



# Reporting Item

## BOARD OF DIRECTORS

February 16, 2021

### ITEM

Customer Trends Update (Note: Due to time, not presented. Update posted on oppd.com.)

### PURPOSE

To provide an update on customer trends during the COVID-19 pandemic

### FACTS

1. In response to COVID-19 Directed Health Measures declared in March 2020, the Omaha Public Power District developed a Customer First Solutions Package, a variety of programs to assist customers during the COVID-19 pandemic.
2. The Board requested that management provide regular reports on the progress of customer programs and trends.
3. Management will provide an update on aged debt and related trends as of January 31, 2021.

### RECOMMENDED:

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Juli A. Comstock  
Vice President – Customer Service

### APPROVED FOR REPORTING TO BOARD:

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Timothy J. Burke  
President and CEO

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# Customer Trends Update

Juli Comstock, Vice President – Customer Service  
Public Information Pre-Committee  
February 9, 2021

Continuing to monitor and adjust OPPD's solutions as our customers' needs are changing.



## Continuation of Q1 Customer First Solutions

- [NEW] Long-term payment installment plan pilot program.
- Maintain flexible bill payment options to help customers financially
- Automatically waive collection & reconnect fees on first field visit in 2021
- Empower customer service representatives to waive up to 3 late payment charges for a customer in a 12-month period
  - Additional fees may be waived upon approval and customer request (e.g. late payments, return check fees, collection & reconnect fees, etc..)
- Suspend assessing additional deposits due to field collection visits
- SMB customers will continue to receive personalized collection efforts prior to disconnection
- Continue personalized field visits and outreach to ensure impacted customers are aware of their options (via Connecting with Customers effort)



## Energy Assistance

- The Douglas County Board voted to provide \$2 million in utility assistance funds with \$1 million for OPPD Customers. The Program is called the Douglas County COVID-19 Utility Assistance Program and will open for applications on February 15<sup>th</sup>.



## Promotional/Marketing Campaign

- Communication and customer outreach plan is being developed to inform customers of the Douglas County Utility Assistance Program.



## Next Steps

- Evaluating recommendations for Q2 of 2021 based on economic recovery factors
- Ensure aspects of Customer First Solutions become an operational part of OPPD going forward

# Summary of Aged Debt

	Residential			Commercial & Industrial		
	January 2021	December 2020	January 2020	January 2021	December 2020	January 2020
% of Accounts Current	90.9%	89.0%	90.5%	92.9%	92.3%	94.0%
% of Accounts in Arrears	9.1%	11.0%	9.5%	7.1%	7.7%	6.0%
Total Aged Debt > 30 days (in millions)	\$5.6	\$6.2	\$5.0	\$1.8	\$2.1	\$2.0
Total Aged Debt 91+ Days (in millions)	\$1.7	\$1.2	\$1.2	\$0.2	\$0.2	\$0.1
Total Service Agreement Count > 30 Days (in thousands)	34.0	39.4	35.1	2.0	2.1	1.7
Total Service Agreement Count > 91+ Days (in thousands)	9.9	8.3	7.1	0.6	0.5	0.4

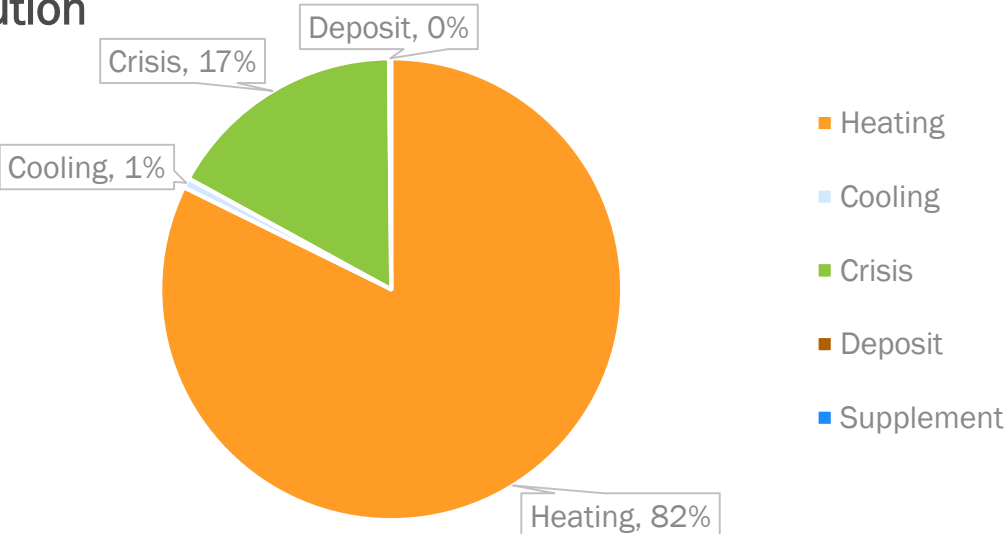
LIHEAP Only Accounts	January 2021	December 2020	January 2020
% of Accounts Current	69%	62%	68%
% of Accounts in Arrears	31%	38%	32%
Total Aged Debt > 30 days (in millions)	\$0.5	\$0.5	\$0.4
Total Aged Debt 91+ Days (in millions)	\$0.3	\$0.3	\$0.2
Total Service Agreement Count > 30 Days (in thousands)	3.8	4.3	3.5
Total Service Agreement Count > 91+ Days (in thousands)	1.5	1.6	1.0

# Energy Assistance January 2021

Funding Source	January 2021	Average Benefit	Distinct Accounts	# of Payments	2020 Year End Total
Energy Assistance Program	\$18,451	\$307	60	60	\$377,571
COVID Relief Programs*	\$506,967	\$247	1934	2063	\$1,641,914
LIHEAP	\$132,268	\$370	353	357	\$5,846,198
Other Agencies Assistance	\$258,461	\$310	823	835	\$1,489,902
Total	\$916,147	\$276	3,068	3,315	\$9,355,585

\*Includes CARES funds that approved for December and posted in January

## LIHEAP Distribution



Douglas County COVID-19 Utility Assistance Program	Stats
Completed Applications*+	0
Approved Applications^	0
Average benefit	\$0
Total Dollars Granted	\$0

+Program will open for applications on February 15th  
 \*Customers that submitted their application with all documentation which has been processed by Dollar Energy Fund  
 ^Customers approved for the Douglas County COVID-19 Utility Assistance Program