



AMI CUSTOMER AND STAKEHOLDER ENGAGEMENT

Board of Directors Update

February 2025

Agenda

- AMI Program 2024 Highlights
- AMI Customer & Stakeholder Engagement Approach
- Engagement Key Components
- 2025 Timeline

AMI Ecosystem Program: 2024 Highlights

Key Accomplishments:

- Go-live for soft launch of new ESRI ArcGIS
- Completed Factory Acceptance Testing (FAT), received and stood up the equipment for the new Outage Management System (OMS) in our secure data centers for testing
- Completed End to End (E2E) testing for Meter Data Management System (MDMS), Customer Care & Billing (CC&B), Outage Management System (OMS), and new Outage Map
- Completed System Integration Testing (SIT) for Field Service Management (FSM), Enterprise Asset Management (EAM) and Customer Platform
- Release 0 of FSM Map Viewer for the testing group of front-line end users

By the Numbers:









AMI Customer and Stakeholder Engagement Objective

We know that our customers and stakeholders expect more out of their utility experience. Through AMI Engagement efforts, we will provide a frictionless meter exchange and exciting new products which will put customers in control of their energy.



Customers will begin to see benefits yet this year...

	Public	All OPPD Customers	Customers with smart meters
<p><i>*Coming Fall 2025*</i></p> <p>Improved outage map</p> <ul style="list-style-type: none">✓ Outage cause✓ Outage status✓ Outage restoration times, as available			
<p><i>*Coming Fall 2025*</i></p> <p>Improved customer account platform</p> <ul style="list-style-type: none">✓ Ability to select preferred communication channels, including text✓ Ability to opt-in to proactive outage messaging✓ Improved self-service functions			
<p><i>*Soft launch coming Fall 2025*</i></p> <p>Access to detailed account information</p> <ul style="list-style-type: none">✓ Ability to view detailed energy usage✓ Ability to receive more detailed outage restoration information, if opted-in to updates			

Our efforts must include both individual customer and community considerations



Community

- Ensure community officials and leaders are knowledgeable of OPPD's AMI work and how it will support their growing communities with new and improved information/products/etc.

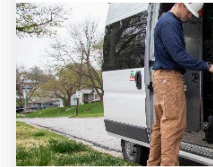
Customer

- Ensuring that customers have the right content at the right time and understand all of the new and exciting offerings that we will have available to them



OPPD is launching an Advanced Metering Infrastructure (AMI) pilot program to enhance reliability and better serve our customers. This two-way communication system will provide real-time data—allowing us to detect outages faster, improve response times and give customers more control over their energy use.

This pilot is an important step in modernizing our grid and delivering smarter energy solutions, ensuring we continue to lead the way in powering th



SAMPLE Residential Customer Meter Install Journey

April-June 2025

Customer may hear updates about AMI at the monthly OPPD board meeting.



60 Days Before Install

After attending her community meeting, customer receives formal communication from OPPD advising of her meter install date, with links to online information.



Two Weeks Before Install

Customer receives more detailed information on the installation window and what to expect the day of the install.

30 Days Post-Install

Customer receives a note checking in and reminding her of new features and benefits. Because she's opted in to updates on the new and improved customer platform, she receives periodic updates about benefits and features.



March-April 2025

Customer may notice new attachments being installed on poles near her home.



90 Days Before Install

Customer sees/hears information about new meter pilot and gets an invite to a community meeting in a few weeks to learn more.



30 Days Before Install

Customer receives welcome info with FAQs, how to opt-in to new online account features and install timeframe window.

She visits the website included in her materials for more information, and one day before her install day, she receives a reminder of her install time.



Install Day

Customer sees crews in her area. A courteous field employee rings her doorbell to let her know they will begin work. The crew leaves a thank you door hanger with more information about new features.

Her non-pilot friends also start hearing about new account features.



Good Morning, NORMAN RUIZ

Account 1208 JOY ST, PAPILLION, NE 6...

Current Balance ⓘ

\$0.00

No amount due at this time.

[View bill](#)[Make a Payment](#)

Compare Bills

Compare [Last Month](#)

i Data for comparison is not available. You should have at least 2 months of data to compare.

Level Payment Plan



Know your bill in advance! With the level payment plan, you pay the same amount each month to manage your budget with no surprises. To start, we'll review the average energy costs over the past 12 months to determine your monthly amount, monitor and adjust when needed.

1506 LEE DR, 00003, BELLEVUE NE, 68005-3720

Account#: 3189777604

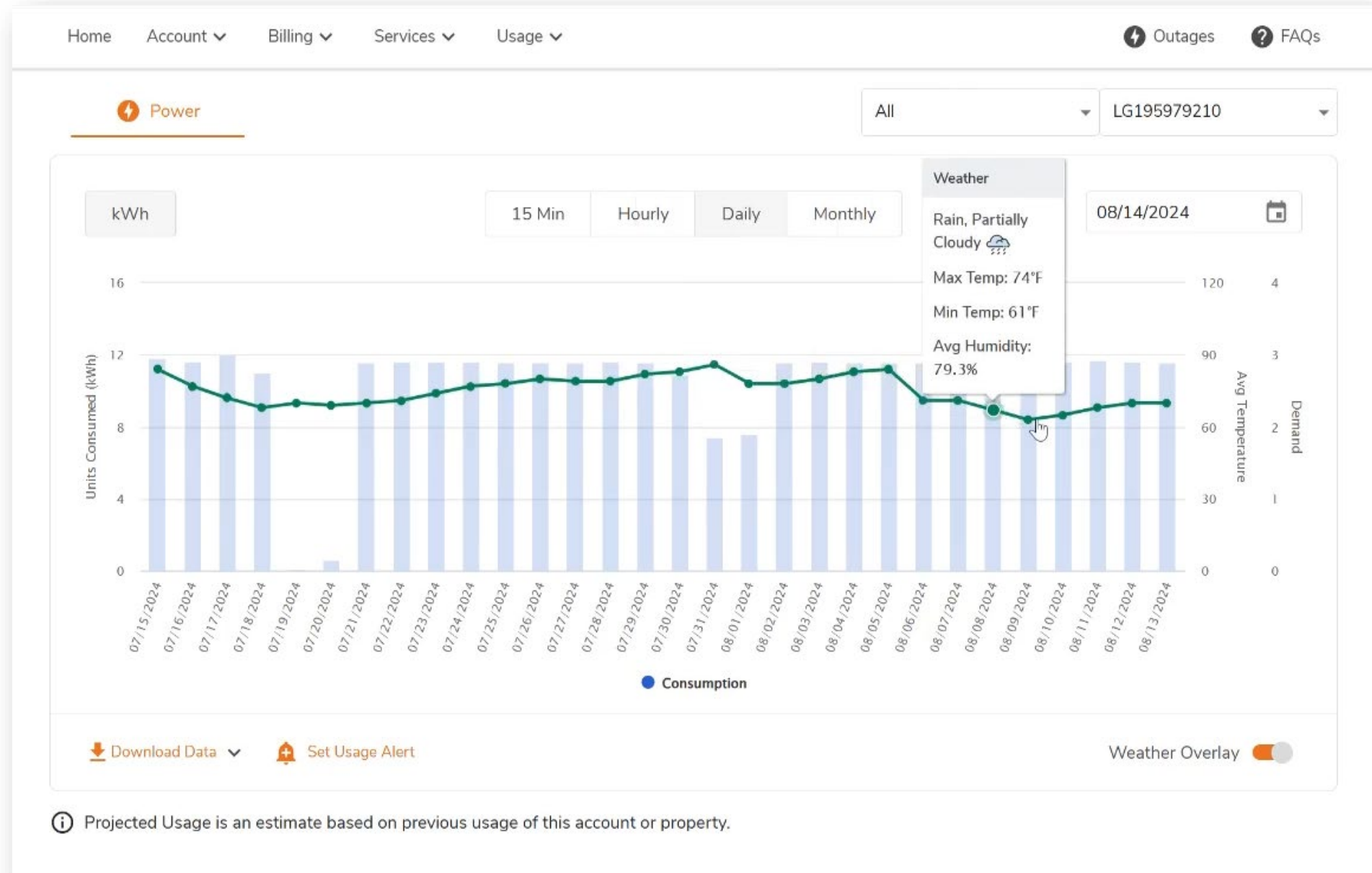
Level Payment Monthly Amount

\$96.00[Enroll in Level Payment Plan](#)

Budget more easily with a flat monthly payment based on your average bill over the last 12 months.

MyOPPD Preview...

MyOPPD Preview...



i Projected Usage is an estimate based on previous usage of this account or property.

Outage Map Preview...

Menu **Grid View** **Search** **Report Outage** **English** **OPPD**
Omaha Public Power District

Outage Summary **Street Light Outages**

1 **1** **362794**
Outages Customers Out Customers Served

Map Legend

- Multiple
- 51 - 250
- >1000
- 1 - 50
- 251 - 1000
- Customers Served

Weather

Start Date & Time
Fri, 11/15/2024, 11:04 AM

Customers Out
1


Cause

Expected Restoration
Thu, 11/21/2024, 11:08 AM

Outage Status
Reported Outage



Subscribe to Outage

Streetlight Outage Preview...

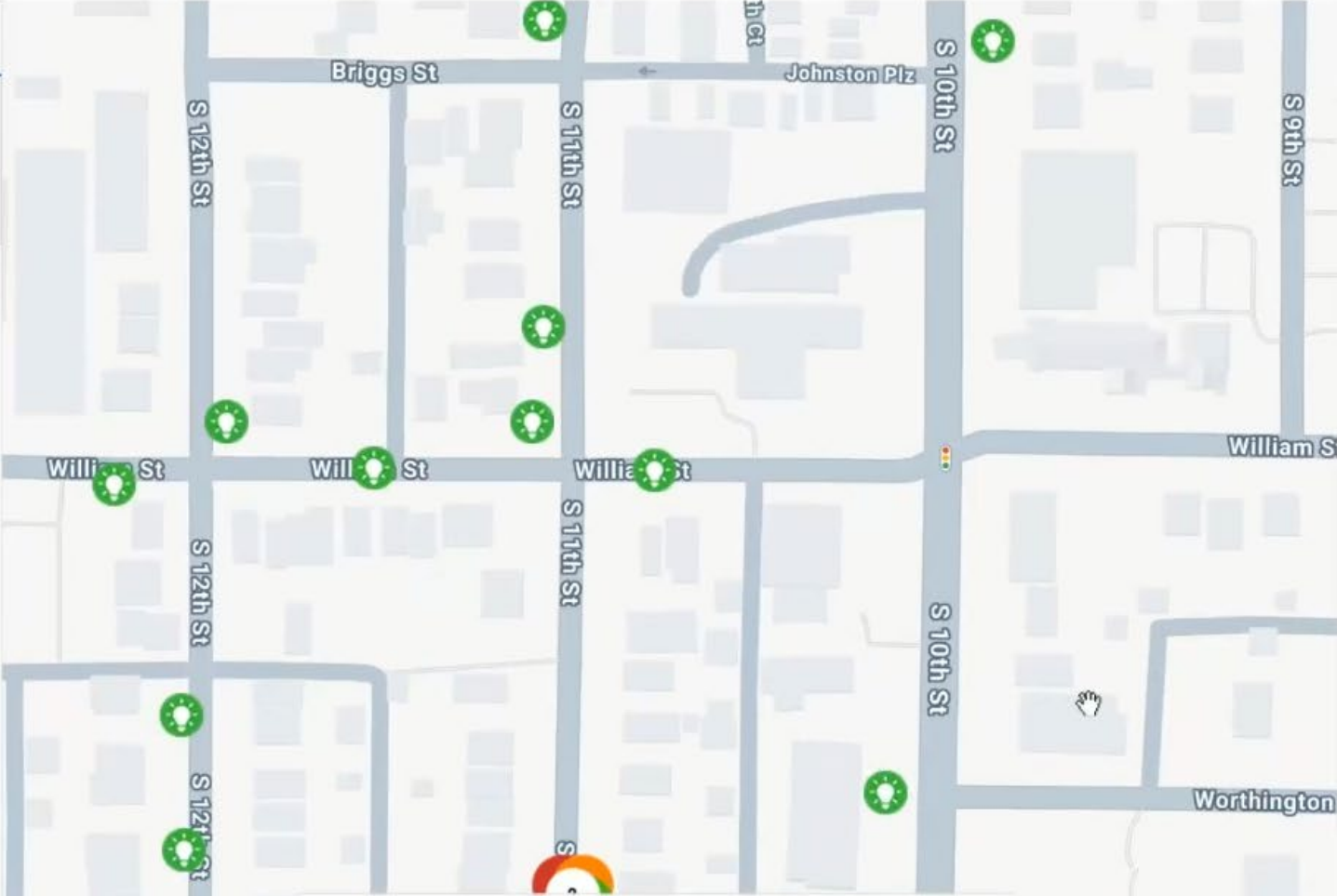
Menu Search English 

Outage Summary **Street Light Outages**




Map Legend

-  Working Light
-  Issue Reported

[Report a Street Light Out](#)

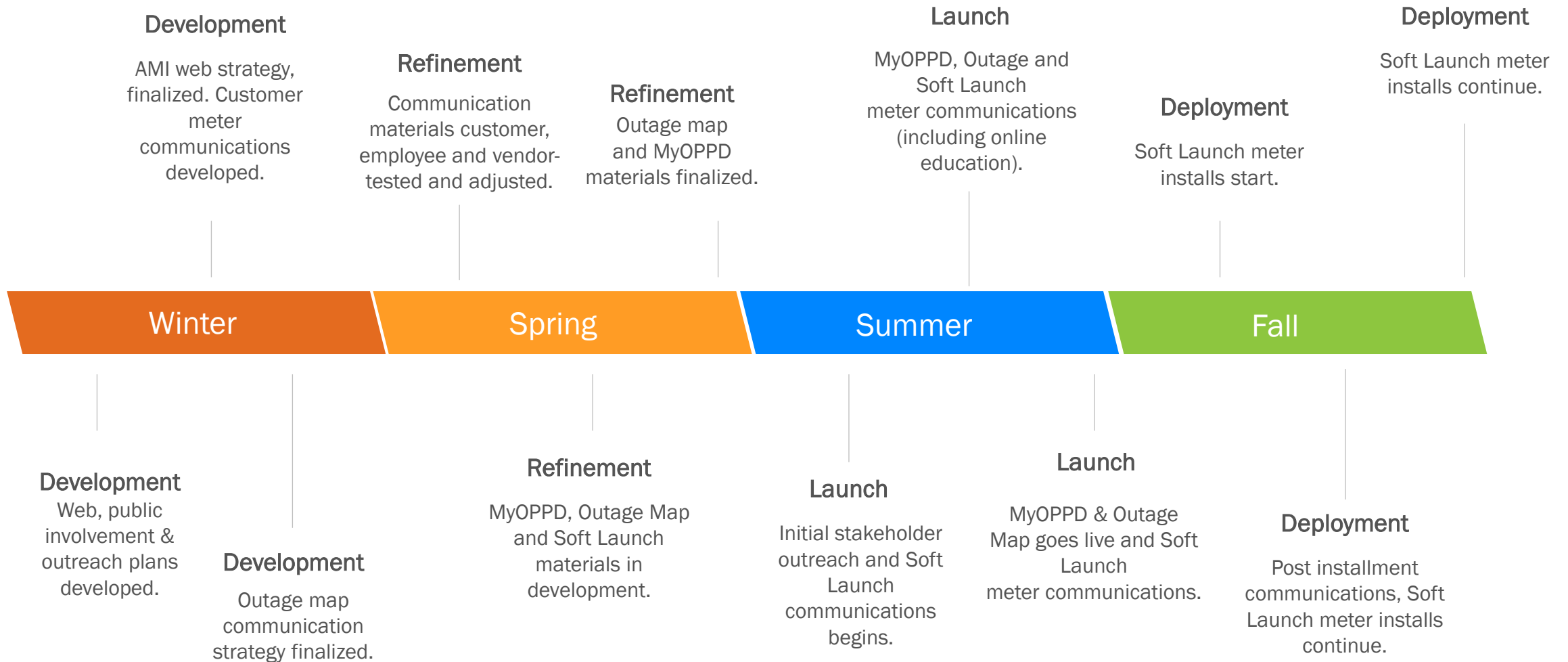


Streetlight Details ✕

-  Streetlight Id
7315518
-  Streetlight Location
1015 WILLIAM ST OMAHA
-  Streetlight Status
Working

[Zoom Here](#)

AMI Customer and Stakeholder Engagement Timeline (2025)



Questions

