NOS Outreach and Engagement

Committee Update
November 15, 2022
Phase I (pre-August vote)
Inform and communicate local, regional and national challenges and changes to the electrical system landscape.

Various, internal communications, external 1:1s, videos, industry articles, Speakers Bureau, website education, FAQs, etc.

Phase II (Aug-Dec)
Engage with, consult and listen to local educational, public health, and community-led organizations.

Listening tour, data collection, employee community connections and retiree outreach, LB1024 hearings, NOS plant tour and community leader conversations.

Phase III (Jan-TBD)
Output of listening phase – plan to be developed based on feedback.

Likely to include continued engagement with LB1024 implementation and the North O business park, product development & marketing engagement, community conversation and events.

Phase Updates at Monthly PI and Board Committee Meetings
Outcomes and Community Conversations

To understand concerns, listen and gain insight, including the community’s perceptions, wants and needs.

- Chamber and business leaders
- Public officials
- Public health
- Community leaders
- Community organizations
- DEI organizations
- Neighborhood associations
Listening and Learning

• **1:1 Meetings with Elected Officials and Community Leaders**
  – They understand need for Resolution; not hearing concerns; discussions around LB1024, weatherization, in support of continued education, etc.

• **North Omaha Station Tour**
  – Open to elected officials; presentation and discussion

• **MAPA Regional Planning Advisory Committee**
  – Update and educational information provided to community leaders representing Omaha Metro government agencies and non-profits, including representatives from Choice Neighborhoods

• **City of Austin - Austin Energy / Public Health**
  – Continued discussions around their plant extensions and experience in this area

• **Other**
  – Douglas County Health meeting with other area utilities and first responders regarding multi-lingual communications (equity)
  – Community and non-profit meetings to explore partnerships around energy assistance, energy efficiency education and other community needs/interests
Looking Forward

• Revisiting, reviewing feedback from board members
• Continued listening tour
• Beginning framework for long-range strategy and buckets of work, based on stakeholder feedback
  – To date, feedback varied but most is focused on affordability, safety, community development and energy assistance and education
  – Identifying our role in each bucket of work (partner, supporter, collaborator, convener, owner, etc.)
• Alignment with internal business partners to help support partnerships and education around areas of need (i.e. Customer Service)