

Training Offered by OMPA

at your location or nearby (regionally)

no cost to OMPA cities

minimum attendance required

Understanding the Misunderstanding (3 hr) (C)
Get What You Want in Customer Service (1.5 hr) (C)
Get What You Want in Attitude (1.5 hr) (C)
Basics of Customer Service (3 hr) (C)
Dealing with High-Bill Complaints (3 hr) (C)
Dealing with Upset Customers (2 hr) (C)
Residential Energy Use and Conservation (C)

- Overview (1 hr) (C)
- Home Insulation and Air Infiltration (1 hr) (C)
- Heating, Ventilation and Air Conditioning (1 hr) (C)
- Lighting (1 hr) (C)
- Water Heating and Appliances (1 hr) (C)

Energy-Efficient Lighting (1-3 hr) (C)
Energy Savings for Small Businesses (3 hr) (C)
Professionalism for CSRs and Others (1 hr) (C)
Telephone Skills (1 hr) (C)
Current Environmental Issues (1 hr) (E)
Gatekeeper Program (1 hr) (C)
QPR Gatekeeper Training (Suicide Prevention) (1.5 hr) (C)
How to Write a Plan (1-2 hr) (E)
Public Power in the 21st Century (1-2 hr) (E)
Introduction to the Electric Grid (1 hr) (E)
History of the Electric Industry (1 hr) (E)
Electric Utility Basics (1-3 hr) (E)
Key Accounts Programs (3 hr) (E)
Surge Protection Program (2 hr) (E)
Reliability Spreadsheets (1-2 hr) (E)
Your OMPA Bill (2 hr) (E)
The Competitive Utility Program (1-2 hr) (E)



Letters in brackets refer to classification for CUP.
Programs vary from one to three hours in length. For more details, or to schedule training, contact Roger Farrer or Palma Lough at (405) 340-5047.

Reminders and Snippets...



DEEP
OMPA's Demand Conservation Program, now called the Demand and Energy Efficiency Program (DEEP), has officially started. OMPA will provide rebates to large C/I customers that implement retrofits that reduce their demand at peak times. Reducing demand helps OMPA delay the building or purchasing of new power plants. DEEP is targeted at the largest C/I customers in OMPA's member cities, and Tom Willis, our new Energy Services Engineer, has been visiting with city personnel to talk about potential customers to target.



Public Power Workshop (2010)
Planning continues for the next Public Power Workshop scheduled for April 18-20, 2010 at the Quartz Mountain Resort near Lone Wolf. This workshop is cosponsored by OMPA, GRDA and MESO, and includes breakout sessions that deal with technical issues, customer service and energy services programs. The dates and place are definite, so mark your calendars now!

For information, call Roger or Palma at (405) 340-5047.

Coming Events

January
6 **Energy Services Committee Meeting**
OMPA Offices, 10:00 am – 2:00 pm
20 **Media Relations Training**
OMPA Offices, 10:00 am – 2:00 pm
26 **Basics of Customer Service**
Blackwell, Council Chambers, 8:30 – 11:30 am; 1:30 – 4:30 pm
27 **POC Meeting**
OMPA Offices, 10:00 am – 2:00 pm
29 **Public Power Planning Committee Meeting**
MESO Offices, 12:00 noon – 2:00 pm
February
24 **Gatekeeper QPR Training**
Blackwell, Council Chambers, 9:00 – 10:30 am
15-19 **APPA UEC Winter 2010 Institute**, San Antonio, TX
OMPA City Area Meetings, 6:15 – 8:30 pm
18 Altus, Friendship Inn
25 Ponca City, Commission Chambers, City Hall
March
23 **Energy Services Committee Meeting**
National Weather Center, Norman, 10:00 am – 2:00 pm
24 **AEE Lunch&Learn Energy Seminar (fee reqd.)**
OG&E Technology Center, OKC, 8:30 am – noon
OMPA City Area Meetings, 6:15 – 8:30 pm
4 Duncan, Simmons Center
11 Edmond, Cherokee Room, UCO
25 Fairview, City Hall
April
18-20 ***Public Power Workshop**
Quartz Mountain Resort, near Lone Wolf, OK
22 **Earth Day**
May
18 **Energy Services Regional Meeting (date tentative)**
Laverne, 9:30 am – noon
19 **AEE Lunch&Learn Energy Seminar (fee reqd.)**
OG&E Technology Center, OKC, 8:30 am – noon
Jun
Energy Services Regional Meetings (dates/locations tentative)
15 Prague, 9:00 – 11:30 am
Tecumseh, 1:30 – 4:00 pm
16 Waynoka, 9:00 – 11:30 am
Fairview, 1:30 – 4:00 pm
17 Okeene, 9:00 – 11:30 am
Kingfisher, 1:30 – 4:00 pm
20-23 **APPA National Conference**, Orlando, FL
29-30 **Residential Energy Audit Training (dates tentative)**
OMPA Offices, Edmond
July
Energy Services Regional Meetings (dates/locations tentative)
7 Perry, 9:00 – 11:30 am
Edmond, 1:30 – 4:00 pm
8 Purcell, 9:00 – 11:30 am
Lexington, 1:30 – 4:00 pm
13 Marlow, 9:00 – 11:30 am
Comanche, 1:30 – 4:00 pm
14 Frederick, 9:00 – 11:30 am
Eldorado, 1:30 – 4:00 pm
15 Mangum, 9:00 – 11:30 am
Granite, 1:30 – 4:00 pm
20 Wellington, KS, 9:00 – 11:30 am
Winfield, KS, 1:30 – 4:00 pm
21 Blackwell, 9:00 – 11:30 am
Pond Creek, 1:30 – 4:00 pm
22 Ponca City, 9:00 – 11:30 am
Pawhuska, 1:30 – 4:00 pm
August
11 **Energy Services Regional Meeting (date/locations tentative)**
Spiro, 9:30 am – noon
September
9 **OMPA Annual Meeting**
OMPA Offices, Edmond
29-30 **Green Buildings Seminar (dates tentative) (fee required)**
MetroTech, Springlake Drive, Oklahoma City
October
24-27 **APPA Cust Conn Conf**, Anaheim, CA
November
16 **Commercial Energy Update**
OMPA Offices, Edmond, 9:00 am – 4:00 pm
17 **AEE Lunch&Learn Energy Seminar (fee reqd.)**
OG&E Technology Center, OKC, 8:30 am – noon

* Jointly sponsored by MESO, GRDA and OMPA



Energy Services Program

Newsletter

First Quarter, 2010

Oklahoma Municipal Power Authority

PO Box 1960, Edmond, OK 73083-1960
2701 W. I-35 Frontage Road, Edmond, OK 73013

Telephone: (405) 340-5047 Fax: (405) 359-1071

[www.ompacom](http://www ompa.com)

Media Relations Training

Wednesday, January 20
10:00 am – 2:00 pm
OMPA Offices, Edmond



Jennifer Rogers, OMPA Member Services Representative, will provide a training class in **Media Relations** on **Wednesday, January 20** from **10:00 am to 2:00 pm** at the **OMPA Offices**.

Topics to be covered include

- What is the most important thing you can do to make the interview go well?
- You know you shouldn't say "no comment" but what if you really *can't* comment?
- What do you wear if you know you are going to be interviewed?
- What do you need to know to organize a successful press conference?

Get the answers to these questions and have an opportunity to practice holding a press conference.

This training is free for OMPA city personnel, and lunch will be provided.

For information, call Jennifer at (405) 340-5047.

Energy Services Committee Meetings First Quarter, 2010

Wednesday, January 6, 10:00 am – 2:00 pm

Energy Services Committee Meeting
OMPA Offices, Edmond

Customer Service Training Presentations
Donna Rynda
Ronda Mikles
(All-Employee Training Candidates)
OMPA Energy Services Updates

Tuesday, March 23, 10:00 am – 2:00 pm

Energy Services Committee Meeting
National Weather Center, Norman

Tour of the NWC, including the Oklahoma Mesonet operation
OMPA Energy Services Updates

Current Events Newsletter

–schedule for the WINTER edition

	due date
Articles from cities to OMPA	Jan 22
Mailing list updates to DM	Jan 29
Mailing/delivery of newsletter	Mar 5

Competitive Utility Program



of the Oklahoma Municipal Power Authority

Current Status (Jan 2010)

CUP-Certified Cities

City	MP Award Levels*
Altus	4
Blackwell	2
Duncan	4
Edmond	6
Eldorado	0
Frederick	6
Granite	5
Laverne	0
Mangum	5
Marlow	4
Okeene	6
Pawhuska	1
Perry	1
Ponca City	4
Pond Creek	2
Prague	4
Purcell	2
Waynoka	2
Winfield	0

MP awards provide CUP-certified cities with discounts on their power bills. Awards shown here do not yet reflect the changes to CUP that became effective January 2010.

CUP News

Currently **Goltry**, **Kingfisher**, and **Tecumseh** are working on applications for CUP certification.

Last quarter:

- Initial certification was approved for **Pawhuska**, and recertification was approved for **Eldorado** and **Ponca City**.
- Applications for recertification were received from **Prague** and **Laverne**.
- Interim reviews were conducted in **Mangum** and **Okeene**.

Due this quarter:

- Interim reviews are due in **Perry** and **Winfield** (January) and **Blackwell** and **Waynoka** (February).
- An application for recertification is due from **Edmond** (January).

Changes to OMPA's WISE Rebate Program

Several changes to OMPA's WISE Rebate Program become effective January 1, 2010:

- **Geothermal (ground source) heat pumps with gas supplementary or emergency heat are classified as dual-fuel systems**, and are rebated at the dual-fuel rate.
- **Certification by the Air Conditioning, Heating and Refrigeration Institute (AHRI) is required** for systems to qualify for rebates. However, if an installed system does not exactly match an AHRI-certified system, **the contractor can supply a letter** stating that the installed system is as good as (or better than) a specified AHRI-certified system.
- Systems can be **pre-registered** with the city, which guarantees (for 2 years) that they will qualify for the rebates at the current rebate amounts. Systems can be **prequalified** with the city, which ensures that the systems meet the criteria for the rebates, and to verify the amount of the rebate.
- Qualifying standards have not changed. Rebates are available for electric air conditioners and heat pumps that are more energy efficient than the minimum Energy Star standards. Qualifying heat pumps may be geothermal (ground source), air source, or dual fuel (air source or geothermal heat pumps with gas supplemental or emergency heat). **Remember that a geothermal heat pump must have a working desuperheater to qualify.**
- **Current minimum qualifying criteria** are:
 - Ground-source heat pumps: 15.1 EER
 - Air-source heat pumps: 15.0 SEER
 - Air conditioners: 16.0 SEER
- **Current total rebate amounts** are:
 - Ground-source heat pumps: \$800/ton
 - Air-source heat pumps: \$250/ton
 - Dual-fuel heat pumps (air source or geothermal): \$250/ton
 - Air conditioners: \$100/ton
- As before, **half the rebate amount is paid by the city and half by OMPA.**

Changes to the Competitive Utility Program (CUP)

Effective January 1, 2010, several changes to the Competitive Utility Program (CUP) have been made:

- A **Basic Marketing Program** requirement has been added to the Best Utility Practices section of CUP, and is now required for CUP certification.
- **Cities within 5% of the competitive rate benchmarks** will qualify for awards in rates.
- **Awards in transfers are now decoupled from the rates awards**, and there is no award for having a qualifying transfer policy (which is required for certification).
- **The value of the awards** in the Management Policies section has been modified, and now involves fractional points for some awards, as follows:
 - Competitive Rates (2 awards, 0.75 points each)
 - Transfers (2 awards, 0.75 points each)
 - Advanced Marketing Program (1 award, 1.00 point)
 - Load Factor Improvement (2 awards, 1.00 point each)