

RESTORING YOUR POWER

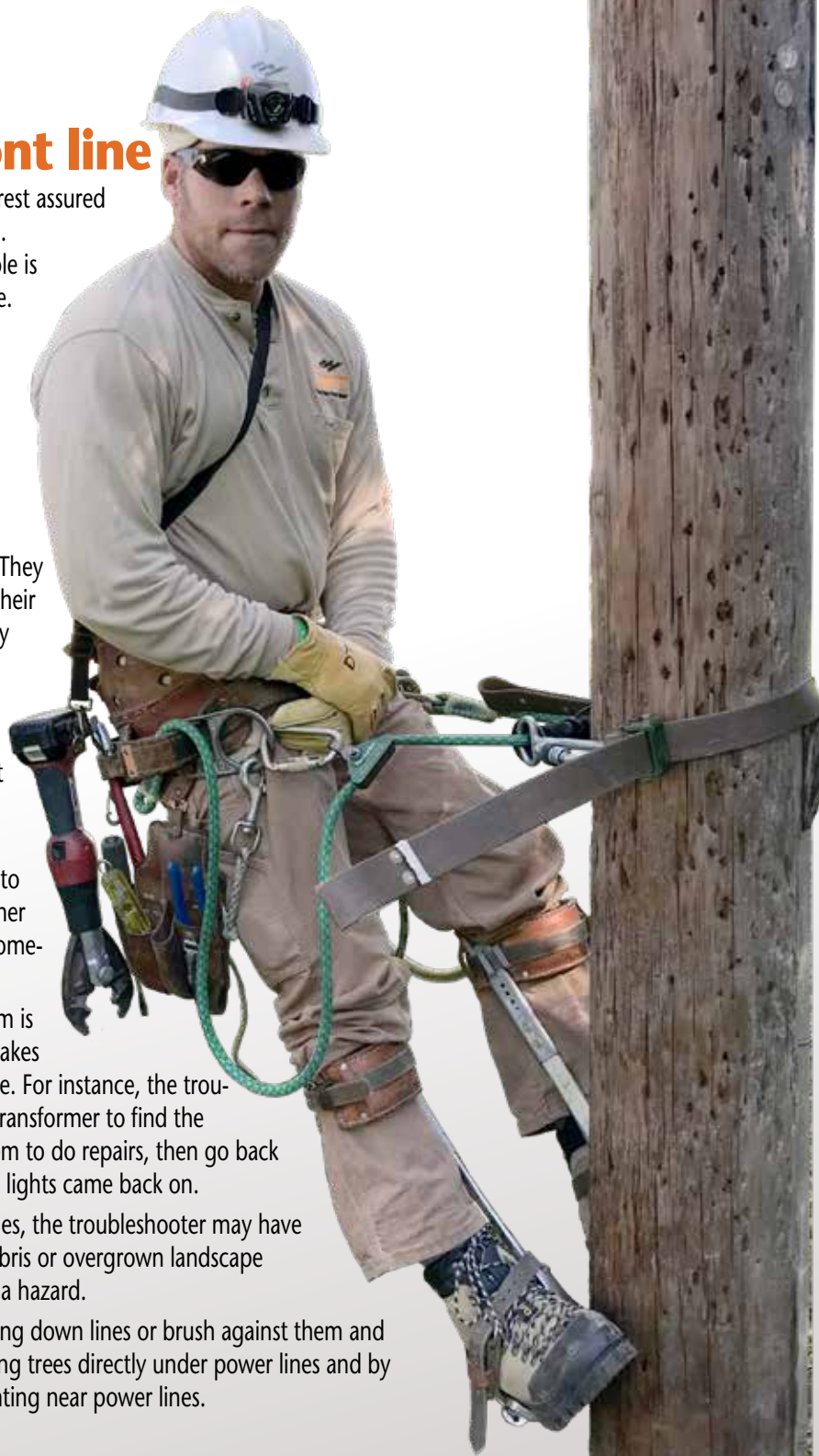
6 factors from the front line

When an OPPD service truck rolls down the street, rest assured the crew inside is working to get your power back on.

Take an OPPD troubleshooter, for example. Their role is to respond to emergency outages and calls for service. They identify problems and make repairs or arrange for repairs by line technicians, underground crews or other specialized personnel.

Here are six factors that play a role during restoration efforts.

- 1. Safety always matters.** Working around power equipment poses dangers, but workers receive continuous training on how to do the job safely. They wear personal protective equipment, make sure their surroundings are safe – for themselves and nearby customers – and maintain communication with dispatchers who oversee the transmission and distribution systems.
- 2. Customer needs count.** Line workers know what electricity means to their families, and they can relate to customers.
- 3. Lines of communication stay open.** In addition to talking with the dispatcher, crews talk to each other and to customers who may have seen or heard something that may help with the restoration work.
- 4. Detective work plays a role.** The electrical system is complex. When an outage occurs, it sometimes takes some detective work to track down the root cause. For instance, the troubleshooter may need to go from transformer to transformer to find the failure. They may need to isolate part of the system to do repairs, then go back to check or reset equipment – and make sure the lights came back on.
- 5. Access to equipment speeds up work.** Sometimes, the troubleshooter may have to go through backyards to find the problem. Debris or overgrown landscape blocking equipment slows repair work and poses a hazard.
- 6. Trees in lines cause problems.** Limbs fall and bring down lines or brush against them and disrupt service. Customers can help by not planting trees directly under power lines and by considering the mature height of trees when planting near power lines.



APRIL BOARD MEETINGS

Committee: Tuesday, April 9, 8:30 a.m., Energy Plaza, 444 S. 16th St., Omaha. **Regular board meeting:** Thursday, April 11, 4 p.m., same location. Hearing-impaired may call 402-636-3208, 72 hours prior to request an interpreter. Meetings are livestreamed online at oppd.com.

Outlets

OUR MISSION

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



How can we best reach you?

To help ensure you receive excellent customer service, OPPD needs accurate contact information.

This will make it easier for you to take care of OPPD business.

It also will keep you in the loop on a planned power outage, outage restoration, tree maintenance and other issues.

Three ways to update your information

- Complete the **Keep current** form at right, take a photo of it and email the photo to customerservice@oppd.com
- Call Customer Care Services at 402-536-4131 in Omaha or 1-877-536-4131
- Update contact information on your bill before mailing your payment

Thanks for taking the time to help us serve you better.



Stay connected with mobile app

Many OPPD customers are going to the App Store or Google Play to get our OPPDconnect app to do things such as:

- Report outages
- Report streetlight issues
- Access outage updates and news
- Make bill payments
- View OPPD job openings

Keep current

Stay in the loop on power outages, tree maintenance and other issues.

OPPD needs your updated contact info!

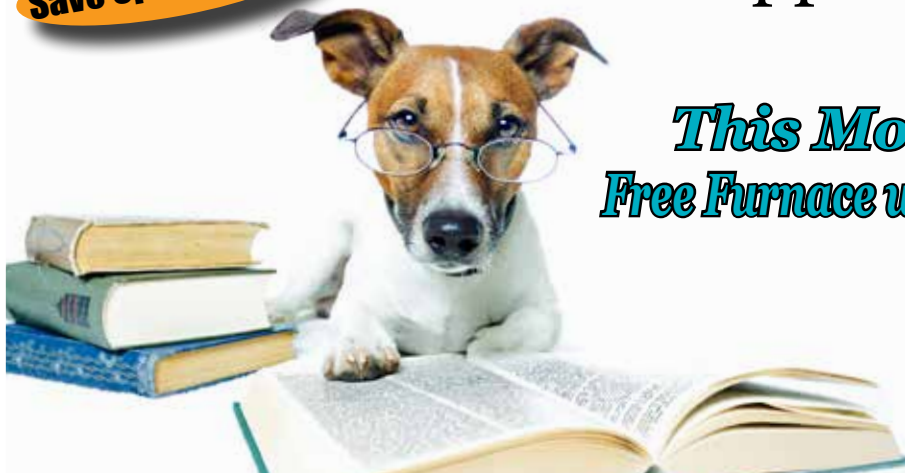
- 1 Write down your current information
Account-holder's name: _____
Service address: _____
- 2 Provide your preferred contact information.
Phone: _____
mobile landline
- 3 Snap a photo of this form and email it to customerservice@oppd.com

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