



THE POWER OF PEOPLE



Retail Business Unit Update

NPPD Board of Directors Meeting
June 2023

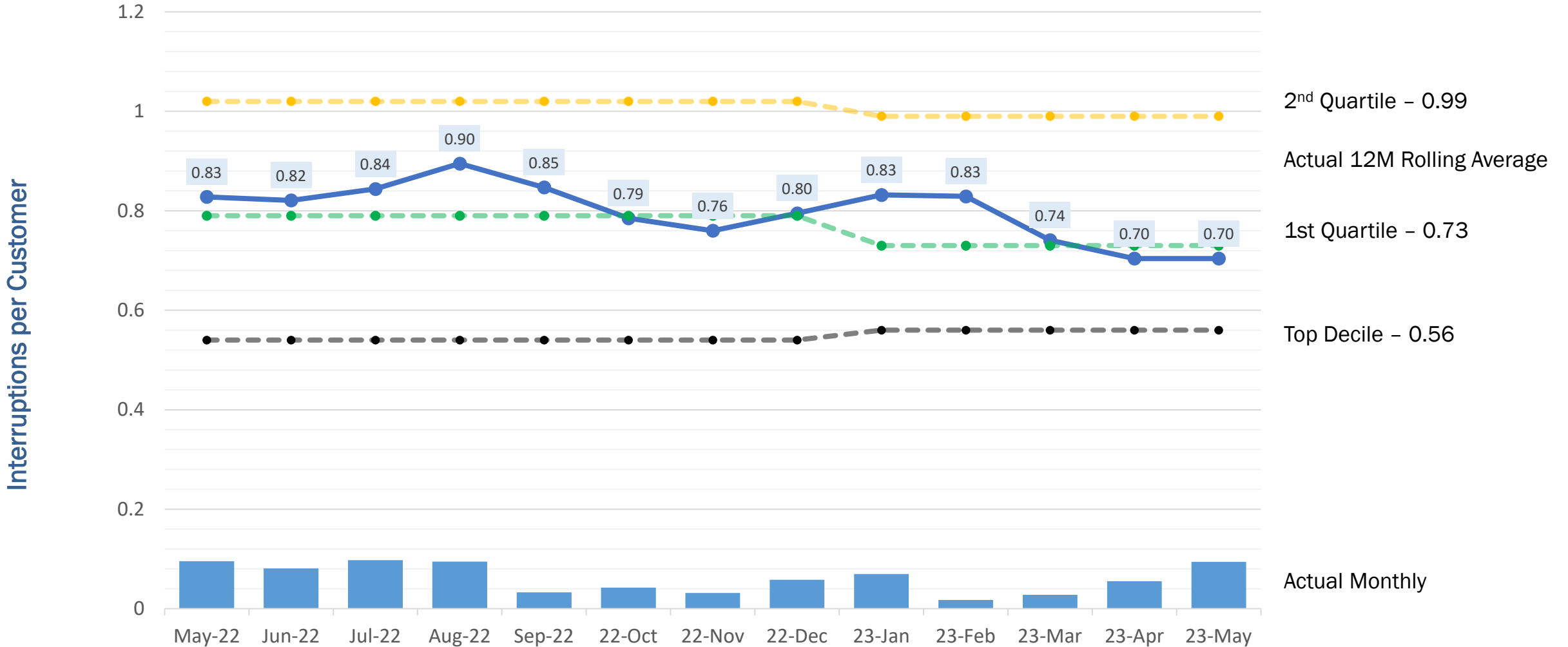
Pat Hanrahan, General Manager of Retail



Nebraska Public Power District
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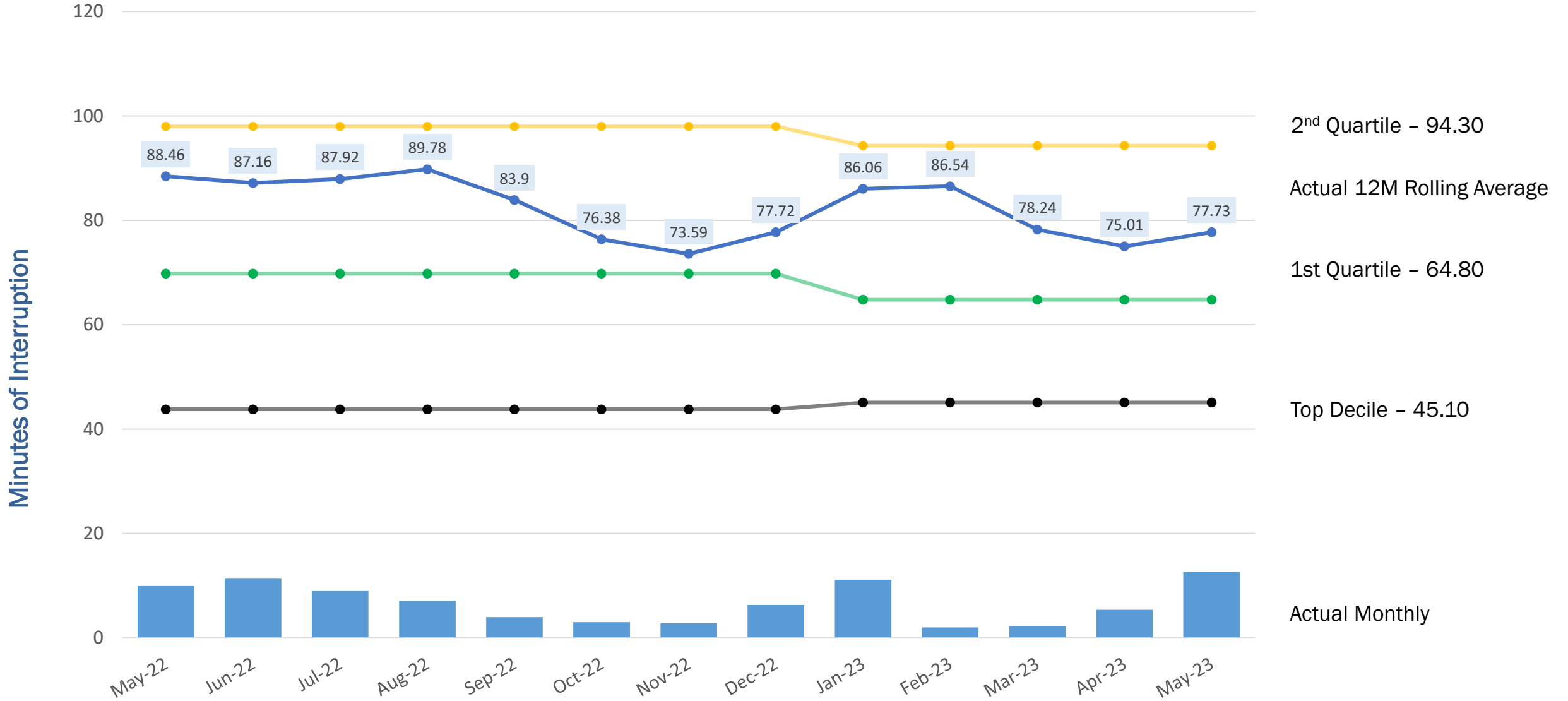
NPPD Retail Reliability

SAIFI – System Average Interruption Frequency Index



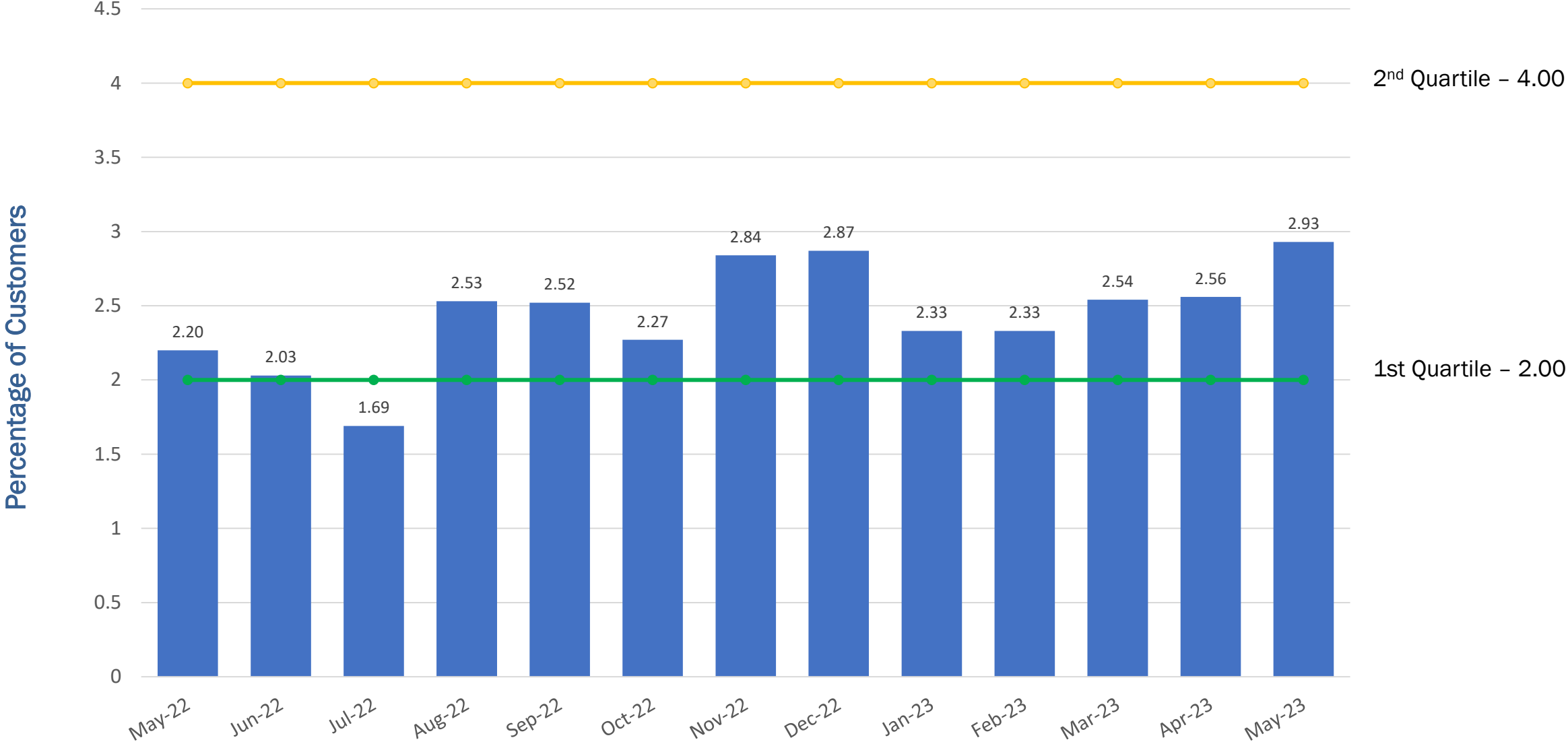
NPPD Retail Reliability

SAIDI – System Average Interruption Duration Index



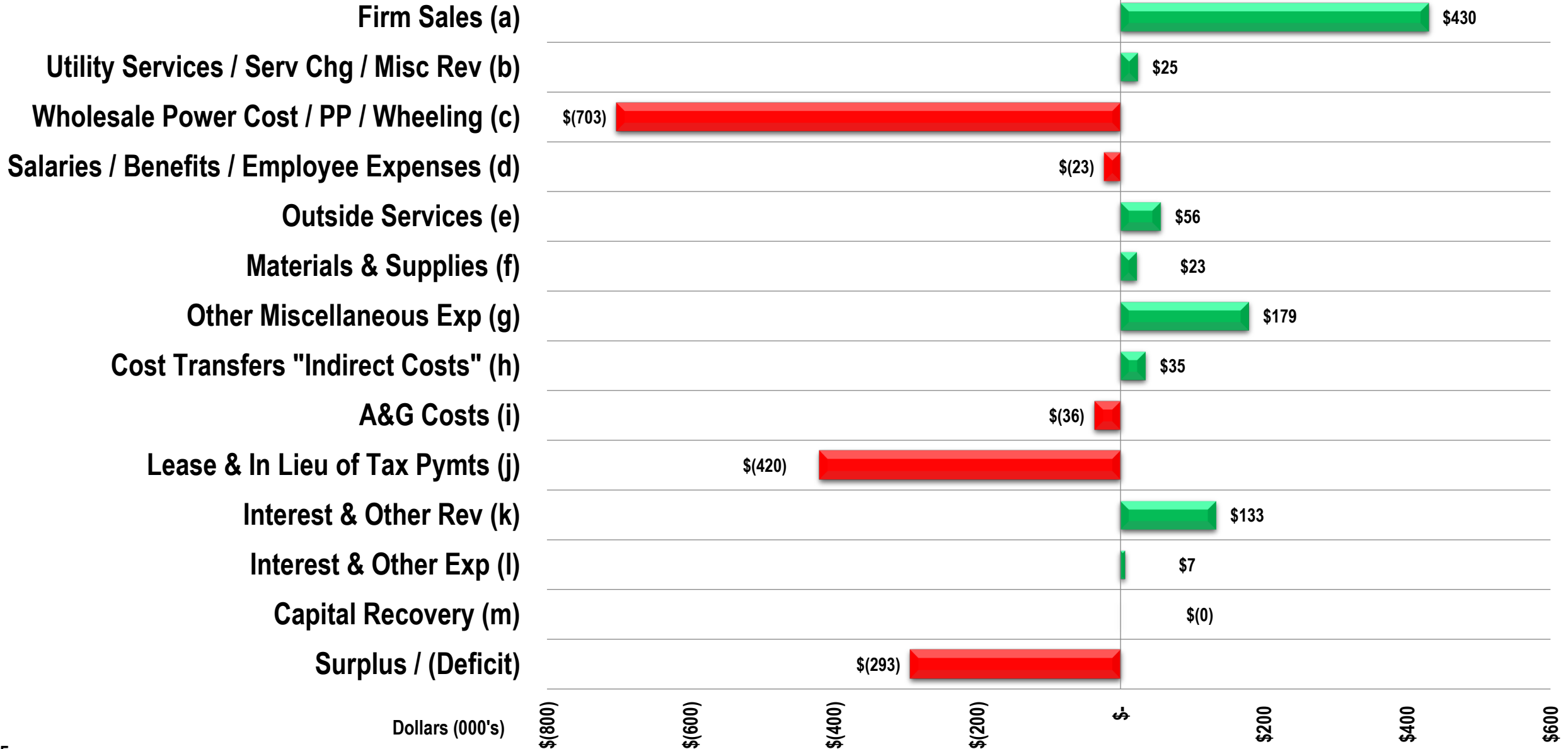
NPPD Retail Reliability

CEMI – Customers Experiencing > 3 interruptions



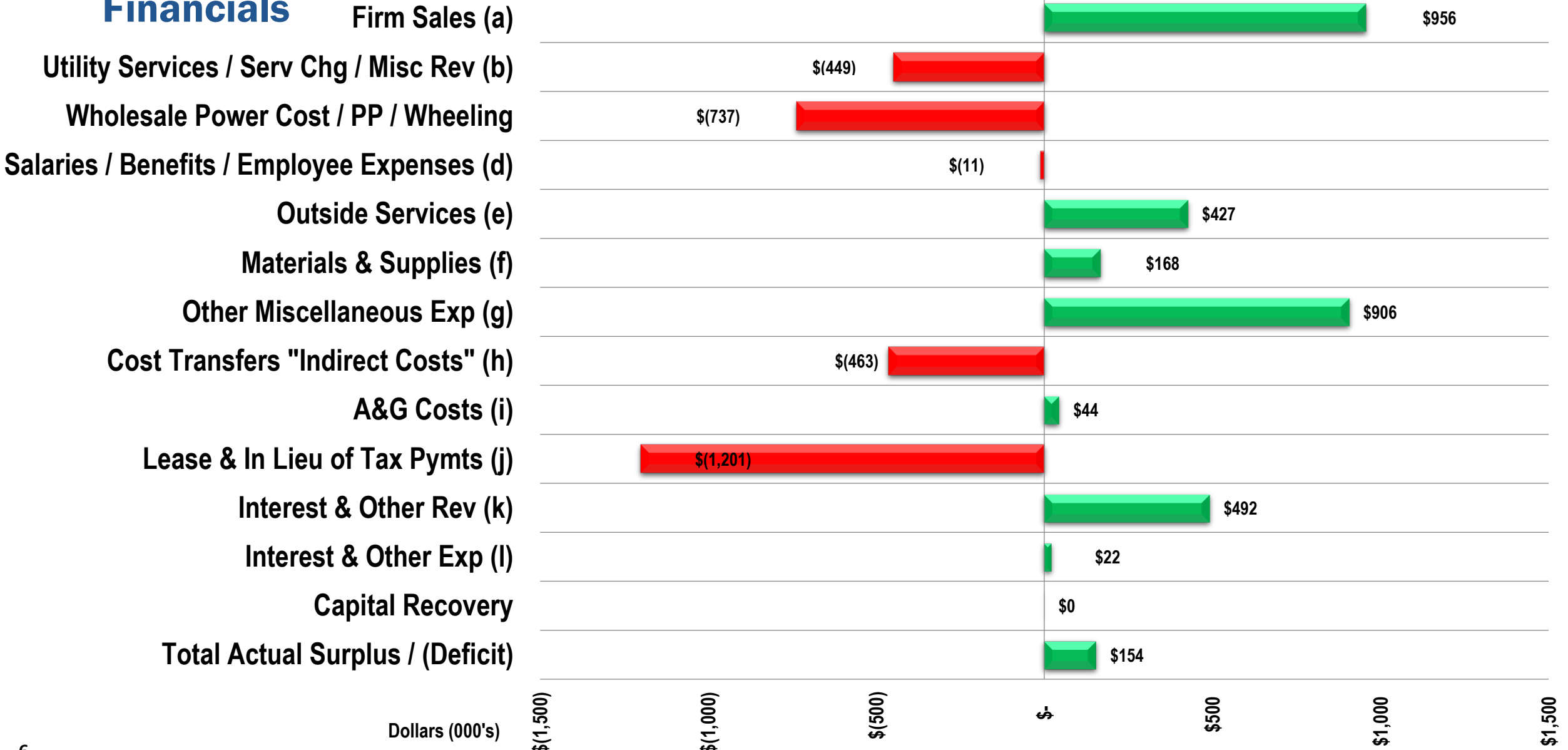
NPPD Retail Financials

April 2023 - Surplus/(Deficit)

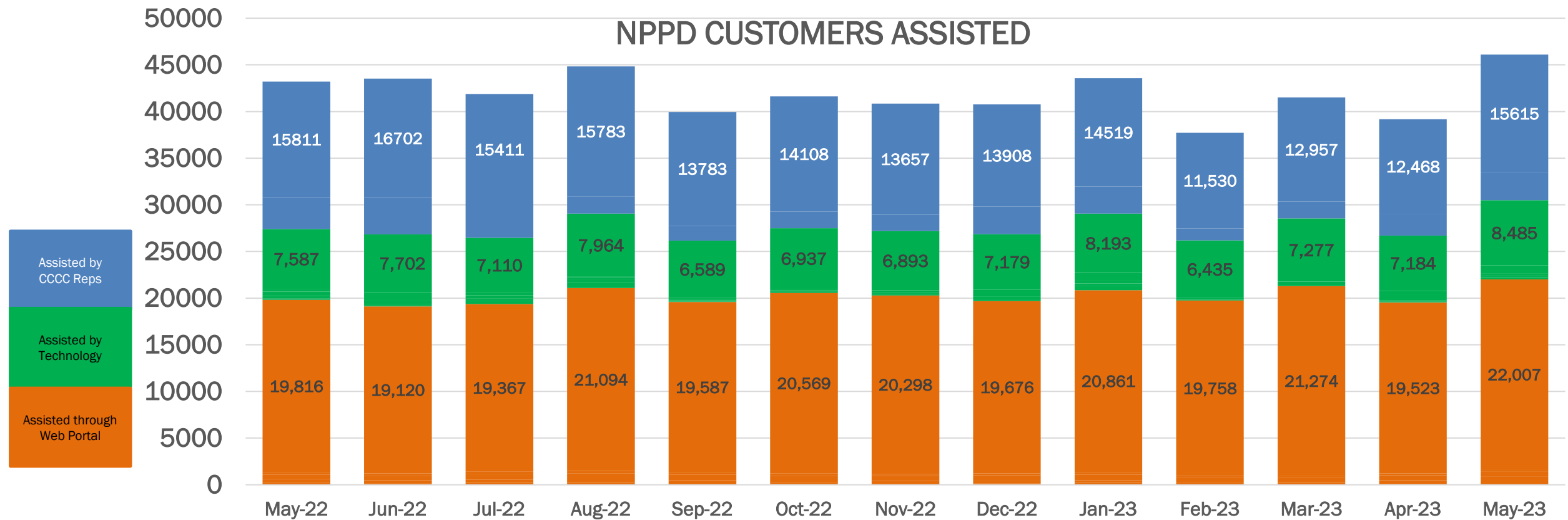


NPPD Retail Financials

April 2023 (Year-to-Date) - Surplus/(Deficit)



NPPD CUSTOMERS ASSISTED



May Customer Service Stats

- 413 Virtual Lobby Visits
- 136,322 Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)
 - 7,277 Known Power Outage
 - 7,259 Power Restored



Retail Highlights

Norfolk Safety Event

Retail Highlights



**Loup City
Polish Days**



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Questions

Stay connected with us.



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