



Reporting Item

BOARD OF DIRECTORS

March 16, 2021

ITEM

Customer Trends Update *[Note: Not presented due to time. Update posted on oppd.com.]*

PURPOSE

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

FACTS

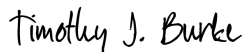
1. In response to COVID-19 Directed Health Measures declared in March 2020, the Omaha Public Power District developed a Customer First Solutions Package, a variety of programs to assist customers during the COVID-19 pandemic.
2. The Board requested that management provide regular reports on the progress of customer programs and trends.
3. Management will provide an update on aged debt and related trends as of February 28, 2021.

RECOMMENDED:

DocuSigned by:

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 Juli A. Comstock
 Vice President – Customer Service

APPROVED FOR REPORTING TO BOARD:

DocuSigned by:

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 Timothy J. Burke
 President and Chief Executive Officer

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Customer Trends Update

Public Information Pre-Committee March 9, 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
- 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 COVID-19 Utility Assistance Program officially opened for applications on February 22nd.



Promotional/Marketing Campaign

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



Next Steps

- Finalizing the Customer First Operational transition plan as this has become part of OPPD's standard processes. This will be effective April 1st.
- Designing a communication plan for Remote Learners as we slowly transition them back to collection/disconnection activities after the school year.

Summary of Aged Debt

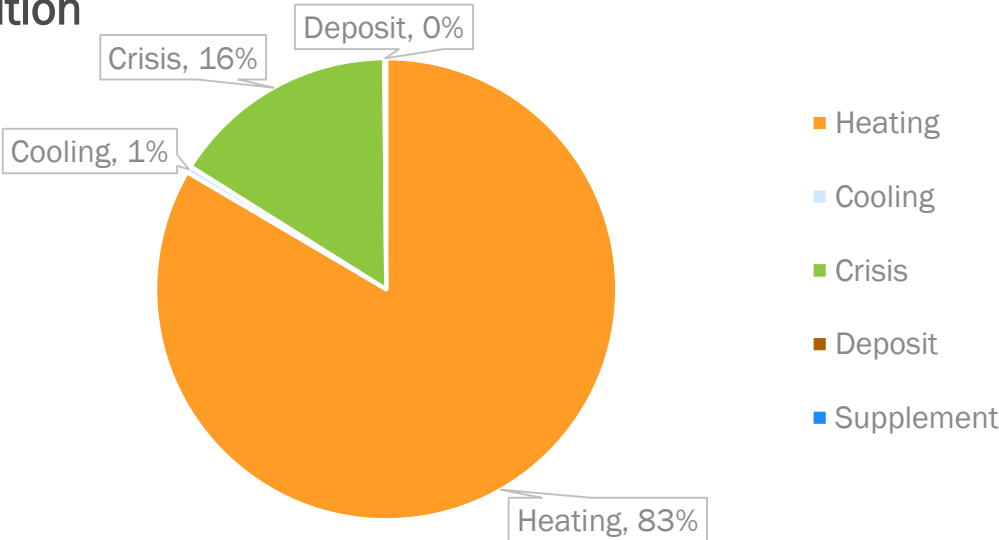
	Residential			Commercial & Industrial		
	February 2021	January 2021	February 2020	February 2021	January 2021	February 2020
% of Accounts Current	90.1%	90.9%	90.7%	92.8%	92.9%	93.5%
% of Accounts in Arrears	9.9%	9.1%	9.3%	7.2%	7.1%	6.5%
Total Aged Debt > 30 days (in millions)	\$6.3	\$5.6	\$5.0	\$2.5	\$1.8	\$2.5
Total Aged Debt 91+ Days (in millions)	\$1.8	\$1.7	\$1.2	\$0.2	\$0.2	\$0.2
Total Service Agreement Count > 30 Days (in thousands)	37.6	34.0	35.0	2.1	2.0	1.8
Total Service Agreement Count > 91+ Days (in thousands)	9.4	9.9	6.5	0.6	0.6	0.4
LIHEAP Only Accounts	February 2021	January 2021	February 2020			
% of Accounts Current	61%	69%	68%			
% of Accounts in Arrears	39%	31%	32%			
Total Aged Debt > 30 days (in millions)	\$0.7	\$0.5	\$0.4			
Total Aged Debt 91+ Days (in millions)	\$0.5	\$0.3	\$0.2			
Total Service Agreement Count > 30 Days (in thousands)	5.2	3.8	3.7			
Total Service Agreement Count > 91+ Days (in thousands)	1.9	1.5	1.0			

Energy Assistance February 2021 YTD

Funding Source	February 2021 YTD	Average Benefit	Distinct Accounts	# of Payments	2020 Year End Total
Energy Assistance Program	\$31,238	\$307	101	102	\$377,571
COVID Relief Programs*	\$506,967	\$247	1934	2063	\$1,641,914
LIHEAP	\$274,264	\$375	720	731	\$5,846,198
Other Agencies Assistance	\$382,565	\$306	1,175	1,251	\$1,489,902
Total	\$1,195,034	\$288	3,781	4,147	\$9,355,585

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

LIHEAP Distribution



Douglas County COVID-19 Utility Assistance Program	3/5/2021
Completed Applications*+##	466
Approved Applications^	308
Average benefit	\$500
Total Dollars Granted	\$154,000

+Program will opened for applications on February 22nd
 *Customers that submitted their application with all documentation which has been processed by Dollar Energy Fund
 #Program closed for application on 3/2/2021. Dollar Energy Fund received 2,229 applications as of 2/28/2020.
 ^Customers approved for the Douglas County COVID-19 Utility Assistance Program