



THE POWER OF PEOPLE



Retail Business Unit Update

NPPD Board of Directors Meeting
May 10-11, 2023

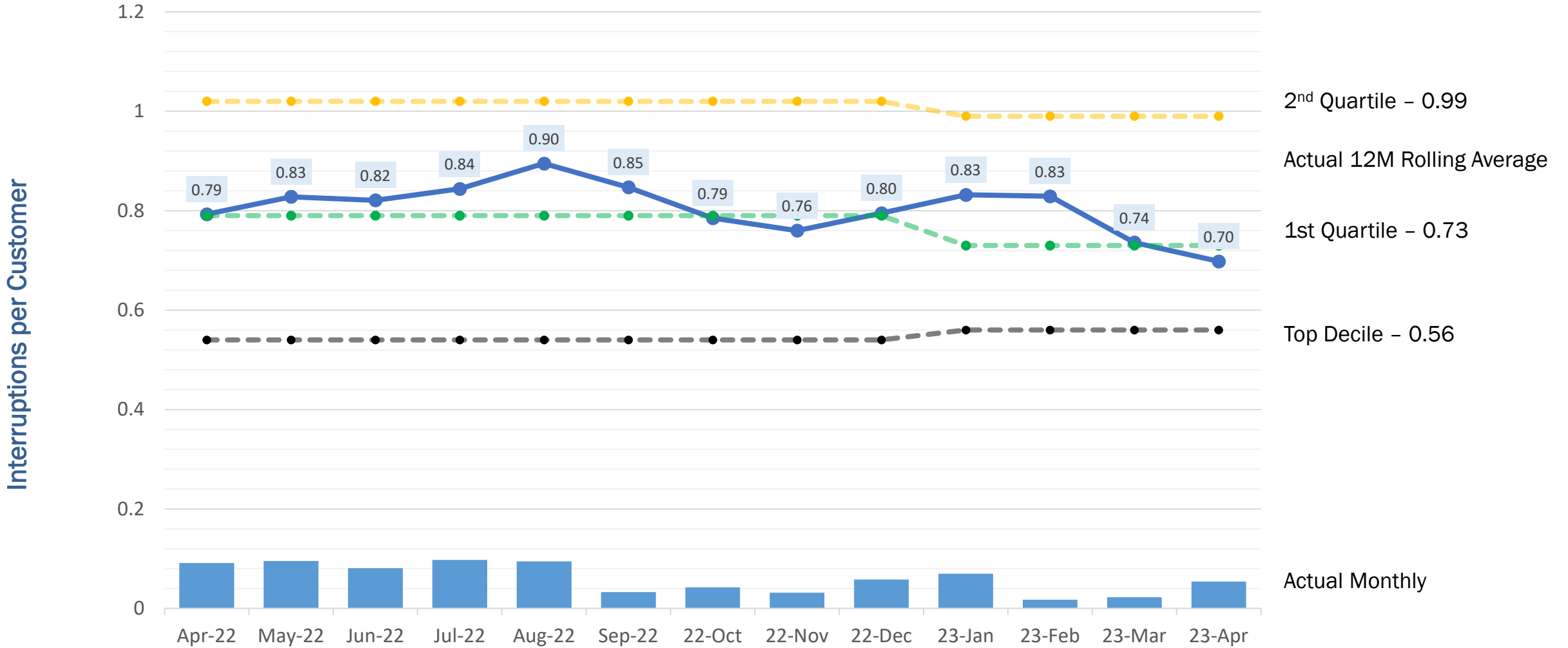
Pat Hanrahan, General Manager of Retail



Nebraska Public Power District
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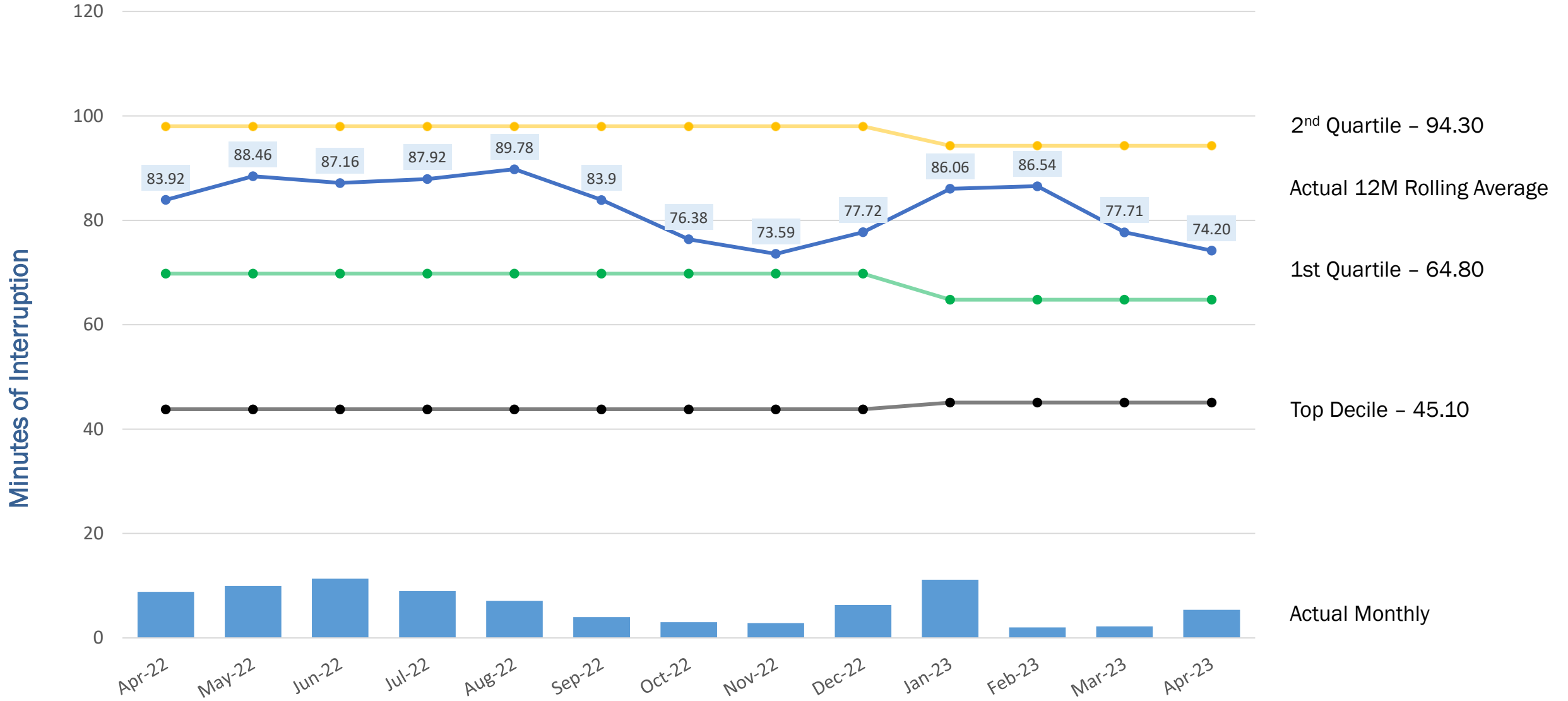
NPPD Retail Reliability

SAIFI – System Average Interruption Frequency Index



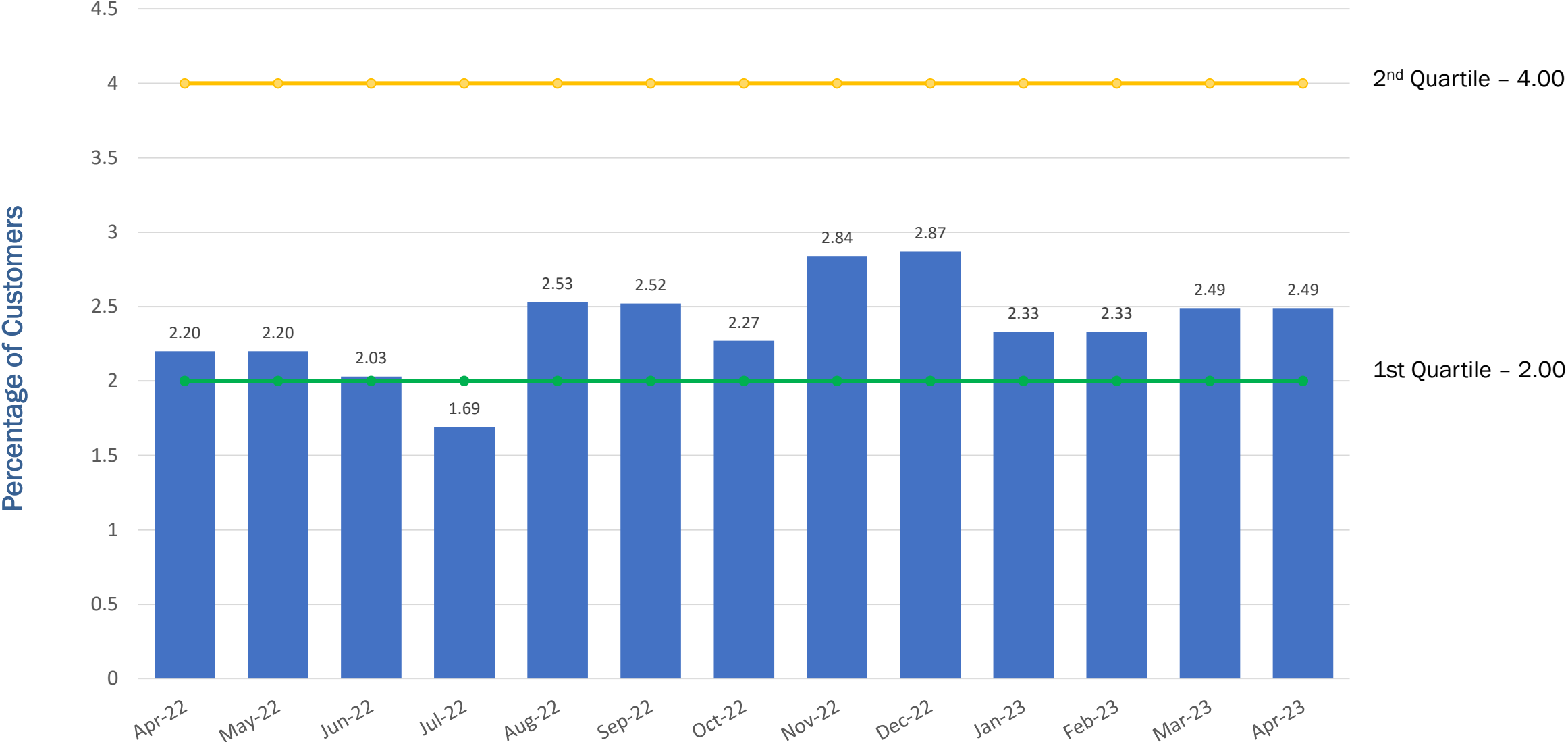
NPPD Retail Reliability

SAIDI – System Average Interruption Duration Index



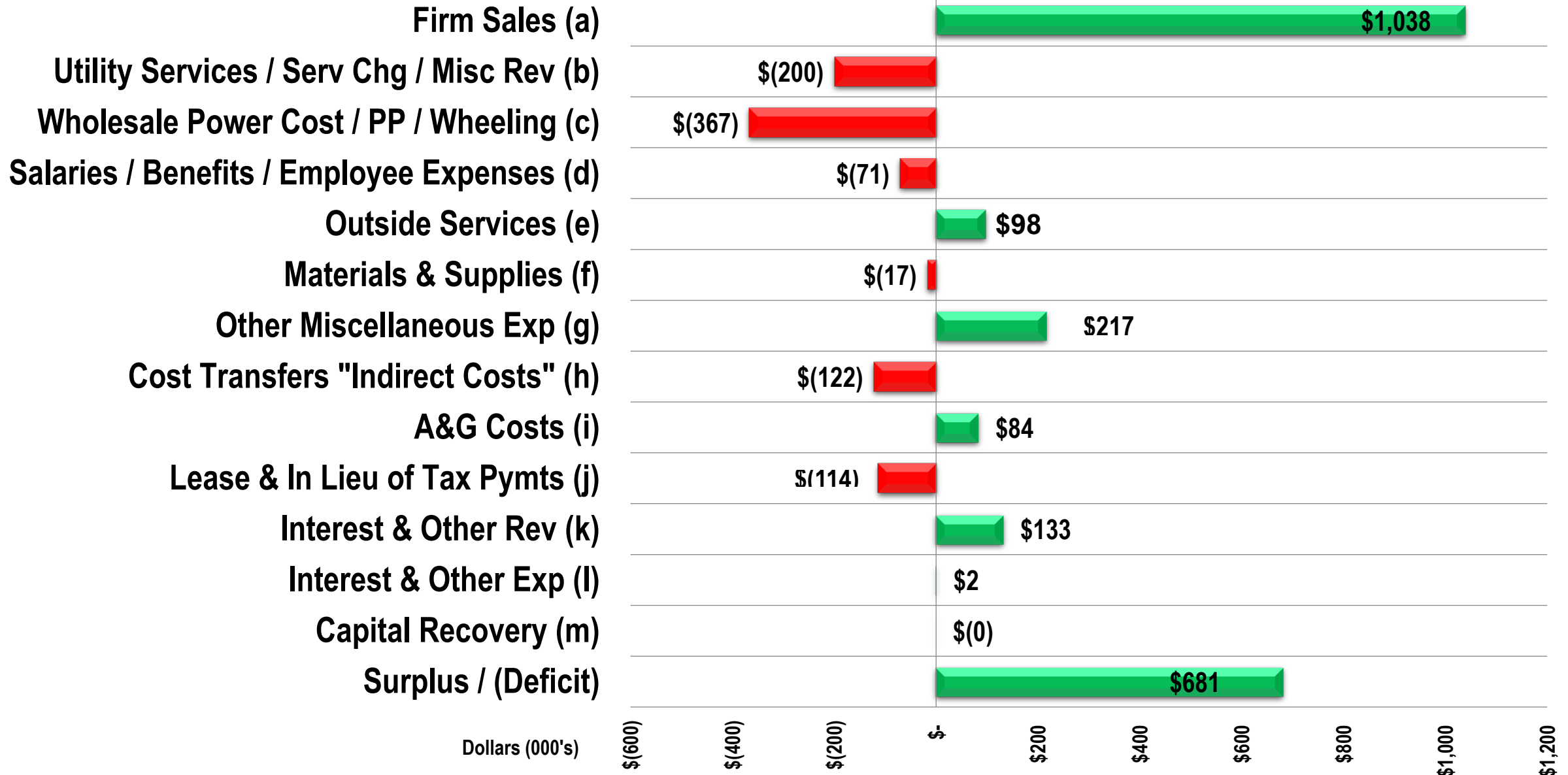
NPPD Retail Reliability

CEMI - Customers Experiencing > 3 interruptions



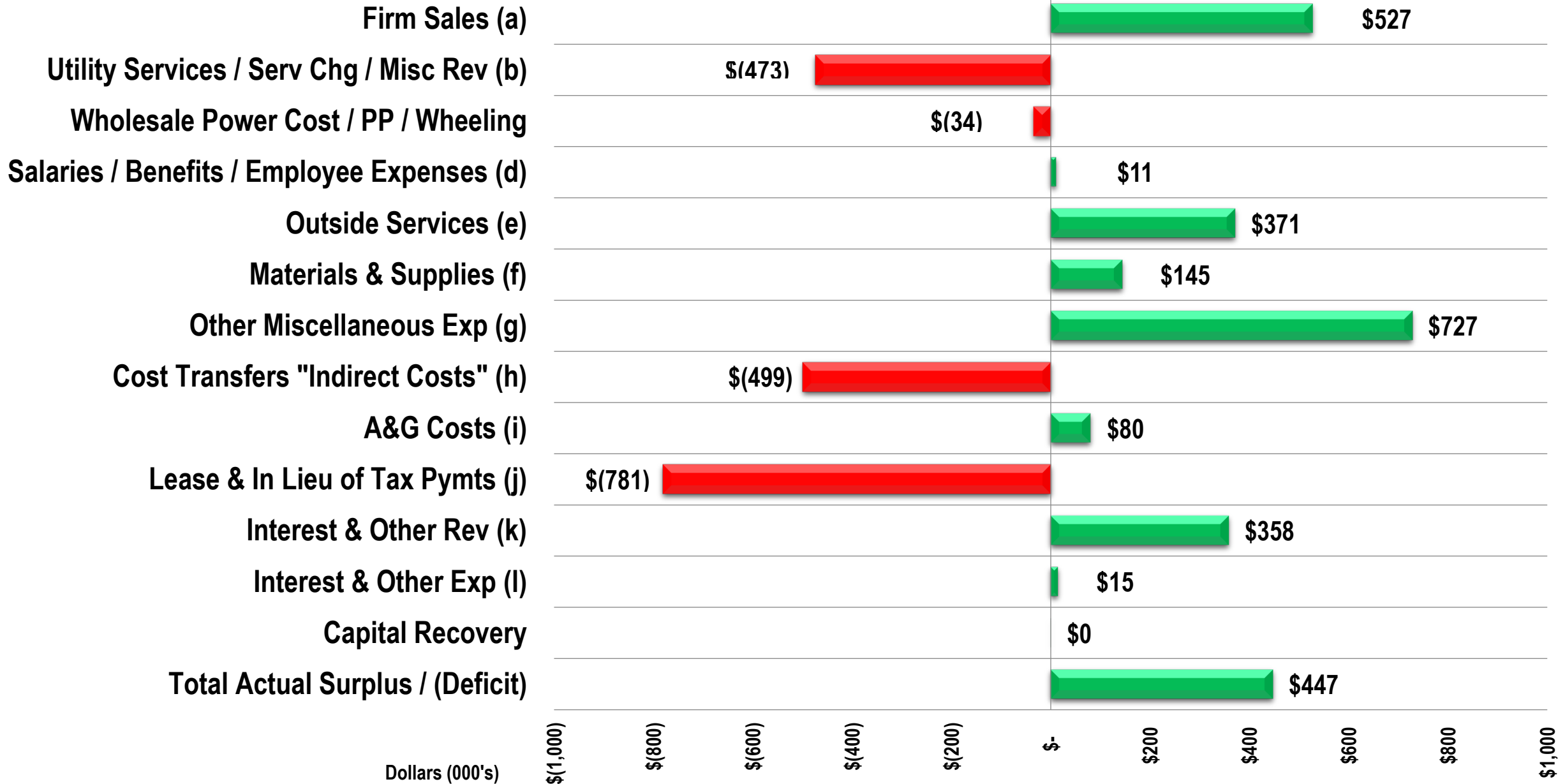
NPPD Retail Financials

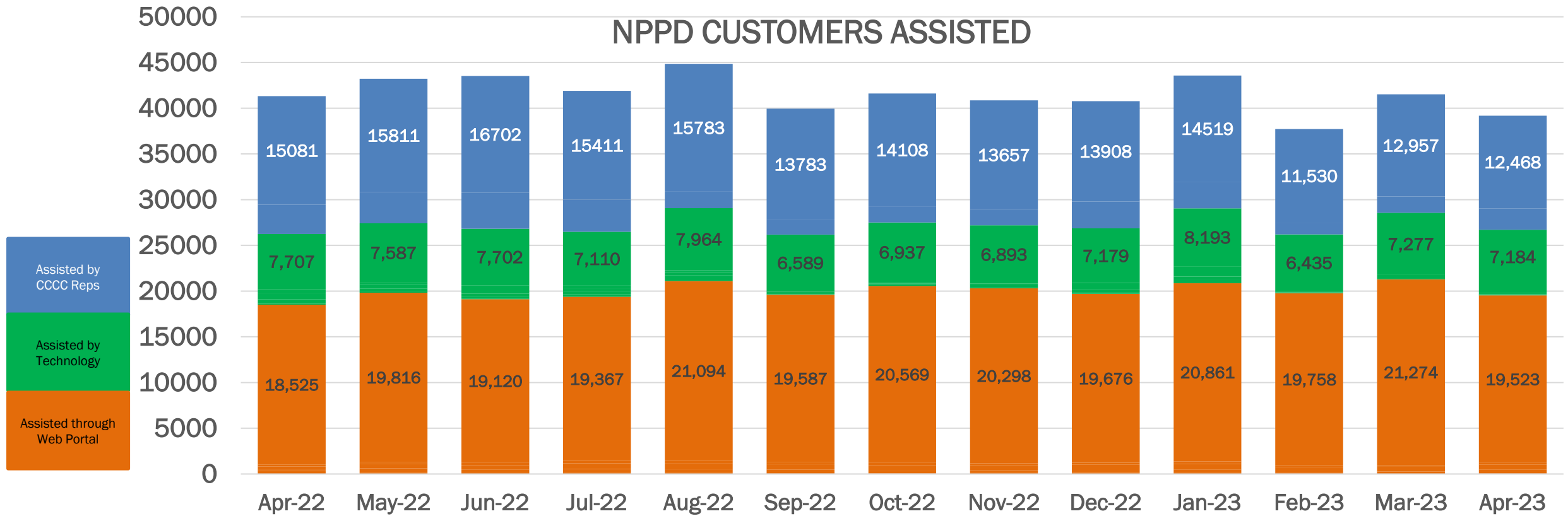
March 2023 - Surplus/(Deficit)



NPPD Retail Financials

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





April Customer Service Stats

- 387 Virtual Lobby Visits
- 111,307 Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)
 - 4,455 Known Power Outage
 - 4,447 Power Restored



Retail Highlights

Arbor Day in Loup City, NE



Ogallala Solar Project

Retail Highlights



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Questions

Stay connected with us.



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