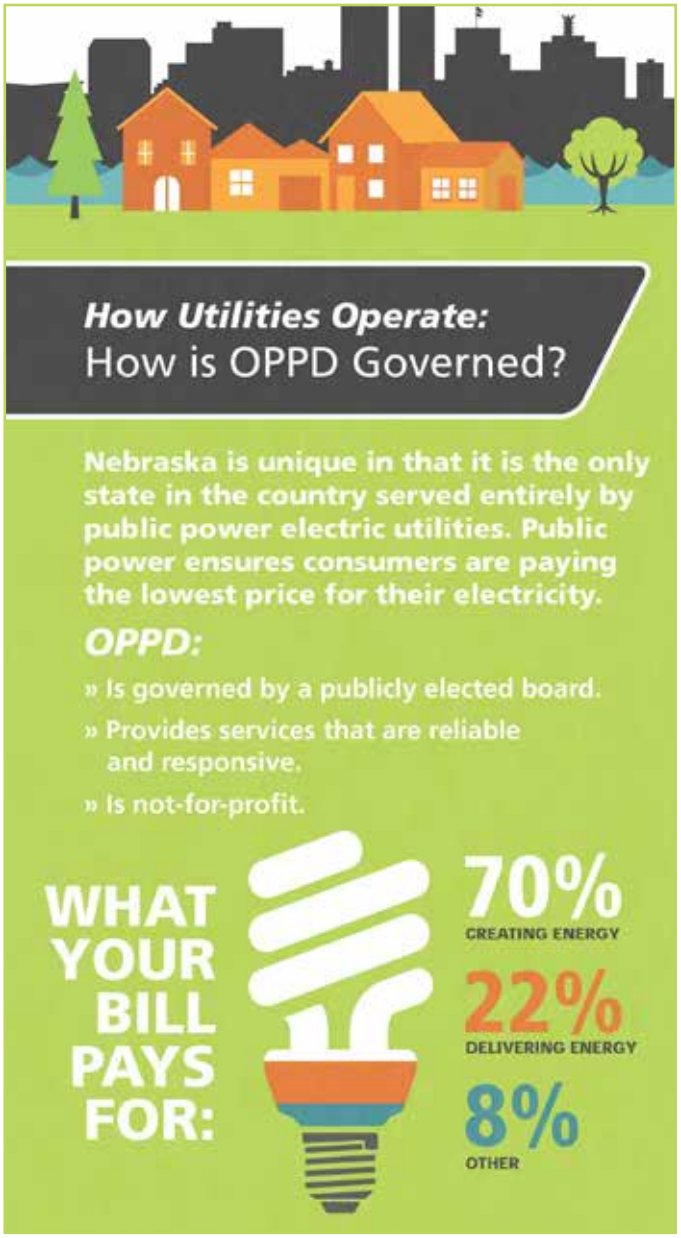
OPPD Listens to Customers through Stakeholder Process

In the face of changing federal regulations, our mission remains strong as ever – to provide affordable, reliable and environmentally sensitive energy services. But we want to know how you feel we can best accomplish that.

We recently kicked off a new stakeholder initiative, with a series of 10 public open houses in all parts of our service territory taking place last month. We continue to take input online at **oppdlistens.com** on the topic of generation.

We want our customer-owners to weigh in on how our energy portfolio should look. The information we gather will go to our board of directors so they can make informed decisions.





Did you know...

- OPPD average residential rates were 11.9 percent below the national average in 2013, based on preliminary Energy Information Administration data.
- In 2013, 1,150 households received financial assistance through OPPD's Energy Assistance Program to help pay their utility bills. The program has provided more than $4 million in emergency aid since it began in 1988.
- By late 2014, OPPD will have surpassed its initial goal to have 10 percent renewable energy for retail sales by 2020. By 2017, 30 percent will come from renewable energy sources. That's thanks to a long-term power purchase agreement made in January 2014 to buy up to 400 megawatts of wind-generated electricity from Grande Prairie Wind Farm.
- For the 13th straight year, OPPD placed top in its category for residential customer satisfaction in 2013. J.D. Power and Associates conducted the Electric Utility Residential Customer Satisfaction Study℠.

Upcoming Events

May Board Meeting:
Thursday, May 15, 10 a.m., Energy Plaza, 444 S. 16th St., Omaha. Hearing-impaired may call TTY phone at 402-345-6737 or 402-616-3208 at least 72 hours prior to request an interpreter.

Power Drive Championship:
Saturday, May 3, 10 a.m., Werner Park, LaVista, Neb. High school students take to the track to showcase the light electric vehicles that their school teams designed and built.

Speakers Series: ***Safety Matters*, Wednesday, May 7, 5:30 p.m., Millard Public Library, 13214 Westwood Lane, Omaha.** Learn basic electric safety tips.

For additional information, visit **oppd.com/events**.

3 Considerations for Tree-Planting

Spring is the perfect time to plant trees and shrubs. They beautify a landscape and play an important role in the reliability and efficiency of electricity.

OPPD arborists offer three considerations before starting:

1. **Know the mature size of the species.** Always look up for overhead power lines.
2. **Pick the proper planting location.** Careful positioning while planting will help ensure safe and dependable electric service, and reduce the need for costly tree-trimming or removal. Find helpful tips regarding planting around power lines at **oppd.com/trees**.
3. **Understand your purpose for planting.** You may be planting the tree simply to add a decorative feature to the landscape. Consider these factors to enhance your home's energy efficiency:

- Deciduous trees provide maximum shade and can cut cooling costs by 10 percent or more, lessening the load on your air conditioner. In the fall, such trees lose their leaves, allowing warmth on your home.
- Evergreen trees make ideal windbreaks. Planted on the upwind side of your home, they protect your home from winter wind, shield outside work areas and help reduce heating costs. Planting coniferous shrubs along the foundation – a critical heat-loss point – will reduce heat loss.

Visit **oppd.com/trees** or contact OPPD Forestry at 402-536-4131 or 1-877-536-4131 toll free for more information.

Public Service Announcement
Nebraska Childfind provides information to parents on child development and special education from birth to age 21. If you suspect your child has a developmental delay, contact your local school district or call 402-597-4936. For more information visit: childfind.ne.gov or call Nebraska Childfind at 1-888-806-6287.

How Green Is OPPD?

The 2013 OPPD Sustainability Report is a couple of clicks away. The report details the many efforts relating to renewable energy, environmental stewardship and energy-efficiency programs. The report is available at **oppd.com/sustainabilityreport**.

Our Crews Need Easy Access to Padmount Transformers

Those metal utility boxes mounted on concrete slabs, known as padmount transformers, can be unsightly. It's tempting to spruce up the area with landscaping. However, putting fencing, shrubs or trees too close the transformers can cause some major problems.

Improperly placed plants or objects slow restoration work during an outage, and they can create serious safety hazards. A customer's hard work may have to be undone to maintain or restore power.

To save yourself and OPPD crews the headache, here are some basic rules:

- Before planting, OPPD's forestry experts recommend taking into consideration the size a shrub or tree will reach at maturity.
- OPPD crews need at least 10 feet of clearance in front of the unit (the side that is padlocked). They also need three feet on the two sides and at least one foot on the back side.

With some measuring tape and planning, customers should be able to enjoy the fruits of their landscape labor for years to come.

Overgrown plants by padmount transformers slow down crews.

Call Before You Dig: For your safety and to avoid service interruptions, have your underground utility lines located before you start any digging project.

This is required by state law, and the locating service is free.

There are three ways to contact Diggers Hotline in Nebraska:

Online: **www.ne1call.com**
Phone: dial 811
Phone: 1-800-331-5666

Iowa residents should dial 811 or 1-800-292-8989.

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