

# Crews safely restore power after historic July storm



The thunderstorm that blew through the metro area early in the morning on Saturday, July 10, knocked out power to 188,000 customers, representing about half of OPPD's customers.

This was the largest number of customers impacted by a storm in recent OPPD history. According to the National Weather Service, the storm damaged a path about 25 miles wide.

(By comparison, and previously the largest, the June 2008 windstorm that hit the area caused 156,000 outages and was six to eight miles wide.)

This time, hurricane-force winds up to a record 96 miles per hour in Omaha uprooted trees and knocked down countless tree limbs, bringing down distribution lines, power poles and service lines to people's homes.

OPPD responded by dispatching a record number of workers into the field, including contractors and mutual

aid personnel from other utilities.

A total of 12 utilities or contractors provided mutual aid support. This combined work force climbed to more than 900 by Wednesday, July 14.

Due to the massive amount of downed trees and limbs – resulting in a tangled mess of power lines, branches and debris in many cases – OPPD also

*(Continued on back)*



## SEPTEMBER BOARD MEETINGS

**All-committee meeting:** Tuesday, Sept. 14 (see [oppd.com/BoardMeeting](http://oppd.com/BoardMeeting) for details). **Regular board meeting:** Thursday, Sept. 16, 5 p.m., (see [oppd.com/BoardMeeting](http://oppd.com/BoardMeeting) for details). Hearing-impaired call 531-226-3208, 72 hours prior to request an interpreter. Agendas posted and meetings viewable on [oppd.com/BoardMeeting](http://oppd.com/BoardMeeting).

# Outlets

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Omaha Public Power District



# Storm restoration

(from front)

mobilized a record number of tree crews, 110, as part of this effort.

## Steady progress

By 10 p.m. Sunday, the day after the storm, crews had safely restored service to about 148,000 customers or nearly 80% of those impacted.

By Tuesday afternoon, crews had restored power to about 166,000 or 88% of affected customers.

By Friday evening, July 16, crews had restored power to nearly all the 188,000 customers originally impacted.

After the major storm, less severe winds caused additional outages, in many cases where weakened tree limbs finally gave way. Crews continued to work on restoring some of those customers early in the week of July 18.

## Restoration process

When responding to large outage events, OPPD prioritizes restoration work based on which repairs would restore service to the greatest number of customers.

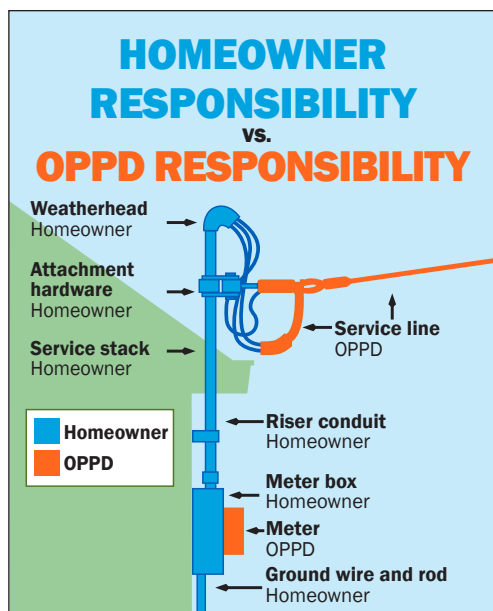
As the work continues, the number of customers restored with each repair naturally goes down. That is why the pace of recovery slows as things progress.

Near the end, crews are working on repairs that restore power to a single customer's home or business.

## Damage to customers' electrical equipment

Compared to previous storms, many more customers had damage to equipment such as their meter box or the service stack that feeds power into their home.

In such cases, the customer must have a licensed electrician repair this equipment before OPPD can restore service. To help expedite repairs on the customer's side, OPPD worked through its suppliers to ensure electricians had the parts they needed.



## Extensive communication

Throughout the storm-restoration effort, OPPD provided regular outage updates on [StormandOutage.com](http://StormandOutage.com), through robust dialogue on our social media channels and via the outage map on [oppd.com](http://oppd.com).

OPPD Customer Service employees worked with customers over the phone, via email, and in many cases, called customers back to confirm whether their power had been restored.

Employees also used automated calls and emails to inform customers of restoration progress throughout the event.

Starting on Saturday afternoon the day of the storm, OPPD President Javier Fernandez and others provided progress updates during four news conferences held over five days.

OPPD spokespeople also worked with members of the media individually to help spread the word on avoiding downed power lines and other safety information.

OPPD thanks customers for heeding that advice and staying safe during this massive storm-restoration effort. We greatly appreciate their patience and encouraging support while crews worked hard to get everyone back online.

## Mutual aid support

OPPD thanks the following entities for their outstanding mutual aid support during this event:

- Fremont Department of Utilities
- Xcel Energy
- L.E. Myers Co.
- Lincoln Electric System
- Northeast Nebraska Public Power District
- Loup River Power District
- Northeast Power
- Norris Public Power District
- MidAmerican Energy
- Jaco Electric
- Sparks Energy Inc.
- Watts Electric Company



This energy-storage facility represents the kind of technology OPPD is pursuing.

## Battery storage has BRIGHT future

Battery Research Innovation Guided by High-potential Technologies or BRIGHT, OPPD's first utility-scale battery storage project, continues to make progress.

This project is partially funded by a grant from the Nebraska Environmental Trust.

That grant will help with the purchase of an approximately 1-megawatt / 2-megawatt-hour battery storage device at OPPD's substation near Weeping Water in Cass County.

As part of required state regulatory approval, OPPD submitted an application to the Nebraska Power Review Board. On July 12, the board held a hearing on the application and voted to unanimously approve the project.

For additional information, please visit [oppdcommunityconnect.com](http://oppdcommunityconnect.com).

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