



THE  
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PEOPLE**



# Retail Business Unit Update

NPPD Board of Directors  
Meeting  
April 2023

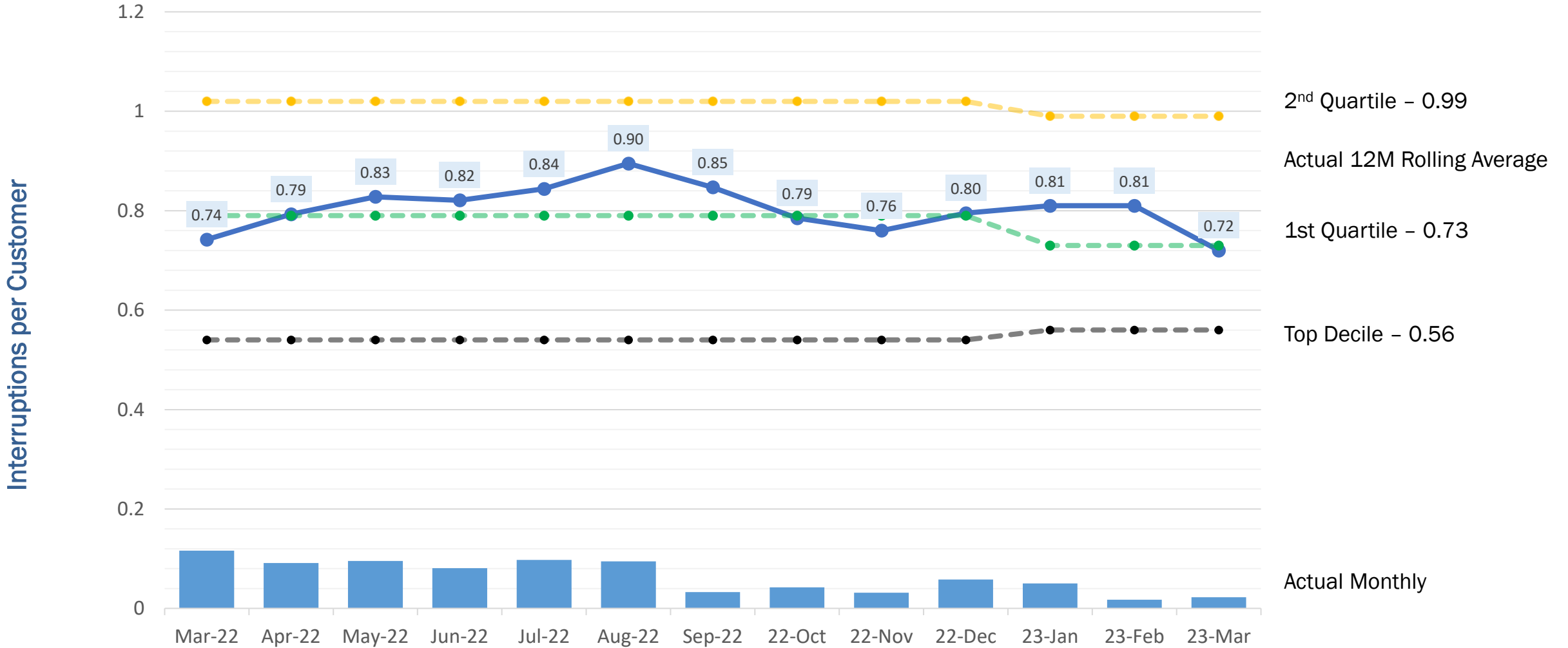
Dave Mazankowski, Assistant  
General Manager of Retail



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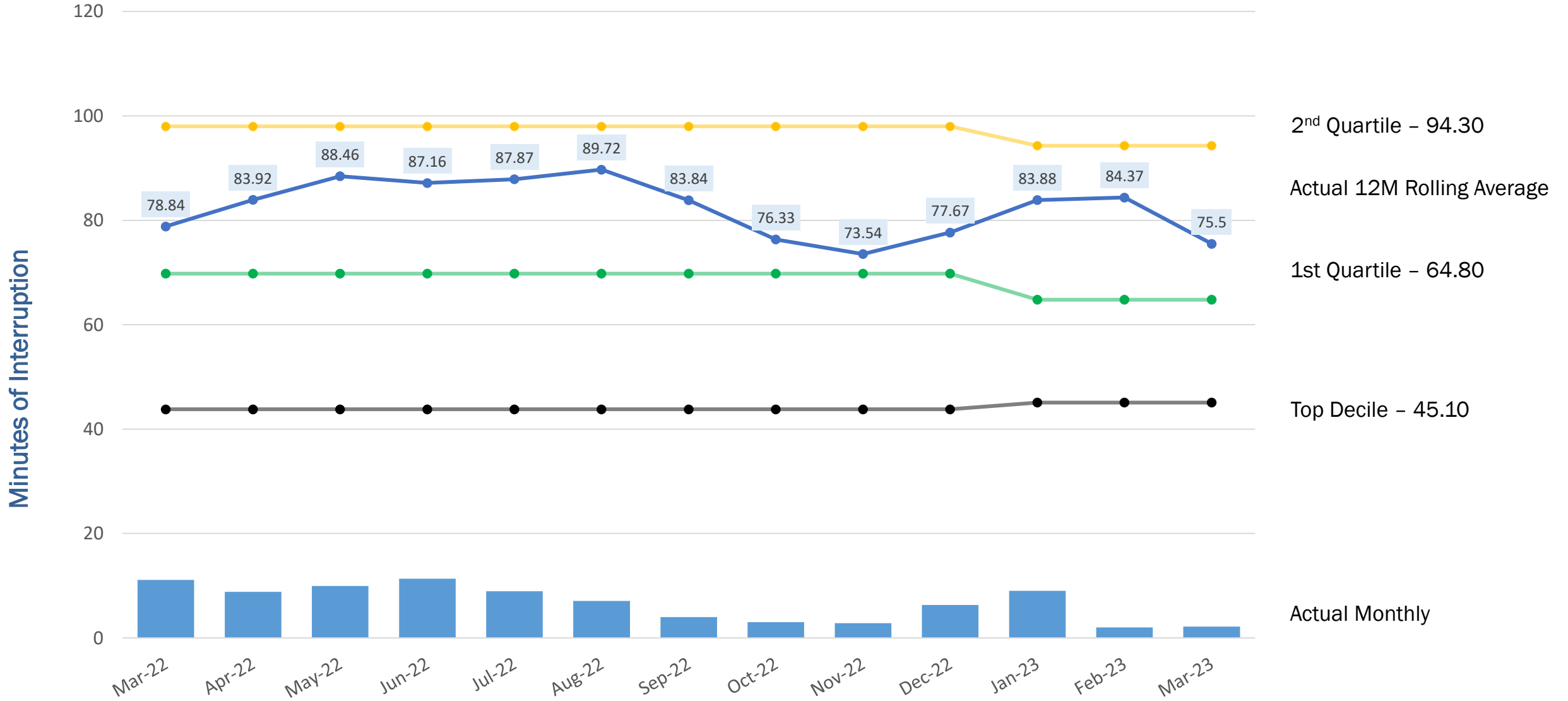
# NPPD Retail Reliability

## SAIFI – System Average Interruption Frequency Index



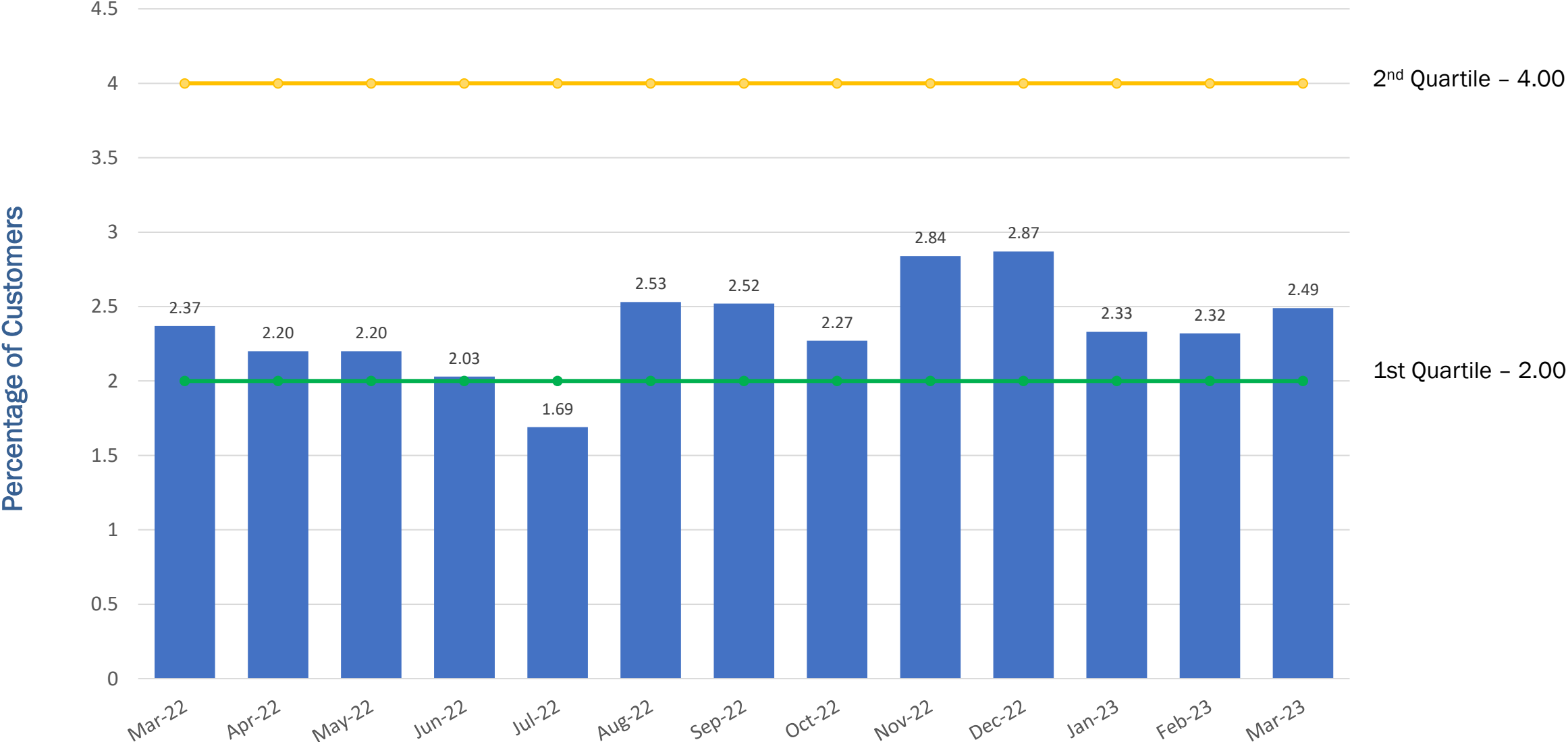
# NPPD Retail Reliability

## SAIDI – System Average Interruption Duration Index



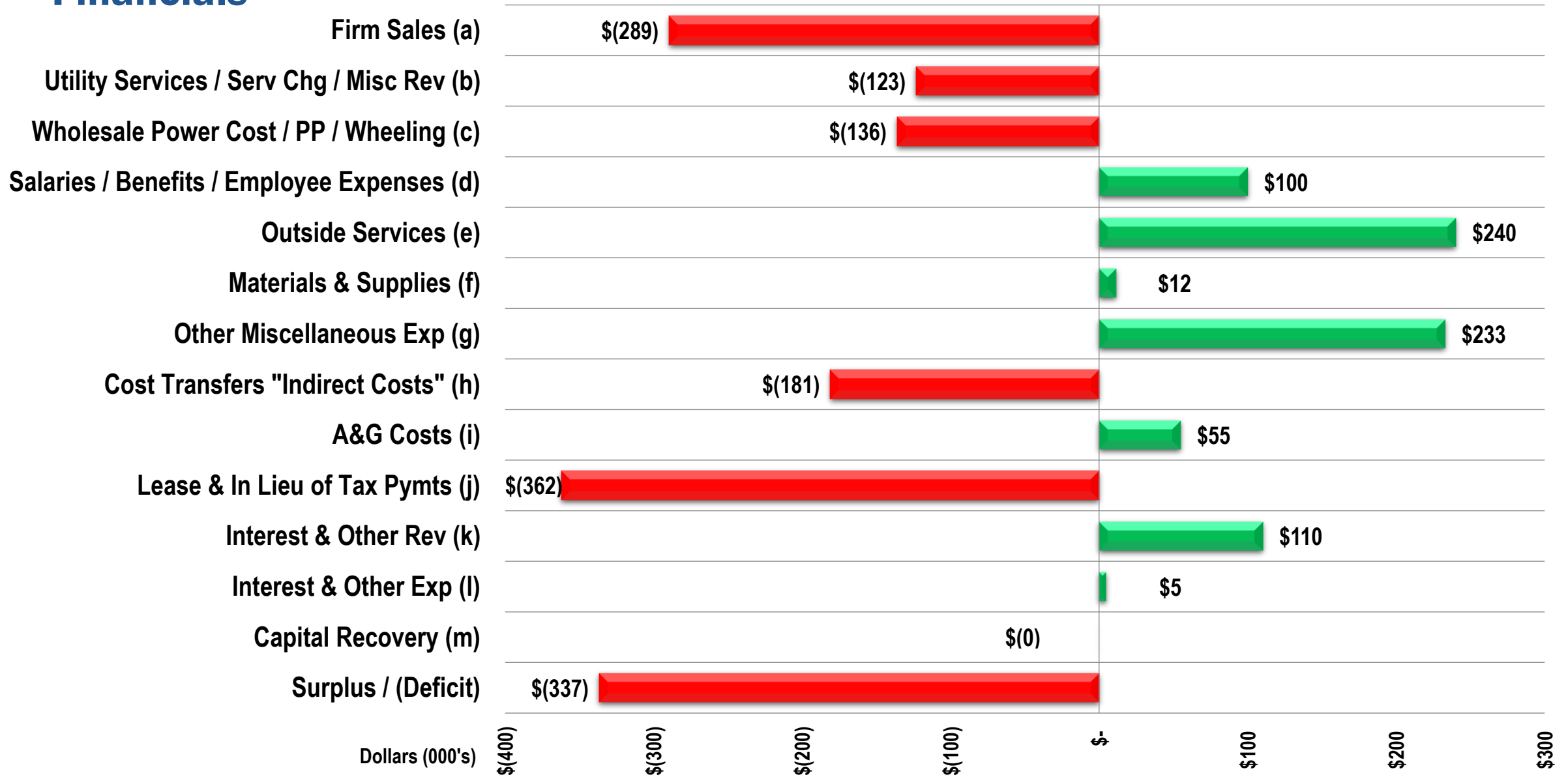
# NPPD Retail Reliability

## CEMI - Customers Experiencing > 3 interruptions



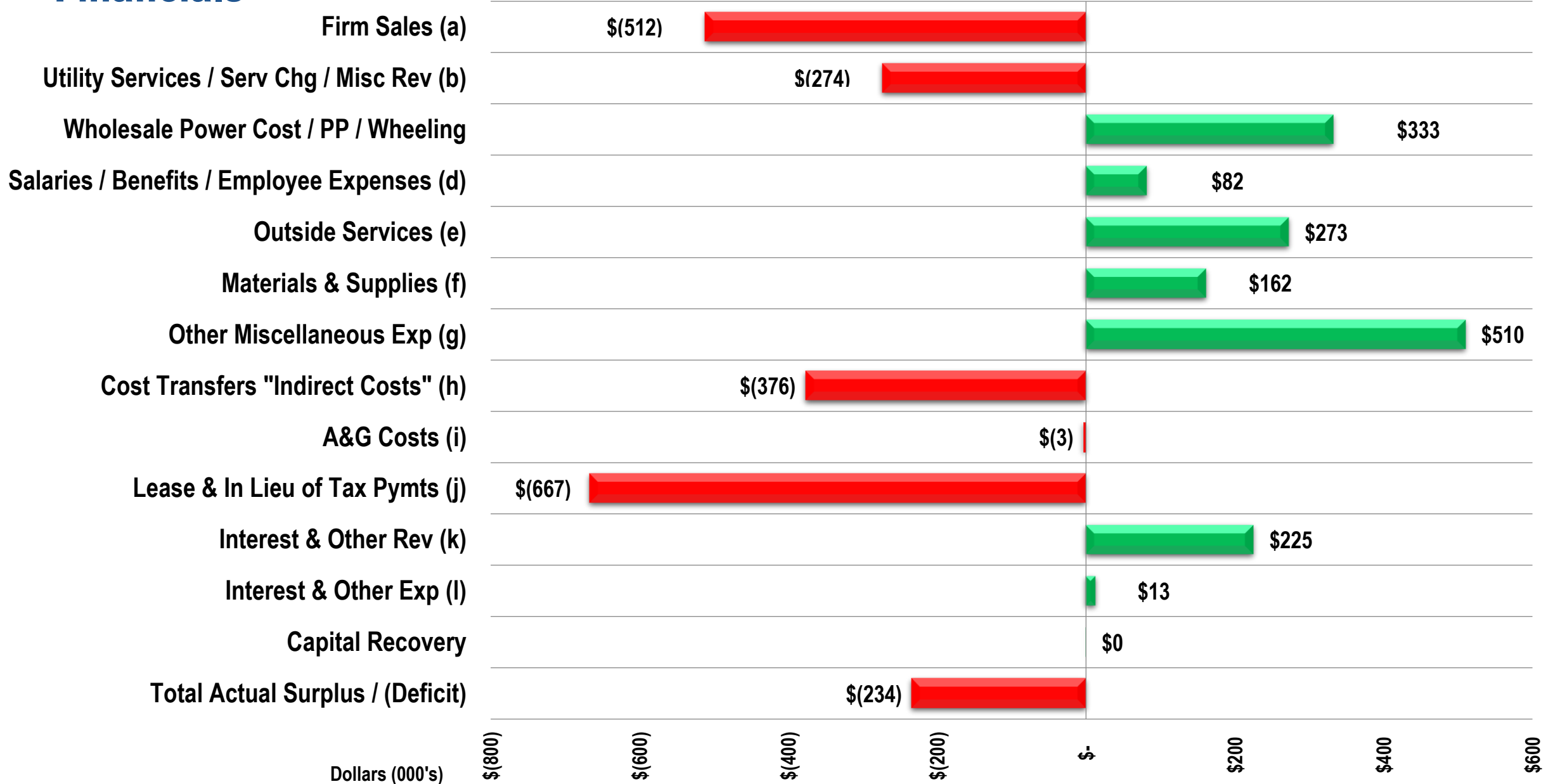
# NPPD Retail Financials

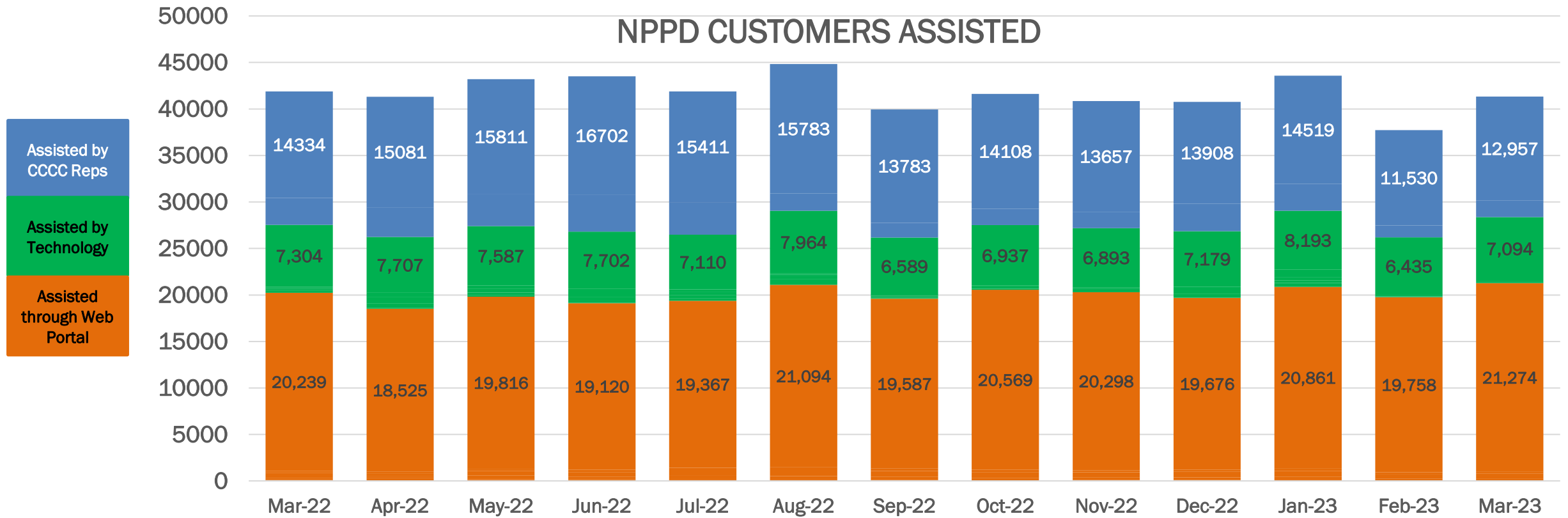
## February 2023 - Surplus/(Deficit)



# NPPD Retail Financials

## February 2023 (Year-to-Date) - Surplus/(Deficit)





## March Customer Service Stats

- 451 Virtual Lobby Visits
- 114,549 Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)
  - 2,792 Known Power Outage
  - 2,790 Power Restored

# Retail Highlights



**Groundbreaking  
of Plattsmouth  
Wastewater  
Treatment Plant**



# Retail Highlights



**Norfolk Area  
Home and Garden  
Show**

# Retail Highlights



**O'Neill Saint  
Patrick's  
Day Parade**

# Retail Highlights

Donner, Katie L. 3/3 3:41 PM

CSDR - All, before the day completely gets away from me, I wanted to share an over-arching THANK YOU from the CCCC Management Team List. We appreciate your hard work and thank you for giving 100% (sometimes more) every day!



**Employee  
Appreciation  
Day**





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## Questions

Stay connected with us.



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