



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