

AMI CUSTOMER AND STAKEHOLDER ENGAGEMENT UPDATE

➤ 01.13.26 ➤



Tim McAreavey

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



Omaha Public Power District



AGENDA

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

CUSTOMER & STAKEHOLDER ENGAGEMENT REFRESHER

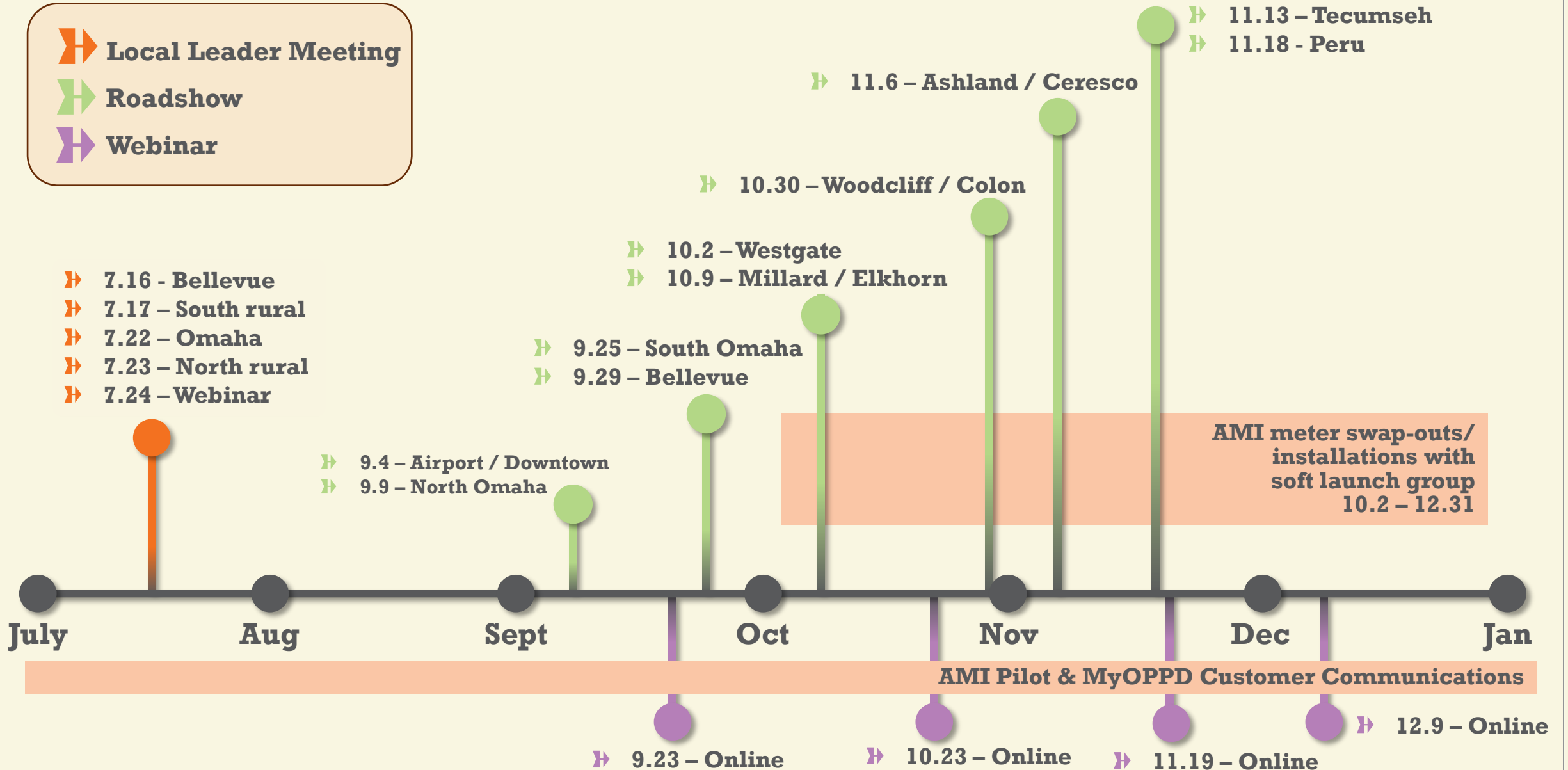
- **5** Local Leader Meetings
- **14** Customer Roadshows
- **~36k** Pilot Customer Communications
- Social Media Posts



CUSTOMER & COMMUNITY LEADER EVENTS



- Local Leader Meeting
- Roadshow
- Webinar



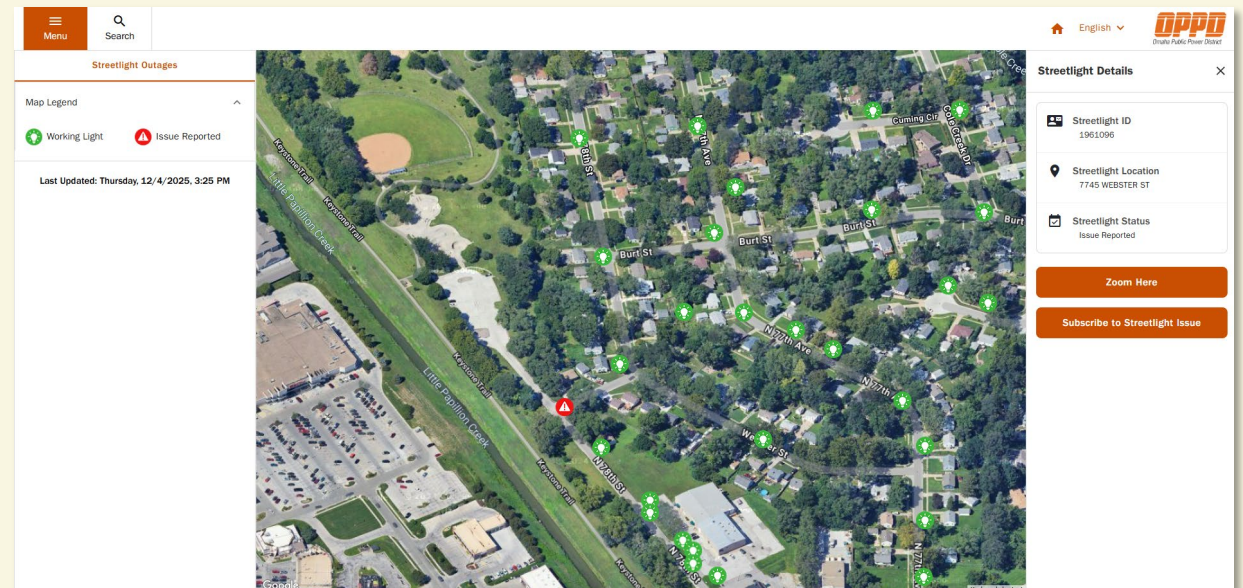
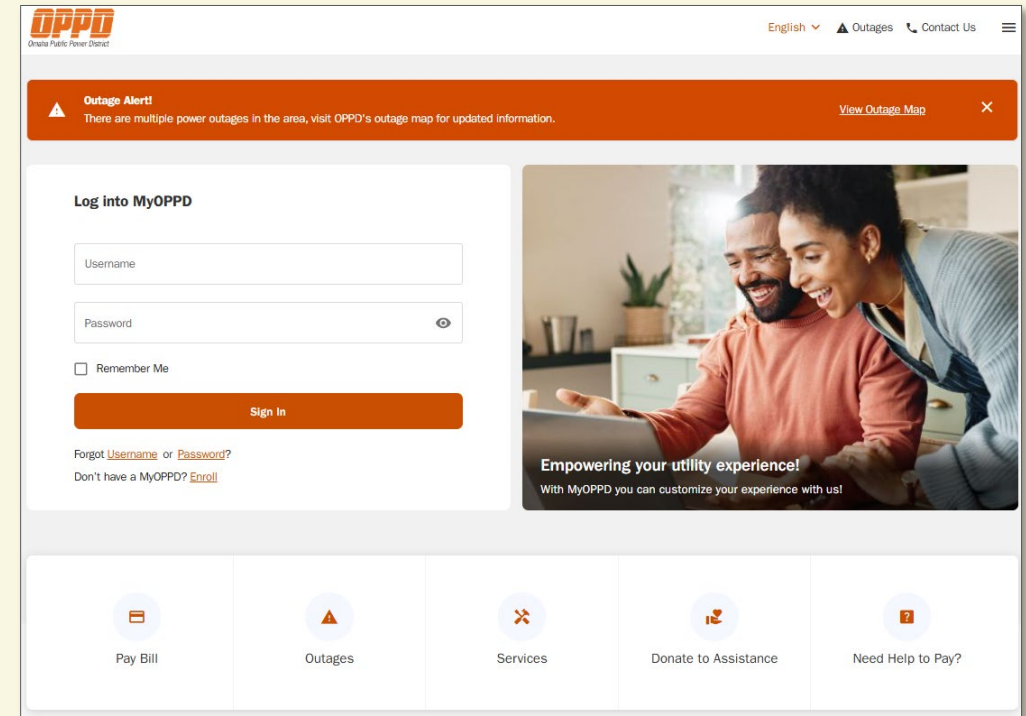
A LOOK AT THE NUMBERS...



- ▶ ~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

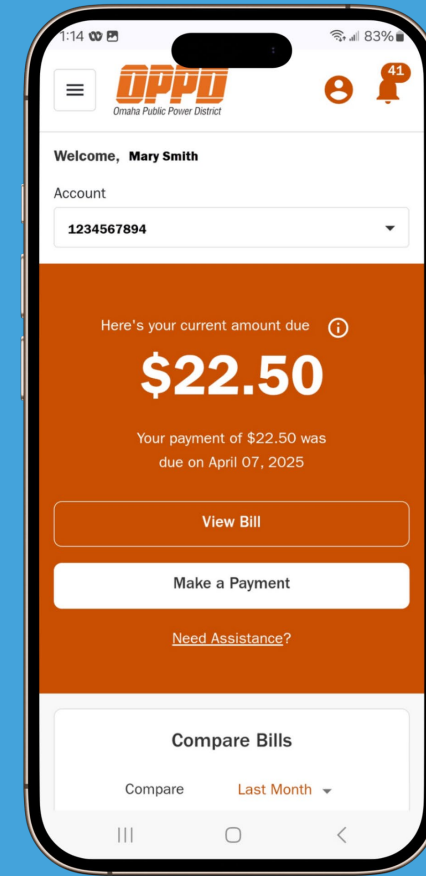
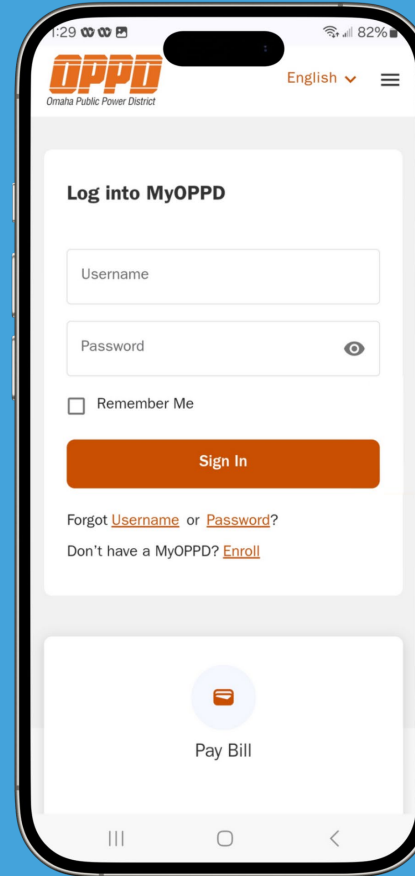
A LOOK AT THE NUMBERS (CONT'D)

- 5.5% Growth in MyOPPD registrations
- 67% of customers have a MyOPPD Account
- 15K Outage Reported
- 1 100 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





LEARN
MORE

Visit oppd.com/SmartMeters for information