# **OPPD Quick Facts**



- Founded in 1946
- Publicly owned, business-managed electric utility governed by an elected board of directors
- Headquarters in Omaha, Neb.; many other locations in 13-county, 5,000-square-mile service area
- Low rates and nationally recognized customer service
- Serves a population of 784,500 people, more than any other electric utility in the state
- Ranks as the 12th-largest public power utility in the U.S. in number of customers served
- Serves 47 towns at retail and five at wholesale
- The majority of OPPD's power comes from three baseload power plants: North Omaha Station and Nebraska City Station, both coalfired plants, and Fort Calhoun Station, a nuclear power plant
- Additional energy comes from three peaking plants and renewable energy resources, including a landfill-gas plant and wind turbines

## **Accomplishments**

Residential Customer Satisfaction OPPD honored for residential customer satisfaction by J.D. Power and Associates for the 11th consecutive year, based on results of its 2011 Electric Utility Residential Customer Satisfaction Study<sup>SM</sup>.

**Business Customer Satisfaction**OPPD took first place in the Midwest region among midsize utilities in the J.D. Power and Associates 2012 Electric Utility Business Customer Satisfaction Study<sup>SM</sup>.

ENERGY STAR Leader, 2011 Recognized in 2011 by the Environmental Protection Agency as an ENERGY STAR Leader for improving energy efficiency by 10 percent in the qualifying group.

APPA Energy Innovator Award In 2011, American Public Power Association recognized the OPPD Digi-Optimizer pilot project.

#### **2011 Statistics**

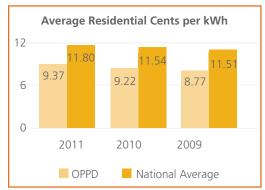
Generating capability	3,222.7 MW
System peak load	
Megawatt-hour sales	15,328,409 MWh
Operating revenue	\$1,041,762,000
Payments in lieu of taxes	\$28,217,000
Average cost per kilowatt-hour – residential	9.37 cents
Average annual use kilowatt-hour – residential	11,639
Total utility plant	\$5,027,093,000
Miles of electric line	15,421
Capital expenditures	\$195,774,000
Number of employees	2,301
Average number of electric customers.	352,223

#### **Providing Low Rates to Customers**

OPPD strives to maximize the public power advantage of low-cost energy for customers. According to preliminary December 2011 figures from the Energy Information Administration, OPPD rates rank:

- 20.6% below the national average in cost per kilowatt-hour for residential customers
- 25.7% below for retail customers
- 23.5% below for commercial customers
- 26.7% below for industrial customers

The charts below compare OPPD and national average residential and retail cents per kWh.





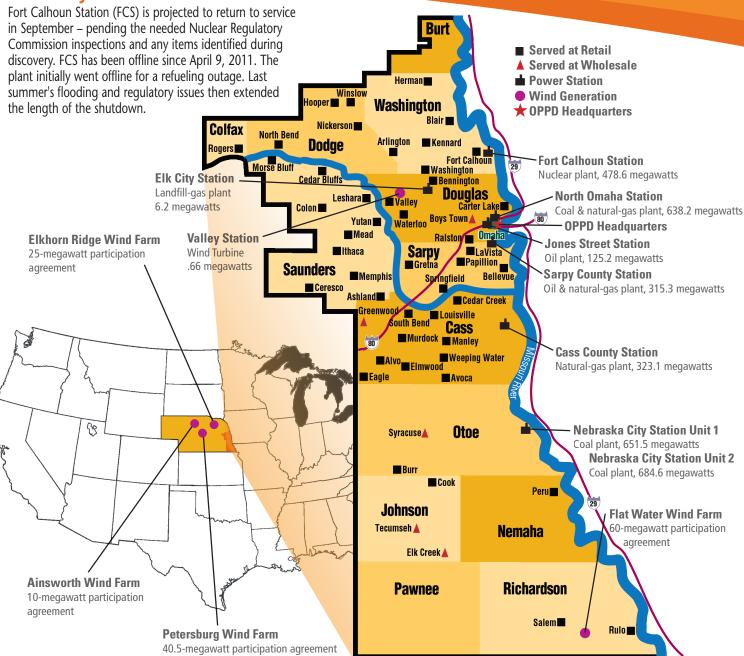
## **Ensuring Employee and Customer Safety**

- OPPD promotes a hazard-free environment through engineering controls, administrative controls
  and personal protective equipment for its employees, and OPPD routinely distributes electrical safety
  messages to customers through its website and other customer communications.
- OPPD's Fort Calhoun Nuclear Station is designed to withstand severe natural disasters. The plant's "defense in depth" systems include multiple sources of offsite and onsite power. Plant personnel train on and follow written procedures for both normal and emergency operations. As part of OPPD's Emergency Response Organization, employees participate in regular training drills to help prepare for a serious event at the plant. OPPD has good working relationships with emergency management personnel at the federal, state, regional and county level. Those residing within 10 miles of the plant receive annual emergency preparedness booklets from OPPD. Following the historic flood of 2011 and subsequent regulatory concerns, OPPD developed an Integrated Performance Improvement Plan to address critical concerns. Progress of the plan is available at oppd.com, under the Nuclear tab.

# Service Area Map



#### As of May 2012:



## **Delivering Reliable Energy**

- For the past 11 years, OPPD's reliability has been greater than 99.98%, as measured by the Average Service Availability Index.
- Electrical grid reliability is maintained through compliance with industry standards established by the North American Electric Reliability Corporation (NERC). OPPD complies with all NERC standards and strives for 100% compliance.
- Through its membership in the Southwest Power Pool (SPP) Reserve Sharing Group, OPPD has access to energy reserves in emergency situations. The SPP Reserve Sharing Group consists of members spread over parts of eight Midwestern states.



For more information, visit **oppd.com** and click on the Investors & Finance tab to view the 2011 Annual Report.