

NEW USER-FRIENDLY FEATURES COMING WITH MYOPPD CUSTOMER PORTAL

Get ready for a lot more information and new, user-friendly features when you log into your OPPD customer account.

A new customer portal, MyOPPD, is launching with tools to help customers track their electricity usage and get regular updates on outages at their homes or businesses.

The upgrades are part of OPPD's larger shift to Advanced Metering Infrastructure (AMI), an ecosystem of technology that will provide more precise outage and usage information.

MyOPPD will give customers greater control over their account information and allow them to manage multiple accounts associated with their homes and businesses. Customers can pay bills manually or choose to sign up for auto pay with a



credit card or bank account.

MyOPPD account holders will also be able to set notification preferences to receive communications from OPPD via text messages, calls or emails.

The expanded customer self-service will reduce time needed for routine issues, freeing OPPD's customer care representatives to

prioritize more complex and urgent matters. Customers can access the platform all day, year-round.

At the bottom of the webpage are quick links to pay bills, check outages, request to start, stop or move service, donate to energy assistance programs, and seek help with payments.

HEALTH AND SAFETY ARE JUST AS IMPORTANT AS EFFICIENCY AND CONSERVATION.

By keeping some basic and important things in mind, you can help ensure you and your family are safe and healthy in your home. Below are some possible hazards and steps you should take to address them.

Carbon monoxide

- Place carbon monoxide detectors in utility rooms and living spaces

to alert you to any potential issues. A plug-in detector with a battery backup is recommended.

- Carbon monoxide is an odorless and tasteless gas. In your home, it comes from motor vehicles, heaters and cooking equipment that run on carbon-based fuels.
- The gas from fuel-based heating

sources generally vents through a flue pipe coming off the furnace or water heater. Most newer furnaces have an inducer, which is essentially a fan that helps pull carbon monoxide byproduct up and out of the house through the flue pipe. Backdrafting can occur when gases start venting into the

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OCTOBER BOARD MEETINGS

All-committee meeting: Tuesday, Oct. 14 (see oppd.com/BoardMeeting for details). **Regular board meeting:** Thursday, Oct. 16, 5 p.m. (see oppd.com/BoardMeeting for details). Hearing-impaired call 531-226-3515, 72 hours prior to request an interpreter. Agendas posted and meetings viewable on oppd.com/BoardMeeting.

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HEALTH AND SAFETY...

home instead of out of the home through the flue pipe.

Indoor air quality

- Byproducts from combustion appliances are among the biggest contributors to indoor air pollution.
- Check or replace your furnace filter monthly. Generally, a MERV rating of 11 or 13 works best to capture particles moving through the home when the system is running without causing airflow issues. Too high of a MERV rating can cause airflow issues and damage your HVAC system.

GROUND FAULT CIRCUIT INTERRUPTERS (GFCI)



You have them in your home but might never have noticed them. Ground fault circuit interrupters (GFCI) are devices installed in certain electrical sockets to prevent electrical shocks.

A GFCI outlet monitors the amount of electricity going to a device. If something interrupts the current - e.g., an appliance dropped in water - the GFCI detects the change and cuts power within 1/30th of a second.

Generally, the National Electrical

The osprey family at Fort Calhoun Station continues to draw observers from around the world on their YouTube livestream. Until recently, the parents were the only known nesting pair in eastern Nebraska. But this year, a new osprey family has taken up residence at North Omaha Station. The parents there appear to be raising at least one chick of their own.

In the infographic below, learn more about these majestic raptors.

Code calls for GFCI's in places where electricity could accidentally make contact with water.

Where are they?

In the home, that includes kitchens and bathrooms - near sinks, showers and bathtubs - as well as laundry rooms, unfinished basements, crawl spaces, garages and outdoors. GFCI's have a test button and a reset button. If a GFCI "trips," or interrupts, power on a circuit, the reset button will pop out. When that happens, the homeowner should determine the cause, resolve the problem and then push the reset button. Sometimes, you may need to bring in a licensed electrician to troubleshoot and repair the issue. This is important, because GFCI's can prevent serious injuries and save lives.

We have quite the fisherman living at OPPD's Fort Calhoun Station.

OSPREY

PANDION HALIAEUS

Commonly called the fish hawk

The osprey is unique in the animal kingdom as they are a single species spread worldwide. They have changed little in tens of millions of years, since their ancestors diverged onto a unique evolutionary track, distinct from eagles and hawks, developing unique adaptations well suited to hunting fish.

ADAPTATIONS

As with most raptors, the osprey has four long toes - three in front and one in back. But as the osprey reaches for a fish, its outer front toe swivels to the rear, giving it two grasping talons front and back. And those toes are lined with short, stiff spikes for extra grip.

The osprey's nostrils shut tight as it hits the water, feet first. As long as its wing tips remain in contact with the surface, the osprey can submerge its whole body. As it works to become airborne again, it shakes itself,

shedding water thanks to oily feathers. In fact, it's the only raptor that has this oily plumage. The osprey's long, slender, arched wings are designed for great downward thrust that help it get clear of the water.



As it takes flight it will reposition the fish's head to face forward - the most aerodynamic position.

The osprey is a migratory raptor that nests and raises young in northern climates during the warm summer months then spends the winter months in Central and South America.

Ospreys usually mate for life, returning year after year to the same nesting site in the spring. They hatch 2 to 4 chicks 35-40 days after laying creamy, brown-speckled eggs.



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