



Est. 1935

QUARTERLY NEWSLETTER

OCTOBER 2021

**OVERTON OFFICE**  
615 N. Moapa Valley Blvd.  
P.O. Box 395  
Overton, NV 89040  
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. - 4:30 p.m.

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

**UPCOMING BOARD MEETINGS**

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

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

December 15, 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.

**Let's Connect.**

*By Keith Buchhalter*

When we say that we live in a "connected" world, most of us think about technology, like our smartphones and other devices and gadgets. But when you're an OPD5 customer, there's so much more to being part of our connected community.

We greatly value our connection to you, the customers we serve. And we'd like to help you maximize the value you can get from OPD5 through a variety of programs and free services that we offer to our customers. For example, we can help you avoid penalties and save time when you sign up for Auto-Pay. When you download our OPD5 app, you can manage your account, pay your bill online and access a menu of additional options.

When you follow OPD5 on social media, you can stay updated on power restoration efforts, energy-saving tips, and more. You'll also see photos of our line crews in action and our employees helping with community service projects and who doesn't enjoy seeing good things happening in our community!

When you sign up for text alerts/push notifications, you can receive advance notices on outage and restoration information, billing updates, and changes to OPD5 event details.

By connecting with us, you can get real-time updates from your electric utility. That's why we want to make

sure we have your most current contact information on hand. If we can't connect with you on these platforms or in person, you could miss out on potential savings or essential information.

OPD5 relies on data for nearly every aspect of our operations, and up-to-date contact information from our customers helps ensure that we can provide the highest level of service that you expect and deserve.

Updated contact information can even speed up the power restoration process during an outage. That's because when you call to report an outage, our automated system recognizes your phone number and matches it with your account location. Accurate information helps our team predict the area and the possible cause of an outage, making it easier for OPD5 crews to correct the problem.

We hope you will connect with us whenever and wherever you can whether that means visiting our offices, providing feedback on a recent visit or call with our employees, or simply downloading our app.

OPD5 exists to serve our customers, and when we're better connected to you and our local community, we're better prepared to answer the call.

To update your contact information or learn more about our programs and services call us at (702) 397-2512 or our (702) 346-5710.

We look forward to connecting with you!

# Other Services

## Why pay a fee when it's free?

If you "Google" Overton Power District No. 5 or OPD5 to find our website, there are several third-party payment companies that will also come up in your search. The most prominent Google result is a third-party bill payment website called doxo.com. Doxo's payment page uses our contact information to market its online bill payment service to potential customers. They have even designed their website to look and feel like our website, which can be a source of confusion for someone paying online for the first time. OPD5 is not affiliated with any third-party bill payment website and has not authorized them to use our logo and materials. We cannot control when we will be receiving a customer's payment from a third-party bill payment website, which may result in a late charge or even disconnection due to nonpayment.

Third-party payment services are legitimate payment processors that allow you to pay multiple bills on the same website. While the service they provide works just fine, many people have experienced situations where payments have been sent to the wrong utility and/or arrived after the due date of their bill. Not only that, but these third-party payment services make their money by charging customers extra fees for the "convenience" of processing their transactions.

OPD5 offers safe, secure, and convenient methods for customers to pay their bills. You can access your OPD5 account through our website or our mobile device app, making it easy to view and pay your electric bill with your computer, smartphone, or tablet. A prevalent and convenient method to pay is Auto-Pay. You can sign up for Auto-Pay online or simply by calling one of our Customer Service Representatives who are available Monday - Friday from 8:00 AM - 4:30 PM. The best part, all these services are FREE. You read that correctly, FREE!

To avoid using third-party payment processors by mistake, keep the following in mind when paying your bill online:

- Type [www.opd5.com](http://www.opd5.com) into your browser window rather than using Google to find the website. (if you do use Google, be sure to click on the result with a website address of [www.opd5.com](http://www.opd5.com).)
- Visit [www.opd5.com](http://www.opd5.com) before paying your bill to familiarize yourself with the look and feel of the website, making it easier for you to recognize when you are on our site vs. a lookalike.

Remember, if you are asked to pay for a service charge, you ARE on a third-party site. OPD5 will not charge you an additional fee to pay your bill online, through our mobile apps, or if you signed up for Auto-Pay.

If you have questions about paying your bill online, through our mobile app, or Auto-Pay, please do not hesitate to call one of our customer services representatives. We would be glad to help walk you through the process.

**Our offices will be closed on :**  
**Oct 29<sup>th</sup> Nevada Day - Nov 11<sup>th</sup> Veterans Day**  
**Nov 25<sup>th</sup> Thanksgiving Day - Nov 26<sup>th</sup> Family Day**  
**Dec 24<sup>th</sup> Christmas Eve - Dec 31<sup>st</sup> New Year's Eve**  
Regular office hours will resume the next business day

# Energy Conservation



## Five Ways to Stay Cozy this Winter

By Abby Berry

It's getting cold outside! When you're feeling chilly at home, there are several budget-friendly ways you can keep comfortable without turning up the thermostat.

Here are five easy ways to stay cozy this winter.

Whether you're experiencing extremely cold winter temps or you simply "run cold," **an electric blanket can deliver quick warmth** like a regular throw or blanket cannot. Electric blankets can include a variety of features, like timers and dual temperature settings (if your cuddle buddy prefers less heat). This winter, consider an electric blanket instead of turning up the heat, and your energy bill will thank you.

One of the easiest ways to stay cozy at home is to **keep your feet warm**. Our feet play a critical role in regulating body temperature, so when your feet are warm, your body automatically feels warmer. Try a pair of comfortable wool socks or house slippers to stay toasty.

On winter days when the sun is shining, take advantage and **harness natural warmth from sunlight**. Open all curtains, drapes and blinds in your home to let the sunshine in—you'll be able to feel the difference.



Another way to make your home cozier is to **use a humidifier**. Cold air doesn't hold water vapor like warm air, so by adding humidity inside your home, you can feel a little warmer. A favorable level of humidity inside your home can also help clear sinuses, soften skin and improve sleep.

Beyond adding visual appeal to your home, **area rugs can also provide extra insulation and a warm surface for your feet** on cold winter days. Use large area rugs in rooms where you spend the most time. You'll enjoy the new colors and textures of the rug, and the additional warmth will help keep your home comfortable.

These are just a few ways you can stay cozy this winter *without* turning up the thermostat. Don't forget the hot chocolate!

*Abby Berry writes on consumer and cooperative affairs for the National Rural Electric Cooperative Association, the national trade association representing more than 900 local electric cooperatives. From growing suburbs to remote farming communities, electric co-ops serve as engines of economic development for 42 million Americans across 56% of the nation's landscape.*

# WATTS UP Est. 1935



## WINTER WONDERLAND WORD SEARCH

Can you find all the words associated with winter in the puzzle below?  
Use the word bank to check your work.



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.

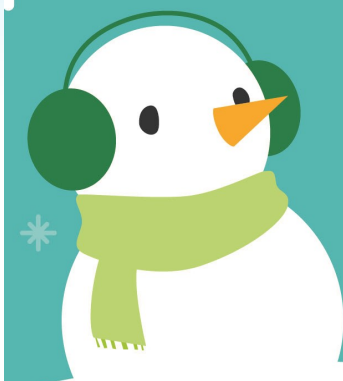
You can access both thru our website, they are setup in a way that does not require you to have a Facebook or twitter account to view the information.

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.

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



### WINTER ENERGY EFFICIENCY TIP:

Instead of turning up the heat in your home, wear an extra layer of clothing or get cozy under your favorite blanket!

### WORD BANK:

- snowflake
- mittens
- scarf
- snowball
- chilly
- icicles
- cocoa
- earmuffs
- fireplace
- blanket

Follow us on:

