



Customer First Solutions Package

June 9, 2020



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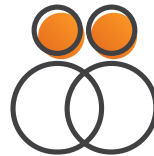
Adjusting OPPD's solutions as the Directed Health Measures (DHM) move into Phase II and our customers' needs are changing.

A dedicated team will continuously monitor trends and data to adjust/add solutions as needed.



For All Customers:

- Maintain flexible bill payment options to help customers financially (via contact center request)
- The following measures will be *added* in July
 - Waive collection & reconnect fees on first field visit
 - Empower customer service representatives to waive up to 3 Late Payment Charges for a customer in a 12 month period
 - Suspend assessing additional deposits due to field collection visits
- The following measures will *expire* in July
 - Suspension of field collections and disconnects
 - Suspension of Late Payment Charges
 - Prevention of unnecessary cancellations of OPPD Level Payment Program due to non-payment



For Residential Customers:

- Remove Energy Assistance Program income eligibility requirement
- Increase public education and awareness on the following:
 - LIHEAP crisis funding
 - Energy Efficiency education promotion to residential customers



For Business Customers:

- Increase public education and awareness on the following:
 - OPPD's Business Energy Advisor Site
 - Outside Resources



Promotional/Marketing Campaign

- Educational messages focused on Customer First Package solutions and tips for energy efficiency, with both English and Spanish marketing solutions

	Pre-COVID19 Directed Health Measures	Customer First Solutions March/April – June 30	Customer First Solutions planned for July
Late Payment Charges (LPC)	Assess 4% of current billed amount if not paid by due date. Reps can waive 1 LPC per account in 12 month period.	Suspend assessment of LPC on all accounts	Resume assessment of LPC but allow reps to waive up to 3 LPCs on an account due to COVID19-related circumstances. First LPCs assessed July 23.
Field collections and disconnect for non-payment	Pursue field collections and disconnect for non-payment. Field Collection and Reconnect Fees assessed as appropriate for each field visit.	Suspend field collections and disconnect for non-payment activities	Resume field collection and disconnect activities on July 13 waiving fees related to the first field visit
OPPD Level Payment Program (LPP)	Cancel LPP due to non-payment prior to pursuing field collections	Prevent unnecessary cancellation of LPP due to non-payment	Resume cancelling LPP prior to field collections
Flexible bill payment plan options	Extend due date by 5 days	Allow additional options based on the individual account circumstances	Continue to allow additional options
Additional Deposit Assessment	Assess/request additional deposit based on demonstrated collections risk	Suspend assessing additional deposit amounts	Continue to suspend assessing additional deposit amounts
Energy Assistance Program eligibility requirements	Require household income < 200% of Federal Poverty Level	Remove income eligibility requirement	Continue without income eligibility requirement
Awareness and promotion of financial assistance and energy efficiency	Basic information available at oppd.com	Launch Business Energy Advisor website and increase marketing messages to raise awareness on financial assistance and energy efficiency opportunities for both residential and commercial customers	Continue messaging