

OVERTON OFFICE

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MESQUITE OFFICE

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Mesquite, NV 89027
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Fax: (702) 346-5880

OFFICE HOURS

Monday thru Friday
8:00 a.m. - 4:30 p.m.

Visit us online at
www.opd5.com

UPCOMING BOARD MEETINGS

January 20, 2021
3:00 p.m.
Overton Office
Board Room

February 17, 2021
3:00 p.m.
Mesquite Office
Engineering Building
Board Room

March 17, 2021
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.

A look back at 2020

By Mendis Cooper, OPD5's General Manager

Many years from now, 2020 will stand out as memorable in all of our minds. It will be remembered as the time of COVID-19 and a time that changed almost every aspect of our lives. Year 2020 created new challenges at home for individuals and families, at work for employers and employees, and shortages of important items at stores.

One of the difficulties that OPD5 customers faced was lack of income due to work slowdowns and layoffs related to the pandemic. OPD5 responded by waiving penalties and late fees to help our customers. OPD5 also placed a moratorium on disconnects and worked with individuals, families and businesses to keep their lights on.

Despite these difficulties, OPD5 and our staff did our best to navigate the day-to-day challenges caused by this pandemic and at the same time address long-term goals and needs. It's worth noting that the work we put in over the years to establish and provide automated payment options paid off in 2020, resulting in nearly seamless operation during periods when we had to close our offices due to state-ordered lockdowns.

Even in the midst of a global pandemic, we were fortunate to see continued growth. OPD5 added nearly 400 new customers in 2020. This led to increased power usage. OPD5 currently has an excellent power contract, but we continue to work with neighboring and regional utilities to find renewable energy sources that can be incorporated into our next power contract.

Early in 2020, OPD5's consulting engineers completed a 10-year Power Requirements Study and a 10-year Transmission Planning Study. OPD5 has incorporated the findings of these studies into future planning.

During the year, OPD5 crews continued to work on two substation projects that will bring added capacity and reliability to our customers. At the same time, OPD5's engineering consultants worked on the design and engineering for a new transmission substation and the expansion of an existing substation to improve the capacity and reliability of the OPD5 system.

In the middle of the year, OPD5's engineering consultant finished the design of a new transmission line segment. Materials have been ordered and a contract has been signed with a power line contractor for construction of the new line. Soon, OPD5's engineering consultants will begin engineering and design work for the next segment of transmission line that will bring additional capacity, reliability and redundancy to the transmission system – all to benefit our customers and communities.

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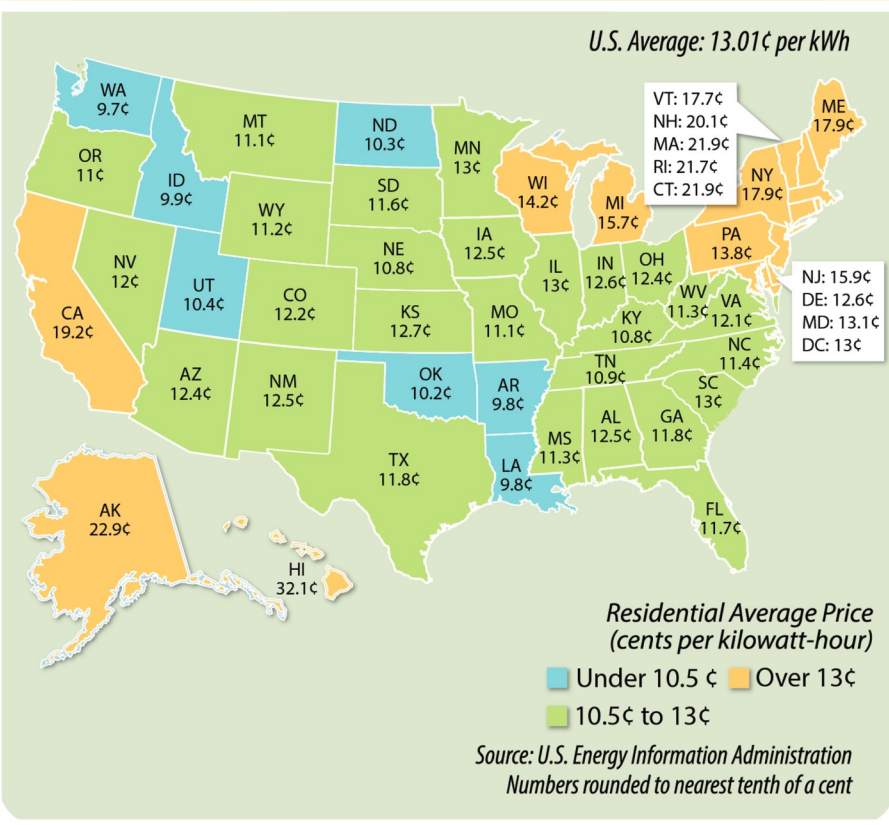
Watts New

Continued from page 1

During the year, OPD5 staff also worked to find improved software programs, including system control and data acquisition (SCADA) software, that will help us modernize the way we operate and control the power system. Although your power is on 99.9% of the time during the year, OPD5 will utilize these systems to find and respond to those increasingly rare outages faster and more efficiently using outage management system (OMS) software. Additionally, the new software and hardware will help the OPD5 staff extend automation and control for faster response beyond the transmission system to the distribution system using automated distribution management system (ADMS) software.

Average Prices for Residential Electricity

2019 figures, in cents per kWh



Also during 2020, OPD5 continued its pole testing program, which resulted in changing out poles before they can fail or lead to an associated power outage. Granted, every potential failure isn't found in advance, much like determining when an alternator or battery will fail in your car, but we feel that we have at least limited many issues before they can become a problem.

OPD5 crews continued to perform maintenance and system audits throughout the year. System audits involve a systematic visit and inspection of every piece of equipment in the system on a scheduled routine. Equipment testing is also performed in accordance with a scheduled routine to limit potential failures and problems. Despite the volume of work performed by the OPD5 staff, we have not had a lost time accident in over three years. We're very proud of that safety record, since safety is an important part of our culture.

I hope you realize that OPD5 adjusted rates in 2019, but that OPD5 has not increased your power bill since 2012. De-

spite keeping rates the same, OPD5 remains in solid financial condition. Our finances are audited each year by an independent auditor, and we are periodically reviewed and rated by utility sector financial experts from Fitch Ratings and Moody's.

Finally, all of us at OPD5 know that we are not perfect. We know that there is more work for us to do. We can't sit back and we can't rest. We want to continue to improve every aspect of what we do. We want to provide you with the best possible service and the best possible customer experience. More than that, we wish you the best and look forward to a better and brighter new year with the challenges and opportunities that it brings.

Energy Conservation



Top 5 Energy Efficient New Year's Resolutions

This past year has been trying and challenging in more ways than one. As we enter a new year, we have the opportunity to wipe the slate clean and set new goals and resolutions. A common new year's resolution is to become more savvy about saving money. A great way to save dollars is to be more energy efficient and consume less energy.

Here are five simple tips that can help trim your power bill:

Unplug appliances/devices that aren't in use. Have you heard of phantom power use? It's the energy that is used by appliances that stay plugged but aren't actually in use, which adds to your power bill. Items such as a phone and laptop chargers, coffee maker, toaster, stereo systems, entertainment systems, etc., can all contribute to phantom energy use. Using a power strip is an efficient way to turn off unused appliances and devices all at once, especially stereo and entertainment systems.

Maintain your HVAC system. It's important to have your HVAC system checked regularly in order for optimum use. Since the southern Nevada climate consists of dry air and low humidity year-round, this causes dust to remain in the air longer, which often ends up building up in the air filters. Air filters should be changed in the spring and fall to ensure that the cooling and heating system runs efficiently when needed.

Install a programmable thermostat. Consider installing a programmable thermostat that can be controlled from your phone or tablet to save on heating and cooling costs. A programmable thermostat allows for flexible scheduling, the ability to control the temperature remotely and more precisely, automatic temperature adjustments, and system alerts.

Don't leave lights on. This is probably the easiest thing you can do to save on electricity, turn off lights/fans that aren't going to be in use when leaving a room.

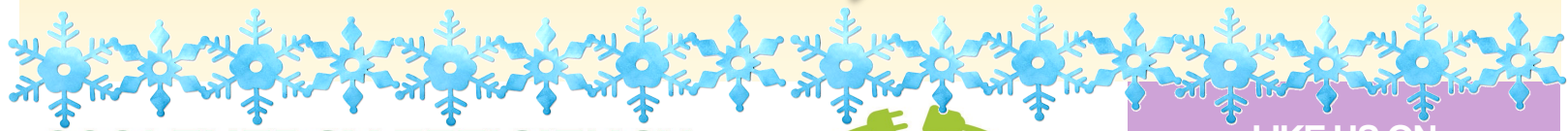
Check the seals on all windows and doors. Faulty seals on windows and doors can contribute to energy waste. Poor seals can cause cool air to escape during the hot summer months and warm air to escape during the cold winter months, causing your HVAC to work overtime to cool/heat, which wastes energy and raises costs. Use caulk or weatherstripping to seal any and cracks and avoid excessive energy waste.

On average, it takes about 2 months to develop a new habit. Each of the tips mentioned above can easily become habits if you stick to them and give yourself time to adjust. Before you know it, you'll be a pro at reducing your carbon footprint and saving on your energy bill.

We frequently share energy-saving tips on social media throughout the year, make sure to follow us on Facebook, Twitter and Instagram @OPD5. From all of us at OPD5, we wish you and your loved ones a Happy New Year.



WATTS UP



2021 ENERGY EFFICIENCY CALENDAR

There are so many ways you can save energy! Saving energy helps reduce your family's monthly bills – and it helps our environment. Change your energy use habits by following the monthly tips below. Keep this calendar on your refrigerator to remind family members to be energy efficient throughout the year.



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.

Follow us on:



JANUARY

Turn off ceiling fans when you leave room.



FEBRUARY

Instead of turning up the heat, put on an extra layer of clothing or stay cozy under a blanket.

MARCH

Turn off lights when you leave a room.



APRIL

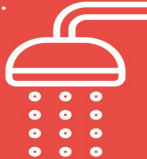
Ask an adult to help you plant a tree to help shade your home in the summer.

MAY

Decorate your backyard or porch with solar-powered lights.

JUNE

Take short showers instead of baths.



JULY

Dry heavy linens outside on a clothesline instead of using the dryer.

AUGUST

Ask an adult to help you schedule a reminder to change the A/C filter every 60-90 days.

SEPTEMBER

Turn off running water while brushing your teeth.



OCTOBER

Unplug energy vampires, like chargers, gaming consoles and cable/satellite boxes.

NOVEMBER

Remind family members to use cold water when washing clothes.



DECEMBER

Decorate your home with energy-saving LED holiday lights.



Thermostat Reminder

Your heating system works harder when the outdoor temp drops. Adjust your thermostat to the lowest comfortable setting.

Our offices will be closed on February 15 Presidents' Day Regular office hours will resume the next business day after the Holiday is observed.