

# MUD customer service to co-locate at OPPD's Energy Plaza



This image shows the refreshed look of the Energy Plaza customer service area. *Rendering courtesy of Holland Basham Architects.*

## OPPD downtown lobby renovation to enhance customer experience

Later this summer, OPPD's Customer Care team at Energy Plaza (EP), the district's downtown Omaha headquarters, will welcome customer service representatives from the Metropolitan Utilities District.

The two organizations will retain their individual identities and separate operations, however, the opportunity to co-locate customer service activities in the EP lobby comes at an ideal time.

MUD will soon vacate its downtown headquarters at 17th and Farnam streets, just west of EP.

Setting up shop in the soon-to-be-renovated Energy Plaza lobby will enable customers of both utilities to pay bills and

handle other business in one location.

This renovation was planned prior to MUD's relocation plans.

The current schedule calls for co-locating customer operations starting in September. Walk-in and cashier hours will be 8 a.m. to 5:30 p.m.

### Energy Plaza lobby renovation

If you conduct OPPD business at EP on 16th & Harney streets, renovation work over the next few months will impact the entrance you use.

OPPD is renovating and reconfiguring its lobby and atrium levels, driven by an analysis of customer and employee needs, as well as prudent safety and security

measures for the energy industry.

The project will provide more secure access and an enhanced customer service experience.

The current timeline calls for closing EP's 16th Street entrance through the end of August. During this time, customers and visitors are asked to please use the Harney Street entrance on the north side of the building.

OPPD will temporarily relocate its customer service office during this remodeling to assist customers.

Please bear with us during this transition as we work to make your customer service experience more efficient and enjoyable.

## JULY BOARD MEETINGS

**Committee:** Tuesday, July 9 (see [oppd.com/BoardMeeting](http://oppd.com/BoardMeeting) for time), Energy Plaza, 444 S. 16th St., Omaha. **Regular board meeting:** Thursday, July 11, 4 p.m., same location. Hearing-impaired call 402-636-3208, 72 hours prior to request an interpreter. Agendas posted and meetings livestreamed online at [oppd.com](http://oppd.com).

# Outlets

### OUR MISSION

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



# OPPD volunteers help **ROCK THE BLOCK**

As part of OPPD's core value of honoring our community, more than 80 employees and family members volunteered to help Habitat Omaha Rock the Block in the Miller Park / Minne Lusa area on Saturday, May 18.

OPPD's team spent the day painting, staining, repairing a fence, building a carport, doing minor home exterior repairs, installing mulch, planting flowers, as well as removing debris and brush.

Prior to the event, Asplundh – OPPD's tree-trimming contractor – volunteered its services to trim trees at several homes.

Many area residents worked alongside volunteers from OPPD – the presenting sponsor – as well as volunteers from local church groups, the downtown Rotary, Millard Lumber, First National Bank and other entities.

The team worked in this neighborhood and also completed a significant amount of work at the nearby Viking Ship community center.

Habitat Omaha is more than home-builds and renovations. The organization also provide programs for increasing the overall quality of life, including Rock the Block. Such events transform the face of an entire block in one day through a variety of beautification and exterior repair projects.



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