Generation – Nebraska City

- NC1 equipment availability factor for April was 91.7%, with a capacity factor of 82.2%.

- NC2 was taken offline for a maintenance outage with a plan to return to service on May 15th.

- Lean Fossil:
  - $39,000 in actual savings with an annual estimate of $1.7 million for 2017.
Argil Harshburger
Lineman
September 23, 1953
Customers – IVR Upgrade

The Interactive Voice Response (IVR) upgrade occurred on April 6th.

Benefits:
• Upgraded technology
• Increased functionality
• Voice recognition
• Automatic customer identification
• Automated guidance for specific customer need

This upgrade supports:
• 4 Strategic Directives
• 95% of customer transactions through self-service
• Increases time for consultative service by customer service reps
OPPD was among area employers participating in the Greater Omaha Chamber’s Careerocketkit, a business community challenge to provide career-related experiences to 10,000 young people in metro area communities from April 1 through 8.
Community: Earth Day & Arbor Day

**Earth Day Omaha**  
April 22 at Elmwood Park  
• Hands-on load/generator display for kids, energy efficiency education and promotion of an Arboretum scavenger hunt.

**Arbor Day**  
April 17 at Lauritzen Gardens  
• 1,200 students participated in event. OPPD tree planting and pine cone bird feeder activity.

**Sarpy County Earth Day**  
April 30 at Bellevue Public Schools Lied Activity Center  
• Displayed streetlight hybrid truck
Recognition

OPPD has earned an honorable distinction for its commitment to proper tree planting and care. The Arbor Day Foundation has named OPPD a Tree Line USA Utility for the 16th time.