



# NOS Outreach and Engagement

*Committee Update*

*November 15, 2022*





## Phase Updates at Monthly PI and Board Committee Meetings

### Phase I (pre-August vote)

Inform and communicate local, regional and national challenges and changes to the electrical system landscape.

Various, internal communications, external 1:1s, videos, industry articles, Speakers Bureau, website education, FAQs, etc.

### Phase II (Aug-Dec)

Engage with, consult and listen to local educational, public health, and community-led organizations.

Listening tour, data collection, employee community connections and retiree outreach, LB1024 hearings, NOS plant tour and community leader conversations.

### Phase III (Jan-TBD)

Output of listening phase – plan to be developed based on feedback.

Likely to include continued engagement with LB1024 implementation and the North O business park, product development & marketing engagement, community conversation and events.

# Outcomes and Community Conversations

To understand concerns, listen and gain insight, including the community's perceptions, wants and needs.

- Chamber and business leaders
- Public officials
- Public health
- Community leaders
- Community organizations
- DEI organizations
- Neighborhood associations



# Listening and Learning



- **1:1 Meetings with Elected Officials and Community Leaders**
  - They understand need for Resolution; not hearing concerns; discussions around LB1024, weatherization, in support of continued education, etc.
- **North Omaha Station Tour**
  - Open to elected officials; presentation and discussion
- **MAPA Regional Planning Advisory Committee**
  - Update and educational information provided to community leaders representing Omaha Metro government agencies and non-profits, including representatives from Choice Neighborhoods
- **City of Austin - Austin Energy / Public Health**
  - Continued discussions around their plant extensions and experience in this area
- **Other**
  - Douglas County Health meeting with other area utilities and first responders regarding multi-lingual communications (equity)
  - Community and non-profit meetings to explore partnerships around energy assistance, energy efficiency education and other community needs/interests

# Looking Forward

- Revisiting, reviewing feedback from board members
- Continued listening tour
- Beginning framework for long-range strategy and buckets of work, based on stakeholder feedback
  - To date, feedback varied but most is focused on affordability, safety, community development and energy assistance and education
  - Identifying our role in each bucket of work (partner, supporter, collaborator, convener, owner, etc.)
- Alignment with internal business partners to help support partnerships and education around areas of need (i.e. Customer Service)

