Customer First Solutions Package

June 9, 2020
Customer First Solutions Package

Adjusting OPPD’s solutions as the Directed Health Measures (DHM) move into Phase II and our customers’ needs are changing.

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

For All Customers:
• Maintain flexible bill payment options to help customers financially (via contact center request)
• The following measures will be added in July
  • Waive collection & reconnect fees on first field visit
  • Empower customer service representatives to waive up to 3 Late Payment Charges for a customer in a 12 month period
  • Suspend assessing additional deposits due to field collection visits
• The following measures will expire in July
  • Suspension of field collections and disconnects
  • Suspension of Late Payment Charges
  • Prevention of unnecessary cancellations of OPPD Level Payment Program due to non-payment

For Residential Customers:
• Remove Energy Assistance Program income eligibility requirement
• Increase public education and awareness on the following:
  • LIHEAP crisis funding
  • Energy Efficiency education promotion to residential customers

For Business Customers:
• Increase public education and awareness on the following:
  • OPPD’s Business Energy Advisor Site
  • Outside Resources

Promotional/Marketing Campaign
• Educational messages focused on Customer First Package solutions and tips for energy efficiency, with both English and Spanish marketing solutions
<table>
<thead>
<tr>
<th>Late Payment Charges (LPC)</th>
<th>Pre-COVID19 Directed Health Measures</th>
<th>Customer First Solutions March/April – June 30</th>
<th>Customer First Solutions planned for July</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assess 4% of current billed amount if not paid by due date. Reps can waive 1 LPC per account in 12 month period.</td>
<td>Suspend assessment of LPC on all accounts</td>
<td>Resume assessment of LPC but allow reps to waive up to 3 LPCs on an account due to COVID19-related circumstances. First LPCs assessed July 23.</td>
<td></td>
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<tr>
<td>Field collections and disconnect for non-payment</td>
<td>Pursue field collections and disconnect for non-payment. Field Collection and Reconnect Fees assessed as appropriate for each field visit.</td>
<td>Suspend field collections and disconnect for non-payment activities</td>
<td>Resume field collection and disconnect activities on July 13 waiving fees related to the first field visit</td>
</tr>
<tr>
<td>OPPD Level Payment Program (LPP)</td>
<td>Cancel LPP due to non-payment prior to pursuing field collections</td>
<td>Prevent unnecessary cancellation of LPP due to non-payment</td>
<td>Resume cancelling LPP prior to field collections</td>
</tr>
<tr>
<td>Flexible bill payment plan options</td>
<td>Extend due date by 5 days</td>
<td>Allow additional options based on the individual account circumstances</td>
<td>Continue to allow additional options</td>
</tr>
<tr>
<td>Additional Deposit Assessment</td>
<td>Assess/request additional deposit based on demonstrated collections risk</td>
<td>Suspend assessing additional deposit amounts</td>
<td>Continue to suspend assessing additional deposit amounts</td>
</tr>
<tr>
<td>Energy Assistance Program eligibility requirements</td>
<td>Require household income &lt; 200% of Federal Poverty Level</td>
<td>Remove income eligibility requirement</td>
<td>Continue without income eligibility requirement</td>
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<tr>
<td>Awareness and promotion of financial assistance and energy efficiency</td>
<td>Basic information available at oppd.com</td>
<td>Launch Business Energy Advisor website and increase marketing messages to raise awareness on financial assistance and energy efficiency opportunities for both residential and commercial customers</td>
<td>Continue messaging</td>
</tr>
</tbody>
</table>