

## Training Offered by OMPA

**at your location or nearby (regionally)**

**no cost to OMPA cities**

**minimum attendance required**

Understanding the Misunderstanding (3 hr) (C)  
Get What You Want in Customer Service (1.5 hr) (C)  
Get What You Want in Attitude (1.5 hr) (C)  
Basics of Customer Service (3 hr) (C)  
Dealing with High-Bill Complaints (3 hr) (C)  
Dealing with Upset Customers (2 hr) (C)  
Residential Energy Use and Conservation (C)

- Overview (1 hr) (C)
- Home Insulation and Air Infiltration (1 hr) (C)
- Heating, Ventilation and Air Conditioning (1 hr) (C)
- Lighting (1 hr) (C)
- Water Heating and Appliances (1 hr) (C)

Energy-Efficient Lighting (1-3 hr) (C)  
Energy Savings for Small Businesses (3 hr) (C)  
Professionalism for CSRs and Others (1 hr) (C)  
Telephone Skills (1 hr) (C)  
Current Environmental Issues (1 hr) (E)  
Gatekeeper (Senior Awareness) Training (1 hr) (C)  
QPR Gatekeeper Training (Suicide Prevention) (1.5 hr) (C)  
How to Write a Plan (1-2 hr) (E)  
Public Power in the 21<sup>st</sup> Century (1-2 hr) (E)  
Introduction to the Electric Grid (1 hr) (E)  
History of the Electric Industry (1 hr) (E)  
Electric Utility Basics (1-3 hr) (E)  
Key Accounts Programs (3 hr) (E)  
Surge Protection Program (2 hr) (E)  
Reliability Spreadsheets (1-2 hr) (E)  
Your OMPA Bill (2 hr) (E)  
The Competitive Utility Program (1-2 hr) (E)  
How to Deal with the Media Training (3 hr) (C)  
Social Media Training (3-5 hr) (C)



**Letters in brackets refer to classification for CUP.**  
**Programs vary from one to three hours in length. For more details, or to schedule training, contact Roger Farrer or Palma Lough at (405) 340-5047.**

## Reminders and Snippets...

**Matching Advertising Funds – It's a New Year!**  
**Matching Advertising funds are again available this year.** Remember, OMPA matching \$ are available for advertising that promotes Energy Services programs, benefits of the city's electric utility, or public power in the community. Each member city should soon get a letter advising them of the amount OMPA has budgeted for them.  
**Also, for CUP-certified cities to qualify for the Advanced Marketing Program Award this year, at least 50% of OMPA's budgeted amount for the city must be requested/claimed by the city for qualifying Load Factor Improvement activities.** For example, if OMPA has budgeted \$1,000 for your city, you must request/claim at least \$500 from OMPA ; since OMPA provides 50% of the city's expenses, you must spend at least \$1,000 on qualifying load factor improvement activities. Then you request/claim at least \$500 from OMPA, which is 50% of OMPA's budgeted amount for your city.  
**Call us if you need more information.**

## Coming Events

**January**  
18 **Social Media Training**  
OMPA Offices, Edmond, 10:00 am – 3:00 pm  
25 **OMPA Planning & Operations Committee Meeting**  
OMPA Offices, 10:00 am – 2:00 pm  
27 **Customer Service Training**  
Ponca City, Ponca City Energy, 8:30 – 11:30 am; 1:30 – 4:30 pm

**February**  
1 **Gatekeeper Training (Senior Awareness)**  
Purcell, Police Department, 9:00 – 10:00 am; 10:00 – 11:00 am  
2 **Professionalism for CSRs and Others**  
Purcell, Police Department, 9:00 – 10:00 am; 10:15 – 11:15 am  
**OMPA Area Meetings for Member Cities**  
2 Ponca City, Commission Chambers, 6:15 – 8:30 pm  
9 Edmond, OMPA Offices, 6:15 – 8:30 pm  
16 Altus, Friendship Inn, 6:15 – 8:30 pm  
23 Comanche, Community Center, 6:15 – 8:30 pm  
22 **Energy Services Committee Meeting**  
OMPA Offices, Edmond, 10:00 am – 2:00 pm

**March**  
1 **OMPA Area Meeting for Member Cities**  
Fairview, City Hall, 6:15 – 8:30 pm  
21 **AEE Lunch&Learn Energy Seminar (fee reqd.)**  
Location TBD, 8:30 am – noon

**April**  
13-14 **APPA Lineworkers Rodeo**  
Cleveland, OH  
15-18 **APPA E&O Conference**  
Cleveland, OH  
18-19 **APPA DEED Board Meeting**  
Cleveland, OH  
22-24 **\*Public Power Workshop**  
Embassy Suites, Norman, OK

**May**  
15 **Energy Services Regional Meeting (date tentative)**  
Laverne, 9:30 am – noon  
16 **AEE Lunch&Learn Energy Seminar (fee reqd.)**  
Location TBD, 8:30 am – noon  
23 **Energy Services Committee Meeting**  
OMPA Offices, Edmond, 10:00 am – 2:00 pm

**June**  
**Energy Services Regional Meetings (dates/locations tentative)**  
12 Prague, 9:00 – 11:30 am  
Tecumseh, 1:30 – 4:00 pm  
13 Waynoka, 9:00 – 11:30 am  
Fairview, 1:30 – 4:00 pm  
14 Okeene, 9:00 – 11:30 am  
Geary, 1:30 – 4:00 pm  
19 Edmond, 9:00 – 11:30 am  
Kingfisher, 1:30 – 4:00 pm  
20 Perry, 9:00 – 11:30 am  
Edmond, 1:30 – 4:00 pm  
16-20 **APPA National Conference**, Washington, DC  
26-27 **Residential Energy Audit Training (date tentative)**  
OMPA Offices, Edmond

**July**  
**Energy Services Regional Meetings (dates/locations tentative)**  
10 Marlow, 9:00 – 11:30 am  
Comanche, 1:30 – 4:00 pm  
11 Frederick, 9:00 – 11:30 am  
Eldorado, 1:30 – 4:00 pm  
12 Mangum, 9:00 – 11:30 am  
Granite, 1:30 – 4:00 pm  
17 Purcell, 9:00 – 11:30 am  
Lexington, 1:30 – 4:00 pm  
18 Blackwell, 9:00 – 11:30 am  
Pond Creek, 1:30 – 4:00 pm  
19 Ponca City, 9:00 – 11:30 am  
Pawhuska, 1:30 – 4:00 pm

**August**  
8 **Energy Services Regional Meeting (date/locations tentative)**  
Spiro, 9:30 am – noon

**September**  
19 **Energy Services Committee Meeting**  
OMPA Offices, Edmond, 10:00 am – 2:00 pm  
25-26 **Green Buildings Summit (dates tentative) (fee required)**  
Reed Center, Midwest City

**October**  
21-24 **APPA Cust. Conn. Conf.**, Indianapolis, IN

**November**  
14 **AEE Lunch&Learn Energy Seminar (fee reqd.)**  
Location TBD, 8:30 am – noon

**December**  
12 **Energy Services Committee Meeting**  
OMPA Offices, Edmond, 10:00 am – 2:00 pm

\* Jointly sponsored by MESO, GRDA and OMPA



## Energy Services Program

### Newsletter

### First Quarter, 2012

**Oklahoma Municipal Power Authority**  
PO Box 1960, Edmond, OK 73083-1960  
2701 W. I-35 Frontage Road, Edmond, OK 73013

Telephone: (405) 340-5047 Fax: (405) 359-1071

[www.omp.com](http://www.omp.com)

This newsletter can be found at  
<http://omp.com/publications/>

## OMPA Area Meetings

### Dates and Locations:

|             |                              |
|-------------|------------------------------|
| February 2  | Ponca City, Comm. Chambers   |
| February 9  | Edmond, OMPA Offices         |
| February 16 | Altus, Friendship Inn        |
| February 23 | Comanche, Community Building |
| March 1     | Fairview, City Hall          |

All Meetings: 6:15 – 8:30 pm, dinner provided

### Topics:

Legislative Issues for 2012  
Power Supply Update  
Engineering Projects for 2012  
Rebate Program Update  
Others as identified

### Invited:

City officials, staff and spouses

### Presenters:

OMPA staff

## Social Media Training

Wednesday, January 18, 10:00 am – 3:00 pm

### OMPA Offices, Edmond

OMPA's Media Specialist, **Jennifer Rogers**, will cover the basics of **Facebook, Twitter, YouTube** and **QR Codes**. Attendees will learn how to set up accounts and use social media as a vehicle for marketing to their customers and keeping in touch with them.

## Energy Services Committee Meeting First Quarter, 2012

Wednesday, February 22, 10:00 am – 2:00 pm

### OMPA Offices, Edmond

Energy Services Programs  
WISE Rebates – Revised Guidelines  
Program Updates  
All-Employee Trainer for 2012

## Competitive Utility Program



of the Oklahoma Municipal Power Authority

### Current Status (January 2012)

#### CUP-Certified Cities

| City       | MP Award Levels* |
|------------|------------------|
| Altus      | 4                |
| Blackwell  | 1                |
| Duncan     | 3                |
| Edmond     | 5                |
| Frederick  | 3                |
| Granite    | 3                |
| Laverne    | 5                |
| Mangum     | 0                |
| Marlow     | 3                |
| Okeene     | 4                |
| Pawhuska   | 2                |
| Perry      | 2                |
| Ponca City | 2                |
| Pond Creek | 2                |
| Prague     | 3                |
| Purcell    | 1                |
| Waynoka    | 3                |

MP awards provide CUP-certified cities with discounts on their power bills.

#### CUP News

Currently **Geary, Goltry, Kingfisher, Tecumseh** and **Tonkawa** are working on applications for CUP certification.

#### Last quarter:

- Applications for recertification were received from **Laverne** and **Prague**.
- An interim review was conducted in **Mangum**.
- Recertification was approved for **Purcell** and **Ponca City**.

#### Due this quarter:

- Interim reviews are due in **Blackwell, Perry** and **Waynoka**.
- Applications for recertification are due from **Edmond** and **Frederick**.

### Current Events Newsletter –schedule for the SPRING edition

|                                | due date |
|--------------------------------|----------|
| Articles from cities to OMPA   | Jan 20   |
| Mailing list updates to DM     | Jan 27   |
| Mailing/delivery of newsletter | Mar 2    |

### The OMPA WISE Rebate Program

provides rebates for qualifying high-efficiency air conditioners and heat pumps. They are available for both residential and commercial installations, and participating cities provide half the rebate amounts (note that some cities have limits on the rebate amounts they will provide).



#### Current total rebate amounts are:

- Geothermal (ground-source) heat pumps: \$800/ton
- Air-source heat pumps: \$250/ton
- Dual-fuel heat pumps (air source or geothermal): \$250/ton
- Air conditioners: \$100/ton

In 2011, a record was set in the number of rebates and the total amount rebated. A total of 189 customers' heat pump units were rebated – 132 geothermal, 38 air-source and 19 dual-fuel. Also, 62 air conditioners were rebated. Over \$450,000 was provided to customers for the rebates (and close to half of this was provided by the member cities themselves).

### The Oklahoma Comfort Program (OCP) provides additional

rebates (\$1,000 per ton) for qualifying geothermal heat pumps. OCP is financed by funds from the Stimulus State Energy Program (SSEP) as administered by the Oklahoma Department of Commerce.



OCP started at the end of March 2010; by the end of 2011, a little over \$536,000 had been provided to 88 customers in member cities. In addition, OMPA and its member cities are providing free residential customer energy audits through OCP. Since the program started, 896 energy audits have been conducted. Remember, due to the funding of OCP, OMPA has staff that can help provide the audits, or even do the audits.

**The OCP contract will end on March 31, 2012. No OCP rebates can be provided after that date. All application material for rebates is due by February 29, 2012.**

### The Demand and Energy Efficiency Program (DEEP)

started in 2010. OMPA is providing rebates to C/I customers who implement retrofits that reduce their demand at peak times. Reducing demand helps OMPA delay the building or purchasing of new power plants and lowers city bills from OMPA.

In 2011 DEEP made Awards of over \$187,000 for load improvements. There are currently 15 projects in various stages, from evaluation to completion. We have contacted over 100 commercial/industrial (C/I) customers in member cities and we are looking to continue to help more. Remember, Tom Willis is happy to visit with city personnel and their C/I customers to explain the program.



Demand and Energy Efficiency Program