



Stay safe and informed

Customers continue to report scam phone calls

Customers continue to notify OPPD about scam phone calls they have received.

Scammers have been targeting utility customers here and across the nation for years. Currently, they may be trying to take advantage of people feeling vulnerable due to the pandemic.

These callers falsely claim to represent the utility and try to convince customers they owe money. They threaten to disconnect service if customers do not pay.

The callers can be quite aggressive, telling customers to use a pre-paid card or use a cash app to settle up.

In early November, many customers told OPPD the scammers called from an 810 area code. Scammers also are known to use “spoofing” technology that makes the customers’ caller ID appear to show a legitimate OPPD phone number.

None of these calls are from OPPD.

- Our contact center representatives never cold-call customers, demanding immediate payment.
- Customers overdue on their bills to the point where service could be disconnected receive written notice first.
- Authentic utility representatives never request payment via a purchased payment card or app.

Never provide personal or financial info during an unsolicited phone call.

Customers who have questions about their bill or need financial assistance should call 402-536-4131 in Omaha or 877-536-4131 outside the Omaha metro.

With COVID-19 still with us, OPPD is encouraging its employees – and its customers – to practice the three W’s: watch your distance, wear a mask and wash your hands to help prevent spread.

With a fourth “W,” winter, on our doorstep, remember our Storm & Outage Center at stormandoutage.com provides outage updates, storm and electric safety tips, and weather conditions.

For example, if a snowstorm knocks down power lines this winter:

- Never go near a downed line. Always assume the wire is live and high-voltage.
- Call OPPD at 1-800-554-6773 or 911 immediately to report any downed lines.
- Do not touch a line or anything touching the wire. This includes other people and equipment.
- Keep children and pets away from downed lines.

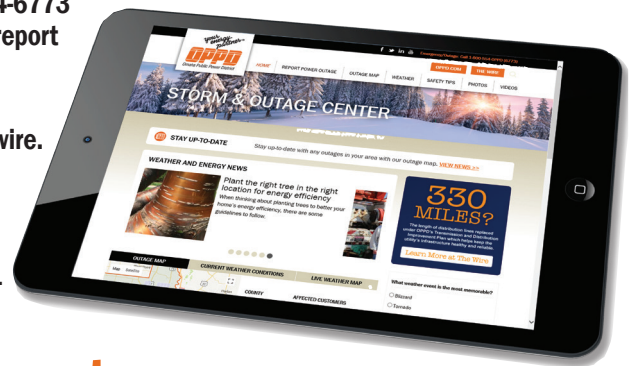
- Do not drive over a downed line.

Other ways to use the site include:

- **Outage updates:** Get ongoing updates on sizeable power outages.
- **Outage map:** See impacted areas; updated every five minutes.

During widespread outages, the Storm Center pushes updates and other information to Twitter and other social media channels.

You can access the Storm & Outage Center from a mobile device or computer to stay safe and informed during storms.



Convenience at your fingertips with paperless billing

Gain convenience and control with paperless billing for your OPPD monthly statement.

Not only is it simple to enroll, it’s also an eco-friendly, contactless way to view and pay your bill – plus it’s FREE.

Key benefits of paperless billing

- Get an automatic, real-time email when your bill is ready to view
- Pay your bill online or sign up for

automatic bill-pay, for a fully contactless option

- View billing and payments history, for up to 24 months
- Reduce paper clutter and help the environment

Signing up for paperless billing is easy. Enroll online through your MyAccount link, under Paper Free Billing, or call 402-536-4131 or 877-536-4131 outside the Omaha metro.

JANUARY BOARD MEETINGS

Committee and regular board meetings: Due to OPPD following all COVID-19 precautions and other logistical issues, the dates and locations of these meetings were not available at press time. By Dec. 11, this information will be posted at oppd.com/BoardMeeting. Hearing-impaired call 531-226-3208, 72 hours prior to request an interpreter. Agendas posted and meetings viewable on oppd.com/BoardMeeting.

Outlets

OUR MISSION

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



GIVE THE GIFT OF ENERGY



OPPD

Gift of Energy can brighten someone's holidays

The holiday season is upon us, and while holiday preparations may look a little different this year, giving a meaningful gift couldn't be easier.

We invite you to give the Gift of Energy – a gift that is warm and bright, literally.

Through the Gift of Energy program, you can make a payment toward the OPPD account of a friend, loved one or neighbor. This is a unique gift that can be purchased for anyone on your list who is an OPPD customer, especially those who are hard to buy for.

Your gift can be in any amount you chose, and will be applied to the designated account within two weeks of OPPD receiving the application.

To give the Gift of Energy, please complete a Gift of Energy form and mail it – along with your check or money order payable to OPPD – to:

Omaha Public Power District
444 S 16th Street Mall
E/AR/EP 1: Cashiers
Omaha, NE 68102

You can find the form at oppd.com/residential/payment/pay-bill/.

Once we have processed your payment, we will send you and the recipient an email to confirm your Gift of Energy.

Thanks for helping make someone's holidays brighter!

Work on solar generation with natural gas backup is ongoing

OPPD continues to work on Power with Purpose (PwP), a project that is to add 400 to 600 megawatts of utility-scale solar and up to 600 MW of modernized natural gas backup to our generation portfolio.

The PwP project team is analyzing solar power proposals, and is currently focusing on seven potential projects in six counties, in or near OPPD's service area. These counties include Washington, Cass, Burt, Saunders and Nemaha, among others.

No projects have been finalized at this time.

As noted here previously, to back up the solar, OPPD is to build natural gas generating facilities at 168th Street and Fairview Road in Sarpy County, and near 120th Street and Military Road in northwest Omaha.

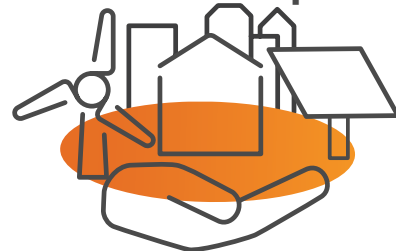
The project team is working to complete technical assessments for both of those locations, and is engaging directly with community leaders. OPPD also hosted site tours at the Omaha location to help nearby homeowners better understand the size and scope of the facility there.

OPPD continues to interact with our customers and other stakeholders through OPPDCommunity-Connect.com, our public engagement platform. You can visit this site by scanning the QR code below on your smartphone.

The district also is sharing PwP information through OPPDTheWire.com, social media posts, direct mailings, virtual educational workshops and online stakeholder meetings.



Power with Purpose



7" x 2.5" AD SPACE AVAILABLE IN 2021 Proceeds benefit EAP. For details, please email outreach@oppd.com.

SURGE GUARD



PROTECTED

PROTECTION FOR YOUR ELECTRONICS AND APPLIANCES

Enroll now for two months free plus free installation (a savings of \$33.98)

Coverage for \$6.99 per month

Sign up at oppd.com/protection or call 1-877-536-4131

OPPD
Omaha Public Power District