



THE POWER OF PEOPLE

Retail Business Unit Update

NPPD Board of Directors Meeting
February 2023

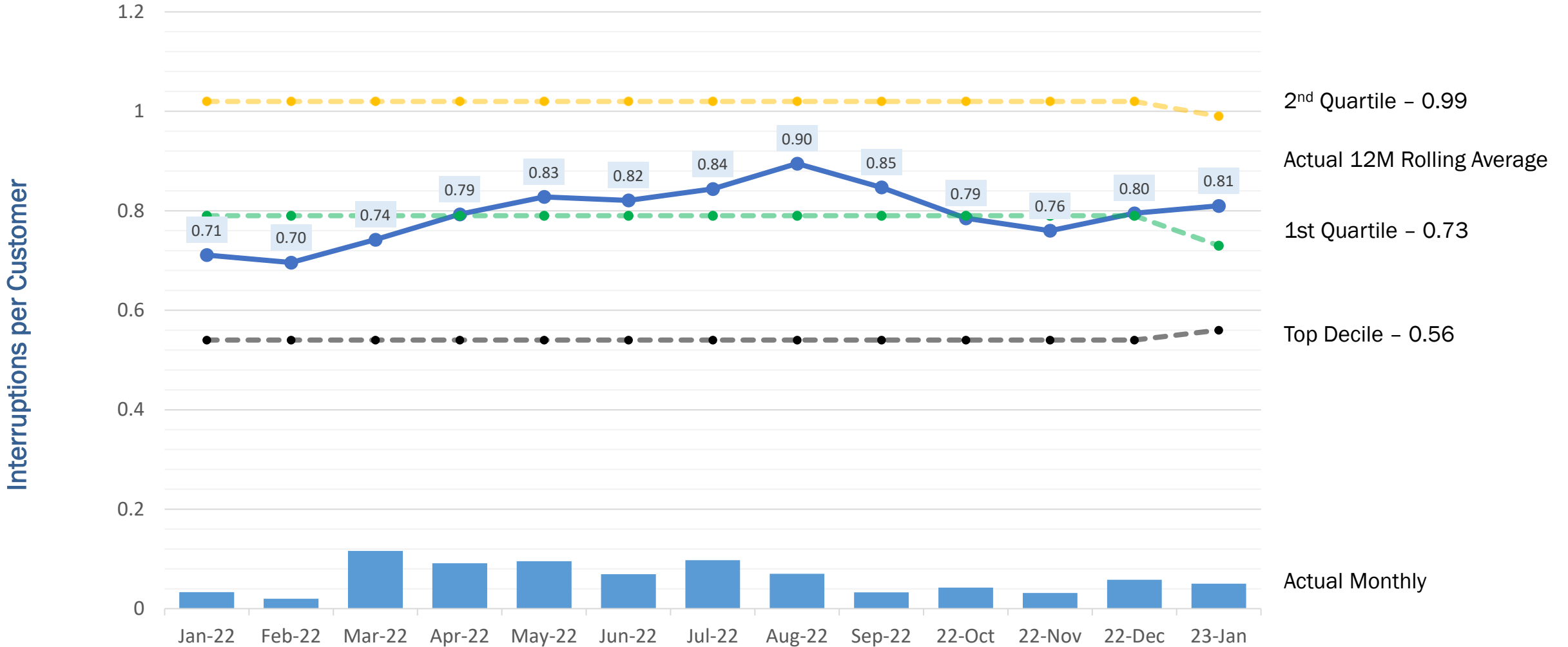
Pat Hanrahan, General Manager of Retail



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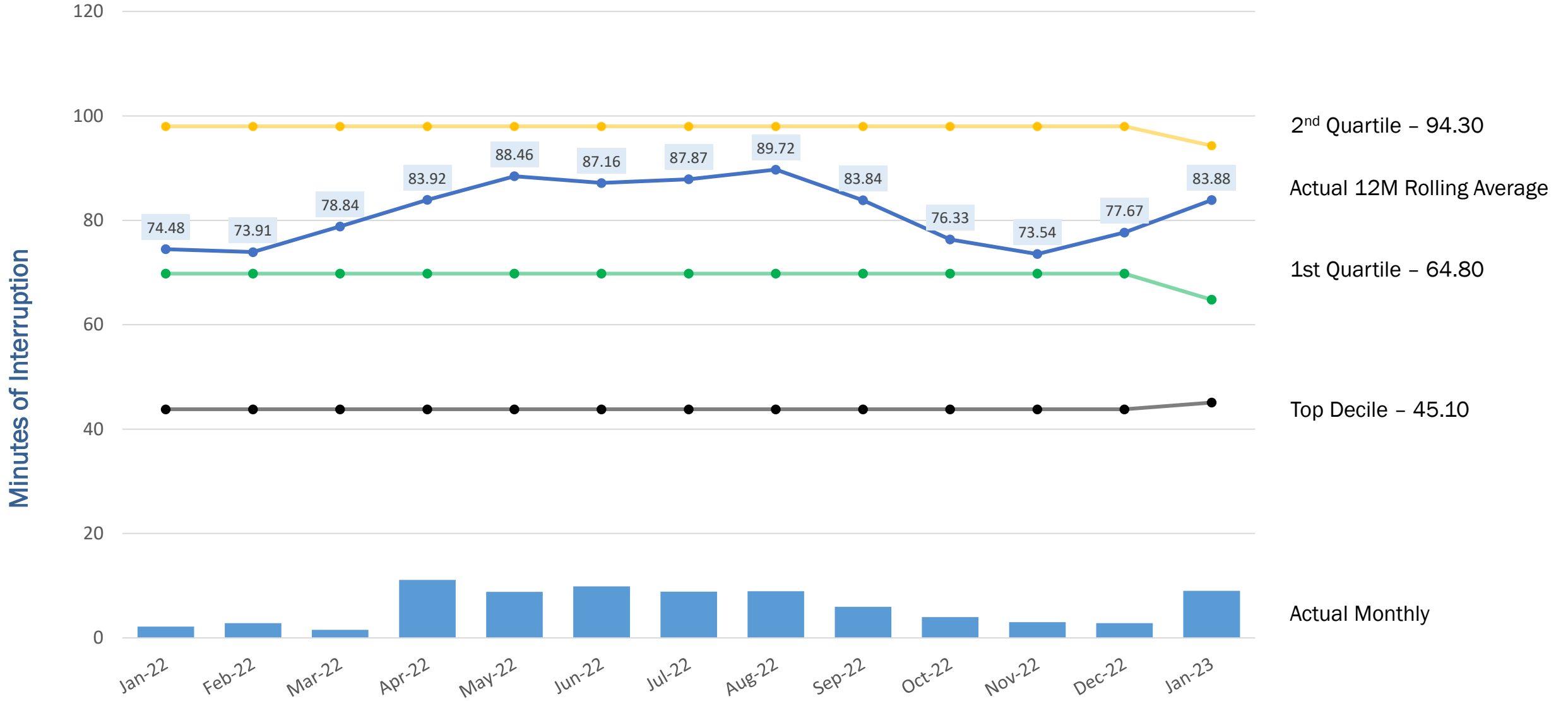
NPPD Retail Reliability

SAIFI – System Average Interruption Frequency Index



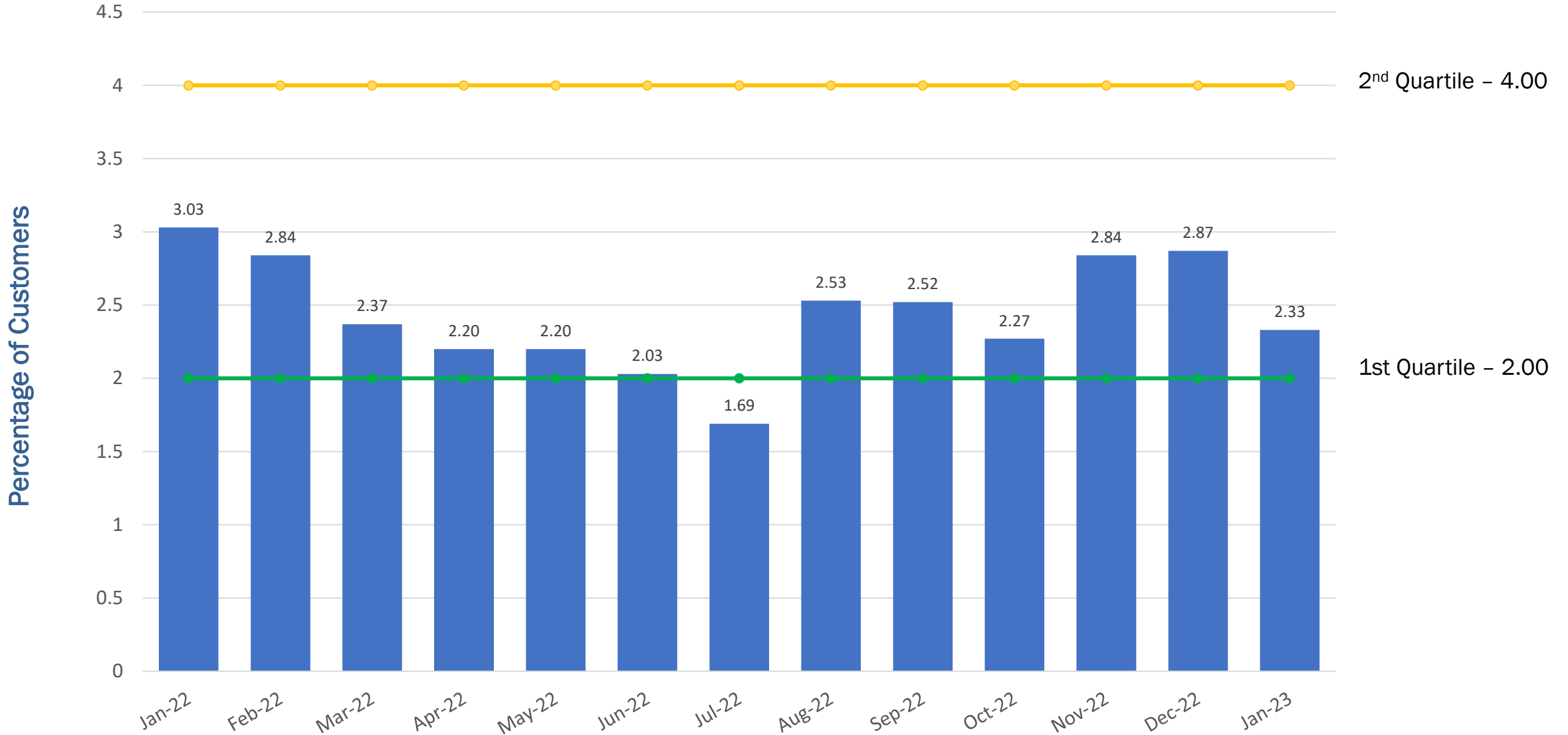
NPPD Retail Reliability

SAIDI – System Average Interruption Duration Index



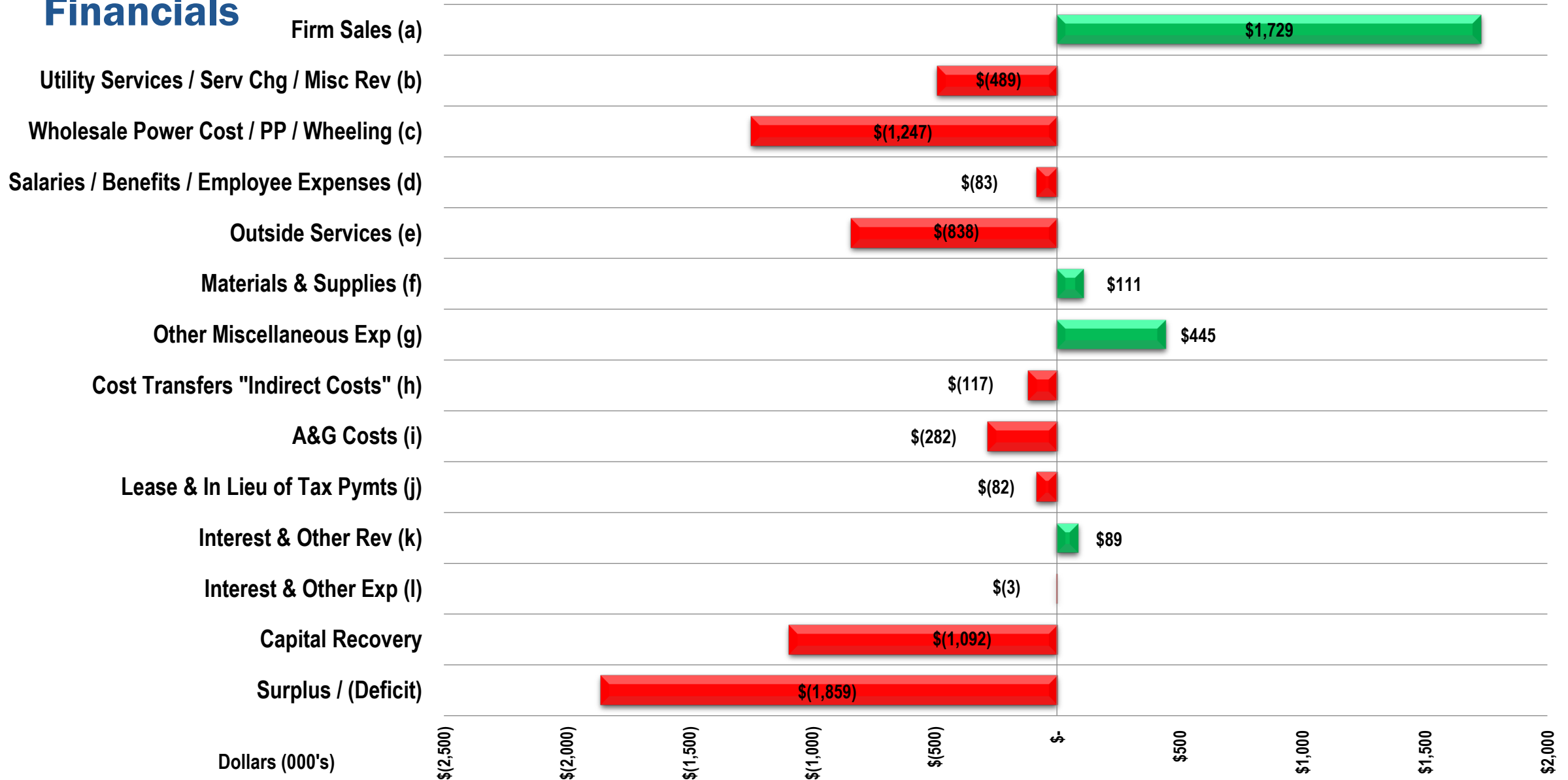
NPPD Retail Reliability

CEMI – Customers Experiencing > 3 interruptions



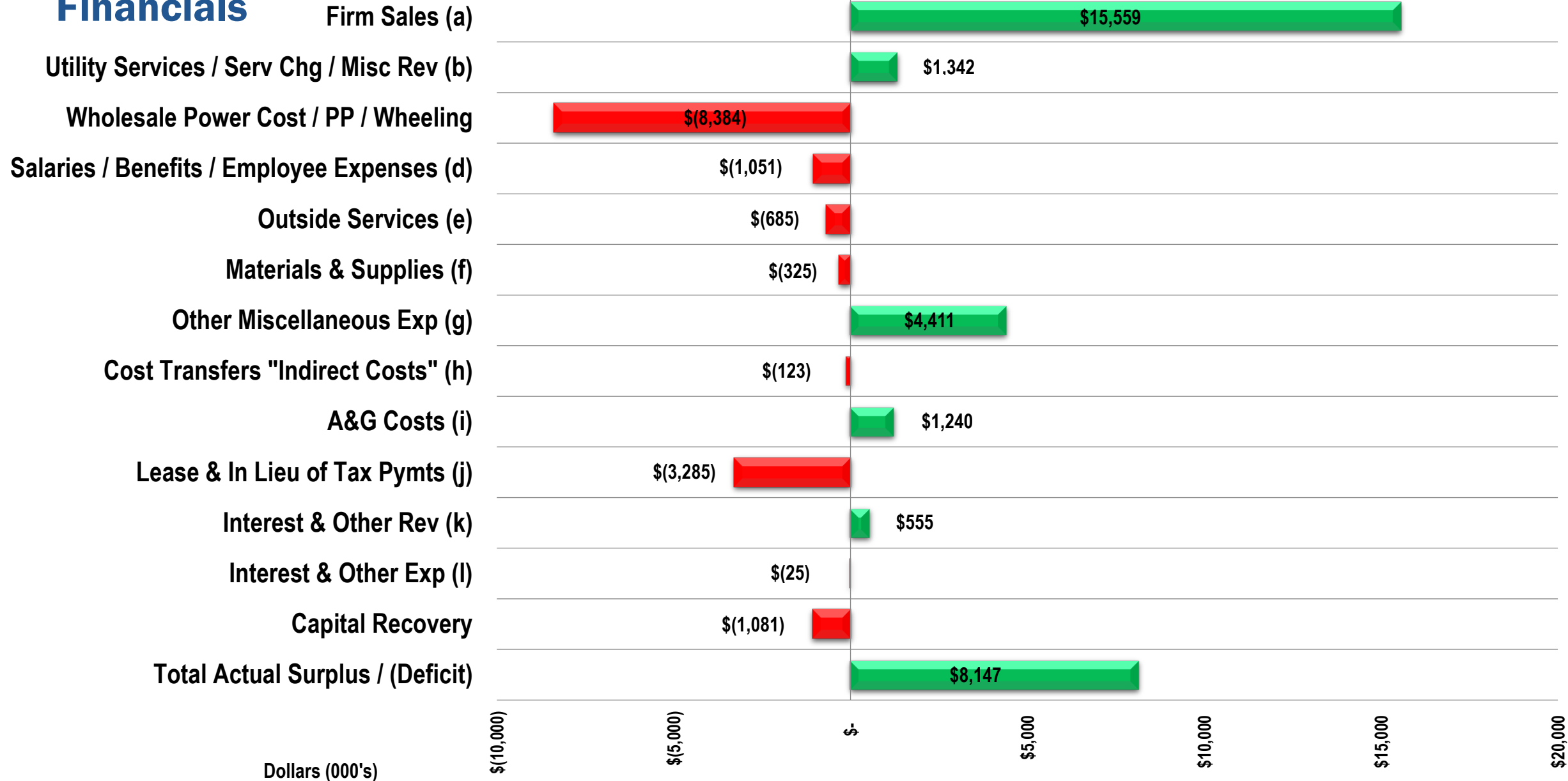
NPPD Retail Financials

December 2022 - Surplus/(Deficit)

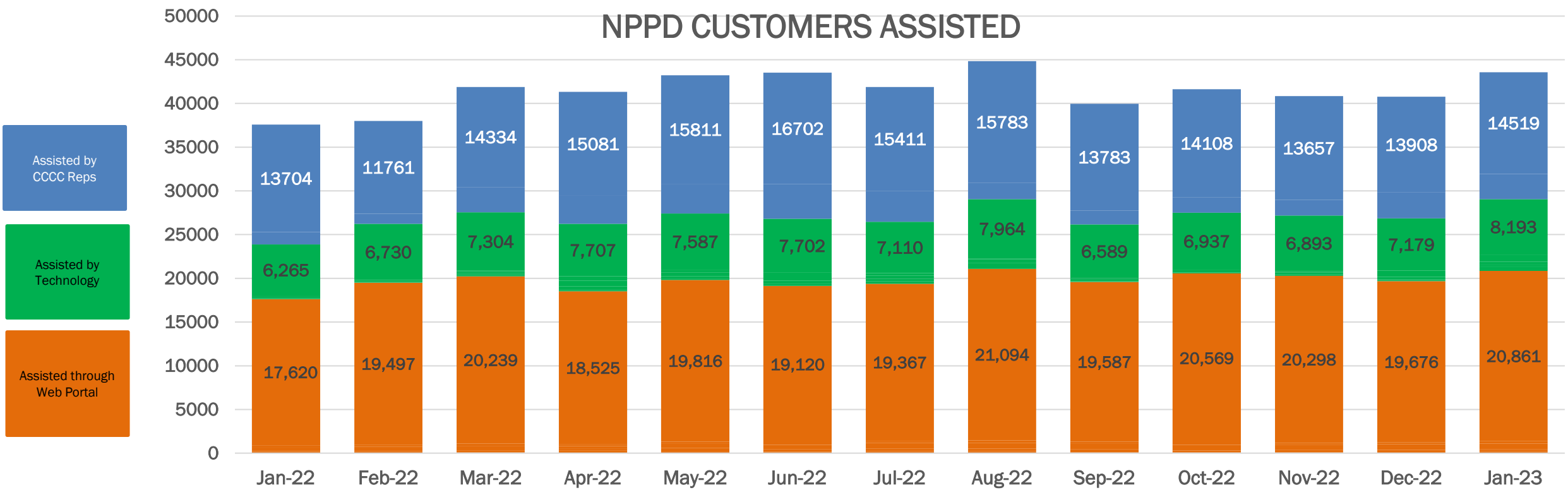


NPPD Retail Financials

December 2022 (Year-to-Date) - Surplus/(Deficit)



NPPD CUSTOMERS ASSISTED



January Customer Service Stats

- 316 Virtual Lobby Visits
- 122,652 Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)
 - 4,582 Known Power Outage
 - 4,521 Power Restored

Retail Highlights



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Questions

Stay connected with us.



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