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# Retail Business Unit Update

NPPD Board of Directors Meeting  
July 12-13, 2023

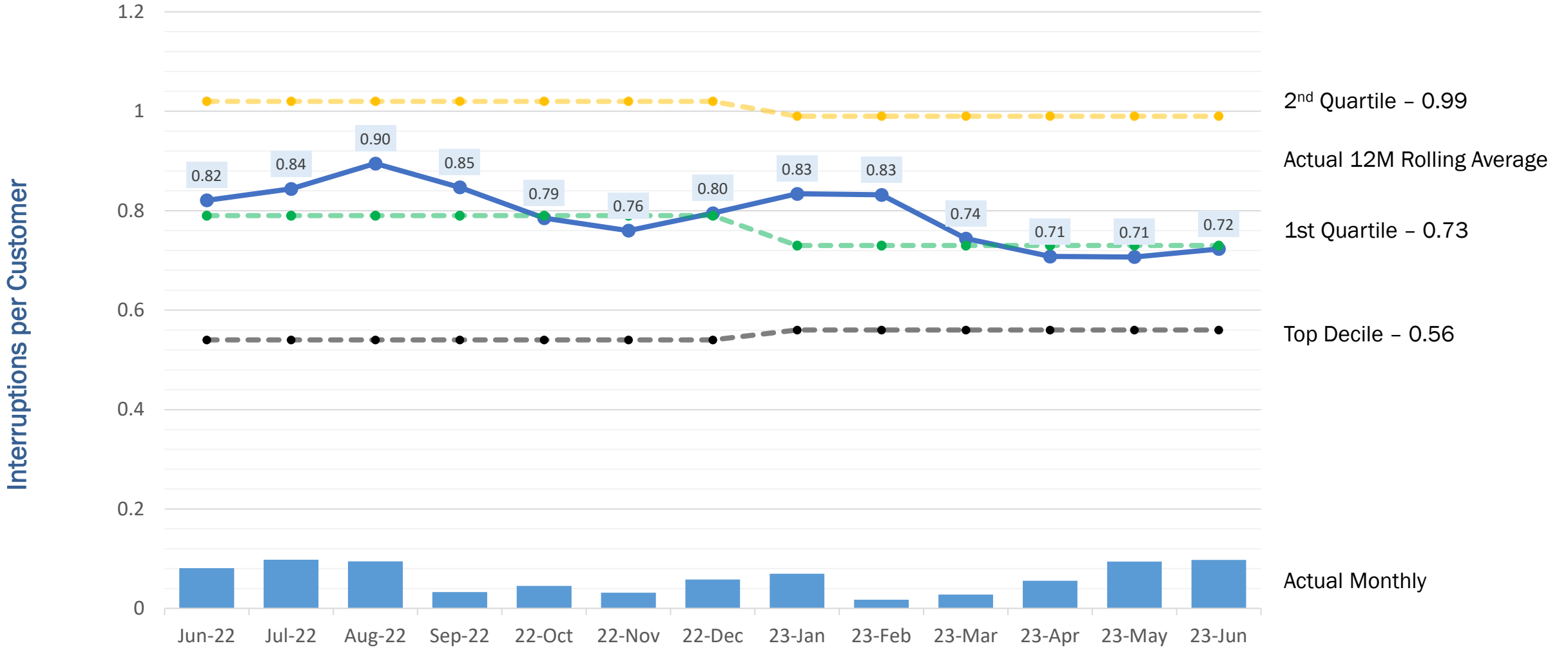
Pat Hanrahan, General Manager of Retail



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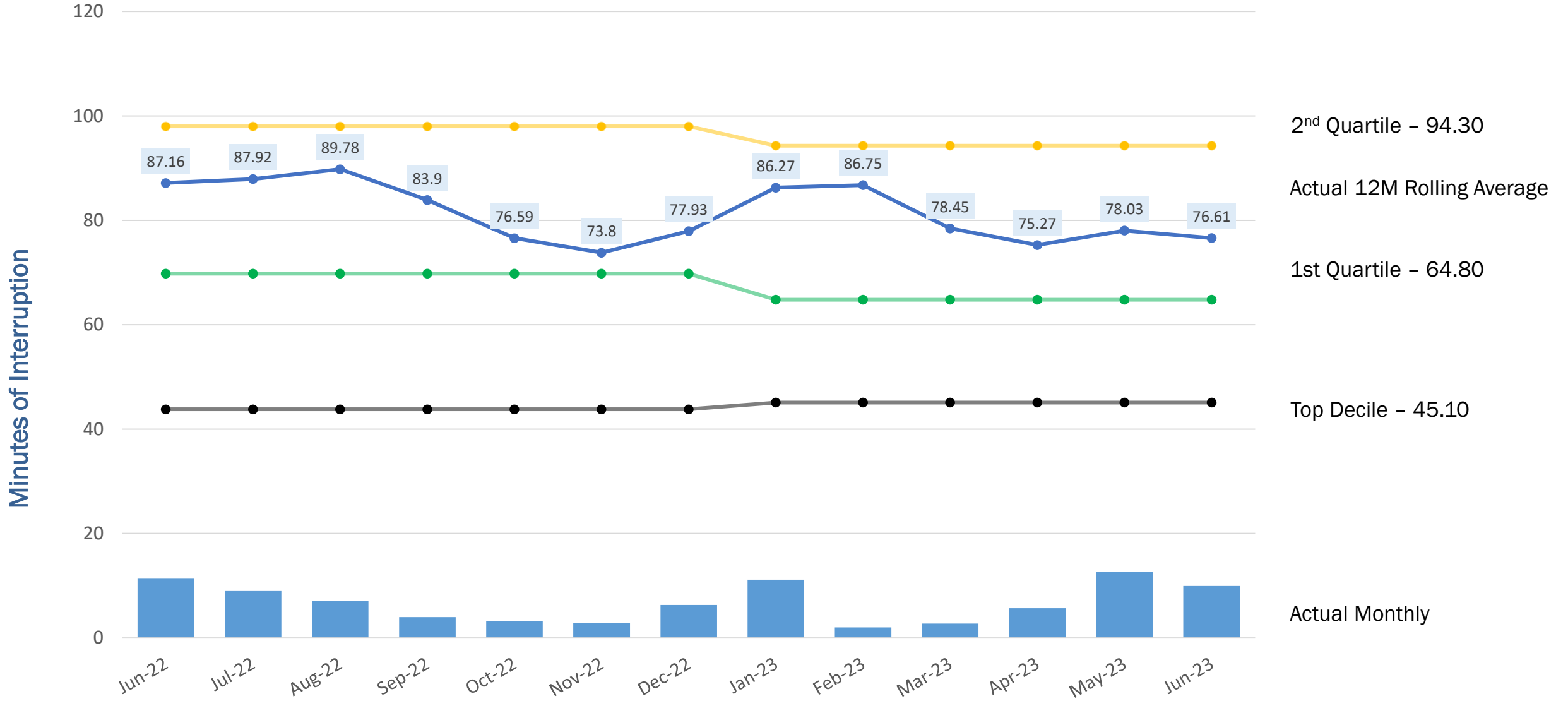
# NPPD Retail Reliability

## SAIFI – System Average Interruption Frequency Index



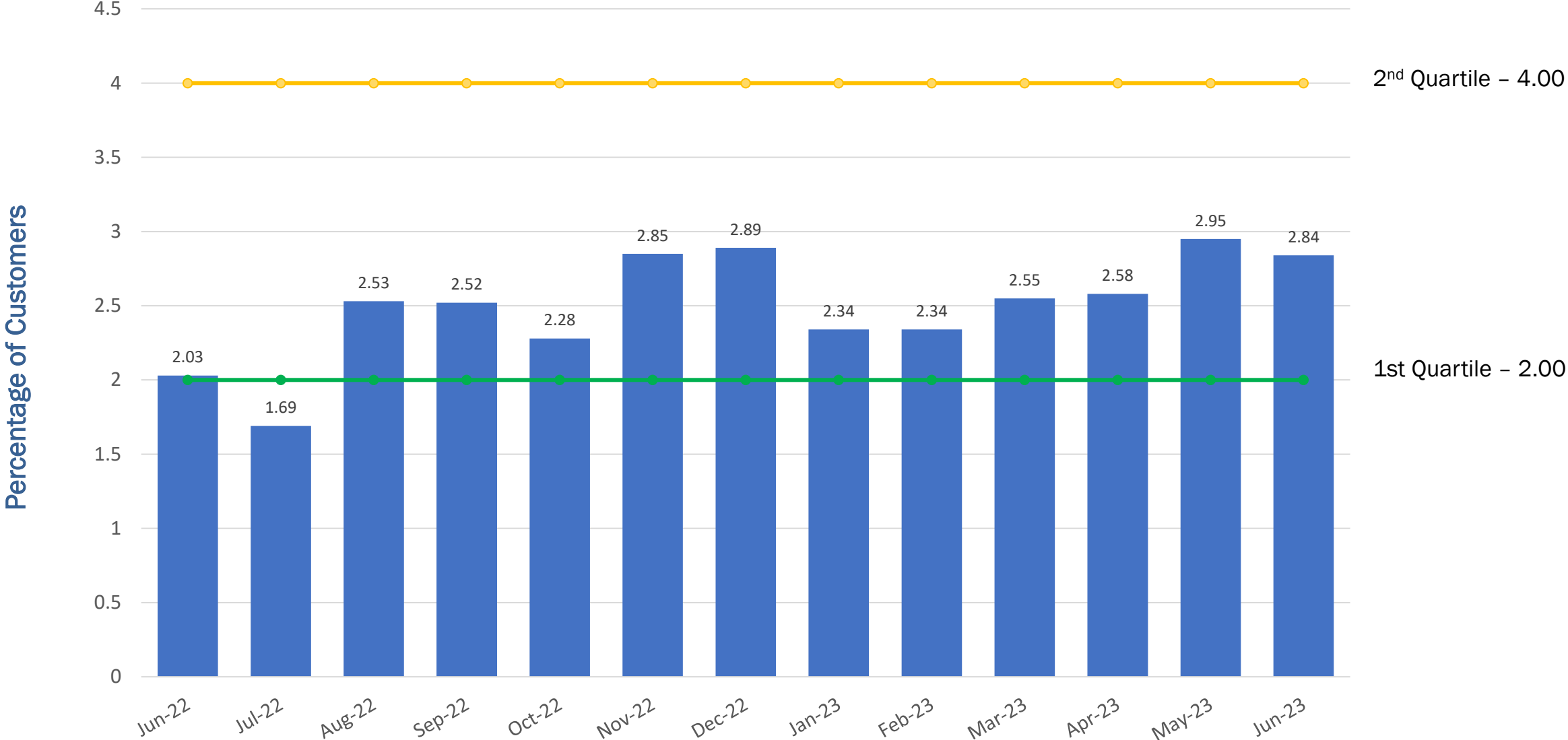
# NPPD Retail Reliability

## SAIDI – System Average Interruption Duration Index



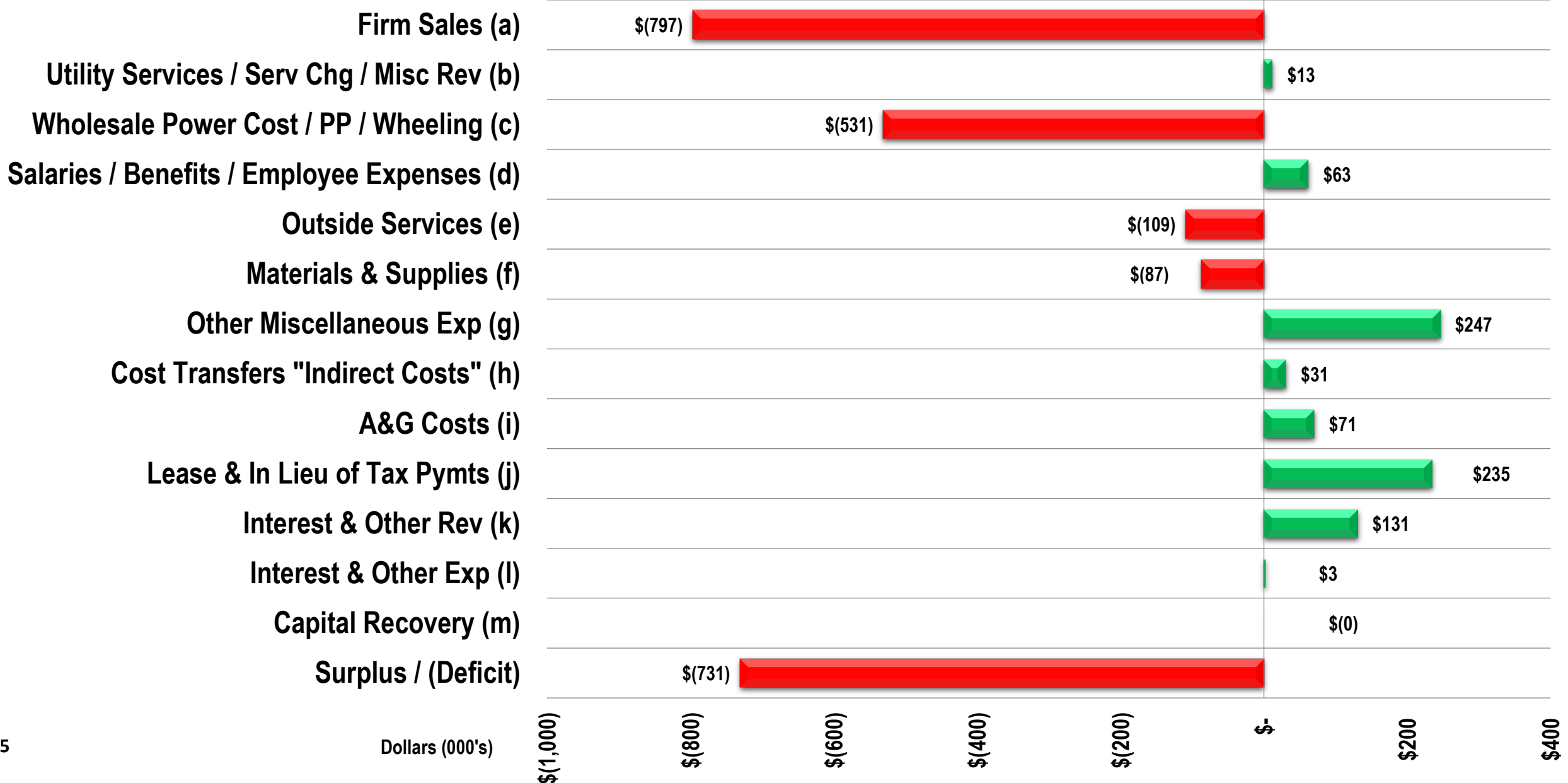
# NPPD Retail Reliability

## CEMI - Customers Experiencing > 3 interruptions



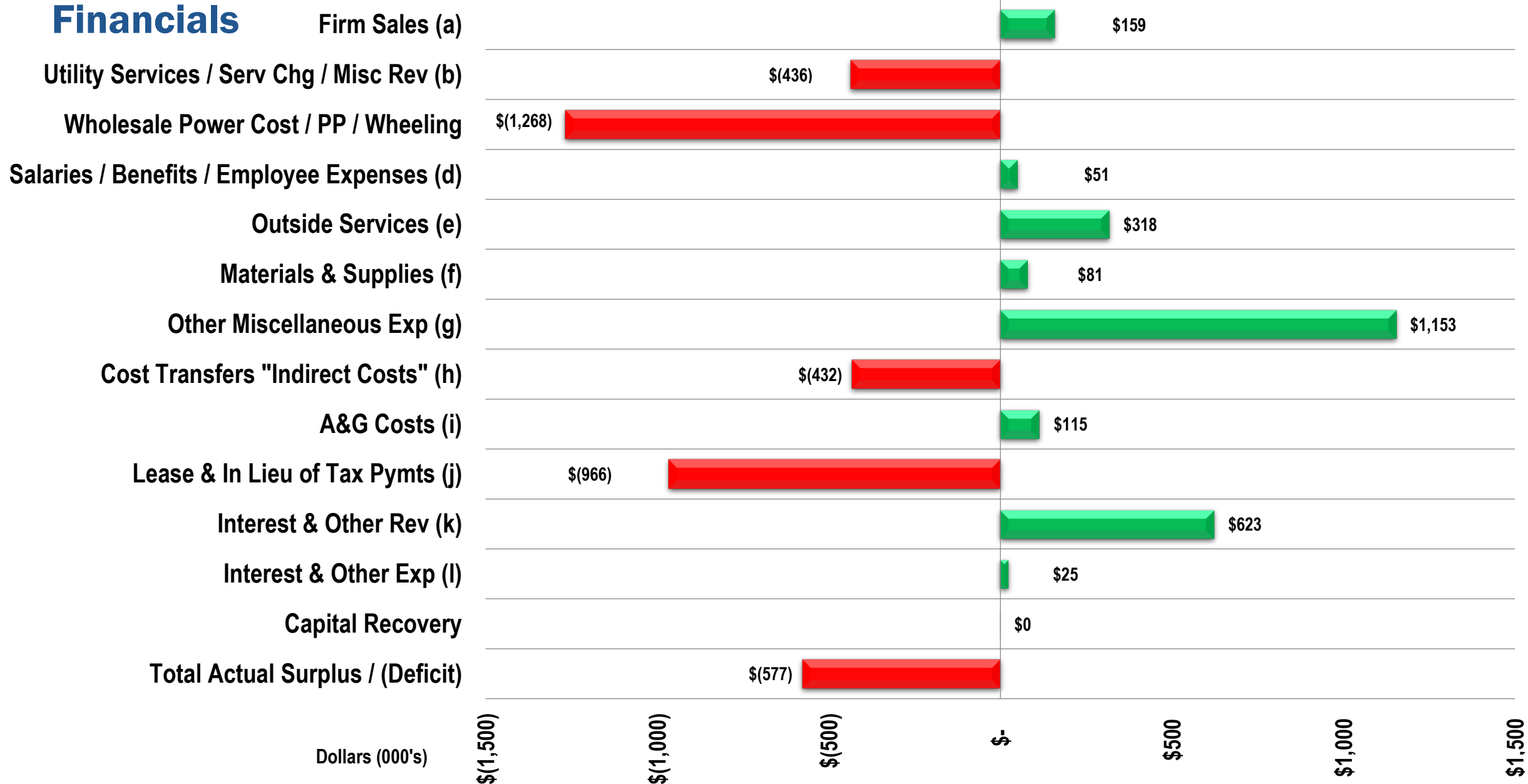
# NPPD Retail Financials

## May 2023 - Surplus/(Deficit)

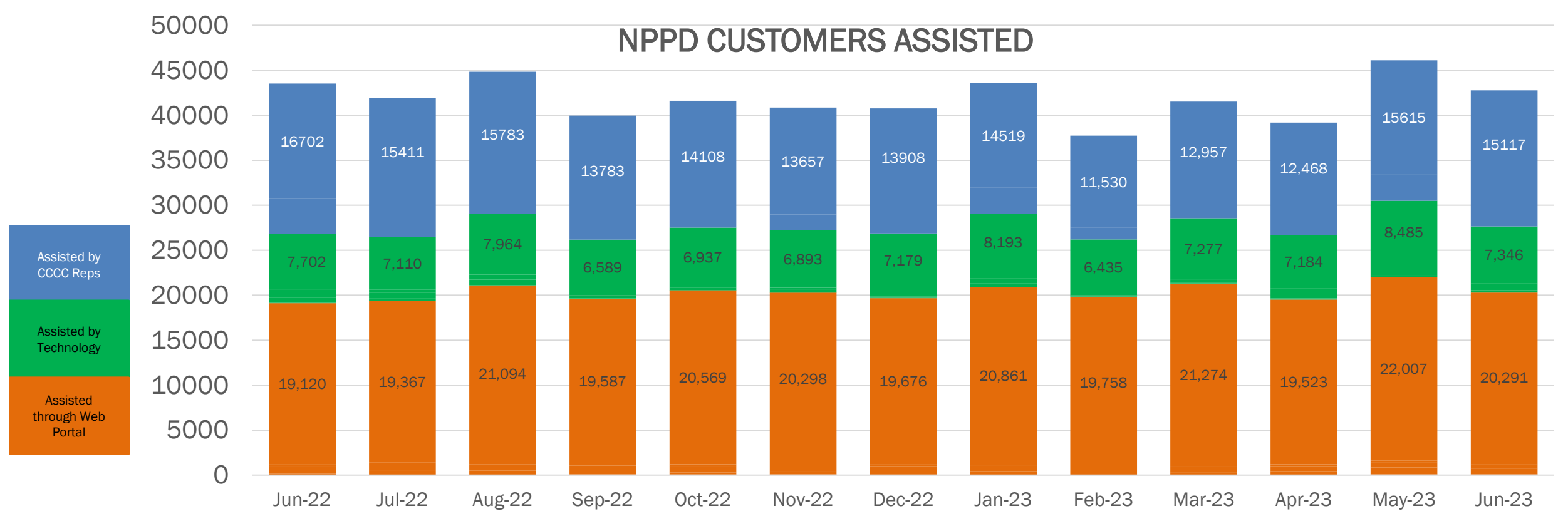


# NPPD Retail Financials

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



## NPPD CUSTOMERS ASSISTED



### June Customer Service Stats

- 394 Virtual Lobby Visits
- 123,694 Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)
  - 7,126 Known Power Outage
  - 7,112 Power Restored



Norfolk, NE - 4<sup>th</sup> of July Parade



A'ROR'N Days - Aurora NE



Crawford, NE - 4<sup>th</sup> of July Parade

# Retail Highlights



An aerial photograph of a solar farm. The solar panels are arranged in long, parallel rows that stretch across a green field. The rows are separated by narrow paths or access roads. The overall scene is a vast, organized array of photovoltaic modules.

# Scottsbluff Solar Farm Storm Damage



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## Questions

Stay connected with us.



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