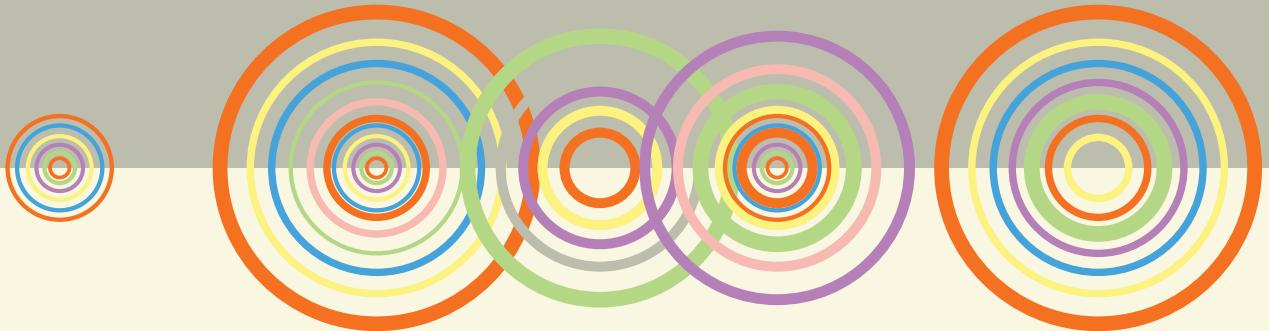


AMI CUSTOMER AND STAKEHOLDER ENGAGEMENT UPDATE

» 01.13.26 «



Tim McAreavey
Vice President, External Relations and Chief Customer & Public Engagement Officer





AGENDA

- ▶ AMI Customer and Stakeholder Engagement Refresher
- ▶ AMI Engagement Stats
- ▶ Look Ahead

CUSTOMER & STAKEHOLDER ENGAGEMENT REFRESHER

- ▶ **5** Local Leader Meetings
- ▶ **14** Customer Roadshows
- ▶ **~36k** Pilot Customer Communications
- ▶ Social Media Posts

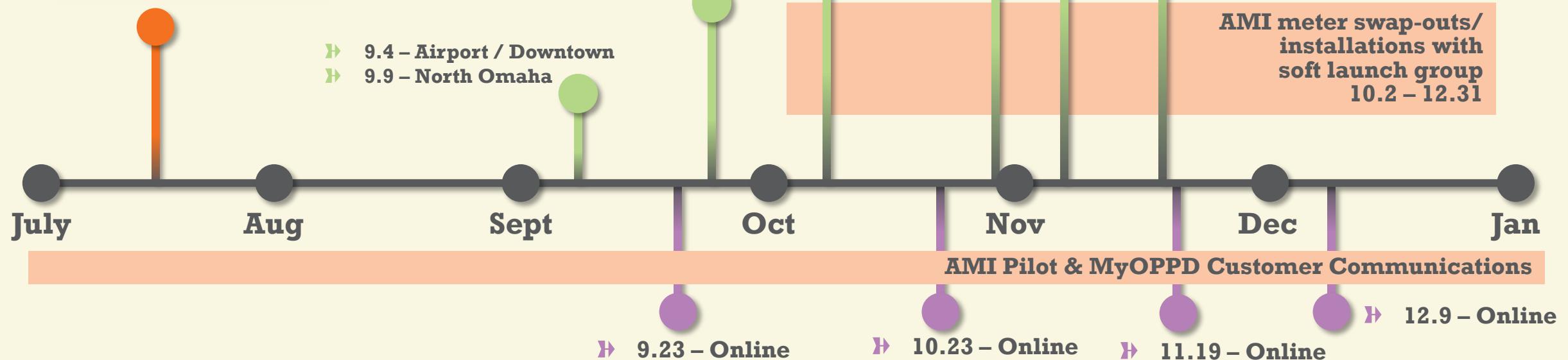


CUSTOMER & COMMUNITY LEADER EVENTS



- Local Leader Meeting
- Roadshow
- Webinar

- 7.16 - Bellevue
- 7.17 - South rural
- 7.22 - Omaha
- 7.23 - North rural
- 7.24 - Webinar



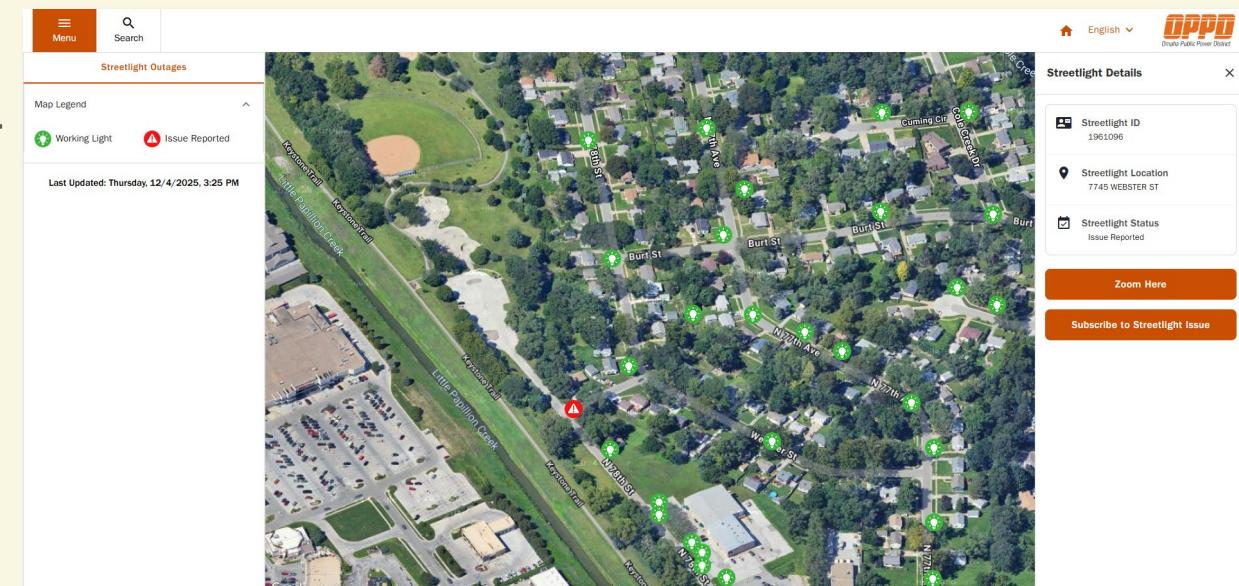
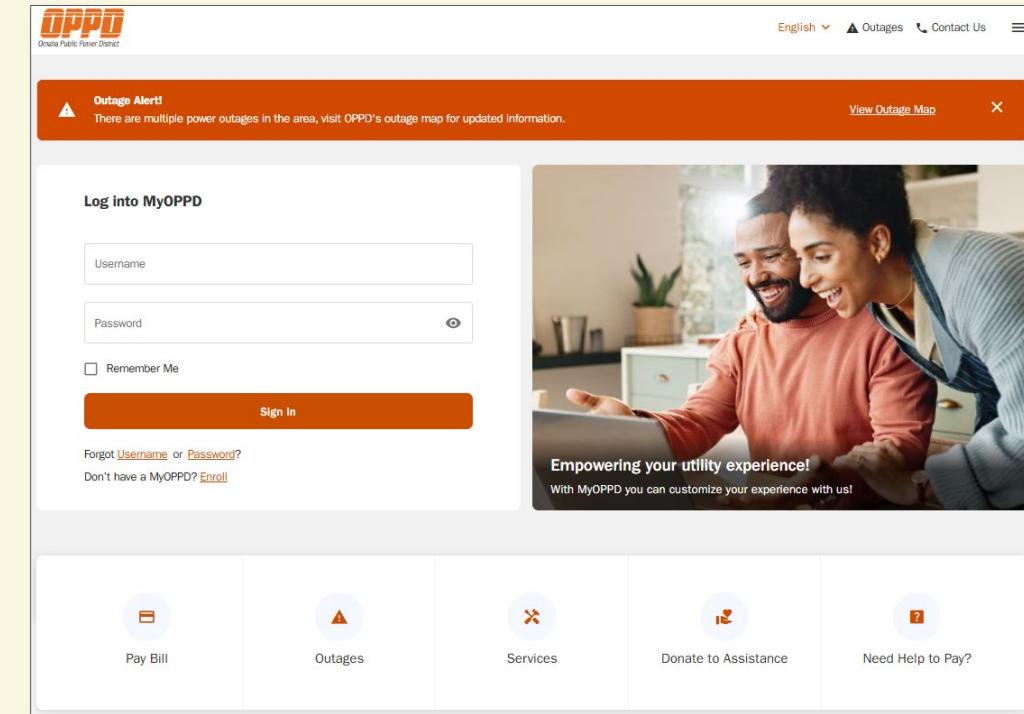
A LOOK AT THE NUMBERS...



- ▶ ~11,300 AMI meters installed
- ▶ 4.14 out of 5 – Post Install Survey (residential)
- ▶ 0.04% Opt Out rate
- ▶ 82% Opt Out Avoidance
- ▶ 200+ Access Issues

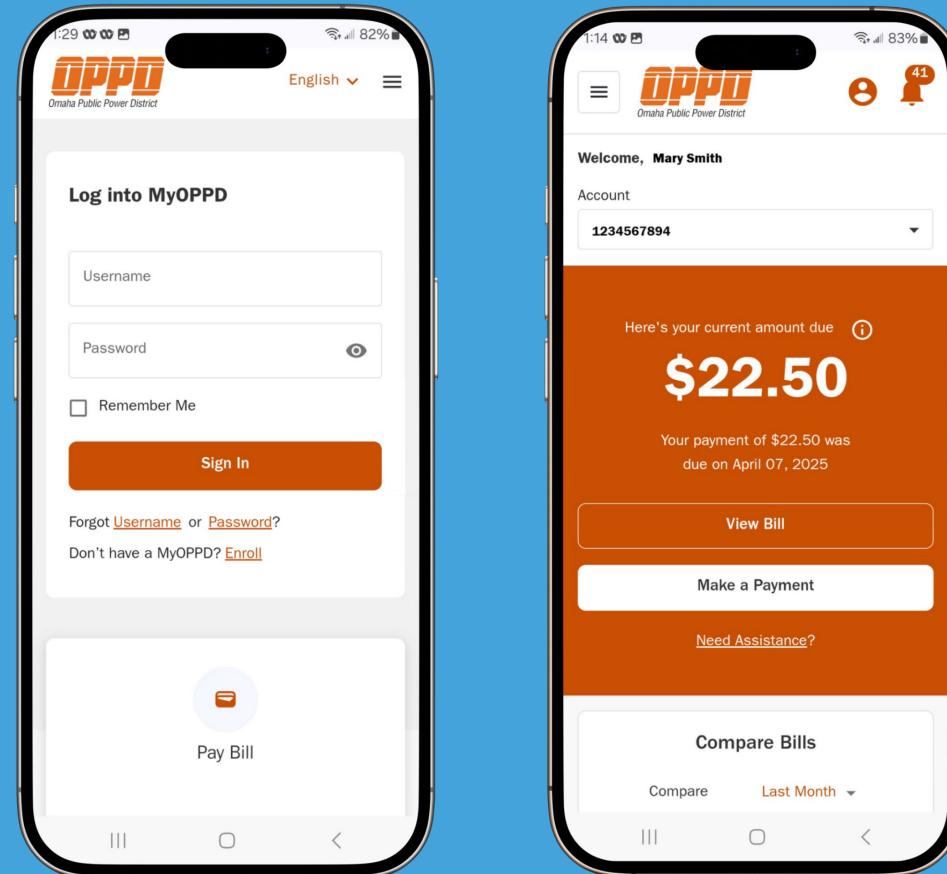
A LOOK AT THE NUMBERS (CONT'D)

- 5.5% Growth in MyOPPD registrations
- 67% of customers have a MyOPPD Account
- 15K Outage Reported
- 1100 Streetlight Outage Reported
- 93 customers attended the AMI roadshows with a 95% positive rating
- 12% of customer calls have negative sentiment



WHAT'S NEXT?

- MyOPPD Mobile
- AMI Deployment And Engagement Refinement
- Full AMI Deployment





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