

## A message from Mendis Cooper

As General Manager of OPD5, it is my privilege to serve our customers and support the communities within our service territory. At OPD5, our goal has always been to provide the most economical, reliable, and safe power service possible. As 2019 draws to an end, it is an excellent time to look back over the changes and accomplishments of this year to gauge our progress. It is also time to make plans for continuing to build on our successes and address ongoing challenges in the future. Here are some of this year's highlights.

### Rate adjustment

Over the last two years, an expert team of rate analysts from Dulles, Virginia, performed revenue requirement studies and rate studies for OPD5. As a result of their detailed analysis, OPD5 adjusted rates for the residential, small commercial, and large commercial rate classes. As recommended in the studies, OPD5 raised the base charges, which collect fixed costs but made corresponding and even more significant reductions in the energy or kWh charges, which collect variable costs. These changes went into effect in September 2019, and the adjustments resulted in a lower power bill for the vast majority of OPD5 customers.

OPD5 has worked tirelessly to maintain a solid financial footing and to reduce costs. It has not been very easy because we live in an era of ever-increasing prices, but I hope OPD5 customers recognize that OPD5's last rate increase occurred in 2012. Here we are nearly eight years later, and we haven't raised your energy charge, we adjusted the energy charge lower so most customers would have a lower power bill each month.

### Reliability

According to the Average Service Availability Index (ASAI), OPD5 routinely provides power to customers 99.99% of the time, which is above the industry average. However, OPD5 has experienced two significant outages in the past four years that have caused ASAI to drop below the 99.99% mark in those years. These outages are a concern to you and OPD5. OPD5 is taking steps to overcome these problems.

OPD5 finalized a contract with our transmission service provider to construct a new transmission line connection to our system. Currently, OPD5 is served from a single transmission line. When problems occurred on the line in the past, we have experienced lengthy outages lasting from 8-16 hours. A new transmission line, constructed with steel poles, will provide much-needed reliability.

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### OVERTON OFFICE

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Telephone: (702) 397-2512  
Fax: (702) 397-2583

### MESQUITE OFFICE

731 Turtleback Road  
Mesquite, NV 89027  
Telephone: (702) 346-5710  
Fax: (702) 346-5880

### OFFICE HOURS

Monday thru Friday  
8:00 a.m. - 5:00 p.m.

Visit us online at  
[www.opd5.com](http://www.opd5.com)

### UPCOMING BOARD MEETINGS

January 15, 2020  
3:00 p.m.  
Overton Office  
Board Room

February 19, 2020  
3:00 p.m.  
Mesquite Office  
Engineering Building  
Board Room

March 18, 2020  
3:00 p.m.  
Overton Office  
Board Room

Board meetings are subject to change. Please check our website, Facebook page or twitter feed a day prior to the meeting for a copy of the agenda.

# Watts New

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Once the line is finished and problems occur on one line, we will have the capability of switching to the other line, giving OPD5 the ability to keep the lights on while the OPD5 crews make repairs to the damaged line. The transmission line construction project is scheduled to be completed in 2022.

In conjunction with the new transmission line connection, OPD5 has started work on a \$30 million-dollar internal reliability plan. The plan consists of constructing new transmission lines and substations that will provide redundancy and reliability to the power system. Once these lines are finished, when problems occur on one line, we will have the capability of switching to the other line, giving OPD5 the ability to keep customers in power while the OPD5 crews repair the damaged line.

OPD5 is also replacing equipment and devices that cause neighborhood-wide outages. We want you to know that we are concerned and are working hard for you.

## Automated Metering Infrastructure (AMI)

In 2016, OPD5 started an ambitious three-year project to upgrade meters and the meter reading system. The project included changing out over 16,000 meters, installing new equipment in all distribution substations, and making meter reading and software upgrades.

The new system will allow OPD5 not only to read meters more efficiently but will also enable us to provide additional services. These services include automated connects and disconnects, pre-paid metering, and a customer portal allowing you to manage your account better and monitor your power usage.

That gives you an overview of just three of the many important things OPD5 has accomplished this year. Please watch for the Spring Watts Up newsletter, where I will provide an update on OPD5's future projects.

You could win a  
**\$50 GIFT CARD!**

Sign up today for Auto-Pay from a debit/credit card, and your name will be entered in our monthly drawing, who knows, you may be the next winner! Auto-Pay, it's free, convenient, peace of mind, when your bill is paid on time, every time!



### October Winner

"I love OPD5's AUTOPAY, saves me time, I don't have to worry, and it's convenient."  
- Jennifer Barrios



### November Winner

"With OPD5's AUTOPAY, I never pay my bill late, and if I am traveling my bill gets paid on time every time."  
- Gerald Adams



# Energy Conservation



## 5 easy changes to lower your electric bill in 2020

By Keith Buchhalter, OPD5 Public Affairs

Finally, 2020 is here. The time has come to accomplish all those goals that we have set for the new year.

If one of your goals is to save money in 2020, I want to share with you five simple changes in your daily routine that will help minimize the consumption of electricity in your home: less consumption equals lower bills. Ready? Here we go, five simple changes to save on your next power bill:

**1. Change your filter.** A home's electrical furnace system needs regular maintenance to run efficiently. If you never change your furnace filters, you're not only putting you and your family at risk with dangerous allergens. You are also potentially ruining your heating and cooling system. Change filters at least once at the beginning of fall and again in spring for optimal performance. A dirt-clogged filter won't run as efficiently, making your system work harder and use more energy.

**2. Unplug it if you're not using it.** When was the last time you used that DVD player in your spare bedroom? Or the extra TV you have in the basement? Americans waste at least \$50 a year on electrical devices that are plugged in and not being used. Even if you aren't currently using something, it still wastes energy by using standby power. To

save money on your electric bill, remember: If you haven't used it in at least a month, unplug it!

**3. Throw in the towel.** This tip is a new one for me, and I am glad I found it, I tried it, and it works. That's right, when you dry your next load of laundry, throw in a dry towel with it. A dry towel will help soak up the excess water that many washing machines leave in your clothes and will markedly reduce your drying times. The less the dryer is running, the more you save.

**4. Wash full loads of laundry.** Always run full loads of laundry, regardless of what type of washer or dryer you have. You could save up to \$30 a year just by doing one less load of laundry a week.

**5. Turn off the lights.** This tip is an obvious one, but so many of us are guilty of not doing it. Whenever you leave a room, always turn off the light. It's one of the easiest ways to save money on your electric bill.

The hardest part of setting New Year's goals is not setting them but sticking to them throughout the year. We are here to help and happy to help you stay on track during the year.

We post several energy-saving tips on social media every month. You want to learn more? It's simple, like us on Facebook, or follow us on Twitter and Instagram @opd5. From all of us at OPD5, we would like to wish you and your loved ones a Happy New Year, may all the goals you set for 2020 become a reality.

## ASK KATIE

How do I sign up for Auto-Pay? Is it free? To get started simply login to your account at [www.opd5.com](http://www.opd5.com), under the *Payments* tab, select Auto-Pay and choose the option that is more convenient for you. Once automatic payments are set up, your credit card or bank account will be automatically charged for the amount of your bill each month on the due date. There's no fee for this service. You can also set up your account on Auto-Pay by calling or visiting your local OPD5 office.



# WATTS UP OPD5

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## ENERGY SAVINGS WORD SEARCH

Did you know there are many ways you can help save energy in your home?

Read the energy efficiency tips below and circle the **bolded** words in the puzzle.



O E S P W F W A T E R S Y E S  
 A L L R S A E T D E I A L S R  
 T E X K E J T O G H C E P X E  
 L C O O G G Z E N X C N M N W  
 B T B F M X R R R T B X Q K O  
 G R I S M M R A R H C L I D H  
 X I S Y K Y E O H X E V A F S  
 I C B X X I N Y B C N A P J I  
 A I G Y Z I H F H X C F T Y E  
 U T U N C W U Y X Z O M B E S  
 U Y Z S E M F P O R V N V T R  
 R E F R I G E R A T O R H E Q  
 E V J M Q S D M D F V G N Y L  
 W M E O F P N T K W I H X Q I  
 G N I H T O L C R L S S B R D

LIKE US ON FACEBOOK, FOLLOW US ON TWITTER AND INSTAGRAM @OPD5

Our Facebook page and twitter feed are valuable resources to provide our customers with news and updates whenever an unplanned power outage occurs.

You can access both thru our website, they are setup in a way that does not require you to have a Facebook or twitter account to view the information.

We also post great tips on energy conservation, safety and emergency preparedness on Instagram.

Please remember, in the event of a power outage, do not report it via Facebook or twitter, we can't guarantee the delivery of messages received via social media to the right personnel in a timely manner.

In case of an unexpected power outage, please call us at (702) 397-2512 or (702) 346-5710. OPD5 has personnel on standby 24 hours a day, 7 days a week, 365 days a year, including weekends and holidays to respond as quickly as possible in the event of an emergency.

- Turn off **lights** any time you leave a room.
- Keep the **refrigerator** door closed to save energy.
- Wash **clothing** in cold water to reduce the load on your **water heater**.
- Unplug items that consume **electricity** even when they're not in use, like cell phone **chargers** and coffee makers. These are known as "phantom load" **electronics**.
- Take **showers** instead of baths - showers require less **water** use.

Our offices will be closed on February 17, 2020 in observance of President's Day

Regular office hours will resume the next business day after the Holiday is observed.

Follow us on:

