OPPD’s Customer First Solutions Package

April 14, 2020
Customer First Solutions Package

A dedicated team will continuously monitor trends and data to adjust/add solutions as needed.

Solutions will extend 30 days beyond the expiration of the last Directed Health Measure.

For All Customers:
- Extend suspension of field collections and disconnects
- Suspend the assessment of all Late Payment Charges pending Board Approval
- Increase flexible bill payment options to help customers financially (via contact center request)
- Prevent unnecessary cancellations of OPPD Level Payment Program due to non-payment

For Residential Customers:
- Adjust Energy Assistance Program requirements by removing income eligibility
- Increase public education and awareness on the following:
  - LIHEAP crisis funding
  - Energy Efficiency education promotion to residential customers

For Business Customers:
- Business Energy Advisor Site Launch
- Promotion of Outside Resources
  - Federal Government Paycheck Protection Program
  - Small Business Administration Economic Injury Disaster Loan Program
  - Greater Omaha Chamber Crisis Response Resources

Promotional/Marketing Campaign
- A campaign is planned to start on April 13th and run through the end of May, with both English and Spanish marketing solutions