



FOR IMMEDIATE RELEASE
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The well-being of our customers and our employees is a top priority for Omaha Public Power District and Metropolitan Utilities District. Both utilities want to minimize person-to-person contact and the risk of the transmission of coronavirus (COVID-19).

For this reason, the utilities are closing their joint customer service office at Energy Plaza, 444 South 16th Street (Omaha), beginning today, until further notice.

This move was not made lightly. We greatly value being able to interact with our customers face-to-face. However, the safety of our customers and employees must take precedence at this time. A healthy workforce will enable us to keep reliable power and clean tap water flowing.

Bill payment

OPPD offers [alternative payment methods](#). These include making payments [online](#), via the [OPPDCoconnect](#) app, or by calling 402-536-4131 in the Omaha area or 1-877-536-4131.

M.U.D. also offers a variety of [payment options](#). These include making online payments via [MyAccount](#), or by calling 402-554-6666 (toll-free 1-800-732-5864) and using the automated system.

Another option for customers who typically make cash payments is to mail a cashier's check to the utility or drop off at our joint payment drop box.

Suspension of disconnections

Both utilities have also announced the suspension of disconnections due to non-payment. OPPD's moratorium will be in effect through April 30, at which point they will re-evaluate the moratorium. The district wants to ensure customers have electricity now, when they need it most, with more people working from home and caring for children who are out of school.

M.U.D. will not disconnect gas or water services due to non-payment until further notice. This is to ensure customers have access to tap water for drinking, cooking and thorough hygiene practices such as hand washing, bathing and cleaning.

Both utilities urge customers to reach out if they have questions or need financial assistance. Customer care representatives will work to get you connected with the proper resources.

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OPPD's Mission: Provide affordable, reliable and environmentally sensitive energy services to our customers

M.U.D.'s Mission: Provide safe, reliable and cost-effective natural gas and water services to our community.