

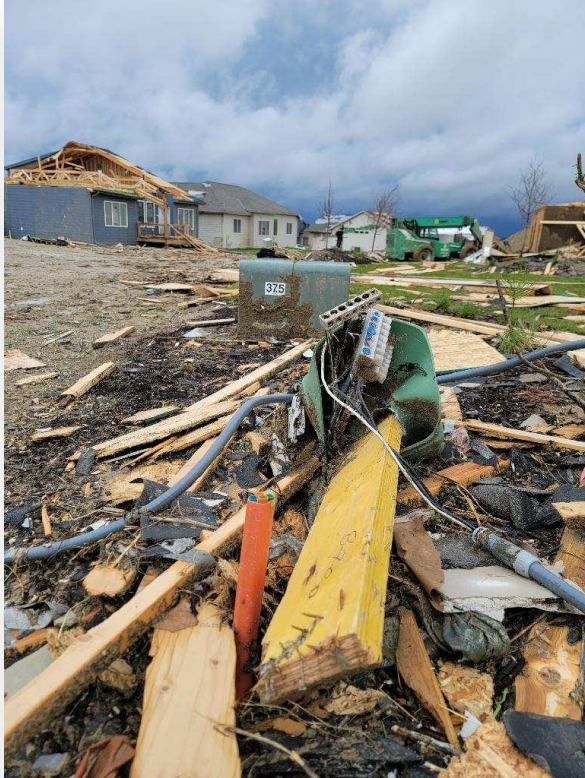


April 2024 Storm Restoration & Sentiment

May 14, 2024



Event timeline



Friday, April 26

- 4:50 p.m.
10,007 customers out of power.

Saturday, April 27

- 9 a.m.
4,400 remaining outages
- 1 p.m.
4,100 remaining outages
- 9 p.m.
2,500 remaining outages

Sunday, April 28

- 11:15 a.m.
1,800 remaining outages
- 6:15 pm.
1,700 remaining outages
- 8:15 p.m.
534 remaining outages

Monday, April 29

- 10 a.m.
500 remaining outages
- 4:30 p.m.
171 remaining outages

Tuesday, April 30

- 2:15 p.m.
0 (zero) outages for those whose power could be restored.

Communication and engagement

STORM & OUTAGE CENTER

HOME | REPORT POWER OUTAGE | OUTAGE MAP | WEATHER | SAFETY TIPS | PHOTOS

OPPD.COM | THE WIRE

All customers whose locations can receive service are restored

Homepage/banner photo: Crews from Elkhorn, Omaha, Papio and Ashland replaced or straightened many poles along West Maple Road and 216th Street in Elkhorn on Saturday.

April 30 at 2:15 p.m. - As of this time, OPPD has been able to energize all customers whose homes or businesses are capable of receiving service. We have isolated those whose homes were too severely damaged or destroyed.

April 29 at 4:30 p.m. - Approximately 98% of outages have been restored, from a total of 10,204 at peak down to just 171 customers without power this afternoon. Mutual aid crews have been or will soon be released and we are grateful for their service to our customer-owners.

If you know someone whose home or electrical service has been damaged, please have them contact customer service at 402-536-4131.

Photo courtesy of Aaron Mercer



Continual collaboration with community partners

OPPD GOVERNMENT AFFAIRS NEWSLETTER
April 29, 2024

Reconnect power safely after a storm

PROGRESS CONTINUES IN STORM RESTORATION WORK
Monday, April 29, 10 a.m. - With help from NFPD and Fremont Utilities contractors, i.e. Meers and Watts, we made tremendous progress over the weekend with outage restoration. As of this time, fewer than 500 customers who lost power Friday night are still without service. Our work is continuing to bring the remaining customers back online. Additional outages shown on our map this morning are unrelated.

Our crews are heartened by the outpouring of support they've received from our customers as they complete their difficult work. It means so much, especially knowing how much our communities are dealing with right now. They continue to navigate tough conditions, such as muddy and rough terrain, requiring assistance from bulldozers. They won't let up until the remaining outages have been restored.

Additional information including links to a damage assessment survey is impacted in Douglas County can be found [here](#).

REMINDERS FOR FUTURE OUTAGES
When necessary, our troubleshooters, repair crews, and downed wire or through the overnight hours in some tough conditions with electric shock, falls, and other hazards creating challenges. For their safety and the safe public, we ask that you not approach our work teams.

We want our customers to stay safe, first and foremost. If you should not access a downed power line, always assume it's live and extremely dangerous. Stay far back and call 911 or OPPD at 1-800-554-OPPD (6773). If you're not out there that you have not reported, or if you lose power today, please and report it so that we're aware and can respond. You can do that at [oppd.com](#) through our OPPDConnect app, or by calling 1-800-554-OPPD (6773).

Inspection and Permitting Agencies
City/Municipality
Arlington - comes from State of Nebraska
Bellevue - 402-293-3054
Bemington - comes from Douglas County
Blair - comes from State of Nebraska
Elkhorn - 402-444-6360
Fort Calhoun - 402-848-5033 - inspection request 402-598-3915
Grehe - 402-333-2636 ext. 1209
La Vista - comes from State of Nebraska
Omaha - 402-444-6360
Papillon - 402-297-2072
Ralston - 402-331-6677 ext. 1310
Springfield - comes from Sarpy County
Valley - comes from Douglas County
Waverly - comes from Douglas County
Curtis Lake - 712-329-2835

County
Douglas County - 402-444-7189
Sarpy County - 402-589-1555
Washington County is now inspected by state as of 1/2/24
All rural counties are inspected by state inspectors.

State of Nebraska - 402-473-2807
State of Iowa - 712-439-0620

Once OPPD's system has been repaired, power will be restored. If there was damage to your home's electrical system or power mast, OPPD will need an approved permit from your permitting agency prior to energizing your system.

Customer Service: 402-530-4131 or toll free 1-877-530-4131, Monday - Friday, 7 a.m. - 8 p.m.

Your Energy Partner
OPPD
Omaha Public Power District
[oppd.com](#)

Real-time development of practical, event-specific material for broad use

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Wanted to say thank you to all the crew and employees working after the storm to help everyone.



Scott B., Bennington

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THANK YOU! The crews that put in the long hours in the very difficult and dangerous conditions to restore power after tornadoes swept through our area on Friday did an outstanding job! Please convey to all of them our appreciation and respect. Amazing job!!

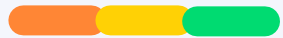


Jon B., Blair



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In the grand scheme of things, two days without power is not much of a sacrifice. But, I wanted to say thanks to your crews for doing an excellent job in the worst of circumstances.



Mark V.

Waterloo, NE

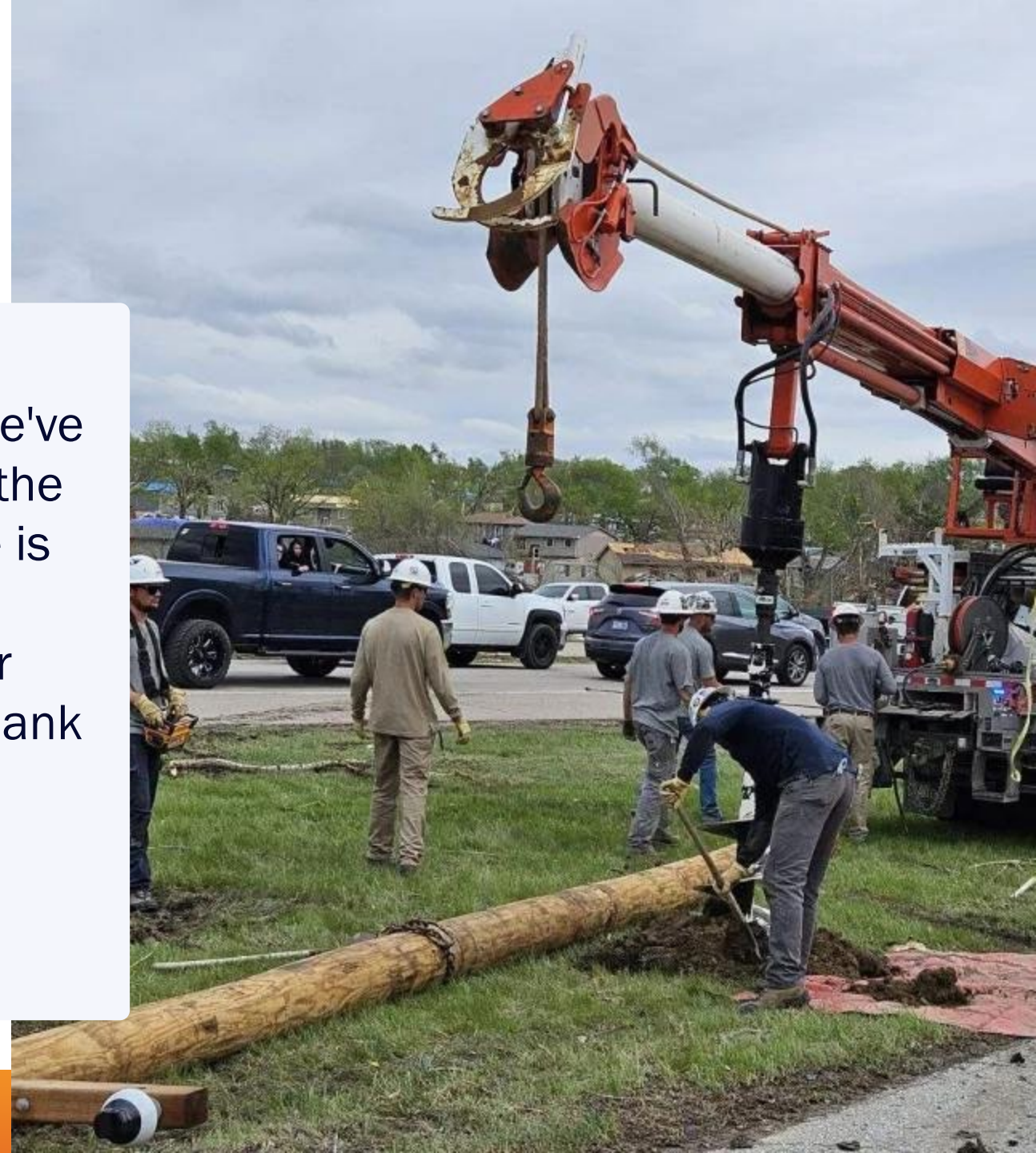


Karen U.

Elkhorn, NE

“

Thank you for restoring our power tonight! We've watched the incredible response from all of the workers these past two days. We know there is still a long road ahead for the crews and the impacted families, but we want to extend our gratitude to all of you for fixing our power. Thank you so much for your tireless dedication.



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Thanks for all the hard work in getting our power restored. Being a ex lineman for the telephone co. I know the hard work that goes into restoring service outages.

Robert M., Elkhorn



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My husband and I just want to say thank you for your endless work to restore our power. We really appreciate your quick response. OPPD has always been reliable with excellent service. Again, many thanks!

Bill & Liz P., Blair



Rick & Renee G.

Waterloo, NE

“

We want to thank the OPPD crews working day and night during this crisis. This was above and beyond normal shift work! Not only did they accomplish their mission, they did it in some very poor weather conditions. We appreciate their service to the community!



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I just wanted to reach out and thank OPPD for the quick response and service restoration. While being just outside of the path of the tornado, our area was left without power due to lines down and a significant number of power poles on the ground. Expecting power to be out for days, I was pleasantly surprised and truly amazed to see service restored early Sat evening. Please let those involved know that their efforts did not go unnoticed or unappreciated. This was a remarkable effort! Thank you!



Don H., Blair, NE



Lessons Learned, Looking Ahead

What worked

- ✓ Early team engagement
- ✓ Pre-staged materials
- ✓ Quick, ongoing communication in chat groups
- ✓ Multiple photo sources led to compelling storytelling
- ✓ Continual check-ins across business units led to rapid development of deliverables

What's next

- Continue to evolve process to communicate estimated restoration times (ETR)
- Evaluate new ways to target communications to impacted customers as much as current technology allows
- Evolve internal communication processes and develop or modify pre-staged materials based on event learnings

