



Development Improvement Update

Underground Development Process

Committee Meeting

August 13, 2024



Content

- Development Customer Experience
- Voice of the Customer
- Process Improvement Initiatives
- Ducted Installation Transition Plan

Development Customer Experience

- Experiencing **exponential growth**
- Increasing complexity of mixed-use developments
- Developers and builders increasingly frustrated in pace of delivery to meet demand
- Developers' **design-build** construction model **increases redesign work** late in the process
- Feedback has been **widespread, yet inconsistent** across the community
 - E.g. speed vs. cost; standardization vs. flexibility; internally staffed vs. partnered agencies, etc.
- OPPD has implemented a number of changes over the last several years seeking a balance of **mutual benefits** between the community and the District.

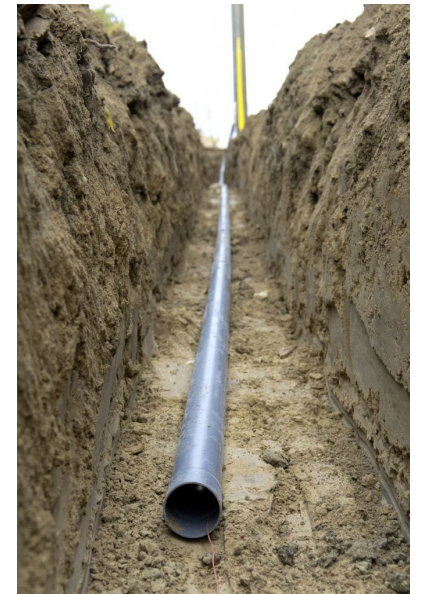
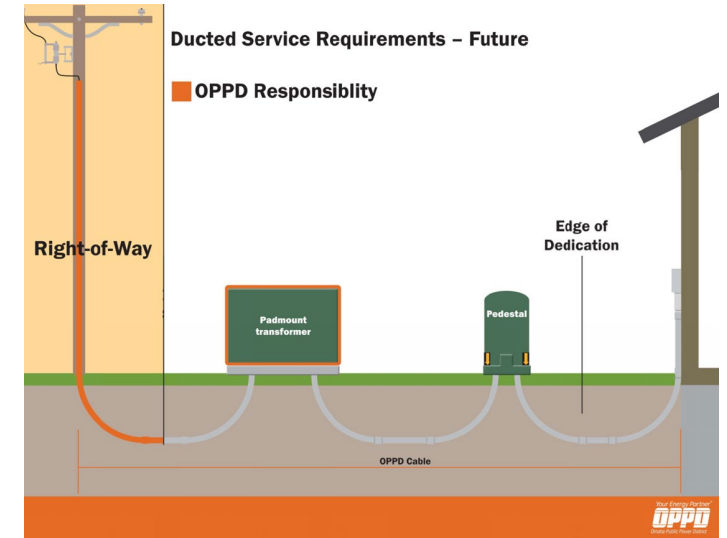
Customer Voice Engagements

- Development community survey
- Welcome Home / UNO Cost of Regulation Report
- Build Omaha Feedback Communication
- Multiple in-person engagement with the Metro Builders Association
- Ad-hoc in-person insights discussions with developers, engineering firms, builders, and community advocacy organizations
- Onsite contractor discussions
- Contact a board member
- Development and builder process meetings
- Additional Stakeholders:
 - City Jurisdictions (primarily metro areas)
 - Utility Partners
 - Communication Providers



2024 Initiatives to Date

- Continued stakeholder outreach
- Cloud-based project schedule reporting and notification
 - Ability to upload documents and photos
 - Live chat function
 - Color prioritization of in-progress work
- Separate pre-design and pre-construction meetings
- Front lot service designs
 - Resulting in minimization of design rework and wait durations
 - Increased construction pace of installation
- Supply chain control tower
 - Process enhancement to provide inventory allocations to developments
- Investments in engineering and construction resources
 - Added crew resources to keep pace with customer demand and process in-flight projects in queue
- Solar streetlight demonstration
 - Complete and under review by jurisdictions
- Ducted primary service pilot
 - Bid pricing indicates a savings to developers
 - Potential additional cost-sharing opportunities thru coordination with communication companies for joint trench access



Additional Developer Benefits – Ducted Primary

- Control of installation timeline
- Design flexibility
- Joint trenching opportunity
- Avoid winter construction
- Scalable and customizable process
- Costs

Ducted Primary Service Transition Plan

KEY DATE: Oct. 1, 2024
OPPD will only accept new
developer request forms

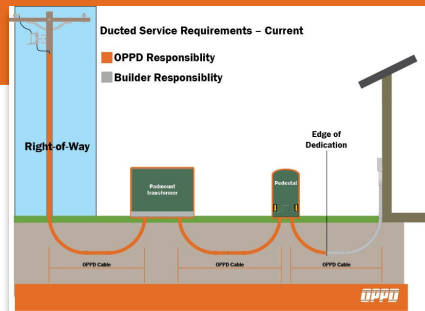
2024

2025

2026

Current State

OPPD direct buried cable

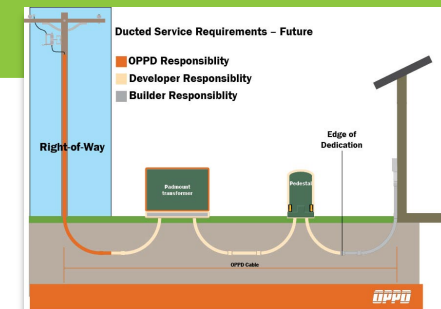


Transition Period

OPPD-installed direct
buried cable
Developer-installed duct

Final State

Developer-installed duct





Questions

