

# Retail Business Unit Update

NPPD Board of Directors Meeting  
**Customer & Support Services Committee**  
January 12, 2023

**Pat Hanrahan**  
General Manager of Retail



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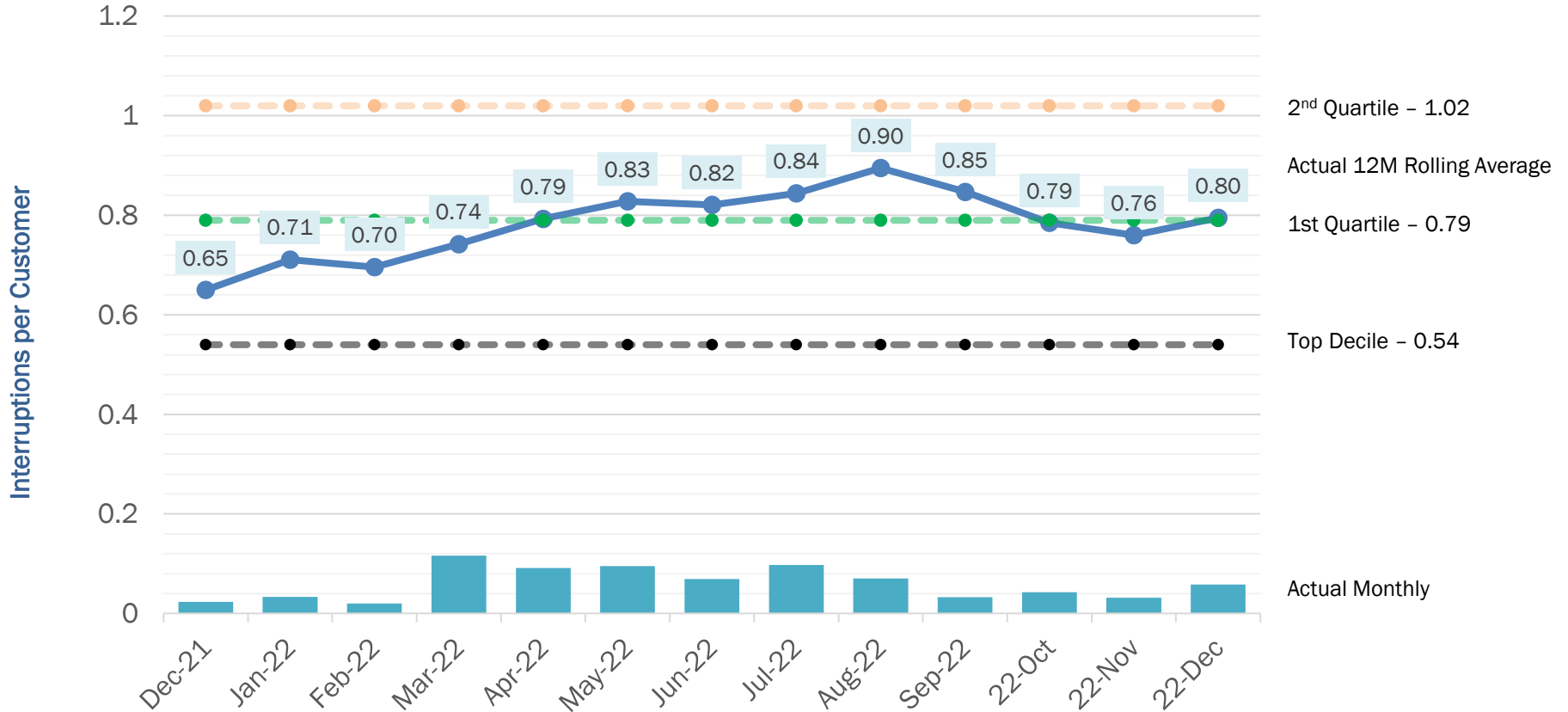
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# NPPD Retail Reliability

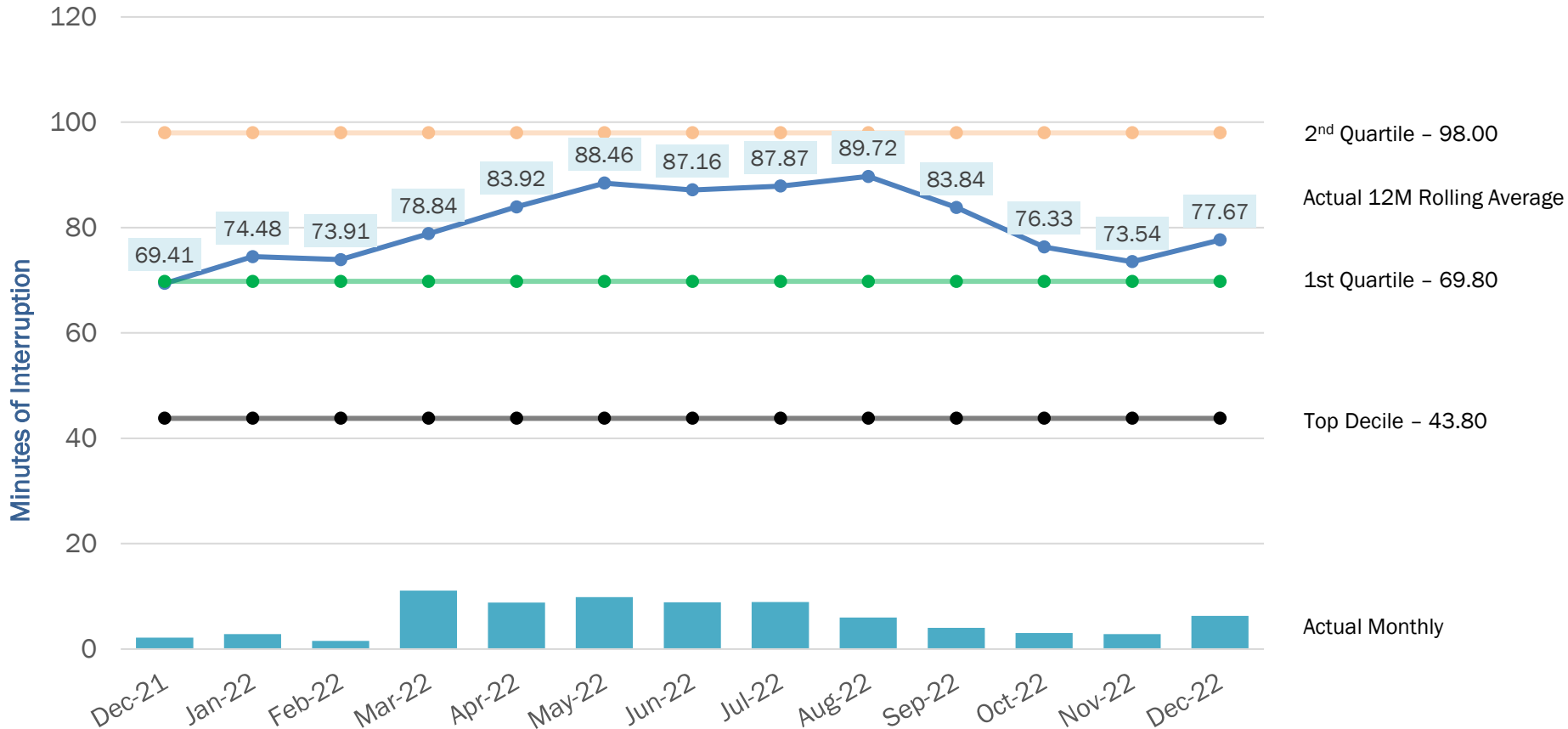
## SAIFI – System Average Interruption Frequency Index





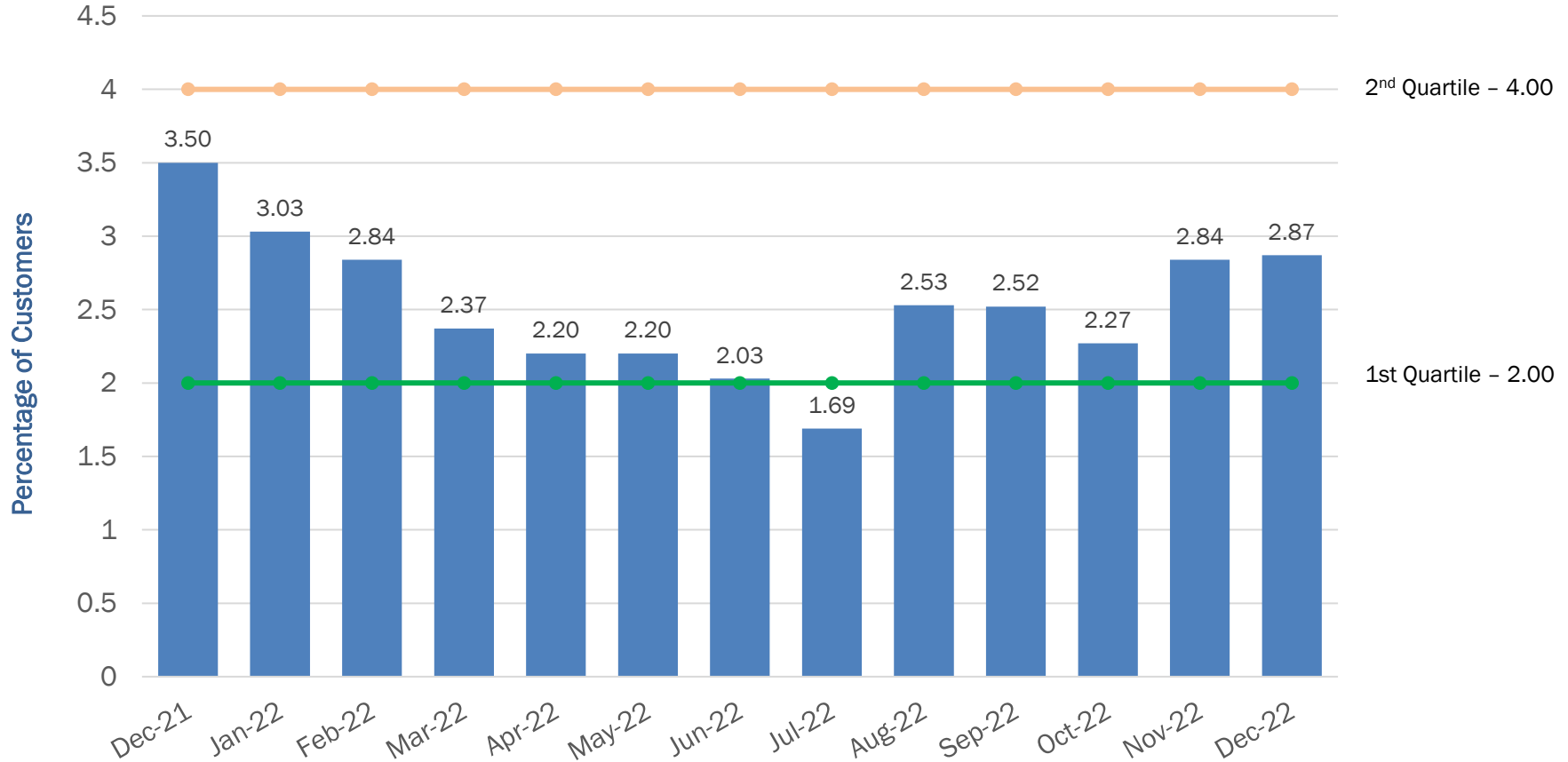
# NPPD Retail Reliability

## SAIDI – System Average Interruption Duration Index

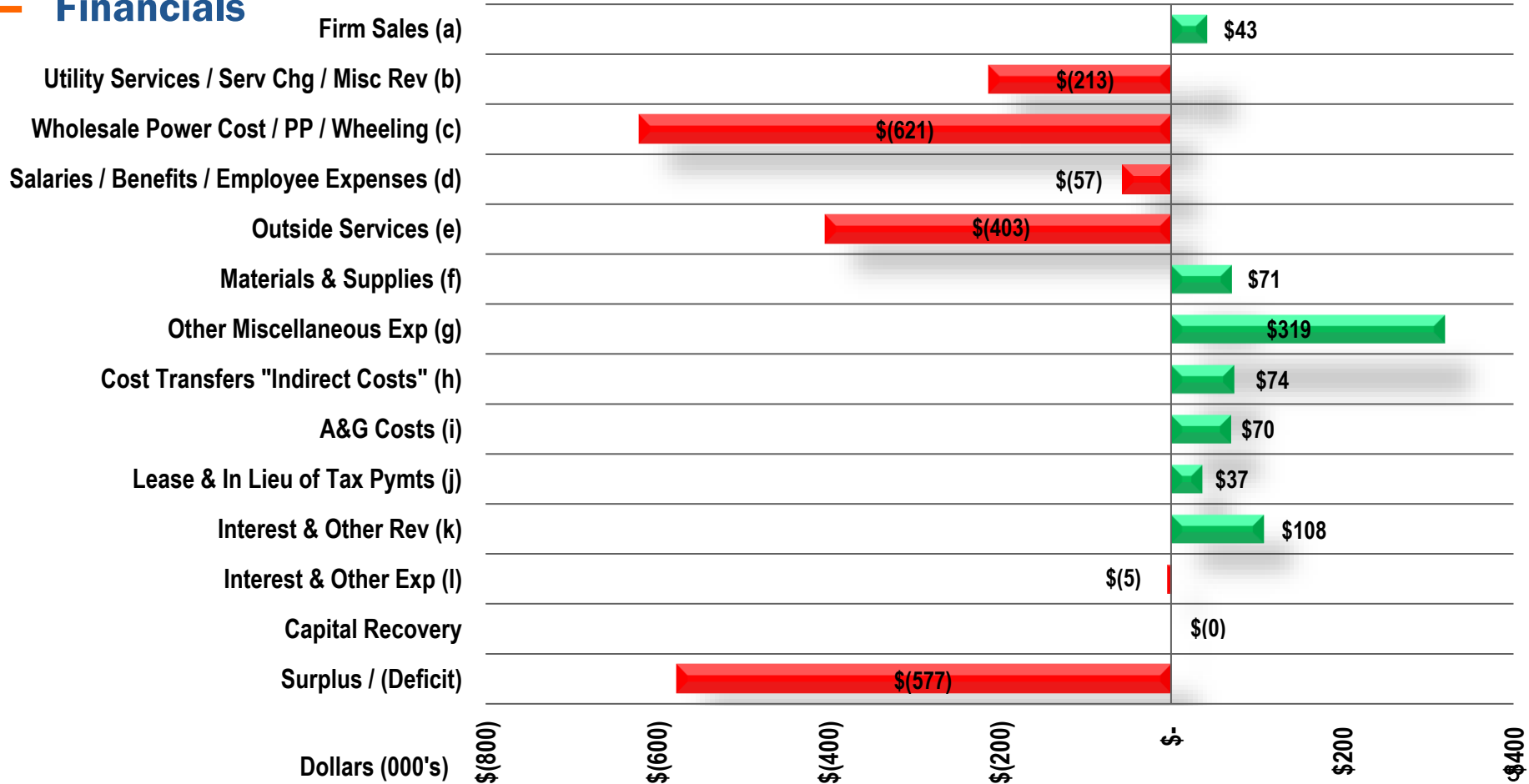


# NPPD Retail Reliability

## CEMI - Customers Experiencing > 3 interruptions

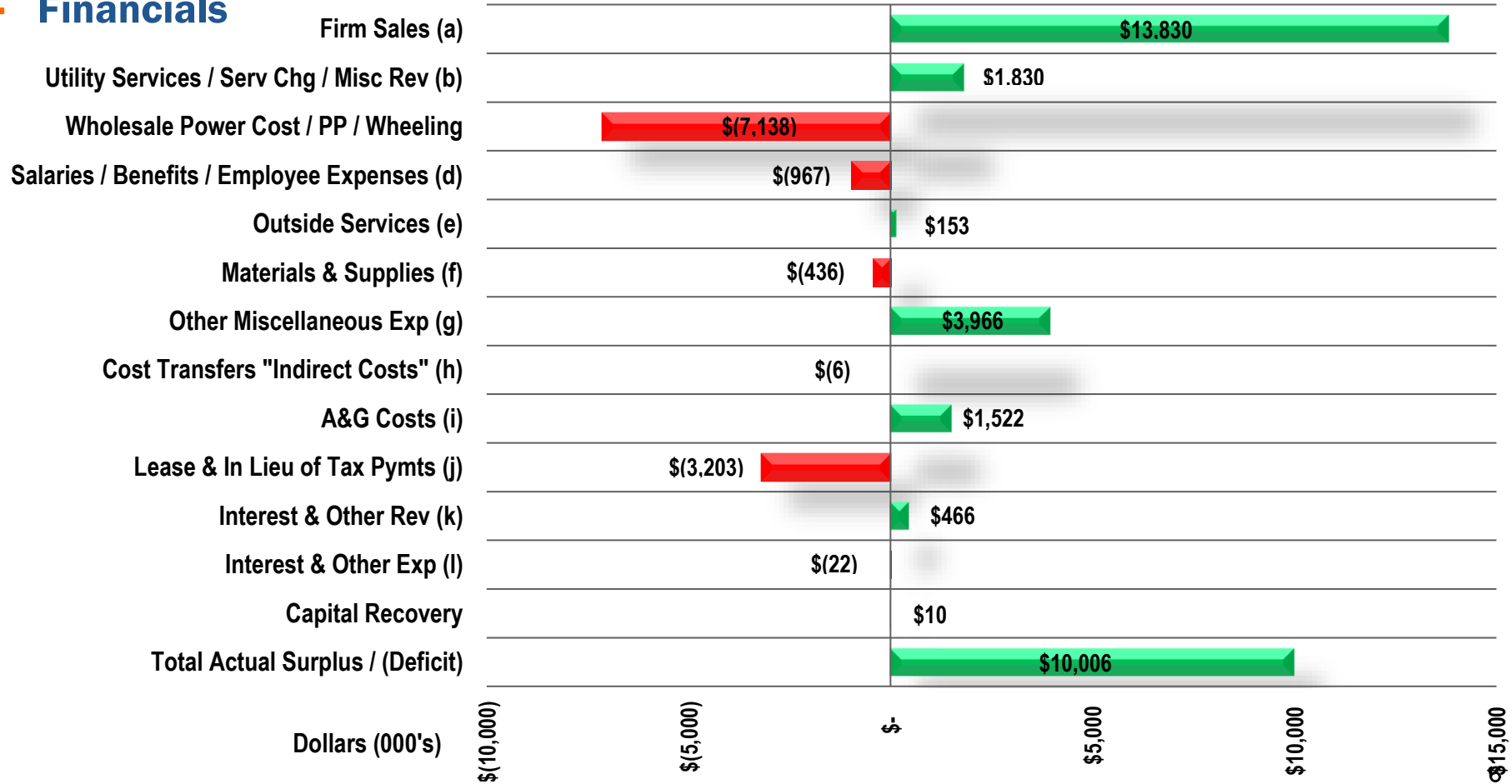


## November 2022 - Surplus/(Deficit)

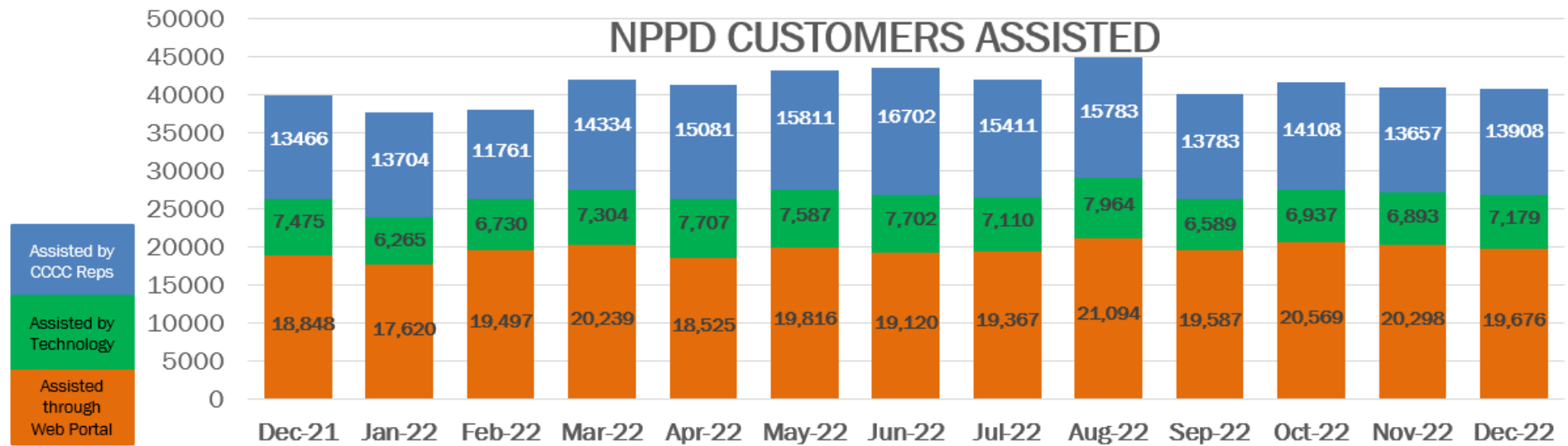


# NPPD Retail Financials

## November 2022 (Year-to-Date) - Surplus/(Deficit)



## NPPD CUSTOMERS ASSISTED



### December Customer Service Stats

- 299 Virtual Lobby Visits
- 110,904 Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)
  - 3,580 Known Power Outage
  - 3518 Power Restored

# ≡ Retail Highlights

- Year-End Activities
- Winter Storm Response





# Questions?

Stay connected with us.



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