



OPPD BOARD OF DIRECTORS

BOARD MEETING MINUTES

July 16, 2020

The regular meeting of the Board of Directors of the Omaha Public Power District ("OPPD" or "District") was held via Webex audio and video conference on Thursday, July 16, 2020 at 4:00 p.m.

Present via Webex conferencing were Directors A. E. Bogner, M. J. Cavanaugh, T. W. Gay, J. M. Mollhoff, C. C. Moody, E. H. Williams and R. M. Yoder. Also present via Webex were T. J. Burke, President and Chief Executive Officer, and Mr. S. M. Bruckner, General Counsel for the District. Chair C. C. Moody presided and M. F. Hinners, Senior Corporate Governance Specialist, recorded the minutes. Other members of management present via Webex were: K. W. Brown, J. A. Comstock, L. J. Fernandez, M. J. Fisher, S. M. Focht, K. S. McCormick, L. A. Olson, M. L. Sedky and T. R. Via. Additionally, a number of OPPD employees and customer-owners were present via Webex conferencing.

Board Agenda Item 1: Chair Opening Statement

Chair Moody gave a brief opening statement, including reminders for using the Webex audio and video conferencing platform.

Board Agenda Item 2: Safety Briefing

Mr. Burke provided the safety briefing, including a reminder from the Nebraska Department of Health and Human Services entitled "10 Actions for Every Nebraskan to be Taking Now to Slow Spread of COVID-19." He urged everyone to wear a mask and informed the public of OPPD's recently enacted policy requiring all employees, contractors and visitors to wear a mask.

Board Agenda Item 3: Guidelines for Participation

Chair Moody then presented the guidelines for the conduct of the meeting and instructions on the public comment process using Webex audio and video conferencing features.

Board Agenda Item 4: Roll Call

Ms. Hinners took roll call of the Board. All members except A. L. McGuire were present.

Board Agenda Item 5: Announcement regarding public notice of meeting

Ms. Hinners read the following:

"Notice of the time and place of this meeting was publicized by notifying the area news media; by publicizing same in the Outlets newsletter and on OPPD.com; by

displaying such notice on the Arcade Level of Energy Plaza since July 10, 2020; and by e-mailing such notice to each of the District's Directors on that same date.

A copy of the proposed agenda for this meeting has been maintained, on a current basis, and is readily available for public inspection in the office of the District's Corporate Secretary.

Additionally, a copy of the Open Meetings Act is available for inspection on oppd.com."

Board Consent Action Items:

- Item 6. Ratification of the Decision to Conduct the July Board Meetings Virtually Due to the COVID-19 Public Health Situation
- Item 7. Approval of the May 2020 Comprehensive Financial and Operating Report, June 2020 Meeting Minutes and the July 16, 2020 Agenda
- Item 8. Nebraska City Station Unit 1 Condenser Retube – Materials Contract Award – Resolution No. 6383
- Item 9. Nebraska City Station Unit 2 Mill Primary Air Expansion Joint Relocation – Labor Contract Award – Resolution No. 6384
- Item 10. Bylaws Amendment – Resolution No. 6385
- Item 11. Annual Health Plan Report – Resolution No. 6386

It was moved and seconded that the Board approve the consent agenda items.

Chair Moody noted the Board discussed the consent agenda items at the All Committees meeting held on Tuesday, July 14, 2020.

Chair Moody then asked if any members of the public had any comments on the consent agenda items.

Mr. LaVerne Thraen, 4907 Chicago Street, suggested all board meetings continue to be conducted virtually.

There was no further comment from the public in attendance at the meeting.

Thereafter, the vote was recorded as follows: Bogner – Yes; Cavanaugh – Yes; Gay – Yes; McGuire – Absent; Mollhoff – Yes; Moody – Yes; Williams – Yes; Yoder – Yes. The motion carried (7-0).

Board Agenda Item 12: Customer Engagement, Juli A. Comstock, Vice President – Customer Service, and Heather B. Siebken, Director Product Development and Marketing

J. A. Comstock, Vice President – Customer Service, began with a reminder that one year ago, she presented a conceptual overview of the Customer Engagement for the Future strategic initiative, which is one of five initiatives. She explained that each initiative has a cross-functional team of employees working to develop and clarify the scope of projects.

Ms. Comstock introduced Ms. H. B. Siebken, Director Product Development and Marketing, who presented the following information about OPPD's Customer Engagement strategic initiative:

- The Power of Customer Engagement Can Brighten Our Future
- Engagement is Electric – What is customer engagement?
- A Two-Way Conversation
- Flying High with Customers
 - Examples of Southwest Airlines engagement with customers
- But Why?
 - Customer expectations, the energy market and technology are changing
- A Shifting Strategy
 - Engagement Maturity Levels
 - Strategies for promoters, passives, distractors, and non-responders to increase advocacy
- The Musts Guiding Us Forward Are the Goals Our Customers Deserve
 - Customer Understanding
 - Solutions Engineering
 - Customer Empowerment
 - Operational Efficiency
- Advocacy Is the Ultimate Goal
- Go, Teams. Go!
 - Organizational Readiness Team
 - Advanced Analytics and Tools Team
 - Customer Insights and Outputs Team
- Project Approach
 - Pre-Engagement – March 2019
 - Phase 1: Alignment and Vision – March 2020
 - Phase 2: Scan the Environment – September 2020
 - Phase 3: Define the Future – March 2021
 - Phase 4: Roadmap and Resources – August 2021
 - Phase 5: Develop – January 2022
 - Phase 6: Implement, Integrate, Recommend – May 2022
- Resources
 - Over 30 individuals, including advisors, support team, core team and subject matter experts and an outside consultant with expertise in customer engagement
- Customer Engagement video
- Energized for Positive Change

The Board and management team discussed various aspects of the customer engagement strategic initiative, including the timing of future updates to the Board.

Board Agenda Item 13: President's Report

Mr. Burke presented the following information:

- June Baseload Generation
- June Peaking Generation
- June Renewables

- August – December 2020 Board Meeting Plan
 - President Burke explained the Nebraska Open Meetings Act limits the number of Board meetings that can be held remotely. OPPD currently is planning to conduct the Tuesday, August 11 All Committee meeting virtually via Webex Events and the Thursday, August 13 Board meeting in person at the Douglas County Civic Center. OPPD will provide more information about meeting location and format as each meeting approaches.
- Honor Our Community remembrance

Board Agenda Item 14: Opportunity for comment on other items of District Business

Chair Moody asked for comments from the public.

Mr. LaVerne Thraen, 4907 Chicago Street, inquired about the statutory requirement to conduct Board meetings in person and about airflow in OPPD buildings. Mr. Burke informed the public that OPPD is working with other organizations in the state to propose a legislative resolution to allow remote meetings. Mr. Burke also stated OPPD is reviewing options to improve airflow in its buildings, among other changes to facilities.

Mr. John Pollack, 1412 N. 35th Street, expressed appreciation for OPPD finding a larger meeting space for next month's Board meeting to accommodate social distancing guidelines. He also provided the Board with a weather update.

Ms. Frances Mendenhall, 3715 Hamilton, inquired about Strategic Vision 2050 and when the public would see the working document. President Burke explained OPPD is in the early stages of developing the stakeholder engagement plan.

Mr. David Corbin, 1002 N. 49th Street, Vice Chair of the Nebraska Sierra Club, commented upon the need to provide assistance to those who may not know how to navigate the system. He suggested OPPD collaborate with local health departments to determine how to conduct future in-person meetings. Mr. Burke noted OPPD is working with the Douglas County Health Department and the University of Nebraska Medical Center.

Director Williams requested J. A. Comstock, Vice President – Customer Service, to provide an update on the Coronavirus Aid, Relief, and Economic Security (CARES) Act fund distribution. Ms. Comstock stated OPPD staff is working with Douglas County and Dollar Energy Fund, the District's energy assistance partner, on an agreement regarding how energy assistance dollars will flow to customers. She also stated that OPPD customer service call center representatives and field representatives have received training in communicating with customers on how to request energy assistance.

There was no additional comment from the public in attendance at the meeting.

There being no further business, the meeting adjourned at 5:45 p.m.

/s/ M. L. Sedky
M. L. Sedky
Assistant Secretary

/s/ M. F. Hinnners
M. F. Hinnners
Assistant Secretary of the Meeting