



# Reporting Item

## BOARD OF DIRECTORS

June 15, 2021

### ITEM

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

### PURPOSE

To provide an update on customer trends and energy assistance

### 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 May 31, 2021.

### RECOMMENDED:

DocuSigned by:

*Juli A. Comstock*

Juli A. Comstock

Vice President – Customer Service

### APPROVED FOR REPORTING TO BOARD:

DocuSigned by:

*Timothy J. Burke*

Timothy J. Burke

President and Chief Executive Officer

JAC:rak



# Customer Trends Update

Public Information Committee

June 15, 2021



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



## Summary of Q2 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 closed for applications in May 2021 with all \$1M in funding distributed.
- LB306 passed on May 26<sup>th</sup>, 2021 to expand the income eligibility limit for the LIHEAP program.



## Promotional/Marketing Campaign

- Remote Learner transition communications were executed by field reps in the month of May.



## Next Steps

- Operationalize Customer First effective Q2 continuing Q1 solutions.

# Summary of Aged Debt

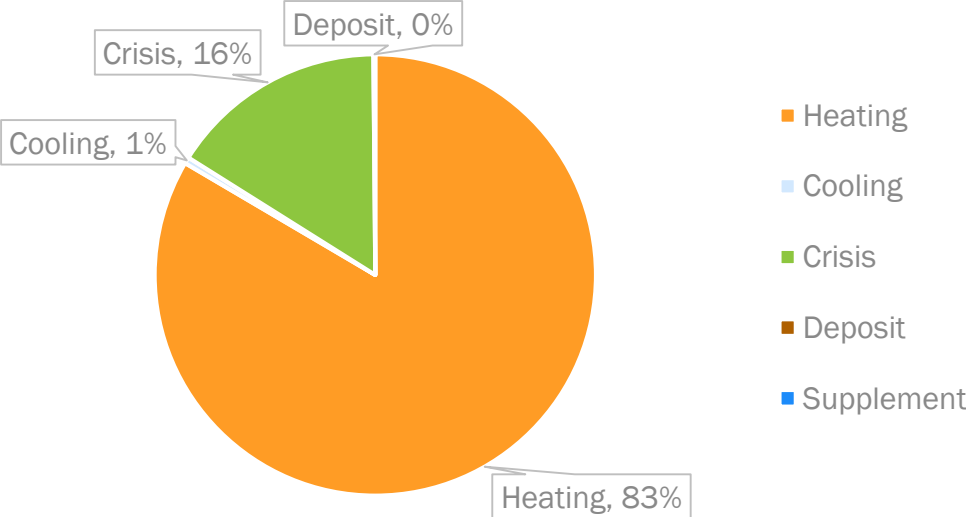
	Residential			Commercial & Industrial		
	May 2021	April 2021	May 2020	May 2021	April 2021	May 2020
% of Accounts Current	90.9%	91.7%	90.1%	93.4%	93.6%	91.2%
% of Accounts in Arrears	9.1%	8.3%	9.9%	6.6%	6.4%	8.8%
Total Aged Debt > 30 days (in millions)	\$4.1	\$4.2	\$7.3	\$1.7	\$1.7	\$2.9
Total Aged Debt 91+ Days (in millions)	\$0.7	\$0.7	\$2.5	\$0.2	\$0.1	\$0.3
Total Service Agreement Count > 30 Days (in thousands)	34.6	31.0	38.1	1.9	1.8	2.5
Total Service Agreement Count > 91+ Days (in thousands)	6.7	5.7	13.0	0.4	0.4	0.8
LIHEAP Only Accounts	May 2021	April 2021	May 2020			
% of Accounts Current	66%	70%	64%			
% of Accounts in Arrears	34%	30%	36%			
Total Aged Debt > 30 days (in millions)	\$0.8	\$0.4	\$1.3			
Total Aged Debt 91+ Days (in millions)	\$0.2	\$0.2	\$0.5			
Total Service Agreement Count > 30 Days (in thousands)	5.0	4.4	4.7			
Total Service Agreement Count > 91+ Days (in thousands)	1.5	1.2	2.1			

# Energy Assistance May 2021 YTD

Funding Source	May 2021 YTD	Average Benefit	Distinct Accounts	# of Payments	2020 Year End Total
Energy Assistance Program	\$98,041	\$305	322	322	\$377,571
COVID Relief Programs	\$1,498,570	\$367	3,577	4,034	\$1,641,914
LIHEAP	\$492,973	\$374	1,287	1,320	\$5,846,198
Other Agencies Assistance	\$757,560	\$300	2,007	2,490	\$1,489,902
<b>Total</b>	<b>\$2,847,144*</b>	<b>\$347</b>	<b>6,699</b>	<b>8,166</b>	<b>\$9,355,585</b>

\*YTD 2020, OPPD had received a total of \$770,652 in Energy Assistance Payments

## LIHEAP Distribution



Douglas County COVID-19 Utility Assistance Program	5/31/2021
Completed Applications*#	3,246
Approved Applications^	2,000
Average benefit	\$500
<b>Total Dollars Granted</b>	<b>\$1,000,000</b>

\*Total applications completed for the program.  
 #Electronic applications processed when program closed on 5/7/2021.  
 ^Customers approved for the Douglas County COVID-19 Utility Assistance Program.