

OPPD Board of Directors – All Committees Meeting

Tuesday, December 8, 2020

CLOSED SESSION 8:00 A.M. – PUBLIC SESSION 10:00 A.M.

Public may attend by going to www.oppd.com/CommitteeAgenda to access the Webex meeting link and view instructions.

<u>TOPIC</u>	<u>TYPE</u>	<u>PRESENTER</u>	<u>TIME*</u>
1. Chair Opening Statement		Moody	8:00 A.M.
2. Closed Session			
Enterprise Risk Management Quarterly Update	Reporting	Focht	30 min
Corporate Officers Compensation Adjustments	Reporting	Burke	45 min
BREAK			9:30 A.M.
<i>Open Webex Meeting to Allow Public to Join</i>			9:45 A.M.
3. Public Session – Chair Opening Statement		Moody	10:00 A.M.
4. Safety Briefing		Burke	10:05 A.M.
5. Finance Committee			10:10 A.M.
Finance Chair Report (12/1/20)	Reporting	Bogner	10 min
2021 Final Corporate Operating Plan	Action	Fernandez	20 min
Declaration of Anticipated 2021 Capital Expenditures	Action	Fernandez	5 min
Reimbursement			
6. System Management & Nuclear Oversight Committee			10:45 A.M.
SM&NO Chair Report (12/3/20)	Reporting	Mollhoff	10 min
Railroad Easement Acquisitions 2021 – 2025	Action	Comstock	10 min
Nuclear Oversight Committee Report	Reporting	Fisher	10 min
7. Public Information Committee			11:15 P.M.
Public Information Chair Report (12/1/20)	Reporting	Yoder	5 min
Legislative and Regulatory Update – Look Ahead	Reporting	Olson	30 min
BREAK FOR LUNCH			12:00 P.M.
Public Information Committee (continued)			12:30 P.M.
SD-13: Stakeholder Outreach and Engagement Monitoring Report	Action	Olson	45 min
Customer Trends Update	Reporting	Comstock	20 min
8. Governance Committee			1:35 P.M.
Governance Chair Report (12/3/20)	Reporting	McGuire	10 min
2021 Agenda Planning Calendar	Reporting	Burke	10 min
BL-5: Unity of Control Policy Refinement	Action	Focht	5 min
Bylaws Amendment – Meeting Schedule	Action	Focht	5 min
2021 Board Meeting Schedule	Action	Focht	5 min
SD-8: Employee Relations Monitoring Report	Action	Sedky	30 min
Retirement Plan Amendments	Action	Sedky	10 min
Corporate Officers Compensation Adjustments	Action	Burke	45 min

* Please note all times and duration are estimates. Please use the link below to find all committee and board agendas, materials and schedules. Board governance policies and contact information for the board and senior management team also can be found at www.oppd.com/BoardMeetings.

	<u>TOPIC</u>	<u>TYPE</u>	<u>PRESENTER</u>	<u>TIME*</u>
	<i>BREAK</i>			3:30 P.M.
9.	Other Business			3:35 P.M.
	Confirmation of Board Meeting Agenda	Action	Moody	5 min
	Power with Purpose Update	Reporting	Fisher	30 min



Pre-Committee Agenda

SYSTEM MANAGEMENT & NUCLEAR OVERSIGHT
PRE-COMMITTEE MEETING
WEBEX VIDEOCONFERENCE
December 3, 2020 4:00 – 5:00 P.M.

1. SD-9: Resource Planning (55 min)
 - a. Objective: Discuss current perspectives and potential implications for policy.
2. Summary of Committee Direction (5 min)
 - a. Objective: Senior management team liaison(s) to summarize direction provided by the committee



Board Action

BOARD OF DIRECTORS

December 8, 2020

ITEM

2021 – 2025 Railroad Crossing Easement Acquisitions

PURPOSE

Authorize use of eminent domain proceedings, as necessary, to acquire temporary and permanent easements for utility crossings on railroad property from January 1, 2021 through December 31, 2025.

FACTS

- a. Many utility rights at railroad crossings are acquired through negotiated Master Agreements between railroad owners and the District. Not all railroad owners have such agreements in place with the District and in those cases the District negotiates crossing rights on an individual project basis. If rights cannot be obtained voluntarily within the project schedule needs, eminent domain may be used to acquire the appropriate rights and expedite the process.
- b. The District acquires utility rights for approximately five (5) to ten (10) railroad crossing locations annually.
- c. Use of eminent domain may be necessary, after all reasonable efforts have been made to acquire rights voluntarily through good faith negotiations.
- d. Eminent domain actions will be reported to the Board and Senior Management, as necessary.

ACTION

Authorization by the Board of Directors for Management and the District’s General Counsel to commence eminent domain proceedings, as necessary, to acquire easements for utility crossings on railroad property for District projects from January 1, 2021 through December 31, 2025.

RECOMMENDED:

APPROVED FOR BOARD CONSIDERATION:

DocuSigned by:

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 Juli A. Comstock
 Vice President – Customer Service

DocuSigned by:

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 Timothy J. Burke
 President and Chief Executive Officer

JAC:mSP

Attachment: Resolution



Mollhoff/Comstock

DRAFT
2021 – 2025 RAILROAD EASEMENT ACQUISITIONS
RESOLUTION NO. 64xx

WHEREAS, the District has transmission and distribution projects involving utility crossings on railroad property during the 2021 through 2025 calendar years; and

WHEREAS, the use of eminent domain may become necessary to acquire the temporary and permanent easements that cannot be obtained voluntarily through negotiations by the District.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Omaha Public Power District that Management and the District's General Counsel are authorized to commence eminent domain proceedings, as necessary, to acquire easements for utility crossings on railroad property for District projects from January 1, 2021 through December 31, 2025.



BOARD OF DIRECTORS

Reporting Item

December 8, 2020

ITEM

Nuclear Oversight Committee Report

PURPOSE

The Nuclear Oversight Committee provides a regular oversight of items related to the Fort Calhoun Station (FCS) nuclear plant.

FACTS

In addition to safe and secure dry cask storage of fuel, the required Preventative Maintenance tasks and Surveillance Tests, the following major decommissioning activities were completed in November:

- COVID-19 protocols are in place across the station to mitigate impacts to site personnel and to ensure regulatory requirements continue to be met. There have been delays in some of the decommissioning projects, including site civil work, due to COVID-19 associated personnel availability.
- Critical path for the deconstruction project remains the segmentation of the reactor vessel internal (RVI) components. Many of the critical path activities are being performed off-site at this time, including the design and fabrication of specialty tools. The risk to the specialty subcontractor supply chain from COVID-19 for this project is reviewed weekly with the contractor and subcontractors. To date, no significant impact has been realized.
- A key milestone was met with the “air gapping” of containment complete. This effort ensures all energy sources have been removed from the building, allowing the safe expansion of work scope within the building. This enables the work necessary to prepare the interior of the structure for RVI to progress accordingly.

RECOMMENDED:

APPROVED FOR REPORTING TO BOARD:

DocuSigned by:
Mary J. Fisher
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Mary J. Fisher
Vice President – Energy Production
and Nuclear Decommissioning

DocuSigned by:
Timothy J. Burke
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Timothy J. Burke
President and CEO

MJF:tsu



Pre-Committee Agenda

PUBLIC INFORMATION PRE-COMMITTEE MEETING WEBEX VIDEOCONFERENCE

Tuesday, December 1, 2020 4:00 – 5:00 P.M.

1. Legislative and Regulatory Update (15 min)
 - a. Objective: Provide brief update on federal and state legislative and regulatory activities
2. SD-13: Stakeholder Outreach and Engagement Monitoring Report (30 min)
 - a. Objective: Review draft monitoring report
3. Customer Trends Update (10 min)
 - a. Objective: Provide brief update on customers experiencing financial challenges
4. Summary of Committee Direction (5 min)
 - a. Objective: Senior management team liaison(s) to summarize direction provided by the committee



Reporting Item

BOARD OF DIRECTORS

December 8, 2020

ITEM

Legislative and Regulatory Update – Look Ahead

PURPOSE

To provide a preview of 2021 state and federal legislative matters and regulatory matters

FACTS

- a. Nebraska’s 107th Legislature will begin on January 6, 2021.
- b. The 117th Congress will begin on January 3, 2021.

ACTION

Reporting item

RECOMMENDED:

DocuSigned by:
Lisa A. Olson
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Lisa A. Olson
Vice President – Public Affairs

APPROVED FOR REPORTING TO BOARD:

DocuSigned by:
Timothy J. Burke
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Timothy J. Burke
President and CEO

Attachment: Legislative and Regulatory Update

State and Federal Legislative Update

12/8/2020

Tim O'Brien, Director – Economic Development & External Relations

Legislative Update

Where we have been

- Elections
- Legislative Work Plan
- Industry Alignment
 - Planning sessions with Nebraska Power Association
- Potential Legislation
- Senator & Stakeholder Meetings

Legislative Update

- Likely state topics related to OPPD and our industry:
 - Open Meetings Act
 - COVID Recovery
 - Changes to Low Income Home Energy Assistance Program (LIHEAP)
 - Funding for energy efficiency audits/upgrades
 - Critical/essential classification for utility works
 - Decarbonization Study/Renewable Portfolio Standard (RPS)
 - Broadband
 - Others that will arise
- Monitor Federal policy and appointments

Legislative Update

- 107th Nebraska Legislature
 - Begins on January 6, 2021
 - 90 day session
- 117th United States Congress
 - Begins on January 3, 2021



Board Action

BOARD OF DIRECTORS

December 8, 2020

ITEM

SD-13: Stakeholder Outreach and Engagement Monitoring Report

PURPOSE

To ensure full Board review, discussion and acceptance of SD-13: Stakeholder Outreach and Engagement Monitoring Report.

FACTS

- a. The first set of Board policies was approved by the Board on July 16, 2015. A second set of Board policies was approved by the Board on October 15, 2015.
- b. Each policy was evaluated and assigned to the appropriate Board Committee for oversight of the monitoring process.
- c. The Public Information Committee is responsible for evaluating Board Policy SD-13: Stakeholder Outreach and Engagement.
- d. The Public Information Committee has reviewed the SD-13: Stakeholder Outreach and Engagement Monitoring Report, as outlined on Exhibit A, and is recommending that OPPD be found to be sufficiently in compliance with the policy as stated.

ACTION

The Public Information Committee recommends Board approval of the 2020 SD-13: Stakeholder Outreach and Engagement Monitoring Report.

RECOMMENDED:

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 Lisa A. Olson
 Vice President – Public Affairs

APPROVED FOR BOARD CONSIDERATION:

DocuSigned by:

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 Timothy J. Burke
 President and Chief Executive Officer

LAO:mfh

Attachments:
Exhibit A – Monitoring Report
Resolution

Monitoring Report: SD13: Stakeholder Outreach & Engagement Public Information Committee

December 8, 2020

Lisa Olson, Vice President – Public Affairs

SD-13: Stakeholder Outreach & Engagement

As a publicly owned utility, OPPD is committed to engaging its customers, the community and other stakeholders.*

OPPD shall:

- **Use an integrated, clear and transparent engagement process that:**
 - Provides meaningful ways for customer-owners to participate and provide feedback.
 - Is representative of the interested and impacted customer-owner segments that OPPD serves.
- **Share context with customer-owners for key decisions.**
- **Continuously evaluate and improve its outreach and engagement processes.**

Since last report....

✓ Progress

- Changes to team and roles
- Launched new engagement platform

✓ Benchmarking into action

- Customer engagement study
- Utility engagement benchmarking study

✓ Adapted (COVID)

- Online forums
- Social distancing events (i.e. walking tours)





Use an integrated, clear and transparent engagement.



International Association of Public Participation (IAP2) Spectrum

- Consistent and transparent
- Important to recognize these are levels, not steps
- Alignment with other public participation practitioners
- OPPD part of local group spearheading Nebraska IAP2 Chapter



	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Relationships Matter – Outreach is Ongoing

Objective:

- To inform and consult (from 1:1 meetings to large gatherings)
- Build relationships, build trust and make connections daily
- Manage and foster relationships through calls, meetings and handshakes
- Communicate and gather feedback

Outcome:

- Develop partnerships with community leaders and elected officials
- Paves the way to outreach efforts



OPPDCommunityConnect.com

Launched July 2020

Objective:

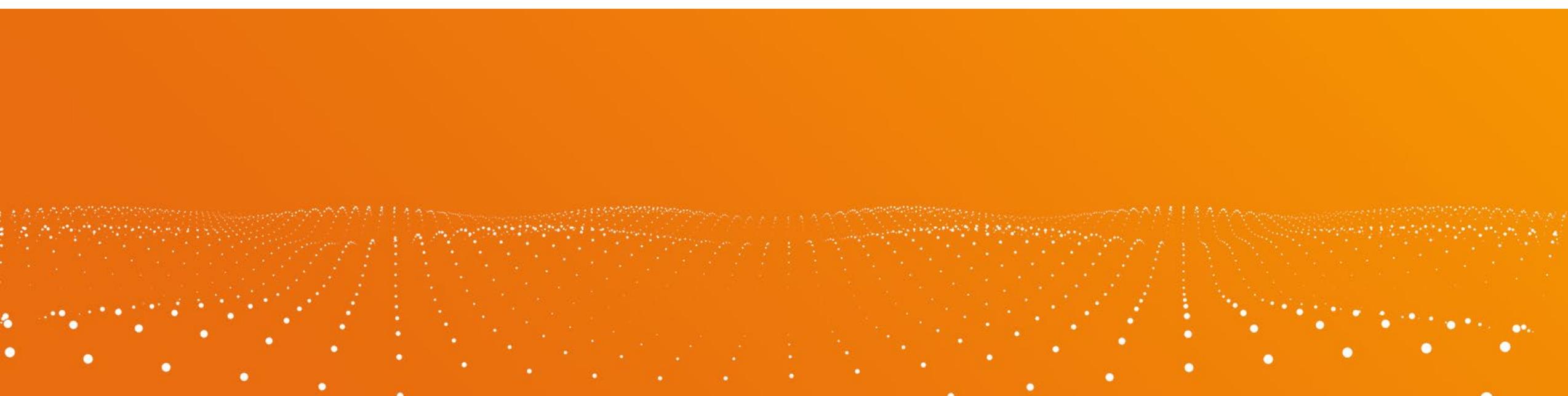
- To lead the way
- To inform and consult
- To increase interaction, including that between stakeholders
- To improve back-end reporting

Outcome:

- Increased and timely updates
- Ability to correlate traffic to activities
- Stakeholders have multiple ways to engage beyond Q&A



Share context with customer-owners for key decisions.



Outreach Approach

Phase I

Broad Awareness, Community Listening & Education

Phase II

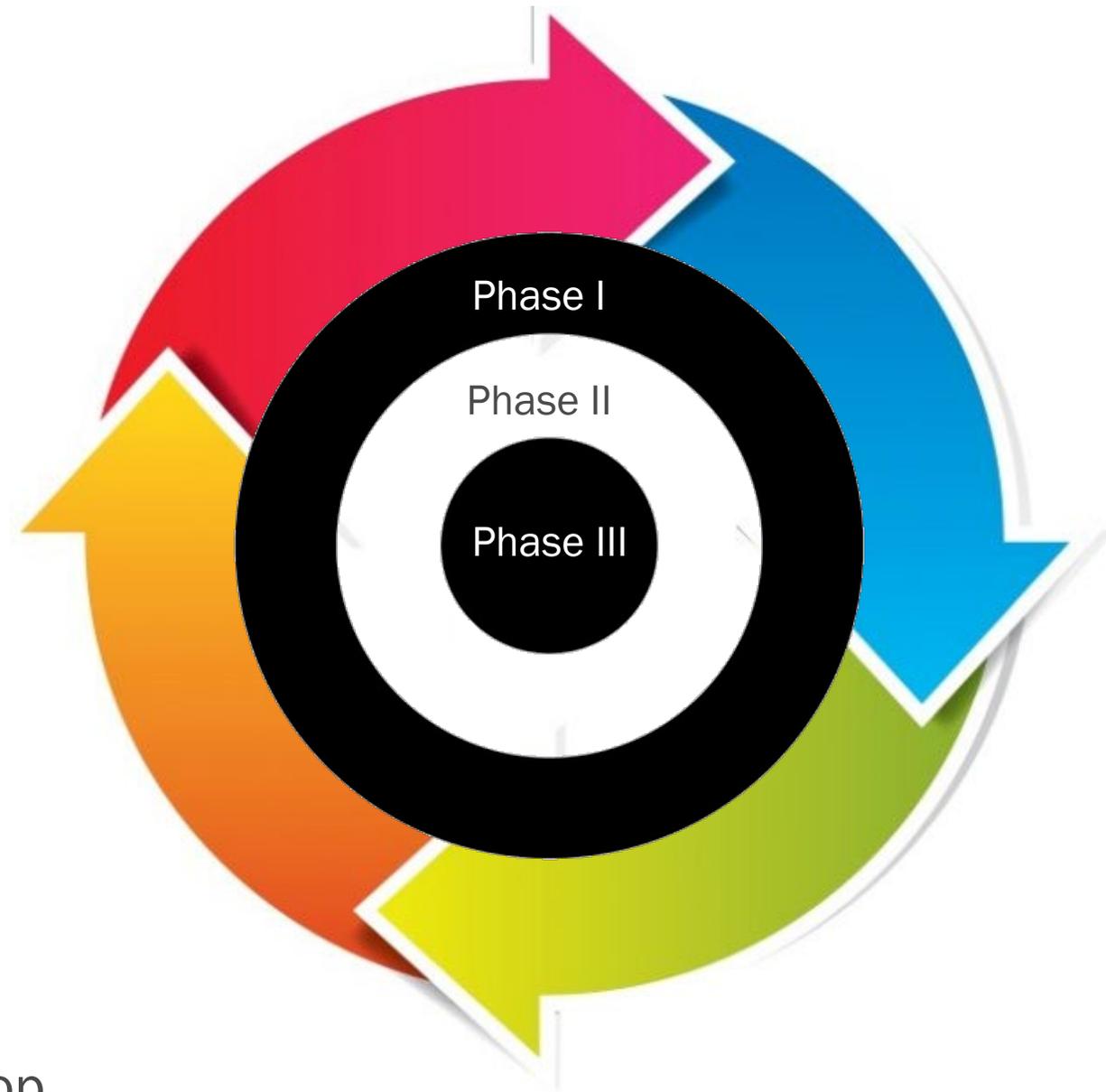
Conversations and Updates with Potentially Impacted Stakeholders

Phase III

Engagement with Directly Impacted & Interested (community leaders)

Ongoing

Outreach and Communication to close the loop



Various Ways to Engage and Stay Informed

Phase I

- Outlet's Newsletter (monthly)
- Social Media Engagement
 - Facebook
 - Twitter
 - LinkedIn
 - NextDoor (coming soon!)
- Websites
 - OPPD.com
 - OPPDtheWire
 - Storm & Outage



Various Ways to Engage and Stay Informed

Phase II

- Media Releases
- Research
 - Customer Satisfaction Studies
 - OPPD Online Research Panel
 - Traditional Research Methods
- Relationships
 - Community Events
 - Community Coffees
 - Speakers Bureau
 - Boards & Organizations
 - 1:1 Relationships



Various Ways to Engage and Stay Informed

Phase III

- OPPDCommunityConnect.com
 - Project updates, ask questions, take polls/surveys, post ideas
- Direct mail and email campaigns
- Open Houses (virtually and/or in-person)
- Leader Meetings
- Workshops
- Livestream Committee & Board meetings
- Contact your OPPD board member or community leader/elected official



Measurement

What we measure?

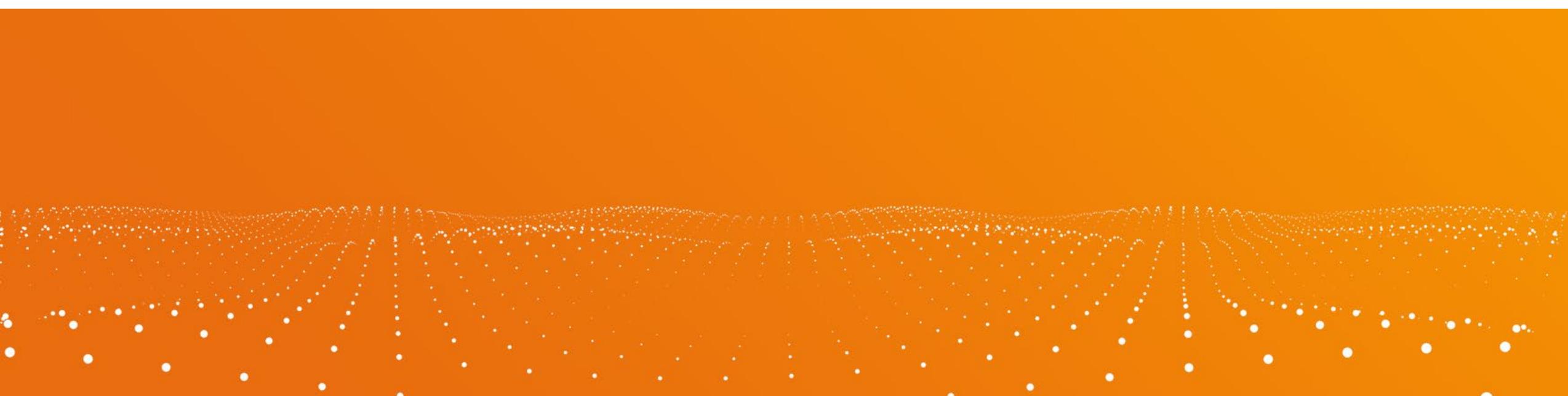
- Satisfaction with OPPD, outreach efforts and communication
- Understanding of why decisions are made
- Trust
- Sentiment
- Awareness
- Areas for improvement

How we measure?

- Market Research – monthly gauge, JD Power, custom studies
- Survey Monkey
- OPPDCommunityConnect widgets (Ideas, comments)



Share context with customer-owners for key decisions.



Power with Purpose 2019

Objective:

- To inform and raise awareness of OPPD's intent
- To consult key stakeholders for feedback on project

Outcome:

- Customers had better understanding of what we were solving for and we had better understanding of concerns

Engagement:

- Employee, Retiree & Stakeholder Meetings
- OPPDListens (now OPPDCommunityConnect)
- Social Media Posts, Outlets and Websites
- Educational Workshops
- Outreach to Top 500 Commercial & Industrial Customers
- Media presence - OPPDtheWire, KFAB, KETV, WOWT, KPTM APPA and more

Your Energy Partner
OPPD
Omaha Public Power District

Power with Purpose

Continuing Our Journey

Challenges	+	Framework	=	Solution
<ul style="list-style-type: none">• Changing generation landscape• Supporting the needs of our growing communities• Maintaining reliability and resiliency		<ul style="list-style-type: none">• OPPD's Mission: Affordable, Reliable and Environmentally Sensitive• Strategic Directives• Legal and Regulatory Obligations		<ul style="list-style-type: none">• Large, utility scale solar (hundreds of megawatts) with natural gas backup• Modernized natural gas assets; replacement for North Omaha Units 1-3 retirements and Units 4 and 5 refuel to natural gas• Voltage support devices• Request for Proposal (RFP) results will finalize the modeling conclusions

Benefits
Ensures OPPD is able to meet the needs of our customer-owners while maintaining affordability, reliability and resiliency
CO₂ emissions are expected to be reduced by 80-90% over current North Omaha Unit emissions
In total, over our journey from 2010-2024, we estimate a 30% reduction in CO₂ emissions

Prior to publishing RFPs, OPPD is accepting public comment on the proposed next steps on OPPDListens.com through Friday, Nov. 8.

Wholesale Markets
As a result of the energy market and operations, OPPD will be required to participate in the wholesale markets to ensure the reliability of the system.

Power with Purpose 2020

Objective:

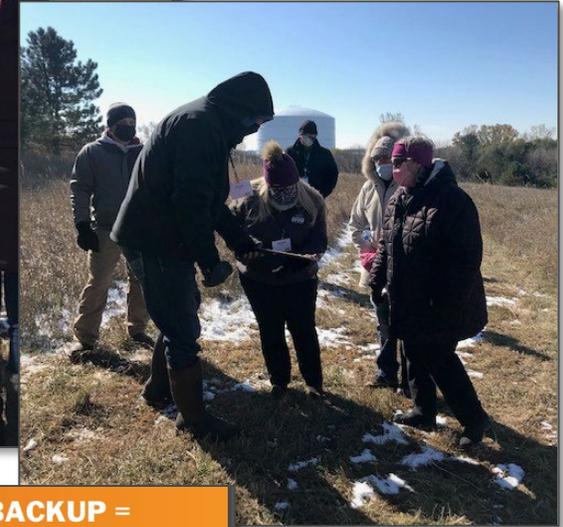
- To inform stakeholders of the project
- To consult and obtain feedback on concerns
- To involve key stakeholders through design

Outcome:

- On 1-5 scale, Sarpy and Military ratings ranged from 4 to 4.64 on clarity of info, ability to address concerns and overall satisfaction

Engagement:

- Awareness Campaigns
- Direct Mail
- Online Community Meetings
- Walking Tours
- Neighborhood Association Meetings



**SOLAR + NATURAL GAS BACKUP =
POWER WITH PURPOSE**

OPPD's mission is to provide affordable, reliable and environmentally sensitive energy services to customers. We also have a goal of net-zero carbon production by 2050.

Working toward that goal, OPPD is moving forward with large-scale solar generation and natural gas backup and **plans to site a natural gas facility near the southeast corner of North 120th Street and Military Road.**

As part of our public power premise and continued stakeholder outreach, OPPD is committed to engaging our customers in these types of decisions, and we pledge to listen to your thoughts, ideas and questions.

Online Community Meeting...
We'll be hosting a meeting for our neighbors near the North 120th Street and Military Road facility on:

Wednesday, Sept. 30, at 6 p.m.
Learn more and access the meeting link at www.OPPDCommunityConnect.com or by scanning the QR code with your smartphone.

If you do not have internet access and would like to access the community meeting by phone, call 1-844-621-3956 toll-free. When prompted, enter this access code: 133 527 7723.

Let's talk! We'd love to hear what matters most to you!

OPPD
Omaha Public Power District

444 S. 120th St. Mail
Omaha, NE 68102-2247

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INDICIA

JOHN Q CUSTOMER
1234 APPLE LANE
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Power with Purpose

County Work Examples

Objective:

- To utilize all hands on deck, from senior management to government affairs, economic development relationships, etc.
- To inform stakeholders (elected officials, city councils, planning commissions) of projects
- To consult and obtain feedback on concerns
- To collaborate with Papillion and others on solutions

Outcome:

- Utilize our relationships to help educate and, in some cases, change the landscape (i.e. Washington County vote from 0-7 to 7-0)



State of the Utility

April-May 2020

- Adapted due to the pandemic
- Committed to engaging customers, while being empathetic
- Moved from in-person meetings to online
- Activities/promotion of State of the Utility:
 - April and May board press release
 - 8 print ads in Nemaha, Blair, Arlington, Ashland, Wahoo, Bellevue, Gretna, Papillion and Ralston; online ads in Omaha World-Herald
 - 385,000 impressions with May *Outlets* article
 - OPPDtheWire story and employee OPPD News story
 - Social media – 31 posts and more than 30,000 impressions
 - 500+ emails to hundreds of OPPD business customers and organizations
 - Virtual interviews and presentations (Earth Day, Ashland Rotary, etc.)

State of the Utility

Continuing our Journey: 2020 Look Ahead

For over 70 years, OPPD has been where the light starts. We serve more than 846,000 people in 13 counties, making OPPD the 12th largest public power utility in the U.S. While honoring our heritage in public power, we have embraced changes in the energy sector, such as expansion of renewable technologies and a global focus on carbon reduction. **We're proud of our journey and how far we've come, while never losing sight of OPPD's unwavering mission to provide affordable, reliable, and environmentally sensitive energy services to customers.**

Your Energy Partner
OPPD
Omaha Public Power District

There's a lot to look forward to in 2020, including:

1 Our people are invested in the communities we serve.

OPPD employees are active members of the communities we serve. In 2019 alone, employees volunteered thousands of hours.



2 We are planning ahead for potential flooding in 2020 to ensure resiliency.

We're taking important lessons learned from the flooding that occurred in March 2019 and making strategic investments to proactively minimize flood risk in the future.



3 We are making smart investments to safeguard energy system reliability.

Through efforts like tree trimming, LED street lighting, cable upgrades, and transmission and distribution improvements, our employees are committed to keeping the lights on.

4 We are grateful to have received \$1.2 million in grants to pilot a 1MW battery storage project...

OPPD's BRIGHT (Battery Research Innovation Guided by High-Potential Technologies) project, funded by the Nebraska Environmental Trust, will provide innovative research benefiting all Nebraskans. This pilot will test how battery storage will integrate on OPPD's grid and provide insight on how to scale for future applications.

5 ...AND to install 10 total electric charging stations at five sites.

Electric vehicles, coupled with OPPD's continued effort to increase renewable energy use, provides compounding carbon emissions reduction.



State of the Utility

April-May 2020

Objective:

- To inform and update customers on multiple initiatives
- To consult and obtain feedback on satisfaction

Outcome:

- Majority of customers were satisfied with our efforts
- We have a deeper understanding from customers on how they feel about these initiatives
- Clarity on if we are pointed in the right direction

Power with Purpose

●●●●●●●●●●●●●●●●

5 We're also installing 10 electric vehicle charging stations at five sites



OPPD also received a nearly \$600,000 grant to increase the number of electric vehicle charging stations in our service territory. By working to expand the network of charging stations – OPPD is demonstrating our commitment to changing customer needs.

The Nebraska Department of Environment & Energy administered a grant as part of the \$12.25 million received from the Volkswagen settlement fund. OPPD received one third of the total grant monies available, which represents the largest award in the state.

 Environmentally Sensitive

 Reliable

We Want to Hear From You

Your feedback is appreciated. When complete, please click "Done" at the bottom of the survey to submit your responses.

1. How satisfied are you with **OPPD's efforts related to electric vehicle charging?**

Very Satisfied Somewhat Dissatisfied

Somewhat Satisfied Very Dissatisfied

Neutral/No Opinion

Share any additional thoughts. **We're listening!**

powered by  SurveyMonkey

Powering through the Pandemic Campaign

May–August 2020

Objective:

- To inform stakeholders and maintain top-of-mind awareness between outreach
- Utilize employee spotlight series, traditional media, social media, websites

Outcome:

- JD Power and monthly studies confirming increased awareness levels



Utility Assistance from CARES Act Funds

Objective:

- Secure funding for those in need due to COVID-19

Outcome:

- Received \$4 million for residents economically impacted by COVID-19 (\$2M to OPPD)
- Implementation of CARES Act Utility Assistance through Dollar Energy Fund
- Partnered with MUD and Dollar Energy to educate Douglas County Board and staff
- Engagement and education with American Public Power Association (APPA), Douglas County Commissioners, Governor's office, state agencies, Deloitte, non-profits and schools



BNSF New Partnership

July-December 2020



Objective:

- To inform stakeholders BNSF won bid to serve OPPD on January 1, 2021
- To consult and collaborate with community leaders, elected officials, schools, etc. to increase awareness and communicate safety messaging
 - Spur of rail had not seen train traffic in 17 years

Outcome:

- Increased awareness and educate affected communities
- Partnerships created with Operation Lifesaver and communities
- Increased awareness of safety rail traffic
- Strengthened economic development opportunities

Strategy takes Time

Continual planning for multiple projects, 2020 and beyond

- Power with Purpose
 - Campaigns and meeting (through construction)
 - Outreach for all solar location announcements
 - Routing, Siting and Public Involvement Process (RSPI) for all T&D projects
- Rates
- Pathways to Decarbonization
 - Energy Portfolio
 - Customer
 - Community
- Powering the Future to 2050
- Customer Engagement for the Future



Engage beyond large-scale projects

- Forestry
- Customer Service
- Government Infrastructure
- Diversity & Inclusion
- Community Connections Team
- Neighborhood Associations
- Other Utilities



We engage by honoring our communities

Objective:

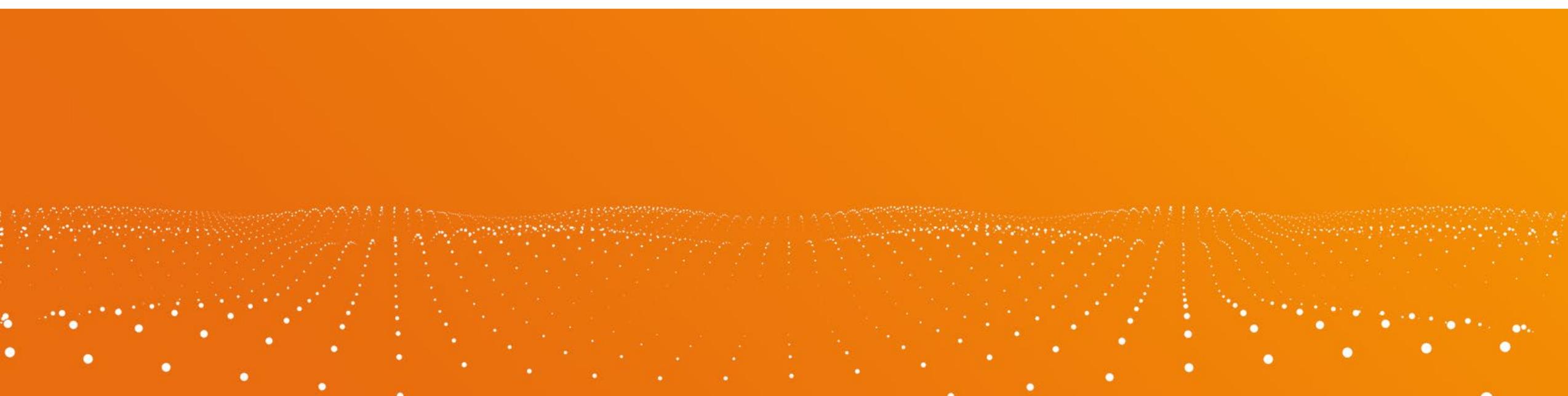
- Live out our Core Values
- Build relationships and better the communities we serve
- Although virtually, in 2020, continue to support neighborhoods and non-profit organizations

Outcome:

- 2019 Volunteer Organization of the Year from United Way of the Midlands
- 2020 Business Excellence Award winner by the Greater Omaha Chamber
- Awards are testament to consistent work we do in our communities (monthly President's report)



Continuously evaluate and improve its outreach and engagement processes.



We Listen, We Learn, We Look to Improve

- Post-event Surveys
- Debriefs
- Training and Development
- Networking and Relationships
- Research & Benchmarking
 - Studies underway



We Look to Improve (continuously)

- Satisfaction Studies
- IAP2 Workshops
 - Internal customers, senior managers and board
- Integrated and geographically diverse engagement
- Engaging Future Customers and Employees
 - Researching best practice (i.e. City of Boulder)



Recommendation

The Public Information Committee has reviewed and accepted this Monitoring Report for SD-13 and recommends that the Board find OPPD to be sufficiently in compliance with Board Policy SD-13.



Yoder/Olson

DRAFT
RESOLUTION NO. 64xx

WHEREAS, the Board of Directors has determined it is in the best interest of the District, its employees, and its customer-owners to establish written policies that describe and document OPPD's corporate governance principles and procedures; and

WHEREAS, each policy was evaluated and assigned to the appropriate Board Committee for oversight of the monitoring process; and

WHEREAS, the Board's Public Information Committee (the "Committee") is responsible for evaluating Board Policy SD-13: Stakeholder Outreach and Engagement on an annual basis. The Committee has reviewed the 2020 SD-13: Stakeholder Outreach and Engagement Monitoring Report and finds OPPD to be sufficiently in compliance with the policy as stated.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of Omaha Public Power District hereby accepts the 2020 SD-13: Stakeholder Outreach and Engagement Monitoring Report, in the form as set forth on Exhibit A attached hereto and made a part hereof, and finds OPPD to be sufficiently in compliance with the policy as stated.



Reporting Item

BOARD OF DIRECTORS

December 8, 2020

ITEM

Customer Trends Update

PURPOSE

To provide an update on customer trends during the COVID-19 pandemic

FACTS

1. In response to COVID-19 Directed Health Measures declared in March 2020, the Omaha Public Power District developed a Customer First Solutions Package, a variety of programs to assist customers during the COVID-19 pandemic.
2. The Board requested that management provide regular reports on the progress of customer programs and trends.
3. Management will provide an update on aged debt and related trends as of November 30, 2020.

RECOMMENDED:

DocuSigned by:

Juli A. Comstock

Juli A. Comstock

Vice President – Customer Service

APPROVED FOR REPORTING TO BOARD:

DocuSigned by:

Timothy J. Burke

Timothy J. Burke

President and CEO

JAC:rak



Customer Trends Update

Juli Comstock, Vice President Customer Service
Board of Directors All Committees Meeting
December 8, 2020

Continuing to monitor and adjust OPPD's solutions as our customers' needs are changing.



Extension of Customer First Solutions

- Maintain flexible bill payment options to help customers financially
- [New] Automatically waive collection & reconnect fees on first field visit in 2021
- Empower customer service representatives to waive up to 3 late payment charges for a customer in a 12-month period
 - [New] Additional fees may be waived upon approval and customer request (e.g. late payments, return check fees, collection & reconnect fees, etc..)
- Suspend assessing additional deposits due to field collection visits
- SMB customers will continue to receive personalized collection efforts prior to disconnection
- Continue personalized field visits and outreach to ensure impacted customers are aware of their options (via Connecting with Customers effort)
- Disconnect moratorium last two weeks in December in addition to standard weather moratorium policies



Energy Assistance

- Partnerships with school districts to ensure they have information related to OPPD's Utility Assistance Programs
- Research opportunities to grow EAP donations to ensure funding availability



Remote Learning

- Continuous improvement of Remote Learning process with school districts to ensure learning is not disrupted due to disconnection through the end of the '20-'21 school year



Promotional/Marketing Campaign

- Targeted campaign (w/ emails and postcards) for past due accounts to apply for CARES Utility Assistance before the deadline of December 15th

Summary of Aged Debt

	Residential			Commercial & Industrial		
	November 2020	October 2020	November 2019	November 2020	October 2020	November 2019
% of Accounts Current	91.8%	91.8%	89.7%	92.7%	92.5%	92.2%
% of Accounts in Arrears	8.2%	8.2%	10.3%	7.3%	7.5%	7.8%
Total Aged Debt > 30 days (in millions)	\$6.2	\$7.1	\$5.2	\$2.1	\$2.1	\$3.3
Total Aged Debt 91+ Days (in millions)	\$1.2	\$1.1	\$0.5	\$0.2	\$0.2	\$0.1
Total Service Agreement Count > 30 Days (in thousands)	39.4	40.5	38.9	2.1	2.2	2.2
Total Service Agreement Count > 91+ Days (in thousands)	8.3	6.6	4.2	0.5	0.5	0.4

LIHEAP Only Accounts	Nov 2020	October 2020	Nov 2019
% of Accounts Current	69%	67%*	80%
% of Accounts in Arrears	31%	33%*	20%
Total Aged Debt > 30 days (in millions)	\$0.3	\$0.3	\$0.2
Total Aged Debt 91+ Days (in millions)	\$0.2	\$0.1	\$0.06
Total Service Agreement Count > 30 Days (in thousands)	3.0	2.7	2.5
Total Service Agreement Count > 91+ Days (in thousands)	0.9	0.7	0.4

* 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).

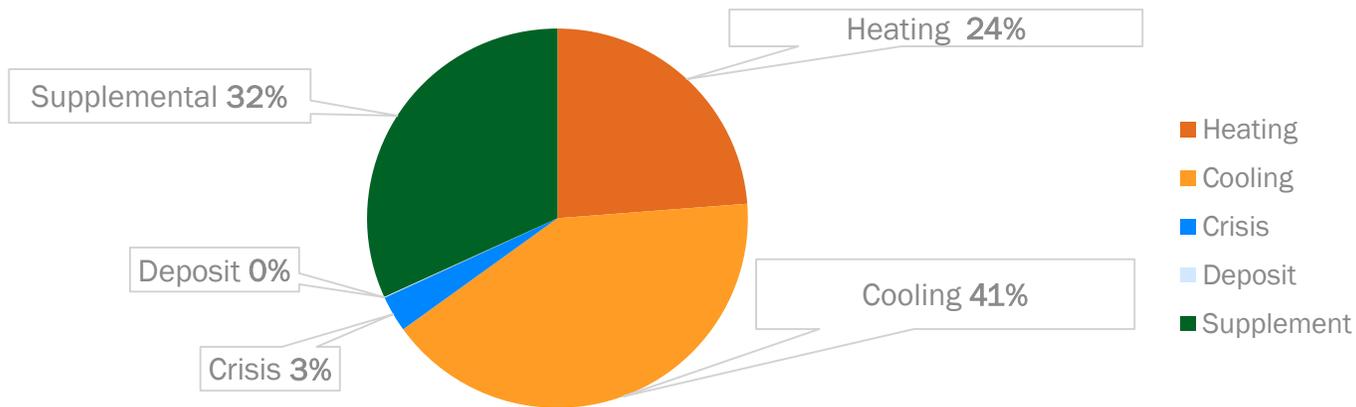
Energy Assistance November 2020 Year To Date

Funding Source	November 2020 YTD	YOY YTD Increase	Average Benefit	Distinct Accounts	# of Payments	2019 Year End Total
Energy Assistance Program	\$347,032	33%	\$354	1,040	1,160	\$252,715
LIHEAP	\$5,644,940	18%	\$350	8,212	16,151	\$4,804,084
CARES Act	\$1,042,906	100%	\$367	2,394	2,746	\$0
Other Agencies Assistance	\$1,172,035	31%	\$275	2,841	4,254	\$898,911
Total	\$8,206,913	31%	\$334	13,100	24,311	\$5,955,710

CARES Act Update	12/2/2020
Applications In Progress*	5,818
Completed Applications^	4251
Average benefit	\$381
Total Dollars Granted	\$1,246,982

*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

LIHEAP Distribution



'Customer First Package' Financial Commitment

Solution	Status	Timeframe ⁴	Instances / Customers	Covid Allocation	Pre-Covid Allocation	YTD Total
LPC's not assessed ¹	Expired	3/19 - 7/24	58,000	\$2,400,000	n/a	\$2,400,000
Collection Fees not assessed ²	Expired	3/19 - 7/24	2,592	\$77,765	n/a	\$77,765
Reconnect Fees not assessed ²	Expired	3/19 - 7/24	2,784	\$208,775	n/a	\$208,775
Collection Fees waived	Active	3/1 - present	4,316	\$128,960	\$1,170	\$130,130
Reconnect Fees waived	Active	7/14 - present	3,285	\$244,350	\$600	\$244,950
LPC Fees waived	Active	3/1 - present	4,528	\$83,230	\$28,770	\$112,000
Return Check Fees waived	Active	3/1 - present	263	\$8,040	\$1,560	\$9,600
LULI Credits applied	Active	3/1 - present	10,399	205,530	\$61,065	\$266,595
EAP Administration Fees paid	Active	1/1 - present	n/a	\$57,067	\$27,085	\$84,152
OPPD DIRECT COSTS SUBTOTAL			86,167	\$3,413,717	\$120,250	\$3,533,967
Refunded Deposits / Interest / Due Amount	Expired ³	3/19 - 6/30	1,440	\$445,000	unknown	\$445,000
ABP in Lieu of Deposit not assessed	Expired	3/19 - 6/30	635	\$127,000	n/a	\$127,000
Level Pay Credit applied	Expired ³	3/19 - 6/30	252	\$270,000	unknown	\$270,000
Deposits not assessed	Active	7/14 - present	815	\$80,570	n/a	\$80,570
OTHER FINANCIAL RELIEF SUBTOTAL			3,142	\$922,570		\$922,570
TOTAL			89,309	\$4,336,287	\$120,250	\$4,456,537

Allocation per Instance / Customer \$48.55