

CUSTOMER-OWNED GENERATION

HOME



OPPD provides guidance, information on home solar installations on oppd.com

Over the last year, several vendors have been aggressively marketing home rooftop solar systems to OPPD customers through social media, telemarketing calls and, in some cases, door-to-door.

With all the different information and offers out in the market these days, it can be tough to know where to turn for reliable, unbiased information.

If you are thinking about installing a home rooftop solar system, OPPD has put together some helpful tips, tools and resources to help you make an informed decision.

You can find the following resources and more at OPPD.com/COG.



Is solar right for me and my home?

We have a calculator that can help you determine if solar is right for your home. It's a free way to get

custom information about your home and solar.



What can I expect along the way?

What key steps must I follow to be connected to the OPPD grid?

We have put together a quick-start guide video that reviews the process, from getting started to generating your own electricity.



Who should I trust when it comes to contractors?

Choosing a contractor is an important step in the process, and it is very important **not** to sign a contract until you have received multiple bids.

We have a link to the Nebraskans for Solar directory, which lists trusted local contractors for these types of projects.

We recommend checking this resource and doing personal research, like checking with the Better Business Bureau, to ensure the contractor is accredited.



How will a customer-owned generation system affect my bill?

Check out our Net Metering Guide infographic, which explains how net metering works and how your energy bill would be adjusted, depending upon your generation.

We also have an extensive FAQ section for answers to common questions.

If you have more questions or wish to talk with OPPD about your project, please call 1-877-536-4131 or email productsandservices@oppd.com.

As Your Energy Partner, OPPD wants to ensure you are equipped with solid resources to make an informed decision about your generation future. Visit OPPD.com/COG to learn more.

MARCH BOARD MEETINGS

All-committee meeting: Tuesday, March 15 (see oppd.com/BoardMeeting for details). **Regular board meeting:** Thursday, March 17, 5 p.m. (see 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.

Outlets

OUR MISSION

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

Your Energy Partner[®]
OPPD
Omaha Public Power District



15TH ANNIVERSARY

After going virtual last year, the Heat the Streets Run & Walk for Warmth is coming back to Aksarben Village in Zone 6, 1911 S. 67 St. in Omaha, on Saturday, March 5.

Co-hosted by Metropolitan Utilities District and OPPD, the event – now in its 15th year – raises money for utility assistance programs in our area.

While utility assistance is a year-round need, this event is held during

Register now

Heat the Streets set for March 5

the cold winter months to bring attention to those who struggle to heat their homes and keep the lights on.

Run, walk or go virtual

Participants may choose between a 5k run and a one-mile walk.

Funds raised are administered by Dollar Energy Fund, a registered 501(c)(3) nonprofit that serves low-income utility customers.

Funds are equally distributed between M.U.D.'s Home Fund and OPPD's Energy Assistance Program to provide local assistance to those in need.

Dollar Energy works with 26 local entities throughout both utilities' service territories to provide this financial assistance.

Big goal for big hearts

Last year, the event surpassed its \$100,000 goal to help those struggling

to pay their utility bills.

However, with ongoing economic and health challenges, we have increased our joint fundraising goal to \$300,000 for 2022.

Registration for the event started Jan. 1. You can register now at HeatTheStreetsOmaha.com.

Participants may participate virtually, if they prefer, at a location of their own choosing. People also have the option of donating to the cause without completing the run or walk.

Stay tuned

While this event is scheduled to be in-person, the planning team is monitoring local and state guidelines related to the pandemic.

If this becomes a virtual event, we will post status updates at HeatTheStreetsOmaha.com.



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 some cases, customers have 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 continue to report scam phone calls

- 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 information 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.