



Customer Trends Update

Committee Meeting January 19, 2021



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



Continuation of Q1 Customer First Solutions

- 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
- Business 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 through Connecting with Customers effort



Energy Assistance

- OPPD partnered with Dollar Energy Fund to distribute remaining Douglas County CARES Funds by granting 1,764 Douglas County customers the difference between their prior CARES grant amount and the program maximum of \$1,200 if they had an balance greater than \$48
- Research opportunities to grow EAP donations to ensure funding availability
- Continuing to monitor and improve the remote learning process



Promotional/Marketing Campaign

- Promotional and marketing campaigns will continue to be a priority when changes are made to our utility assistance programs and customer offerings



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		
	December 2020	November 2020	December 2019	December 2020	November 2020	December 2019
% of Accounts Current	91.4%	91.8%	89.4%	92.4%	92.7%	92.8%
% of Accounts in Arrears	8.6%	8.2%	10.6%	7.6%	7.3%	7.2%
Total Aged Debt > 30 days (in millions)	\$6.7	\$6.2	\$5.3	\$1.7	\$2.1	\$1.8
Total Aged Debt 91+ Days (in millions)	\$1.5	\$1.2	\$1.0	\$0.2	\$0.2	\$0.1
Total Service Agreement Count > 30 Days (in thousands)	41.9	39.4	40.2	2.2	2.1	2.1
Total Service Agreement Count > 91+ Days (in thousands)	9.9	8.3	6.9	0.6	0.5	0.4

LIHEAP Only Accounts	December 2020	November 2020	December 2019
% of Accounts Current	62%	69%*	63%
% of Accounts in Arrears	38%	31%*	37%
Total Aged Debt > 30 days (in millions)	\$0.5	\$0.3	\$0.3
Total Aged Debt 91+ Days (in millions)	\$0.3	\$0.2	\$0.2
Total Service Agreement Count > 30 Days (in thousands)	4.3	3.0	3.5
Total Service Agreement Count > 91+ Days (in thousands)	1.6	0.9	0.9

* The statistics for the LIHEAP eligible customers have been impacted by LIHEAP eligibility program administration run by the Nebraska Department of Health and Human Services (DHHS).

Energy Assistance December 2020 Year End

Funding Source	December 2020	YOY Increase	Average Benefit	Distinct Accounts	# of Payments	2019 Year End Total
Energy Assistance Program	\$377,571	38%	\$354	1,081	1,157	\$252,715
LIHEAP	\$5,846,198	20%	\$350	8,600	16,694	\$4,804,084
CARES Act	\$1,641,914	100%	\$351	4,604	4,604	\$0
Other Agencies Assistance	\$1,489,902	45%	\$293	4,434	5,091	\$898,911
Total	\$9,355,585	39%	\$340	14,957	27,546	\$5,955,710

CARES Act Update	1/7/2021
Completed Applications*	7,900
Approved Applications^	6,673
Average benefit	\$329
Total Dollars Granted+	\$2,177,684

*Customers that submitted their application with all documentation which has been processed by Dollar Energy Fund
 ^Customers approved for the CARES Utility Assistance Program
 +CARES recipients in Douglas County that had balances greater than \$48, were paid down to zero with remaining CARES Act funding from Douglas County.

LIHEAP Distribution

