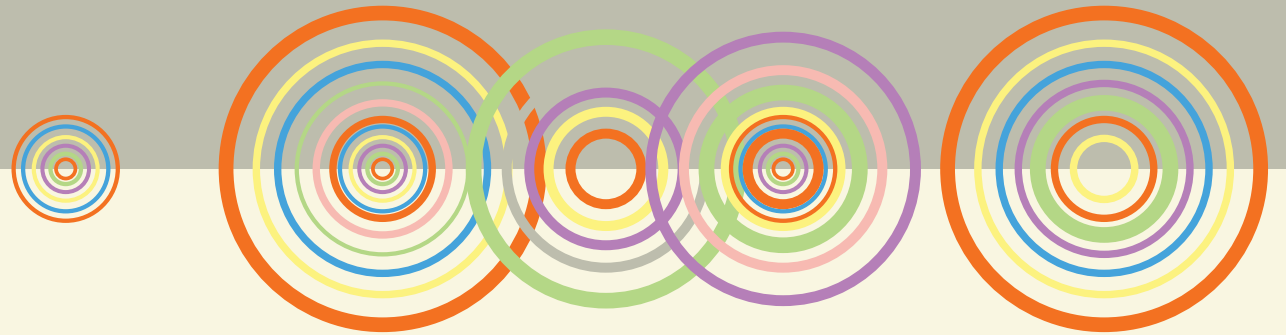


QUARTERLY AMI UPDATE

➤ 05.19.26 ➤

BOD ALL COMMITTEE MEETING



Aaron Smith
Director Distributed Device Strategy & Distribution Planning

Matt Hardebeck
Director Customer Experience & Operations



AGENDA

May 19, 2026

- Soft Launch - Early Results
- AMI Customer and Stakeholder Engagement | Lessons Learned
- Customer and Stakeholder Key Measurements

LESSONS LEARNED

AMI CUSTOMER & STAKEHOLDER ENGAGEMENT

Physical letters helped drive attendance to open houses

Outreach will use multi-channel approach for future open houses



Customers wanted tighter notices to when the meter would be replaced

Working through the process of adding automated call to share tighter window of when the meter will be replaced



Meter exchange process should be refined

Working on a better customer experience and better process for internal efficiency



Business didn't need all communications – specifically 90 day notice

We will eliminate the 90 day communication for business customers



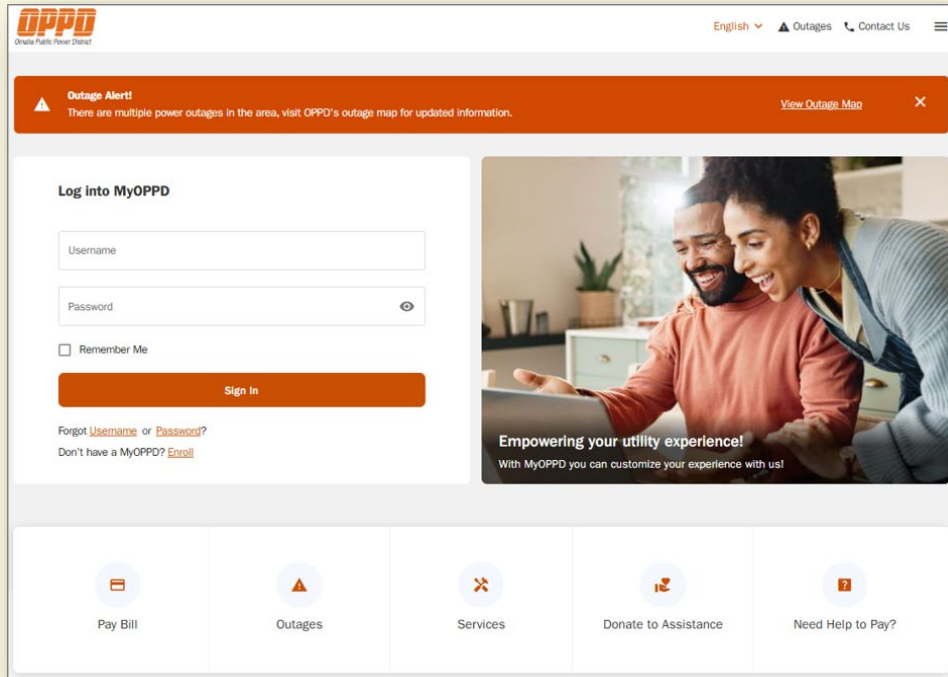
Early data issues were challenging but corrected

Data error between system caused mis-communications with customers, we have corrected that error and have a better process to catch items like that



AMI KEY MEASUREMENTS

CUSTOMER & STAKEHOLDER ENGAGEMENT AND MYOPPD



- **Primary MyOPPD visit reason:** View/Pay Bill
- **MyOPPD Adoption:** 64% (up 3% since MyOPPD deployment)
- **Post-install CSAT:** Residential 4.14/5; Commercial 3.4/5
- **Digital campaign:** 1.5M+ impressions; 3.61% click through rate across AMI education/outage map topics.
- **Community engagement:** 95% positive feedback; 151 attendees; 54% learned via letters
- **MyOPPD App downloads:** 6.7%
- **Safety incidents:** 0 with ~11,500 AMI Meters installed

NEXT STEPS

AMI Board Update: August & November

- Purpose: Awareness of customer and stakeholder experience, schedule and any key changes as OPPD moves towards full deployment of AMI meters