



# THE POWER OF PEOPLE



## Retail Business Unit Update

NPPD Board of Directors Meeting  
March 2023

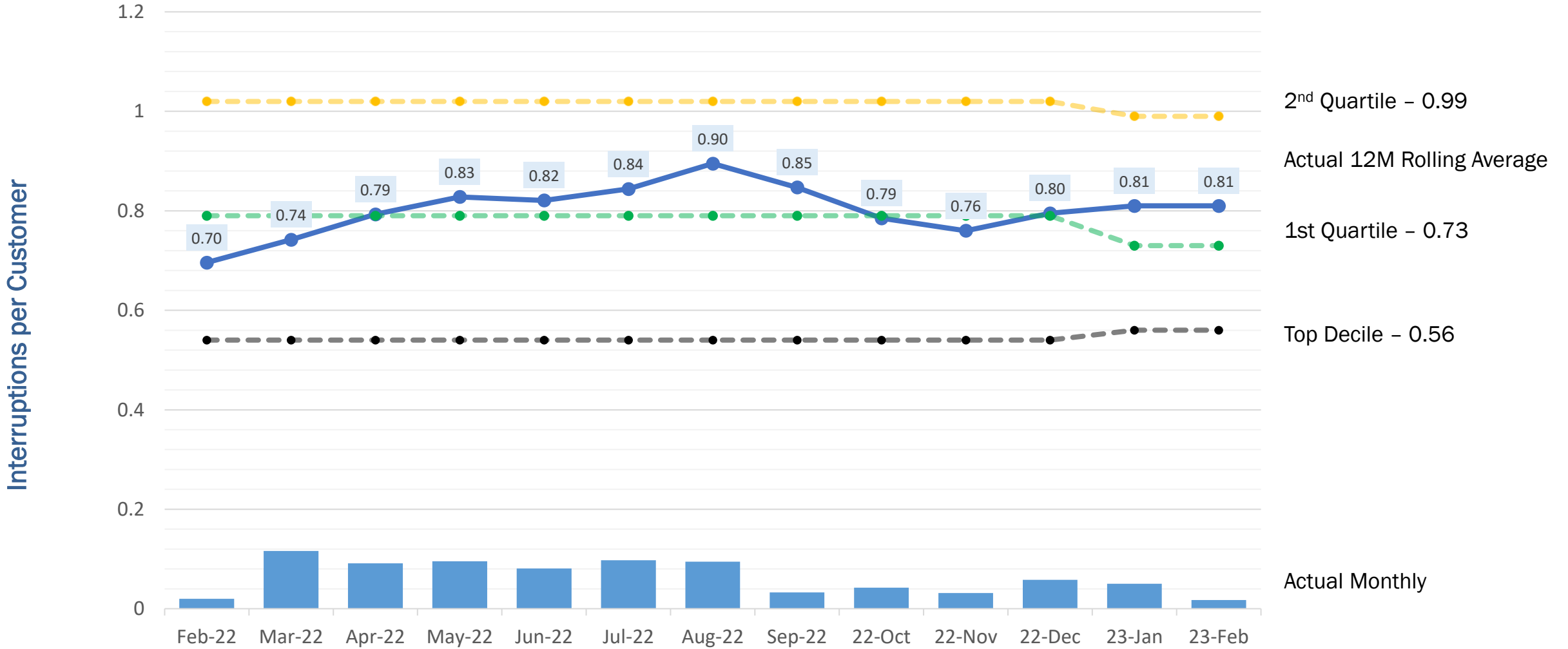
Pat Hanrahan, General Manager of Retail



Nebraska Public Power District  
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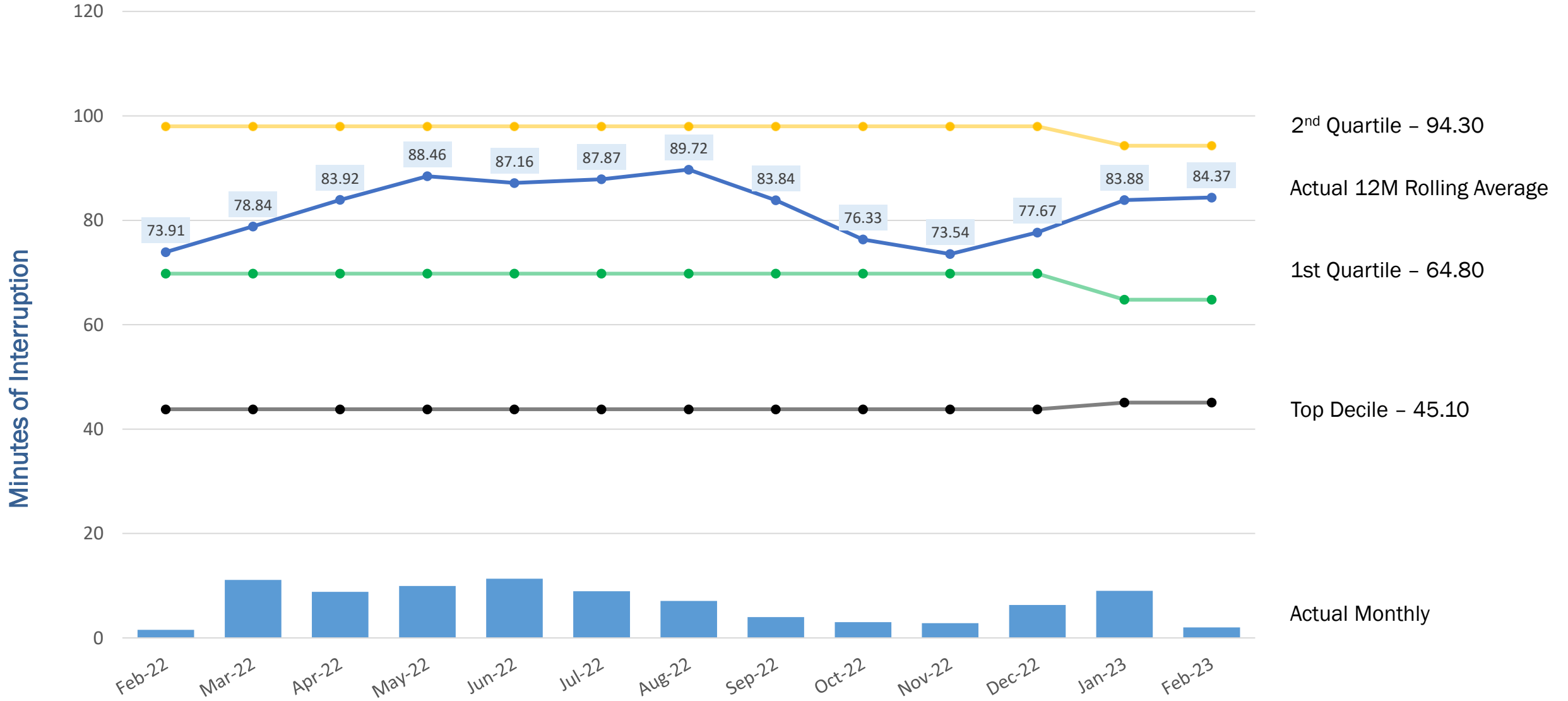
# NPPD Retail Reliability

## SAIFI – System Average Interruption Frequency Index



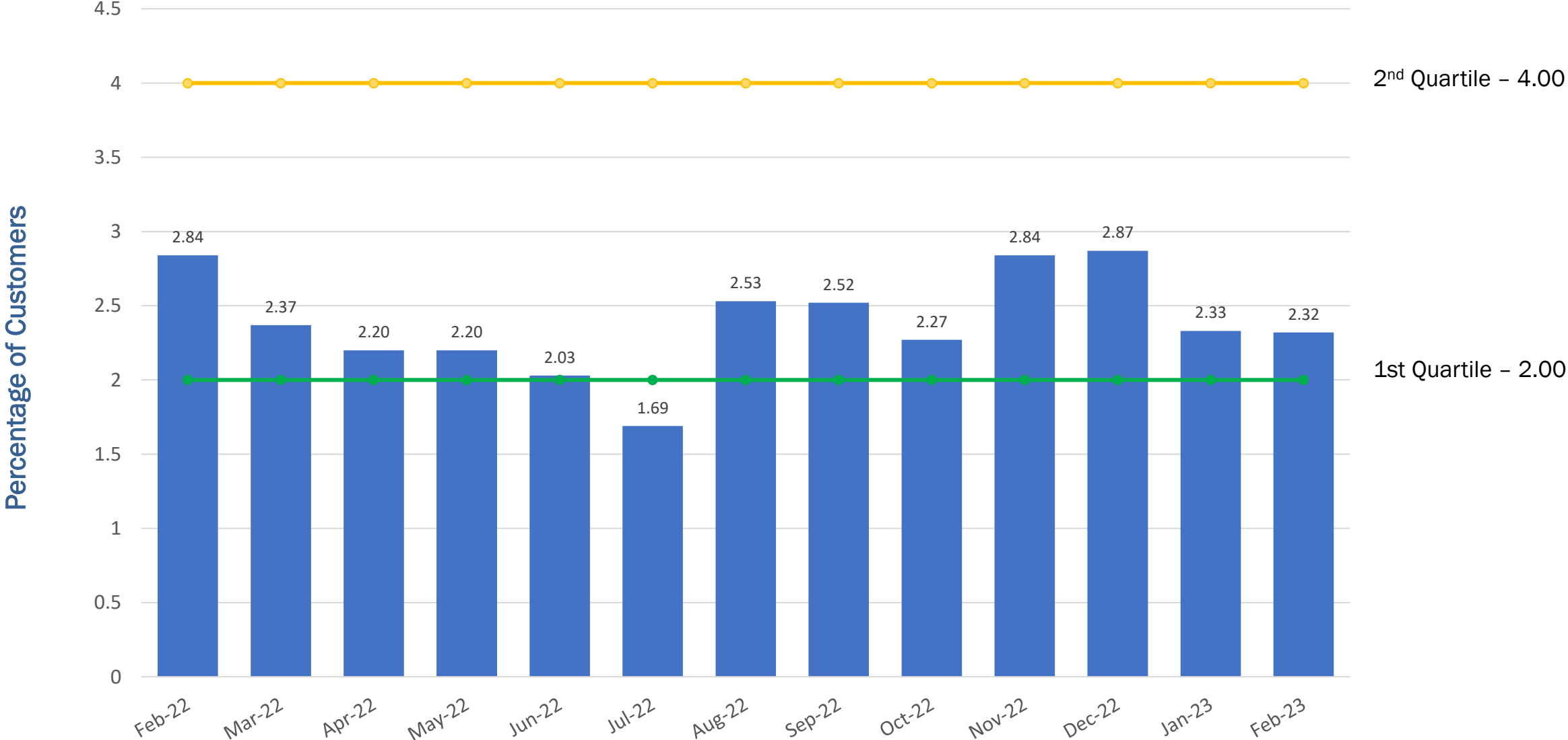
# NPPD Retail Reliability

## SAIDI – System Average Interruption Duration Index



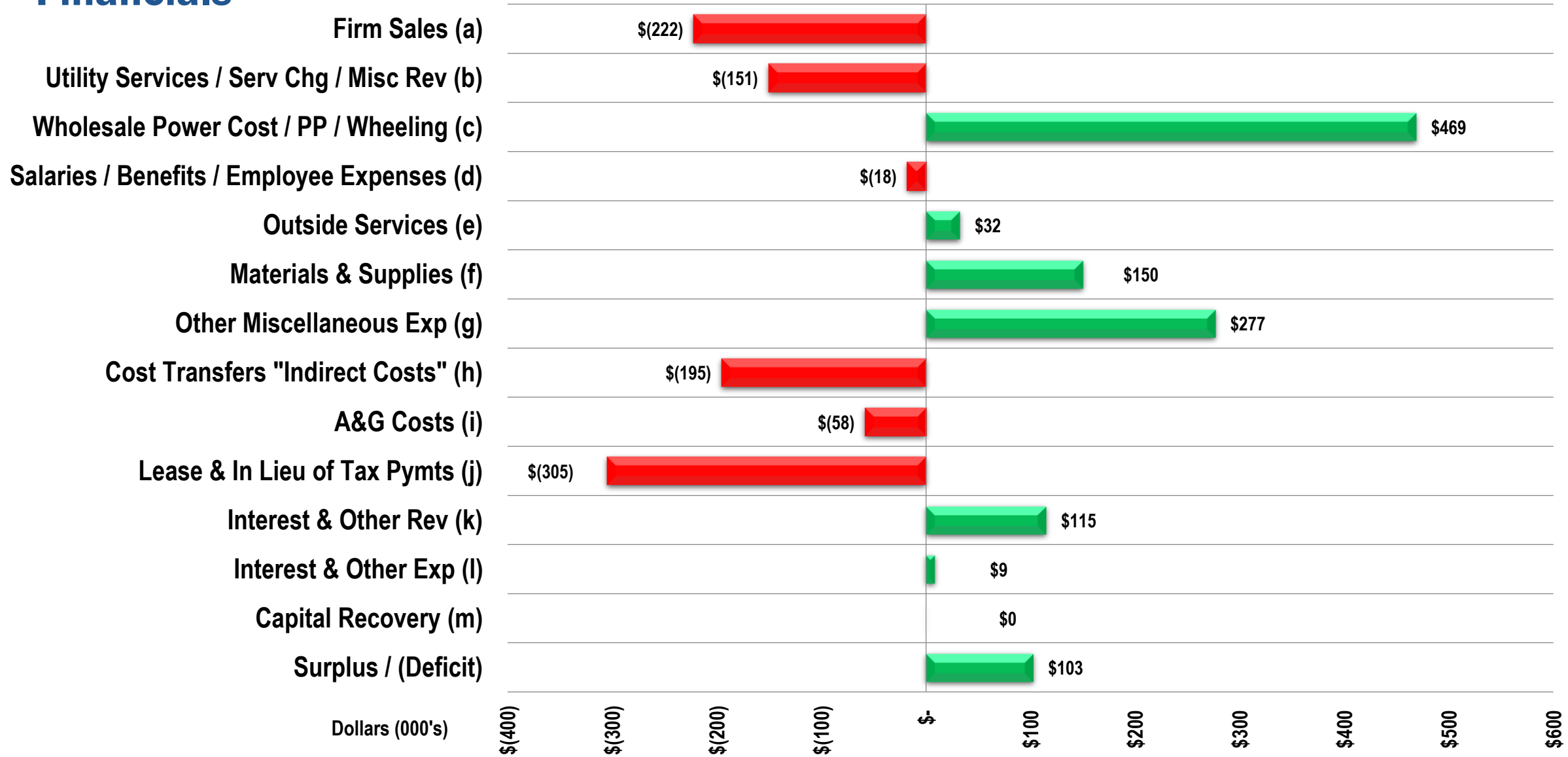
# NPPD Retail Reliability

## CEMI - Customers Experiencing > 3 interruptions



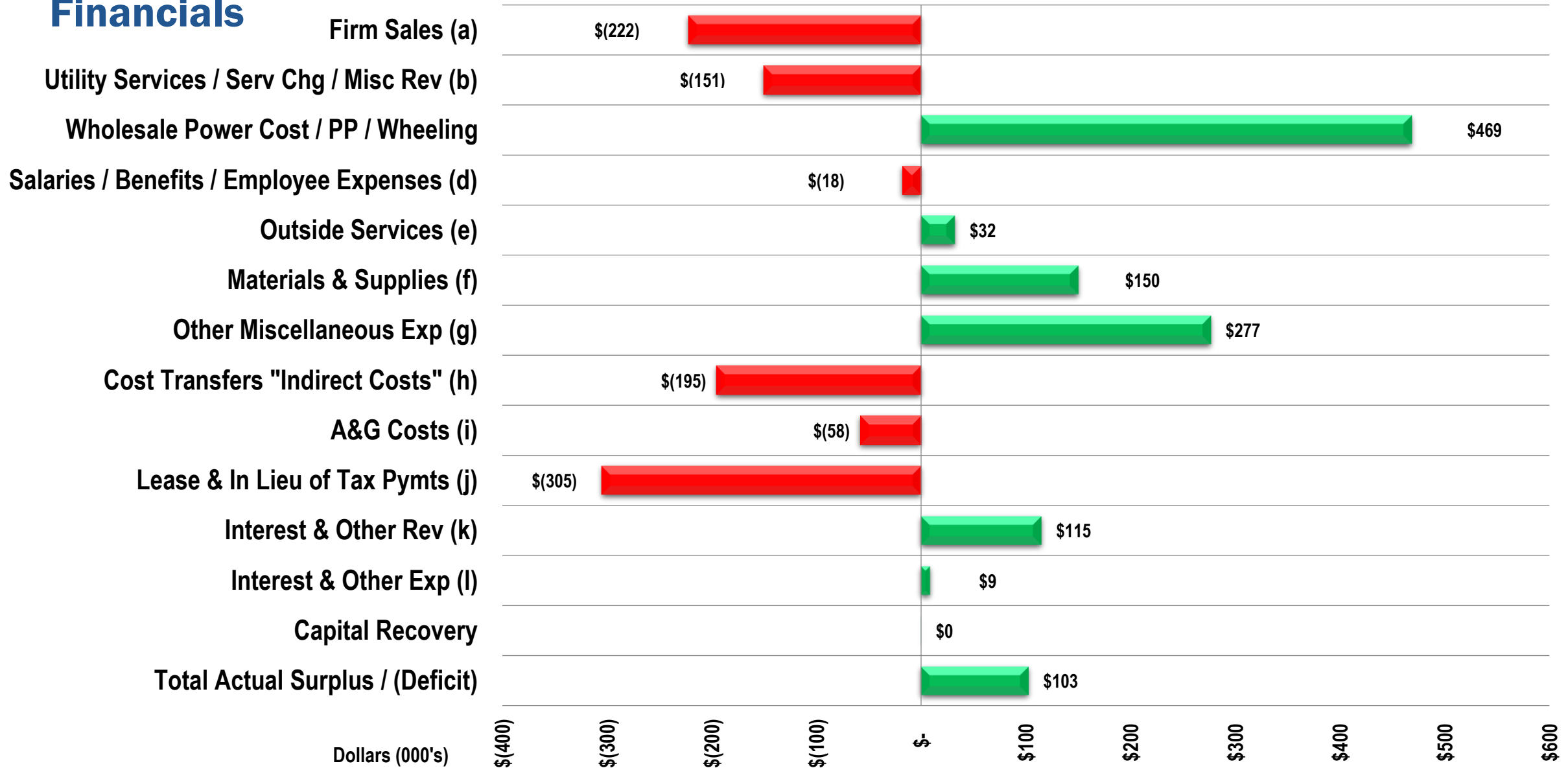
# NPPD Retail Financials

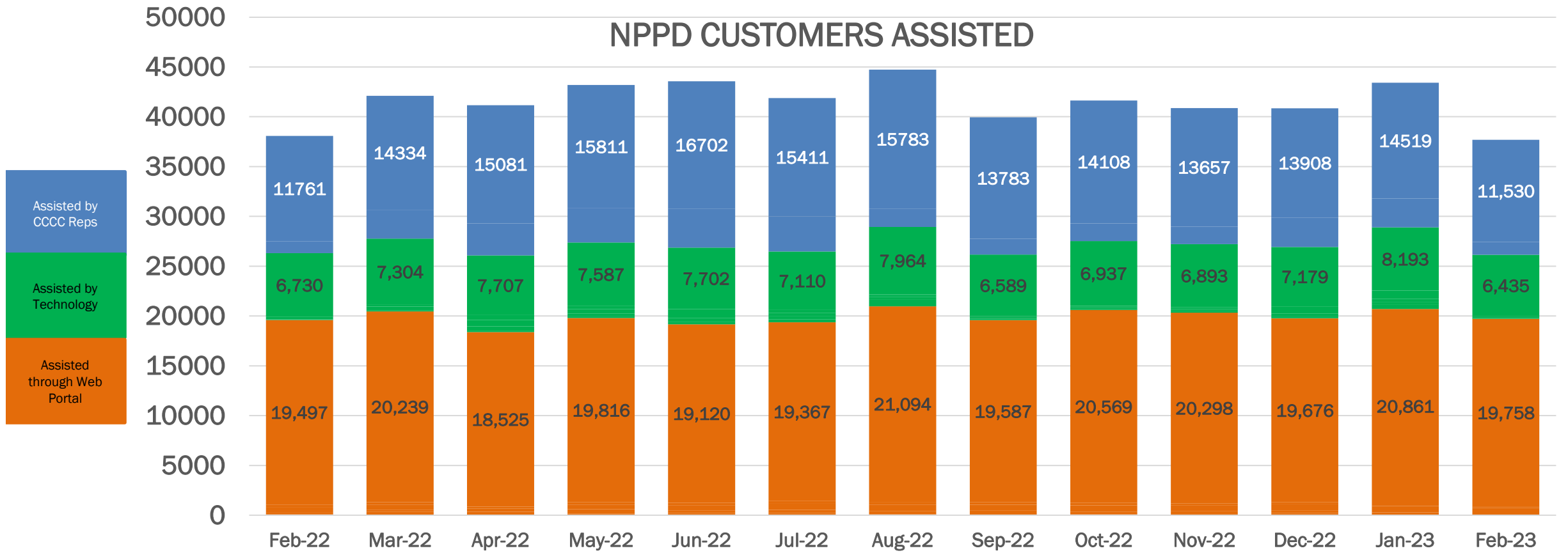
January 2023 - Surplus/(Deficit)



# NPPD Retail Financials

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





## February Customer Service Stats

- 353 Virtual Lobby Visits
- 102,521 Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)
  - 1,616 Known Power Outage
  - 1,493 Power Restored



# Retail Highlights



## League of Nebraska Municipalities Mid-Winter Conference

February 27-28, 2023



# Retail Highlights

## Vireo Systems Ribbon Cutting Plattsmouth



SAVE THE DATE

**Grand Opening of America's  
First Creatine Plant**

February 17, 2023 | 3:00 pm

Plattsmouth, NE 68048

CON-CRÉT® Patented Creatine HCl is taking another huge innovative step forward with the opening of the world's only domestically-made creatine plant. If you'd like information on attending the ribbon cutting celebration contact: [info@vireosystems.com](mailto:info@vireosystems.com)



# Retail Highlights

## Norfolk City Council Presentation







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## Questions

Stay connected with us.



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