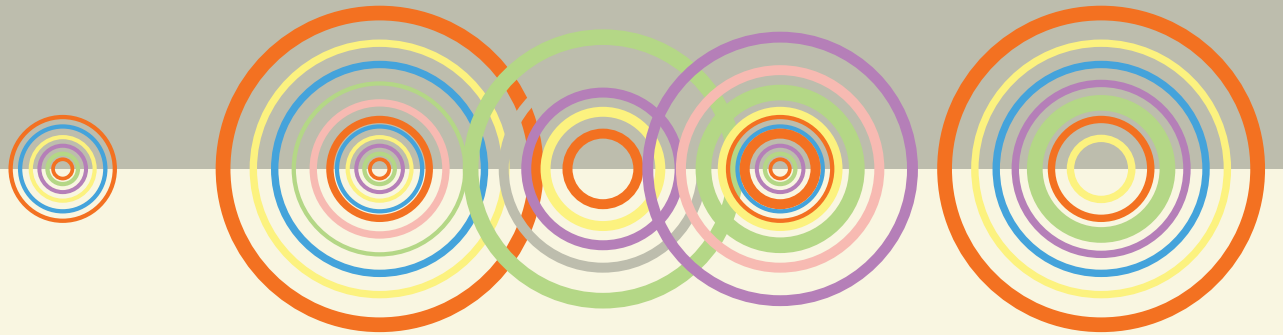


QUARTERLY AMI UPDATE

➤ 11.18.25 ➤

BOD ALL COMMITTEE MEETING

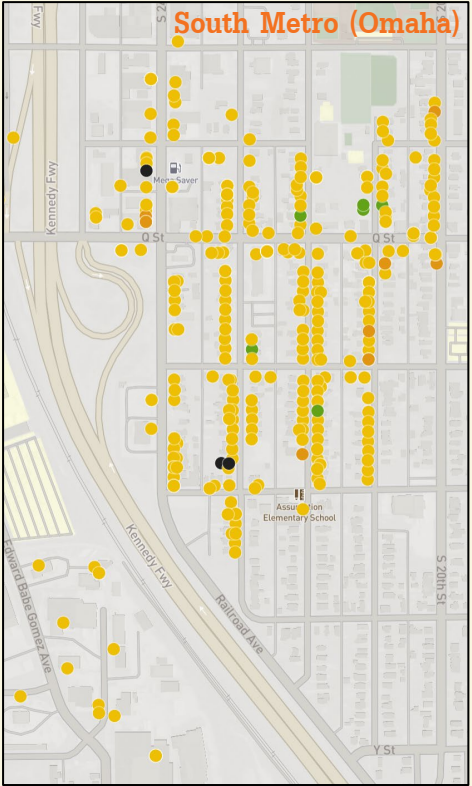
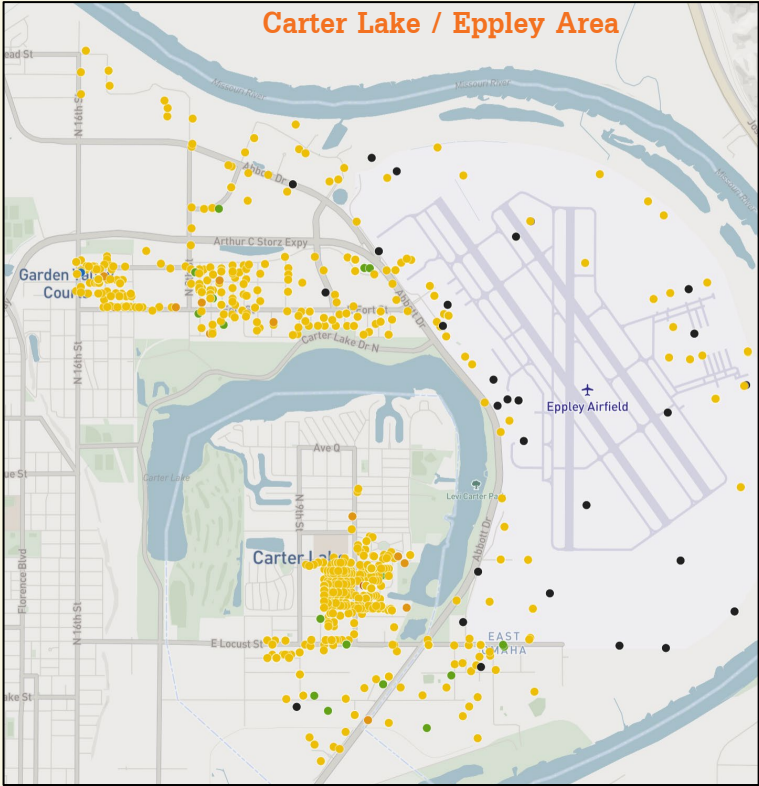
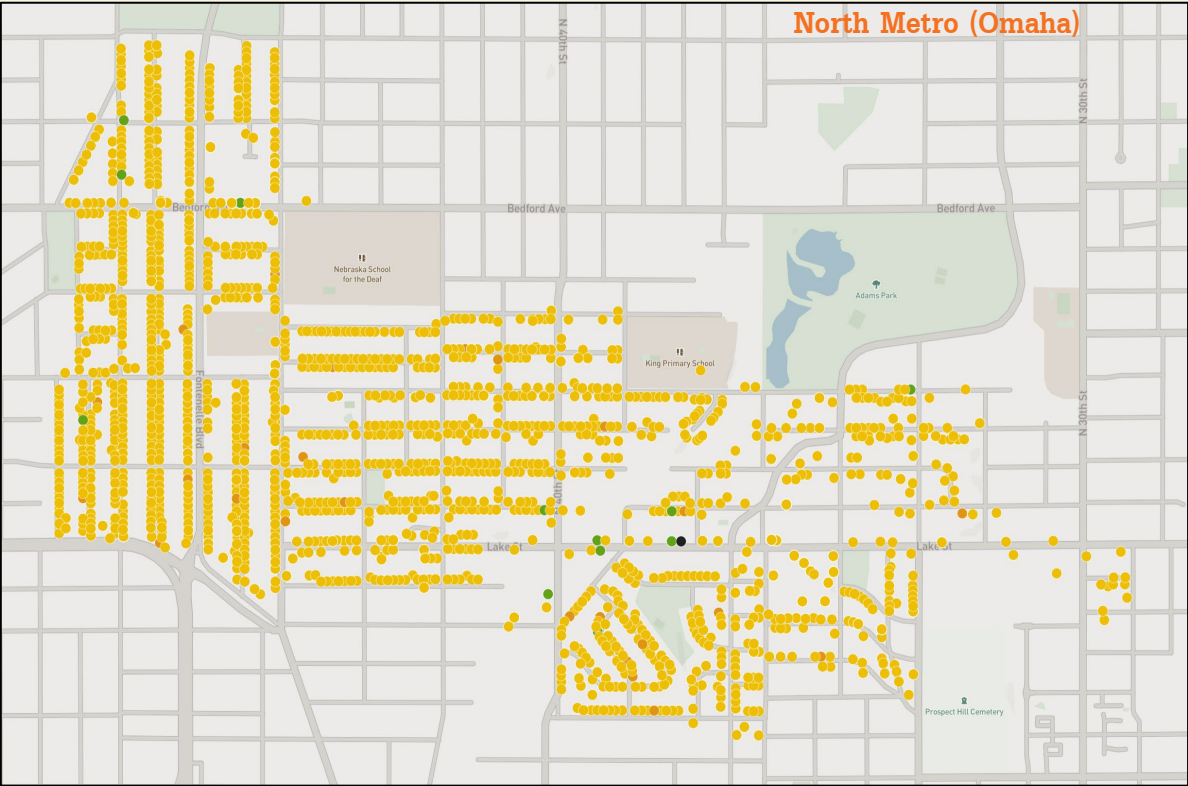


AGENDA

November 18, 2025

- Soft Launch Meter Deployment Update
- Outage Management System Live
- MyOPPD and Outage Map
- Release 1BB: Maximo Enterprise Asset Management and SmartWx Field Service Management Update

AMI SOFT LAUNCH INSTALLATION PROGRESS AS OF 11/13/25



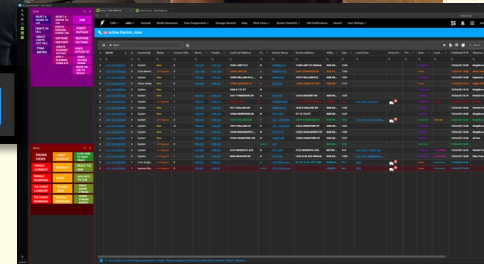
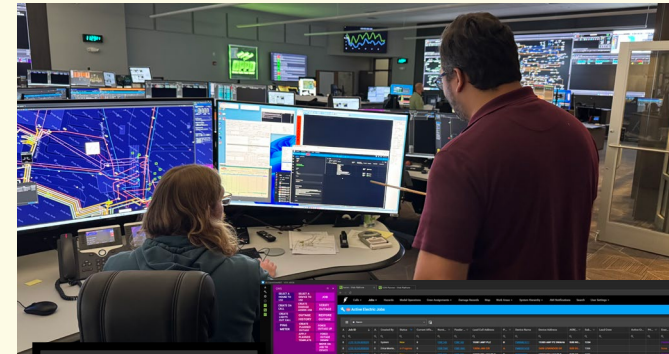
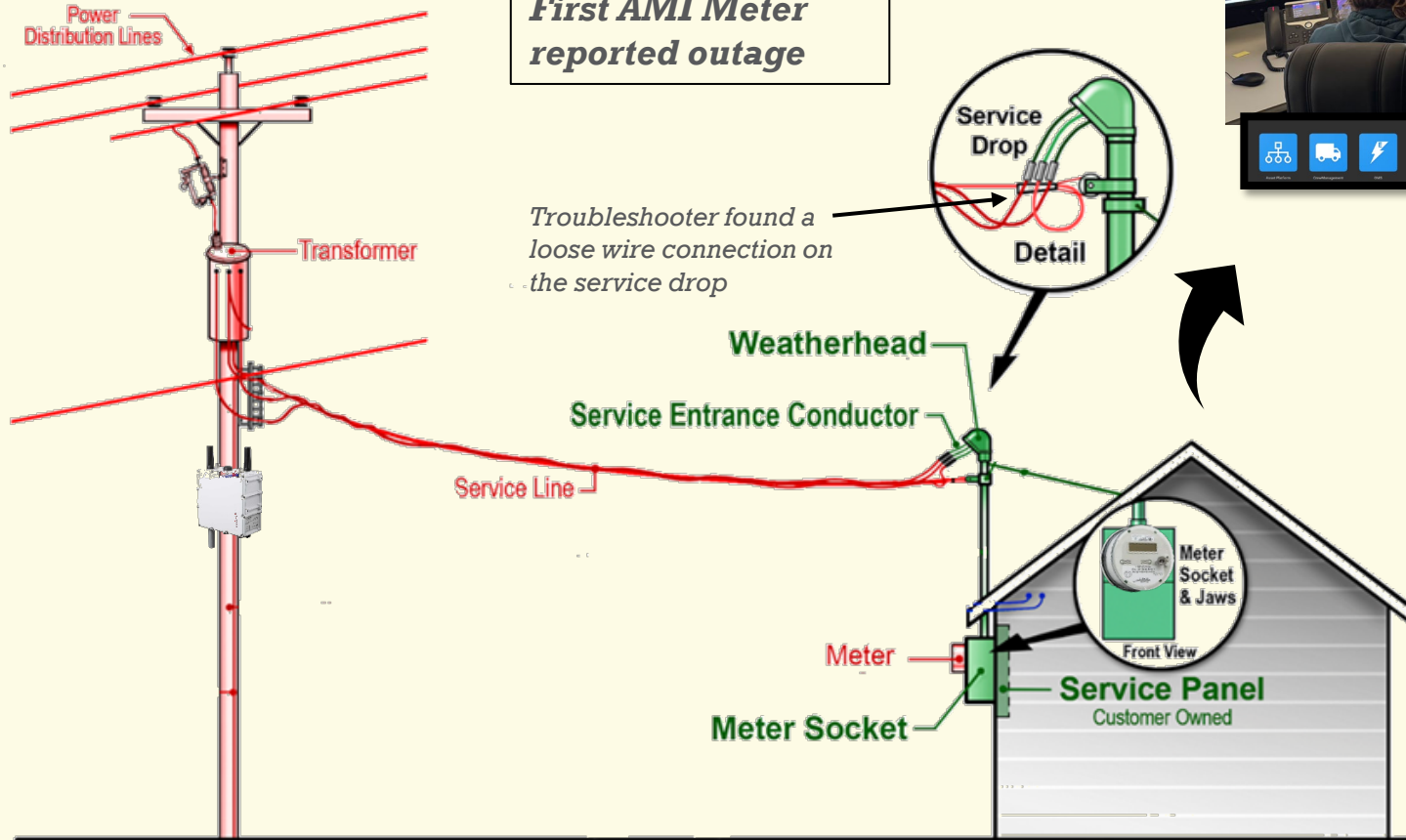
Actual Progress Residential		OPPD Completed C&I Installs:	Total Safety Incident The total number of safety incidents	Total Return to Utility (RTU) Total number of incomplete installs	Percent of Suspected Tamperers Total number of suspected meter tamperers divided by total number of meters	Percent of Accurate Final Read by Installer The number of accurate final reads by an installer divided by total number of final reads by an installer x 100
Completed/Closed	Remaining					
6935	414,318	850	0	9	0%	99.98%
3						

OUTAGE MANAGEMENT SYSTEM (OMS)

THE NEW OMS WENT LIVE ON SEPTEMBER 7, 2025

**October 20th, 2025:
First AMI Meter
reported outage**

Troubleshooter found a
loose wire connection on
the service drop



- AMI Meter sent an outage alert to the AMI Head End System (HES)
- Through the integration, HES passed the info to OMS, and an outage job was automatically created
- An OPPD Troubleshooter was assigned, and the outage job was dispatched via Compass Mobile to a tablet device
- Once onsite, the loose service connection was quickly discovered and repaired
- Total outage time of about 45 minutes
- The customer may not have even been aware of the outage

OUTAGE MAP SUMMARY-

CUMULATIVE AS OF NOVEMBER 6, 2025



TOTAL OUTAGE MAP VISITS

236,989

SINCE GO-LIVE

244,778

PRE-LOGIN

7,789

POST-LOGIN

EMAIL OUTAGE NOTIFICATIONS

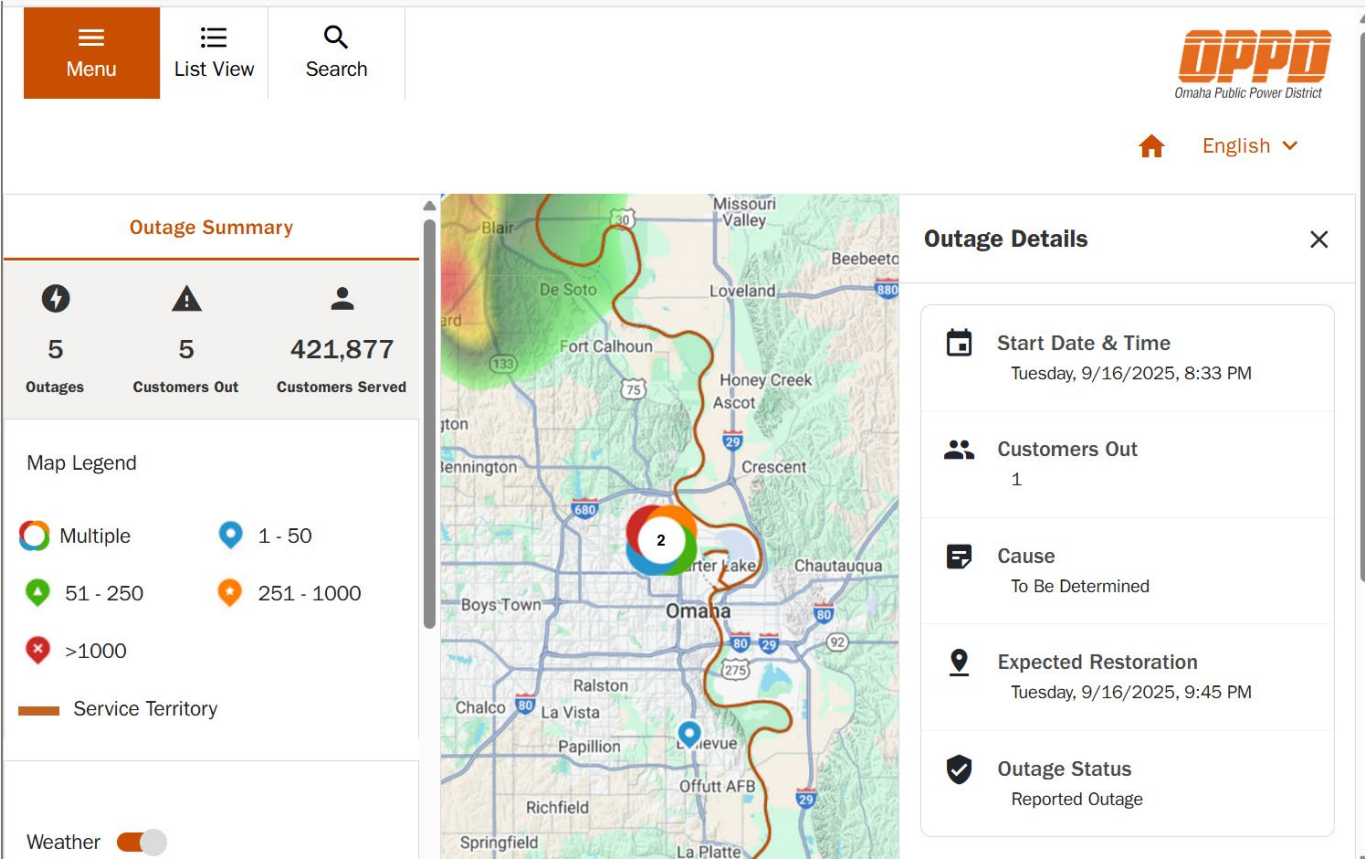
Notification Type	Delivered
Power Outage	1537
Power Outage Restored	3480
Power Outage Update	5021
Total	10,038

TEXT OUTAGE NOTIFICATIONS

Notification Type	Delivered
Outages	7354

IVR OUTAGE NOTIFICATIONS

Notification Type	Delivered
Outages	41

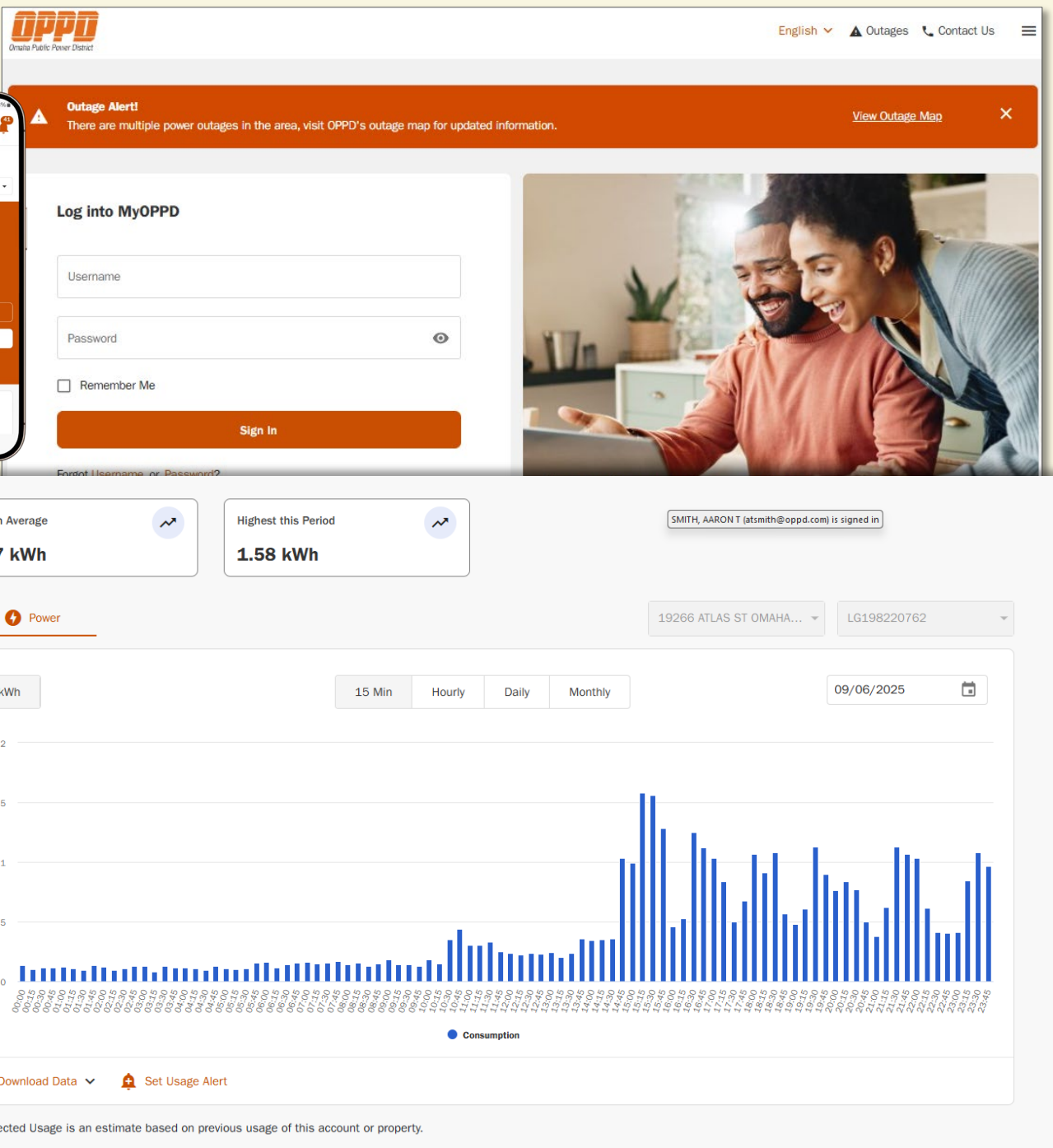
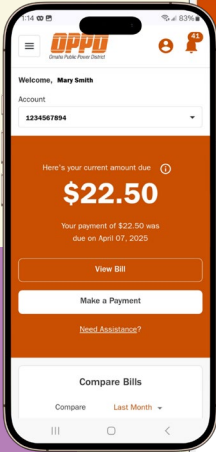


MYOPPD.COM CUSTOMER PORTAL

MYOPPD

- Online account access is FREE in English & Spanish
- Customize notifications and payment options
- View or pay your bill
- Access billing & usage history
- Link an Account
- Guest Users
- Start, Stop, or Move service

LAUNCHED SEPTEMBER 2025
MOBILE APP AVAILABLE JAN 2026



MYOPPD.COM HIGHLIGHTS - CUMULATIVE AS OF NOVEMBER 6, 2025



8,106

SUCCESSFUL REGISTRATIONS

8,811

OUTAGES REPORTED

170,252

PAYMENT TRANSACTIONS

1,451,415

NOTIFICATIONS

MYOPPD.COM ONBOARDING

Category	Count
Registration and Activation	8,106 (New)
	79,127 (Migrated)
Logins to MyOPPD.com	276,397

OPERATIONAL SUMMARY

NOTIFICATIONS

Type	Count
Email	1,307,440
Text	101,522
IVR	42,453
Total Notifications Sent	1,451,415

PAYMENTS

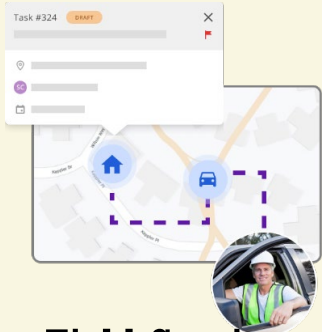
Type	Count
ACH	39,397
Cards	130,855
Total Successful Transactions	170,252
Total Payments	\$39,147,586.32

RELEASE 1BB WENT LIVE NOVEMBER 10TH



Enterprise Asset Management System (EAM)

IBM Maximo



Field Service Management (FSM)

SEW Smart Wx

Release 1BB: Nov 10

- **Maximo** is the new cloud-based system of record that will manage meters and distribution system asset information and work orders, replacing several smaller software solutions across OPPD. It will be used to manage customer and meter work, plus all types of non-outage meter, distribution, and streetlight work.
 - **Asset information** will be more standardized with predictable attributes and better categorization and data analysis capabilities.
 - **Improved equipment reliability** through consistent tracking of work history and asset performance.
- **SmartWx** will optimize scheduling and improve the tracking of short cycle work. Centralization of crew and resource availability and key system integrations will enhance communication across teams.
 - **Digital work orders** in SmartWX will replace the current paper work-packets. Field workers will document status, attach photos, and create redline layers in the application.
 - **SmartWX mobile map viewer** will replace the existing static offline mobile viewer, allowing field crews to view near real-time GIS map and ArcGIS data when in the field.
 - Smart WX provides **integrated work planning capabilities** with scheduling, dispatching and crew management all in a single platform.

» Q&A