

# AMI CUSTOMER AND STAKEHOLDER ENGAGEMENT

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# AGENDA

- Stakeholder Engagement
- Customer Marketing

# STAKEHOLDER ENGAGEMENT

- **Elected Officials/Community Leaders**
  - **Soft Launch Employees**
  - **Customer Open Houses**

# CUSTOMER & COMMUNITY LEADER EVENTS



Local Leader Meeting

Roadshow

Webinar



Today

7.16 - Bellevue

7.17 - South rural

7.22 - Omaha

7.23 - North rural

7.24 - Webinar

9.4 - Airport / Downtown

9.9 - North Omaha

9.25 - South Omaha

9.29 - Bellevue

10.2 - Westgate

10.9 - Millard / Elkhorn

10.30 - Woodcliff / Colon

11.6 - Ashland / Ceresco

11.13 - Tecumseh

11.18 - Peru

11.19 - Online

12.9 - Online

AMI meter swap-outs/  
installations with soft launch group  
10.2 - 12.31



# **CUSTOMER MARKETING AND COMMS**

- **Soft Launch Communications**
  - **Opt Out/In Inquires**
  - **MyOPPD Results**

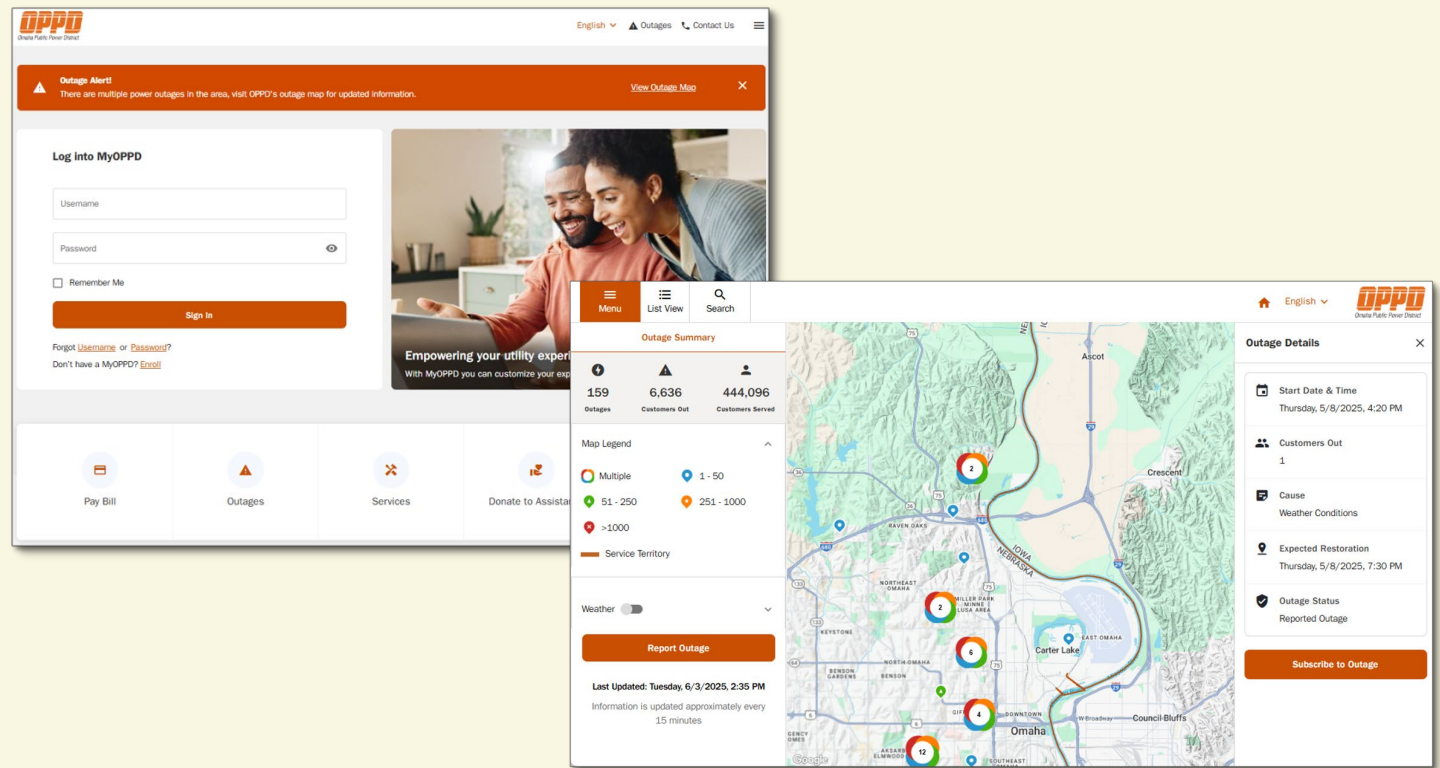
# CUSTOMER



- **Soft Launch Communications**
  - **70% of soft launch communications have been delivered**
- **Opt Out/In**
  - **28 AMI opt-out inquiries**
  - **7 AMI opt-in inquiries**
  - **13 current AMR opt-out customers**



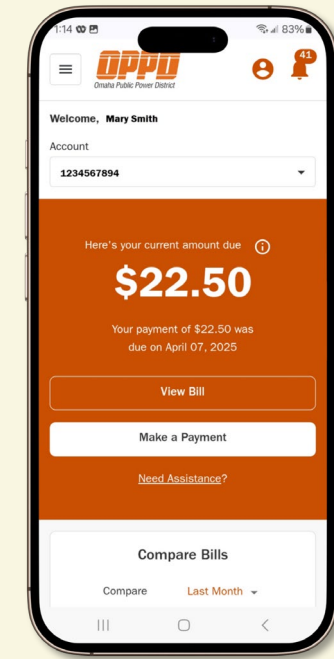
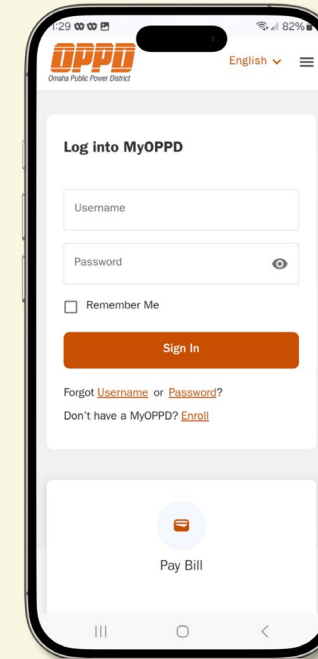
# MYOPPD



- **784k Notifications**
- **47% of Outage Communications were Text**
- **Over 91k successful payment transactions**

# WHAT'S COMING NEXT?

- Soft Launch Meter Deployment (Now to January 2026)
- Customer Roadshows (Now to December)
- MyOPPD Street Light (November)
- MyOPPD Mobile App (January 2026)







# Q&A