

NOVEMBER 2025

Customer Service: 1-877-536-4131 – OPPD.COM

RELAY TECHNICIANS HELP KEEP POWER RELIABLE

Deep inside OPPD's power plant control rooms and substations is a group of specialists working behind the scenes to keep our most important systems safe.

Relay technicians are responsible for building, installing, programming and maintaining the relays, or switches, that protect OPPD's vital substation and power plant equipment. Relays help keep the electrical system healthy and reliable throughout our 13-county service territory.

A relay is a microprocessor-based device that monitors the flow of electricity through substation equipment and power plant generators. Think of them as a circuit breaker in a house. When an electrical circuit is overloaded, the



breaker trips and shuts down the circuit and everything that it feeds.

Relays "trip" whenever they sense a problem in the power system to isolate those problems and prevent damage to other assets. OPPD's system has about 7,000 relays.

Relay technicians are a small, specialized group whose work ensures that OPPD can deliver reliable, affordable and environmentally sensitive power to our customers.

OPPD PROGRAM TO HELP CUSTOMERS WITH SPECIAL NEEDS

OPPD has launched a new program to help customers (or members of their household) who depend on electrically powered medical equipment.

The Life-Sustaining Energy Program (LSE) includes notifications in advance of planned outage events so customers can prepare for the potential power loss. LSE customers may also receive education about

billing and payment support should they find themselves in times of need.

To qualify, the equipment used needs to operate continuously or as circumstances require (as specified by a physician) to avoid immediate hospitalization or loss of life.

Easy to enroll: Customers can print application forms at oppd.com/LSE and complete it with their

health care professional. Signatures are required from both the primary OPPD customer on the account and the healthcare professional. Email completed applications to LSE@oppd.com.

OPPD cannot guarantee that your service will not be interrupted even if you haven't received a notification. Always have backup equipment or plans in place for

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OCTOBER BOARD MEETINGS

All-committee meeting: Tuesday, Dec. 16 (see oppd.com/BoardMeeting for details). Regular board meeting: Thursday, Dec. 18, 5 p.m. (see oppd.com/BoardMeeting for details). Hearing-impaired call 531-226-3515, 72 hours prior to request an interpreter. Agendas posted and meetings viewable on oppd.com/BoardMeeting.

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power interruptions. Alert friends, family members or neighbors about your essential medical and electrical needs.

Enrolling does not result in prioritized restoration, nor will it prevent disconnection for

non-payment. However, OPPD will provide additional proactive communication for enrolled customers pending disconnection for non-payment. Sign up for MyOPPD and enroll in the "Notification Preferences."

PLANNING TO DIG? CALL 811 FIRST

Planning to plant some shade trees in your backyard? Before you start, be sure to call Nebraska 811.

It's an important first step that can save you time and money and help keep you safe. It's also the law.

Nebraska 811 is a statewide, one-call notification center that links people who plan to excavate or dig with the owners of any underground infrastructure on their property.

When you contact the center, you'll need to identify the area where you plan to dig. Once that area is identified, utilities with underground facilities in that area will be contacted. The utilities then have until your requested start date and time to mark their infrastructure.

You can use Nebraska 811's mobile app to submit, monitor and manage your request, and to get a variety of information.

The peak period for calls is March through October. During that time, the district can receive between 800

and 900 calls per day.

However, not all outdoor projects necessitate a call to Nebraska 811. Tilling up a garden may not require a call, but planting a tree, installing a fence or adding underground sprinklers would qualify.

Check out the graphic below for tips and instructions about calling Nebraska 811 before digging. In Iowa, you can call 811 or visit Iowa One Call.



6 THINGS TO DO AT THE OPPD ARBORETUM

The OPPD Arboretum at 108th and Blondo Streets in Omaha provides a great place for nature lovers and home gardeners who want to see a variety of trees and shrubs.

The Arboretum was created help educate the public about the best trees to select and the best places to plant, especially around power lines. Here are six things you can do at the Arboretum:

- 1 Enjoy the trees. Take in the sights and smells. Study each tree.
- 2 Look for color hues. The Arboretum offers a full spectrum of colors: green leaves, yellow Forsythia blooms, pink and white Magnolia flowers, even brown and white bark.
- 3 Search for shapes. Find something round, like a berry or a bush. Or a cone shape. Or a square. There are plenty at the Arboretum.
- 4 Examine the textures of different barks, grasses and pine needles.
- 5 Walk the winding trails. The arboretum offers two miles of walking trails with benches and a variety of views.
- 6 Watch for wildlife. You might see deer, squirrels, rabbits or birds, to name a few.

7"x 2.5" AD SPACE AVAILABLE IN 2025 Proceeds benefit EAP. For details, please email gpschulte@oppd.com. Proceeds from the sale of ads in Outlets are donated to OPPD's Energy Assistance Program. Ads must be energy or utility related, and do not constitute an endorsement by OPPD. For information about this space, call 402-536-4131.