



THE POWER OF PEOPLE



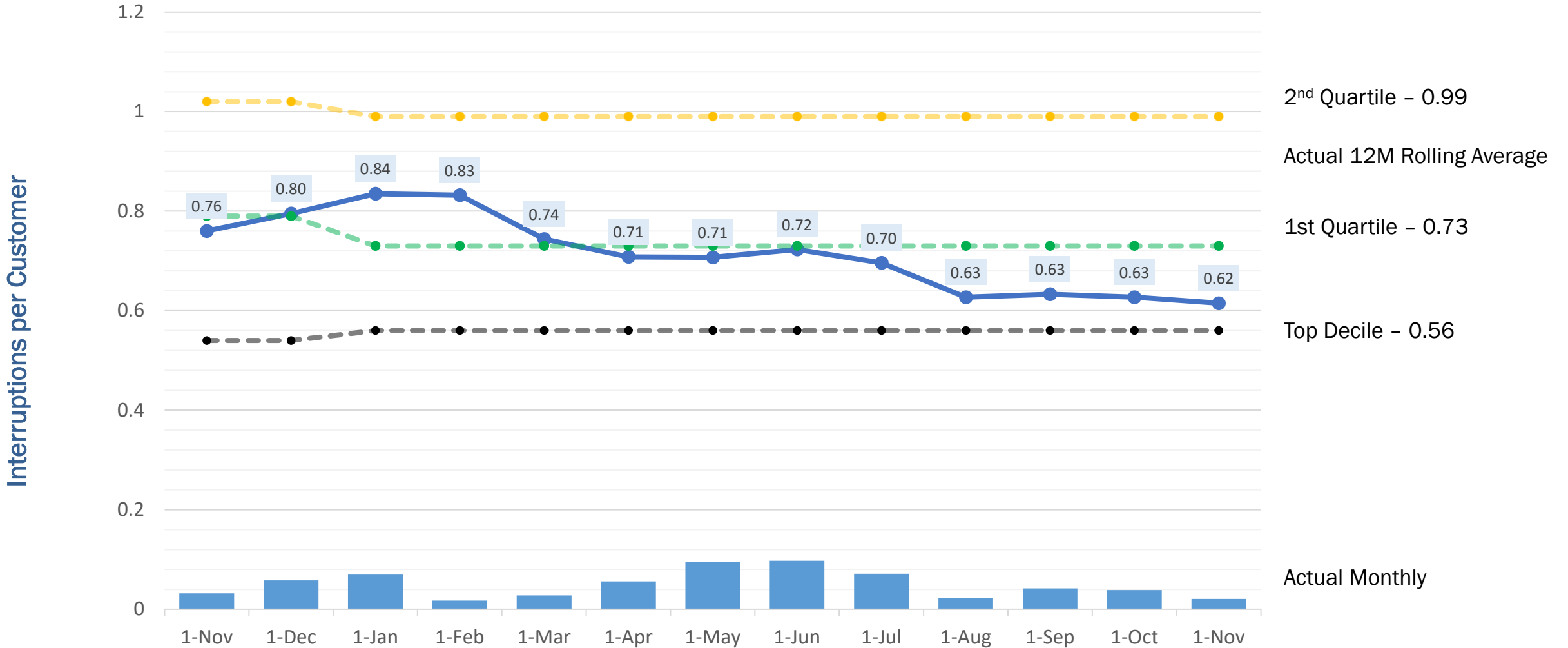
# Retail Update

NPPD Board of Directors Meeting  
December 14, 2023

Pat Hanrahan – General Manager of Retail

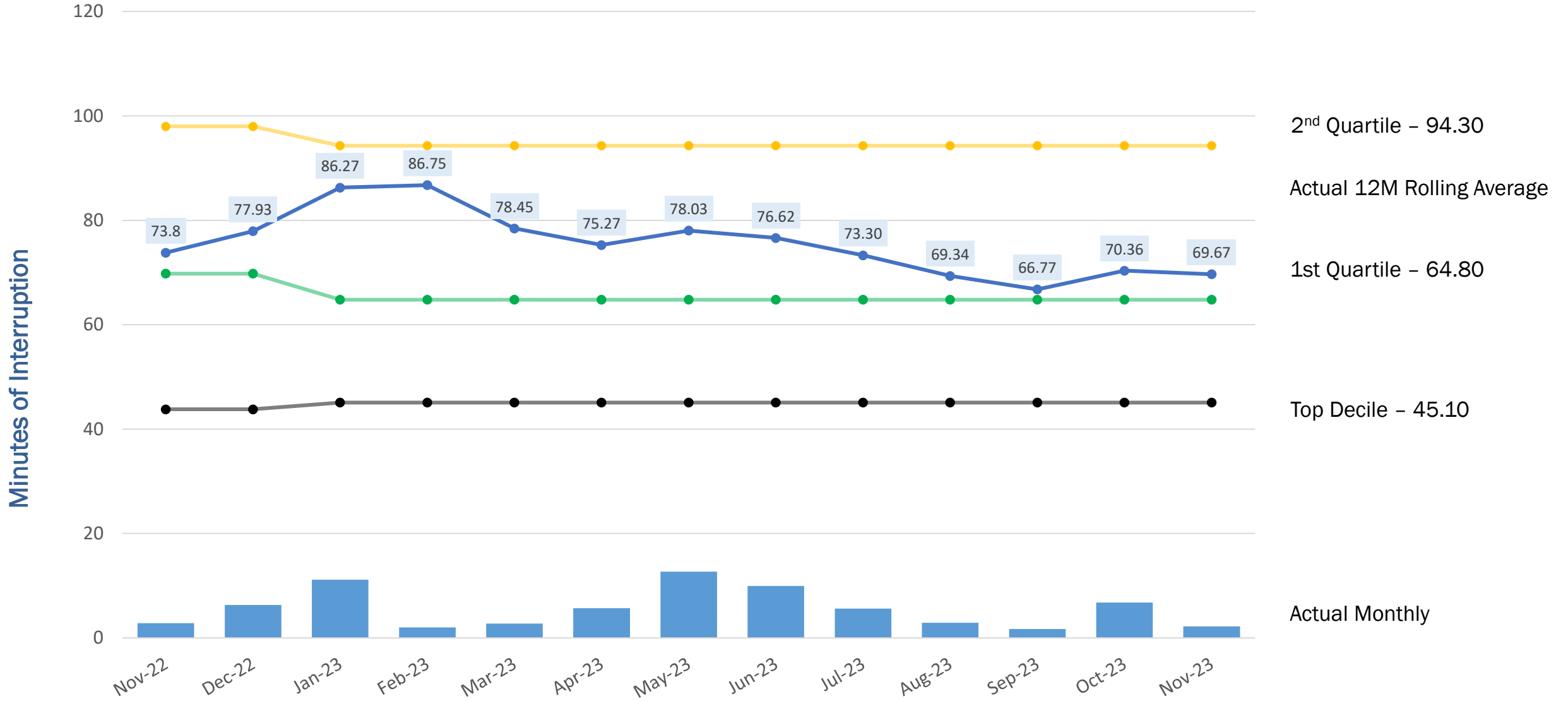
# NPPD Retail Reliability

## SAIFI – System Average Interruption Frequency Index



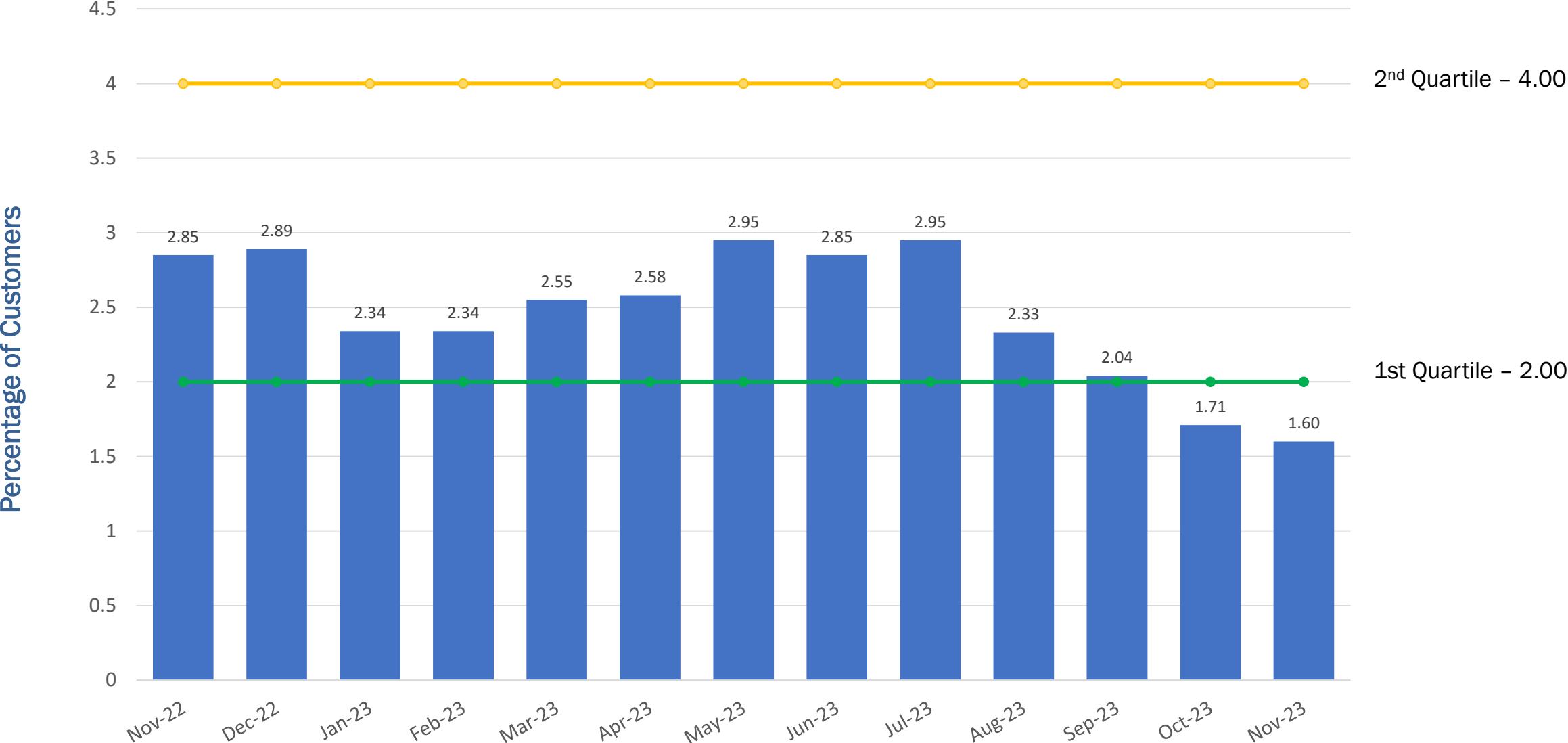
# NPPD Retail Reliability

## SAIDI – System Average Interruption Duration Index



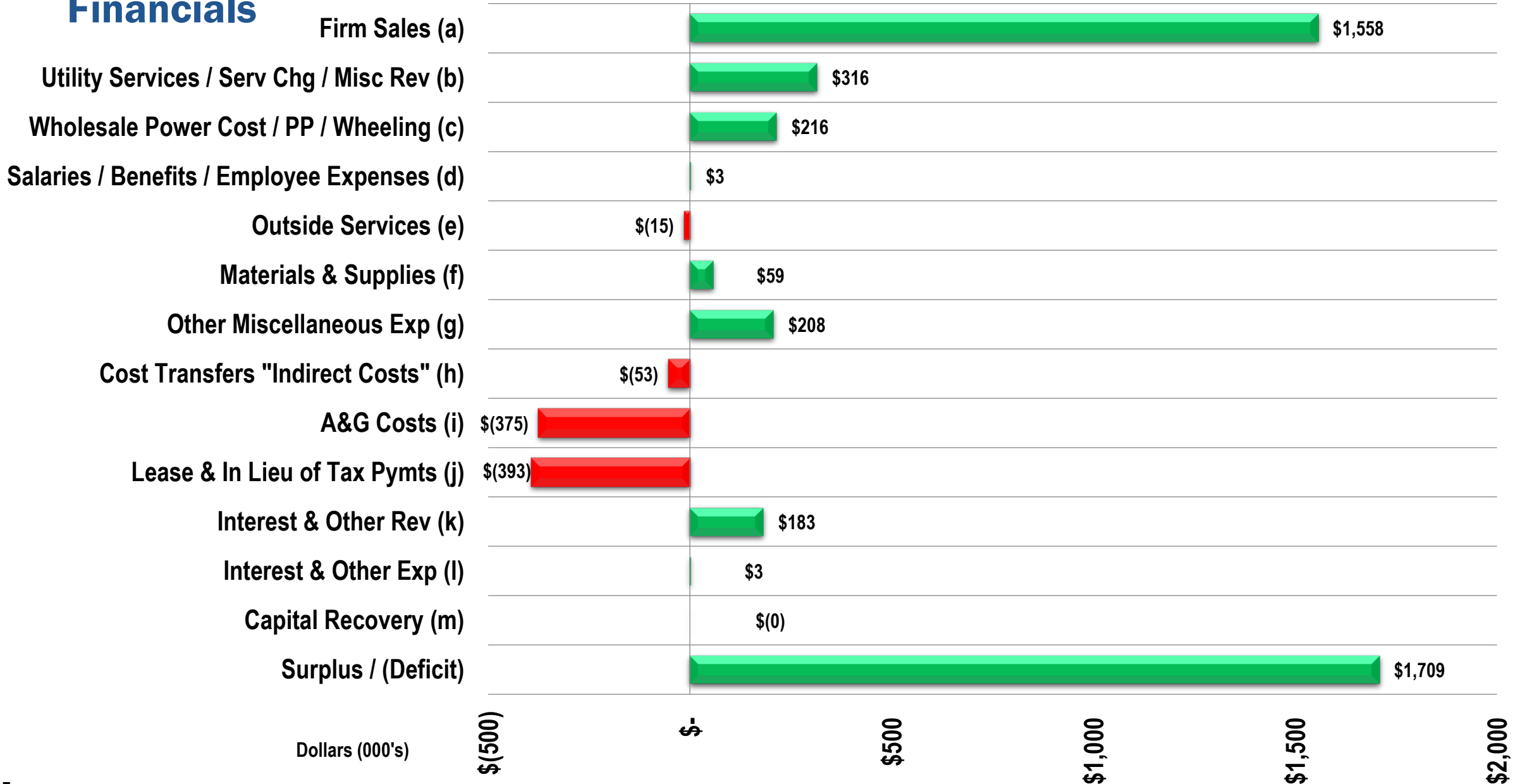
# NPPD Retail Reliability

## CEMI - Customers Experiencing > 3 interruptions



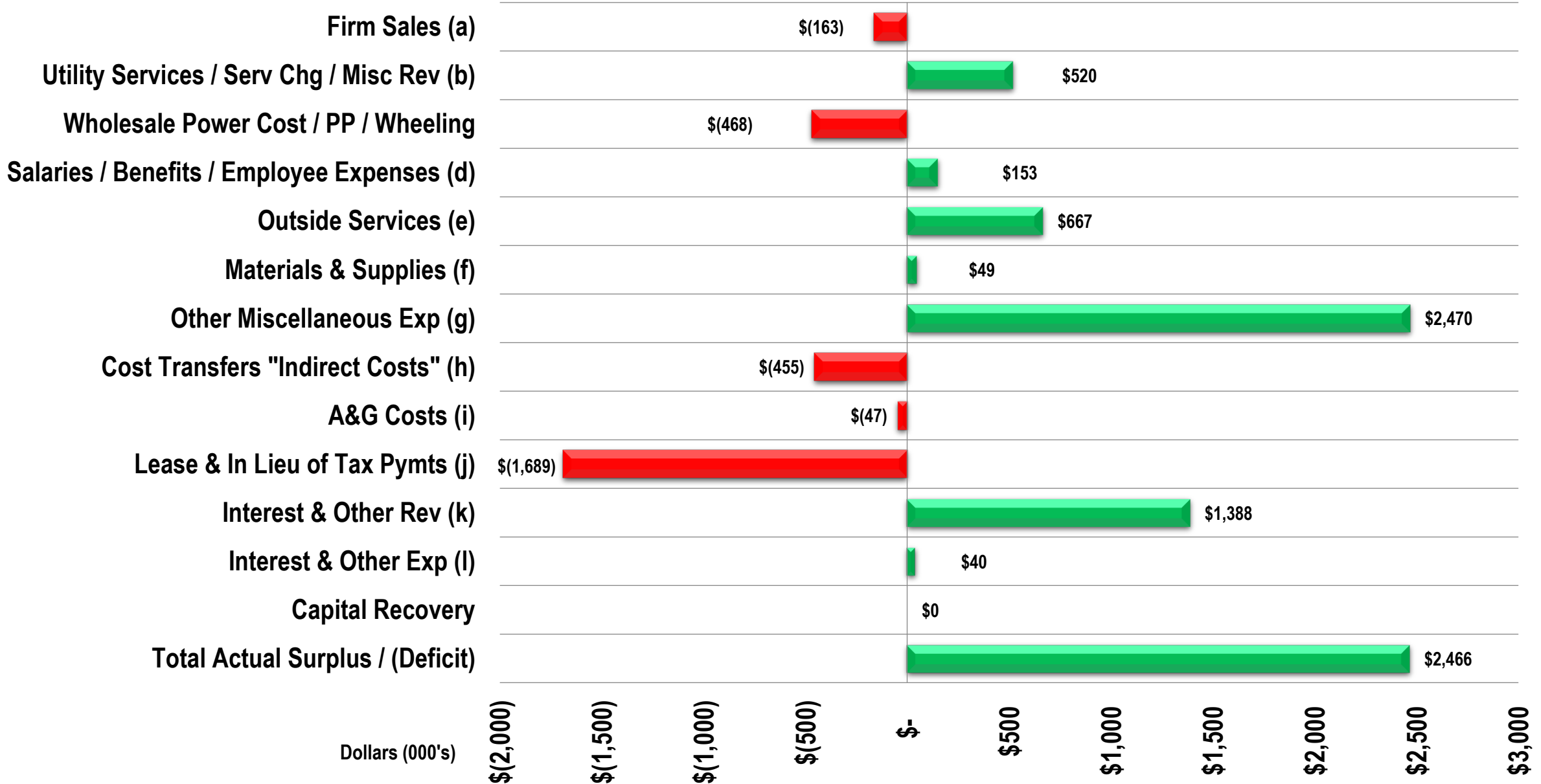
# NPPD Retail Financials

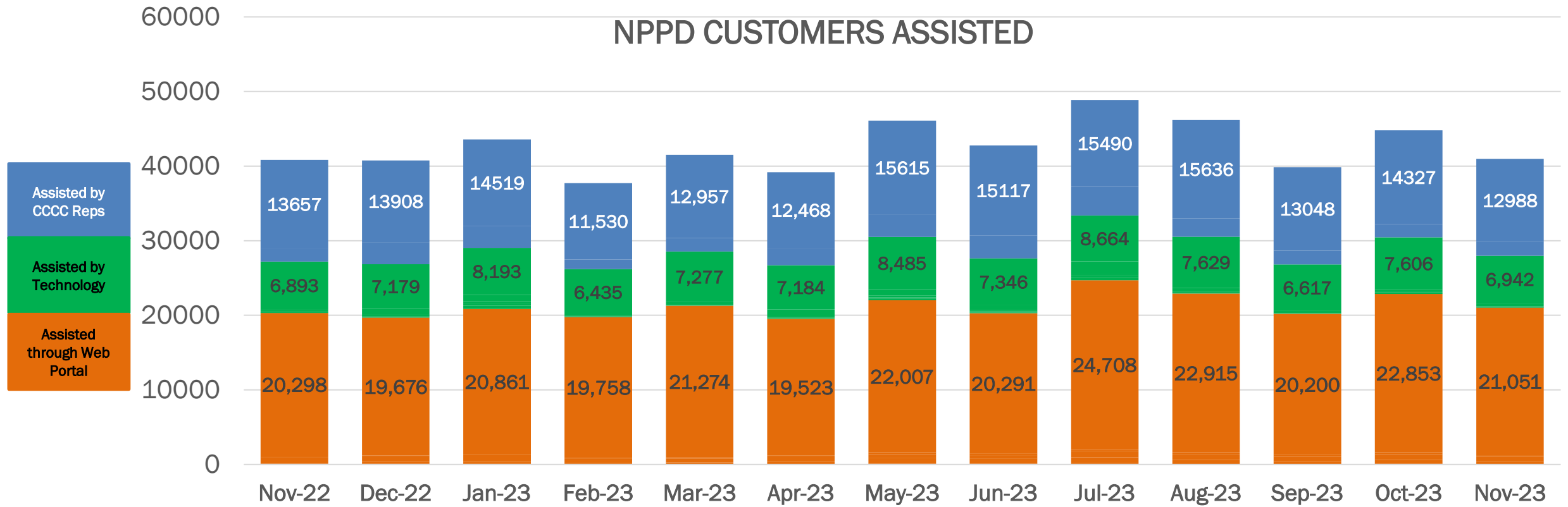
## October 2023 - Surplus/(Deficit)



# NPPD Retail Financials

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





## November Customer Service Stats

- 362 Virtual Lobby Visits
- 113,146 - Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)
  - 2,839 Known Power Outage
  - 2,842 Power Restored



# CHADRON PARADE



# SCOTTSBLUFF PARADE



# HARTINGTON PARADE







**BIG  
SPRINGS**



**BASSETT**



**CHADRON**



**MURRAY**



**SUTHERLAND**



**HARTINGTON**



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## Questions

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Nebraska Public Power District

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