



Oklahoma Municipal Power Authority (OMPA)

Programs Available to Our Members

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Since 1985, the **Oklahoma Municipal Power Authority (OMPA)** has been providing member cities with wholesale power and value-added programs. These programs are designed to help municipal electric systems remain competitive.

OMPA provides member cities with three types of value-added programs: customer service and communication, marketing and utility enhancement.

Customer Service/Communication programs include services like customer service training, various payment plans and options, audits and mass communication programs.

Member cities can also participate in two types of newsletters - one for residential customers and one for commercial or key account customers.

The quarterly *Current-Events* newsletter is distributed to the utilities' residential customers. An electronic newsletter and information service is available for distribution to the utilities' commercial or key accounts.

Customer Service/Communication Programs are:

- Average Monthly Payments
- Bank Draft
- Credit Cards
- CurrentEvents*
- Customer Service Training
- Electrical Safety Promotion
- Electronic Bill Presentment/Payments
- Key Accounts
- Mass Communication Programs
- Peak Alerts
- Pick-A-Date
- PowerLines/Questline
- Residential/Commercial Energy Audits

Marketing programs help promote the services provided to customers. Some of the programs are cost-shared by OMPA and the member utility.



Crews work to restore power in Altus, Oklahoma as a result of a winter storm.



Through OMPA, member cities are able to offer their residential and commercial customers a source of pollution-free power - wind. OMPA has 34 General Electric 1.5 megawatt turbines at the Oklahoma Wind Energy Center located northeast of Woodward, Oklahoma. (Joseph Mills Photo)

Marketing programs are:

- "Best Cities" Economic Development Program
- Compact Fluorescent and/or LED Lamps
- Customer Satisfaction Survey
- Demand and Energy Efficiency Program (DEEP)
- Economic Development Rate Matching Advertising Funds
- Wind Energy
- WISE Loans
- WISE Rebate Program

Utility Enhancement

programs help strengthen the overall operation of the members' municipal electric systems. Participating members become prepared and competitive as the energy industry changes.

Utility Enhancement programs are:

- Automated Meter Reading
- Codes and Standards
- Competitive Utility Program (CUP)
- Distribution Engineering
- Distribution System Map Updates
- Emergency Action Plan
- Power Partners
- Service Reliability
- System Maintenance Plan
- Utility Rate Analysis

OMPA is a state agency created in 1981 to provide wholesale electricity to cities and towns that operate their municipal electric systems.

Customer Service/Communication

Average Monthly Payments

This program helps the customer budget for his/her electric usage needs by paying the utility an averaged monthly payment based on annual use.

Bank Draft

The customer authorizes the utility to make automatic bank withdrawals to pay the customer's utility account during each billing cycle.

Credit Cards

OMPA can assist members to implement a program whereby customers can pay their utility bills using debit or credit cards.

CurrentEvents

The *CurrentEvents* newsletter is published four times a year – in the spring, summer, fall and winter. The utilities use the publication for the promotion of energy services programs or other community-specific items of interest to their customers.

Since OMPA aggregates the production of the newsletters, participating cities save on printing costs. OMPA also arranges mailing to customers for those cities that use this option.

Customer Service Training

All-Employee Training is one of several OMPA-sponsored professional development training opportunities. This special customer service training program is held every year. Sessions are conducted regionally to enable the member cities to send as many employees as possible.

OMPA conducts other customer service training sessions at selected regional locations throughout the year. Various topics related to customer service are covered; other topics include sessions on residential and commercial energy efficiency and energy use.

The Authority also provides two Gatekeeper Programs to raise awareness among city personnel of the needs of vulnerable elderly and/or suicidal people who need help but may be unable to get it for themselves.

Electrical Safety Promotion

OMPA believes it is important to educate youngsters and adults about electrical safety. Member cities can provide safety demonstrations at grade schools, city and/or utility open houses and local community events. Demonstration equipment and DVDs for electrical safety presentations are available on loan from OMPA.

Electronic Bill Presentment/ Payments

With the increasing presence of the Internet, more and more customers are seeking to have their bill available online for viewing and for payment. OMPA staff can assist with making this possible.

Key Accounts

OMPA assists the member cities in implementing a Key Accounts Program. Key customers are identified and provided with appropriate care and attention. This helps cities develop closer relationships with their customers. Key account training is also available through OMPA.

Mass Communication Programs

To address the fast-changing world of the Internet and the way residents communicate and obtain information online, OMPA is on Facebook, Twitter and YouTube in order to reach a broader audience. Both social media outlets are used as channels for disseminating time-sensitive information, such as outages, as quickly as possible and as a marketing/promotional tool to link to articles, press releases or anything we feel may be of importance. These tools give OMPA the ability to broadcast its messages to the widest possible audience.

OMPA's website, www.ompacom.com, remains the Authority's primary and predominant Internet presence. Anything that is posted by OMPA to Facebook, Twitter and YouTube can also be found on the OMPA website. OMPA provides assistance to its members in setting up a social media site or developing a policy regarding social media. A copy of OMPA's social media policy can be found on the OMPA website at <http://ompacom.com/publications/social-media/>



Peak Alerts

This program provides a low-cost approach to peak shaving. Since some of the monthly costs of electricity to the cities are based on the peak use in the past 12-month period, cities can lower their costs by using a peak alert program.

The cities begin by studying their own facilities to identify areas for peak reduction. Then a plan is developed to implement designated measures, e.g., thermostat setbacks, postponing water pumping or water treatment, reducing lighting loads, etc.

Large industrial and commercial customers may be contacted to curtail their usage during peak hours. Some utilities have designed special time-of-use rates to encourage limited use during peak hours. Several member cities also appeal to the residential customer base by using mass communications, local radio or TV stations to broadcast the peak alert.

Pick-A-Date

This allows the customer to choose a convenient date for payment of his/her utility bill.

PowerLines/Questline

The *PowerLines/Questline* program provides a regular electronic newsletter once a month to commercial customers. The newsletter provides relevant information and tips on commercial/ industrial energy use. Customers also have access to a vast library of energy and business-related information, and can use the ask-an-expert hotline for detailed inquiries.

Residential/Commercial Energy Audits

The Residential and Commercial Energy Audit Programs help residential and commercial customers understand how their homes and businesses use energy, and help them identify opportunities for energy savings. This saves money for both the customer and the utility, and establishes the city utility as an energy expert and a trusted source for energy information. OMPA provides members with training in residential audits. On a limited basis, OMPA can provide residential and walk-through commercial audits for member city customers.

Marketing

“Best Cities” Economic Development Program

OMPA has a continuing contract with a consultant to assist cities in developing and implementing plans for economic development. This matching funds program offers cities expertise on promoting economic development in their communities, which leads to the creation of new employment opportunities.

Compact Fluorescent and/or LED Lamps

Through OMPA, member cities are able to purchase energy-efficient lamps at a discounted price for distribution to their customers. This program also helps to educate customers on energy efficiency.

Customer Satisfaction Surveys

The primary purpose of these surveys is to gather accurate information about customer attitudes, expectations, perceptions and levels of satisfaction with the utility. The information is used to identify ways in which the utility can improve its services.

Demand and Energy Efficiency Program (DEEP)

This program is intended to assist qualified customers in member cities to reduce their electric energy peak demands and costs. The reduction of these demands will help keep energy rates as low as possible and delay the need to add additional OMPA generation capacity to the system. The range of project types includes replacing motors with NEMA Premium Motors, replacing inefficient lighting with new fluorescent or LED technology lights, making improvements in cooling and heating with ground source heat pumps or high-efficiency chillers, or replacing old food-service equipment with improved efficiency Energy Star rated equipment.

DEEP provides matching funds to customers who implement energy-saving measures that will reduce their summer peak electric demands. Projects are evaluated on a case-by-case basis, and funds available for an individual project are determined through submission of detailed project plans.



Demand and Energy Efficiency Program

Economic Development Rate

This rate was established in 1990 to provide assistance to cities in their industrial development efforts by giving a graduated discount on demand costs based on minimum load levels. Subsequently, the program has been expanded to include public and private schools and governmental facilities. The primary purpose of the EDR program is to promote economic development, which creates new employment opportunities.

Matching Advertising Funds

This program assists the member cities in promoting their benefits and services to their customers. Advertising is the key to any successful communications campaign. Customers do not know what services are available unless the utility informs them. Advertising can also help the city utility to establish and maintain a positive and competitive presence in the local area.

Wind Energy

Through this program, a source of pollution-free power is available to communities and their customers. Under the terms of a long-term contract with FPL Energy LLC, a subsidiary of FPL Group Inc., OMPA owns the electricity output from 34 General Electric 1.5-megawatt turbines. The turbines are part of the Oklahoma Wind Energy Center, which is located northeast of Woodward.

WISE Loans

Low-interest financing is available to the members’ customers from OMPA for qualifying energy-saving measures, including a heat pump system and many other energy improvements.

WISE Rebate Program

The rebate program encourages the installation of high-efficiency heat pumps and air conditioners. Cities provide rebates to customers who install qualifying energy-efficient heating and cooling equipment. The rebates are cost-shared by OMPA. The systems selected for this program contribute to greater effectiveness and savings for the customers. Heat pumps also help build winter load and reduce summer peaks for the city.



Utility Enhancement

Automated Meter Reading

This program allows the utility to remotely read virtually any electric, water or gas meter, which leads to improved accuracy and efficiency of meter reading. It also helps utilities to provide better customer service and a variety of different rate options.

Codes and Standards

This practice refers to the process for ensuring that all construction within the city limits meets legal requirements for compliance with safety codes. It applies to the construction of both electrical and non-electrical facilities.

Competitive Utility Program (CUP)

CUP is a voluntary program that provides OMPA member cities with a way to evaluate and improve the operation of their municipal electric utilities. It also allows members to be able to better compete in the electric utility industry. CUP provides two types of reward – recognition in the form of certification as a competitive utility and financial awards.

Competitive Utility Program



of the Oklahoma Municipal Power Authority

Utility Enhancement

Distribution Engineering

OMPA provides limited engineering services to member cities in the areas of municipal distribution planning and technical assistance on improvements to distribution systems. This includes evaluation of the municipal electric distribution systems and recommendations for improvement. OMPA also helps in major storm restoration by coordinating mutual aid. Equipment available on loan from OMPA includes a power quality meter and an infrared camera.

Distribution System Map Updates

OMPA assists members in keeping updated digitalized distribution system maps. Up-to-date maps can reduce outage times by showing out-of-town crews where they'll be working, and how that part of town is connected to the electrical system. A map can also be useful when dealing with FEMA (after the fact) when showing the damaged areas of town.

Emergency Action Plan

Every member of a municipal electric utility department should be familiar with the utility's plan to deal with the wide range of possible situations involving emergencies with electrical equipment and utility-related electrical hazards. OMPA can assist cities with drawing up their plans.

Power Partners

Power Partners is a joint purchasing program for electric utility materials available from OMPA and YourGovShop. By pooling purchases of specific electric items for distribution systems, member cities can lower their costs. Suppliers are asked to submit bids for materials that are then evaluated for the best price. In addition to electrical supplies, other materials also can be ordered through Power Partners.



Service Reliability

This program helps identify ways to improve the municipal electric distribution system by tracking outages. The aim of this program is threefold: 1) give the utility more information about the status and operation of the electric system; 2) use this information for planning, prioritizing and budgeting long-term improvements in the utility's maintenance and operating practices, as well as capital additions; and 3) monitor the effectiveness of improvement initiatives, by providing a benchmark which may be compared across time and across utility systems.

System Maintenance Plan

The System Maintenance Plan provides guidance for the upkeep of the electric distribution system. The plan should be updated annually and contain descriptions of routine maintenance along with both short-term and long-term goals. The plan also generally includes a physical description, map of the system and an implementation schedule. An updated system maintenance plan can be of great benefit to the city and its electric utility during the budgeting process. Cost of updates and maintenance activities are more easily explained and justified with the plan.

Utility Rate Analysis

OMPA's rate analysis services offer the following:

- Rate design recommendation(s) for incentive rates to be offered by members to their industrial and educational customers.
- Assistance in identifying the cost of providing electrical service.
- Information on the city utility's competitive position within the region and state for residential, commercial and industrial rates.
- Assistance in long-term planning as it relates to rates and future capital requirements in the electric system.

SCAN IT



Scan this QR code with your smartphone to view information about OMPA.

Questions?

For more information about these and other programs, please contact the OMPA Member Services staff at 405/340-5047:

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|------------------|-----------------------------------|
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Or visit OMPA's website: www.ompacom.com.

OMPA Member Cities: Altus - Blackwell - Comanche - Copan - Duncan - Edmond - Eldorado - Fairview - Frederick - Geary - Goltry - Granite - Hominy - Kingfisher - Laverne - Lexington - Mangum - Manitou - Marlow - Newkirk - Okeene - Olustee - Orlando - Pawhuska - Perry - Ponca City - Pond Creek - Prague - Purcell - Ryan - Spiro - Tecumseh - Tonkawa - Walters - Watonga - Waynoka - Wetumka - Wynnewood - Yale