



Customer Trends Update

Committee Meeting November 10, 2020

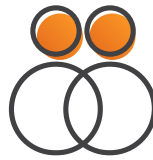


Monitoring and adjusting OPPD's solutions as our customers' needs are changing.



Continuance of Customer First Solutions

- Maintain flexible bill payment options to help customers financially (via contact center request)
- 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
- Increase public education and awareness on Energy Assistance and Energy Efficiency education



Energy Assistance

- Implemented CARES Act Utility Assistance through Dollar Energy Fund securing \$3 million of energy assistance available to residential customers economically impacted by COVID-19



Remote Learning

- Collaborated with school districts opting for remote learning options to ensure learning is not disrupted due to disconnection of electric service



Promotional/Marketing Campaign

- Assistance campaigns(email/digital) for customers with outstanding balances
- Fund raising campaigns for Energy Assistance Program and Gift of Energy

Summary of Aged Debt

	Residential			Commercial & Industrial		
	October 2020	Sept 2020	October 2019	October 2020	Sept 2020	October 2019
% of Accounts Current	91.8%	89.6%	89.7%	92.5%	92.5%	92.8%
% of Accounts in Arrears	8.2%	10.4%	10.3%	7.5%	7.5%	7.2%
Total Aged Debt > 30 days (in millions)	\$7.1	\$7.3	\$5.7	\$2.1	\$2.6	\$2.2
Total Aged Debt 91+ Days (in millions)	\$1.1	\$1.1	\$0.4	\$0.2	\$0.3	\$0.1
Total Service Agreement Count > 30 Days (in thousands)	40.5	40.0	38.5	2.2	2.2	2.0
Total Service Agreement Count > 91+ Days (in thousands)	6.6	5.8	3.8	0.5	0.5	0.4

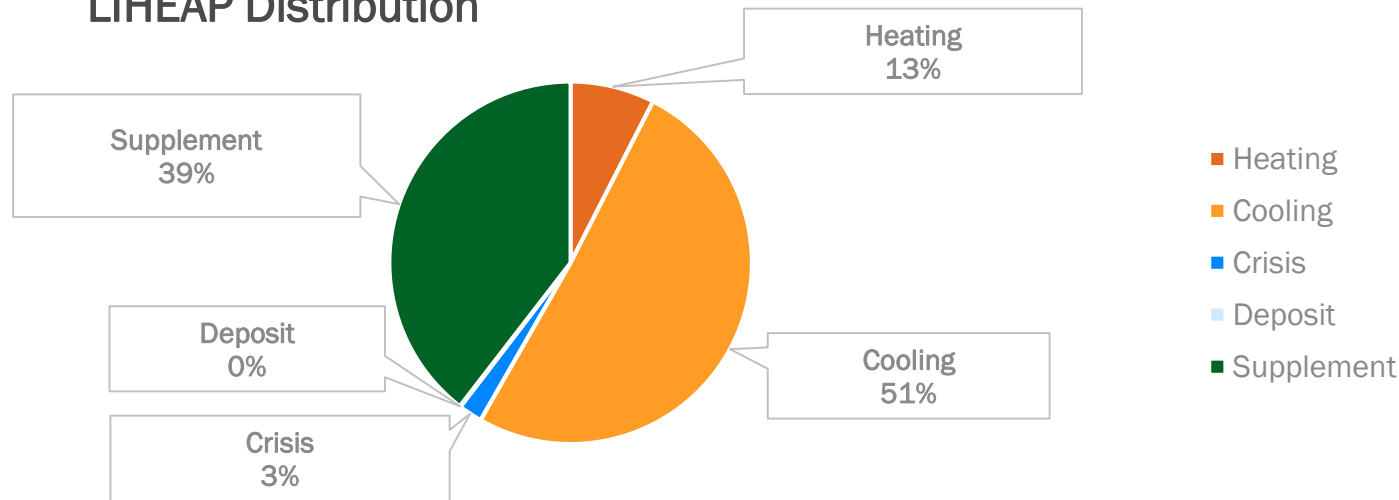
LIHEAP Only Accounts	October 2020	Sept 2020	October 2019
% of Accounts Current	67%*	83%	82%
% of Accounts in Arrears	33%*	17%	18%
Total Aged Debt > 30 days (in millions)	\$0.3	\$0.3	\$0.2
Total Aged Debt 91+ Days (in millions)	\$0.1	\$0.1	\$0.4
Total Service Agreement Count > 30 Days (in thousands)	2.7	2.3	2.2
Total Service Agreement Count > 91+ Days (in thousands)	0.7	0.6	0.3

* The statistics for the LIHEAP eligible customers have been impacted by LIHEAP eligibility program administration run by the Nebraska Department of Health and Human Services (DHHS).

Energy Assistance October 2020 Year To Date

Funding Source	October 2020 YTD	YOY YTD Increase	Average Benefit	Distinct Accounts	# of Payments	2019 Year End Total
Energy Assistance Program	\$326,111	34%	\$354	978	1098	\$252,715
LIHEAP	\$4,572,531	18%	\$346	7,541	13,204	\$4,804,084
CARES Act	\$710,755	100%	\$367	1,675	1829	\$0
Other Agencies Assistance	\$982,946	24%	\$270	2,440	3,638	\$898,911
Total	\$6,592,343	28%	\$334	11,587	19,769	\$5,955,710

LIHEAP Distribution



CARES Act Update	11/1/2020
Applications In Progress*	4,890
Completed Applications^	2,790
Average benefit	\$381
Total Dollars Granted	\$814,312

*Customers that started their online application and are in the process of gathering documentation requirements
 ^Customers that submitted their application with all documentation which has been processed by Dollar Energy Fund