



THE POWER OF PEOPLE



Retail Update

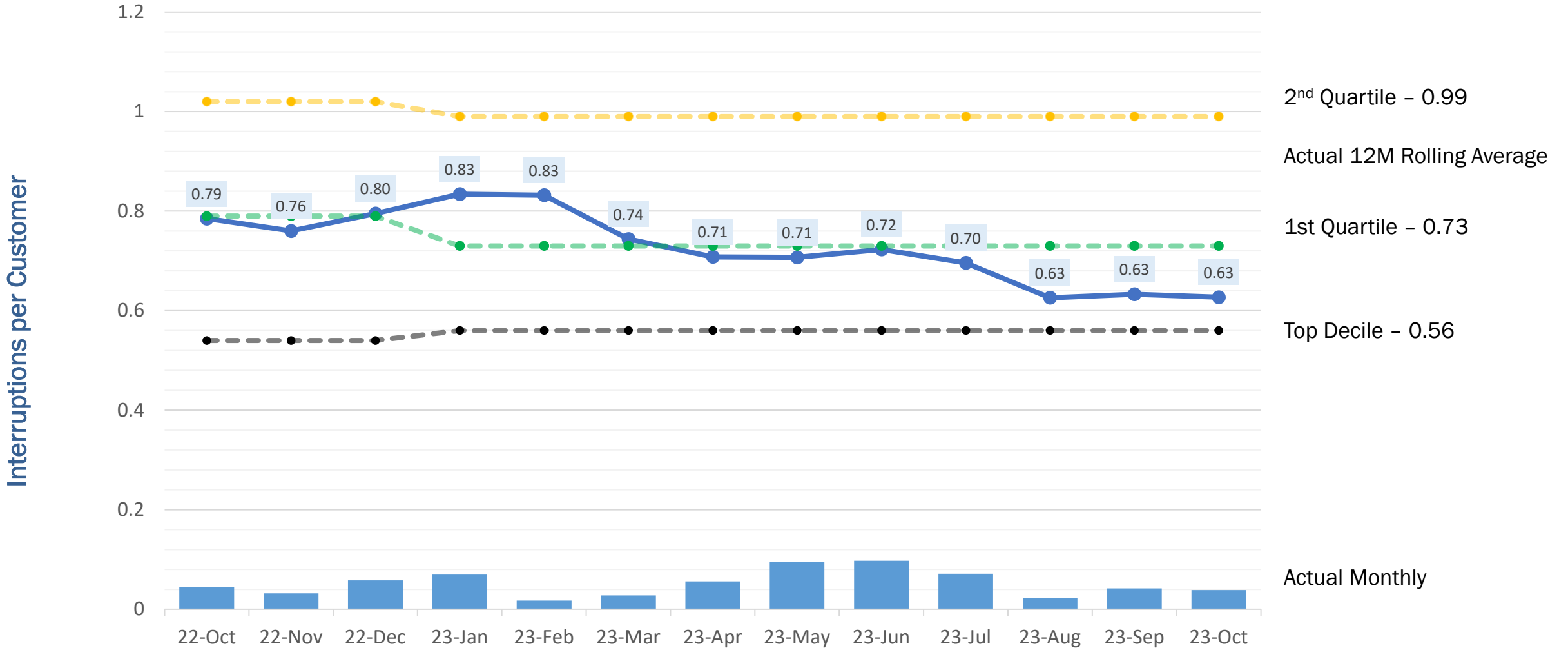
NPPD Board of Directors Meeting
November 8-9, 2023

Pat Hanrahan – General Manager of Retail



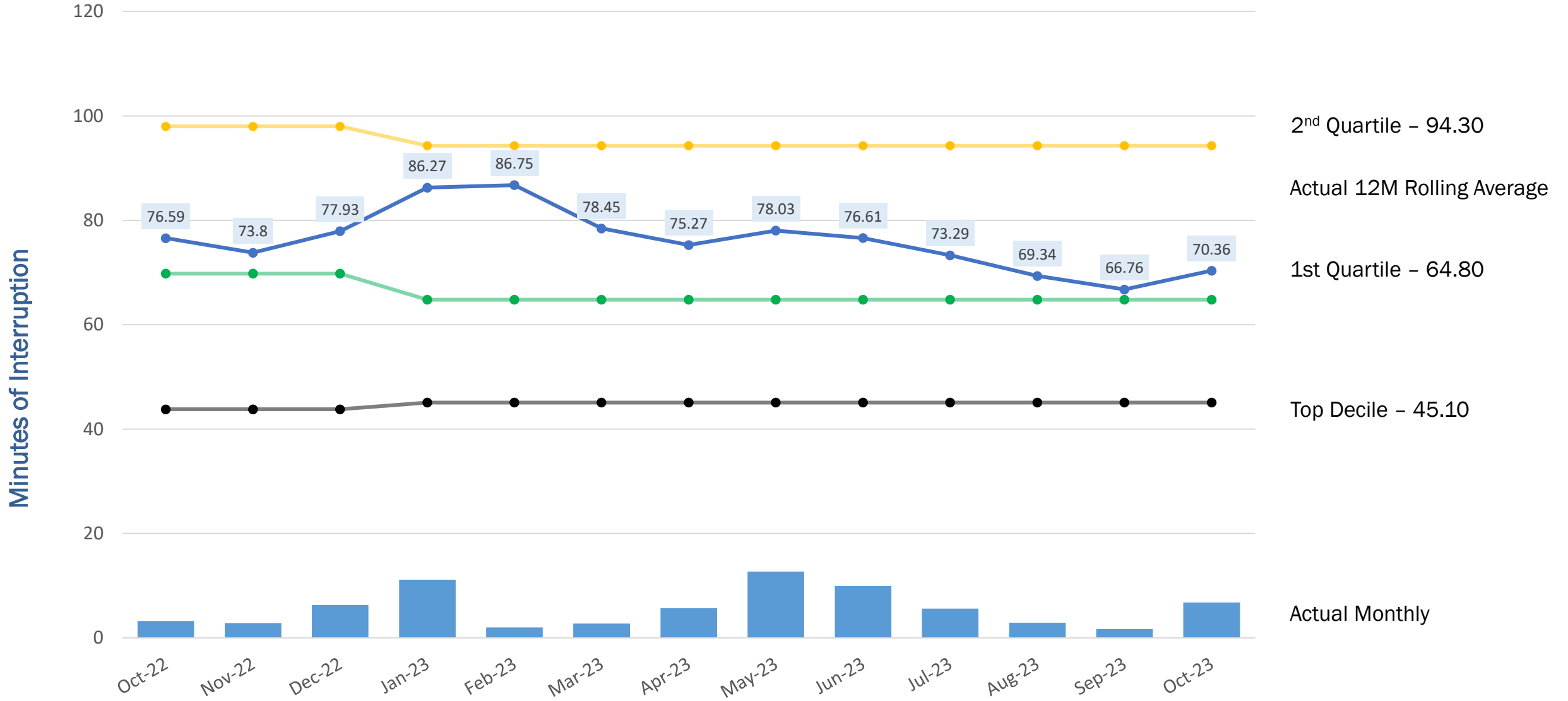
NPPD Retail Reliability

SAIFI – System Average Interruption Frequency Index



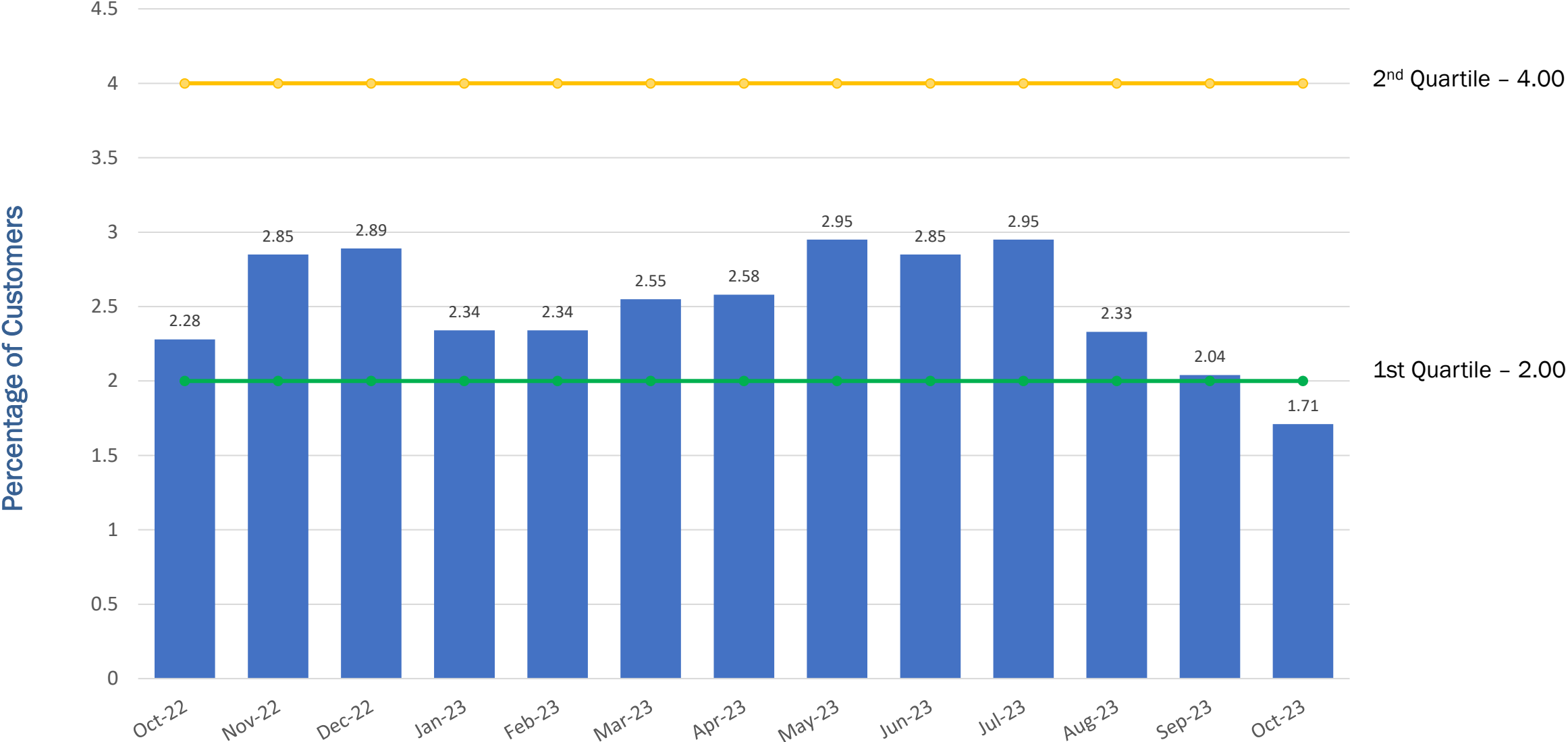
NPPD Retail Reliability

SAIDI – System Average Interruption Duration Index



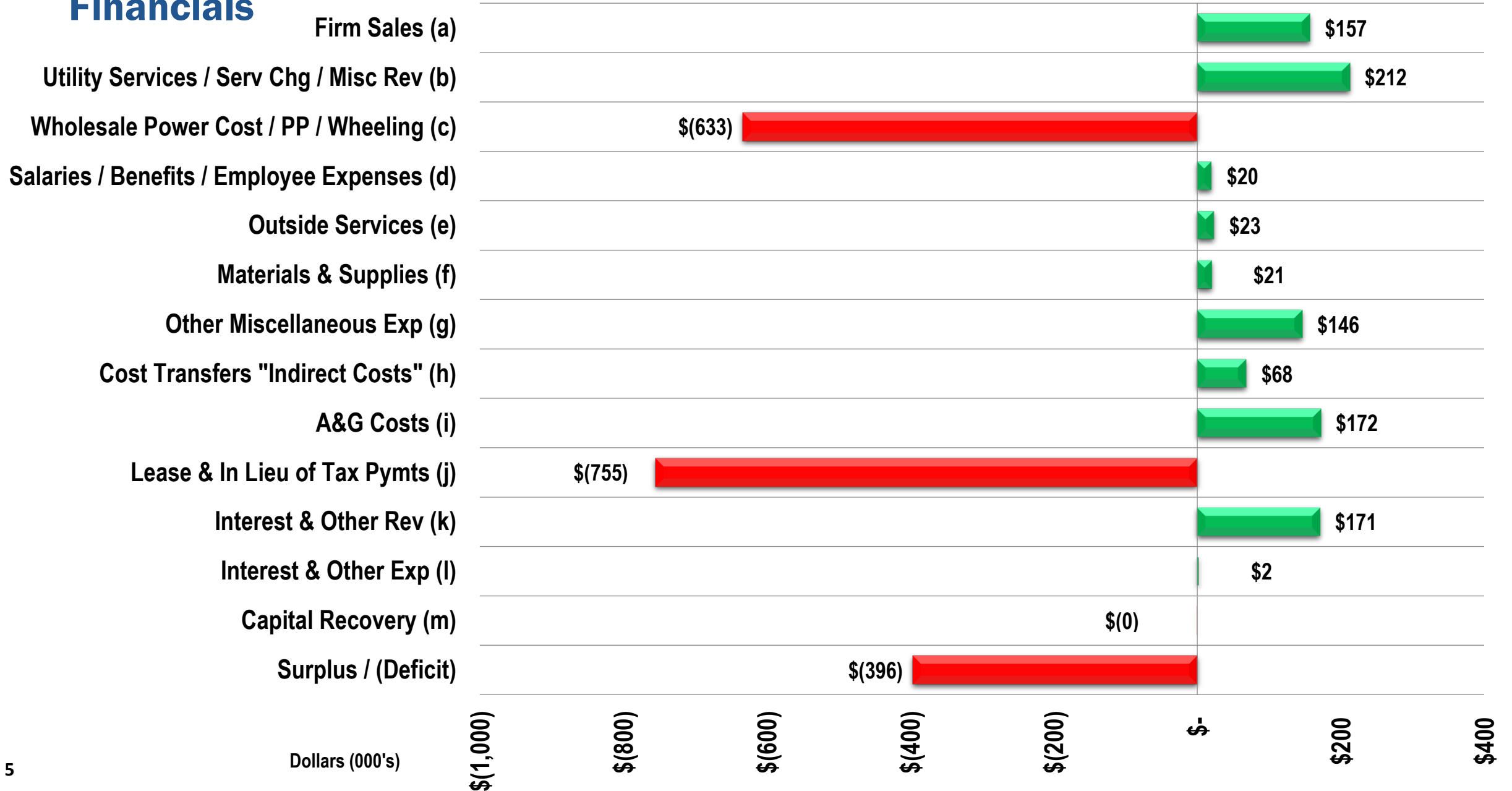
NPPD Retail Reliability

CEMI - Customers Experiencing > 3 interruptions



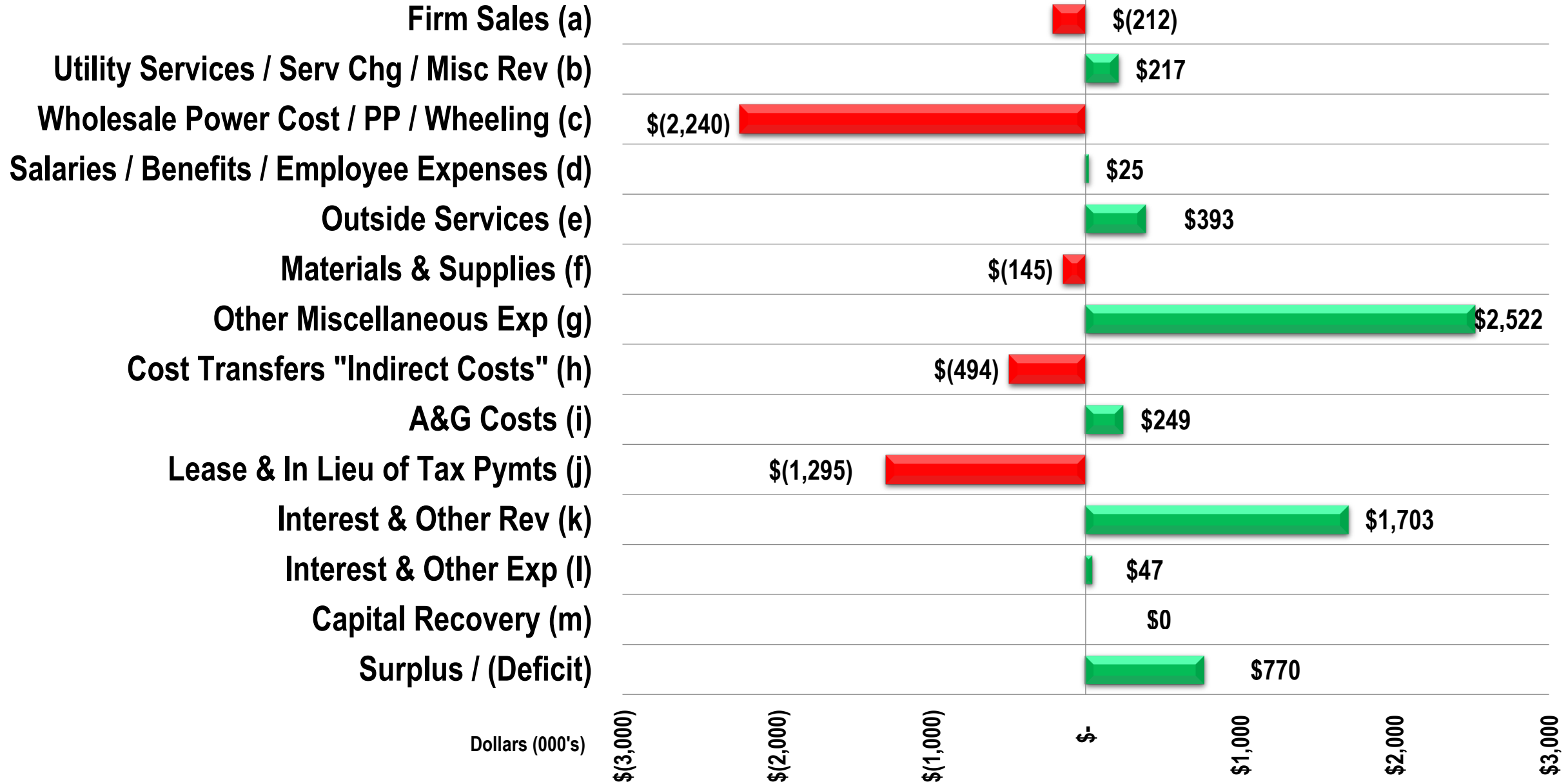
NPPD Retail Financials

September 2023 - Surplus/(Deficit)

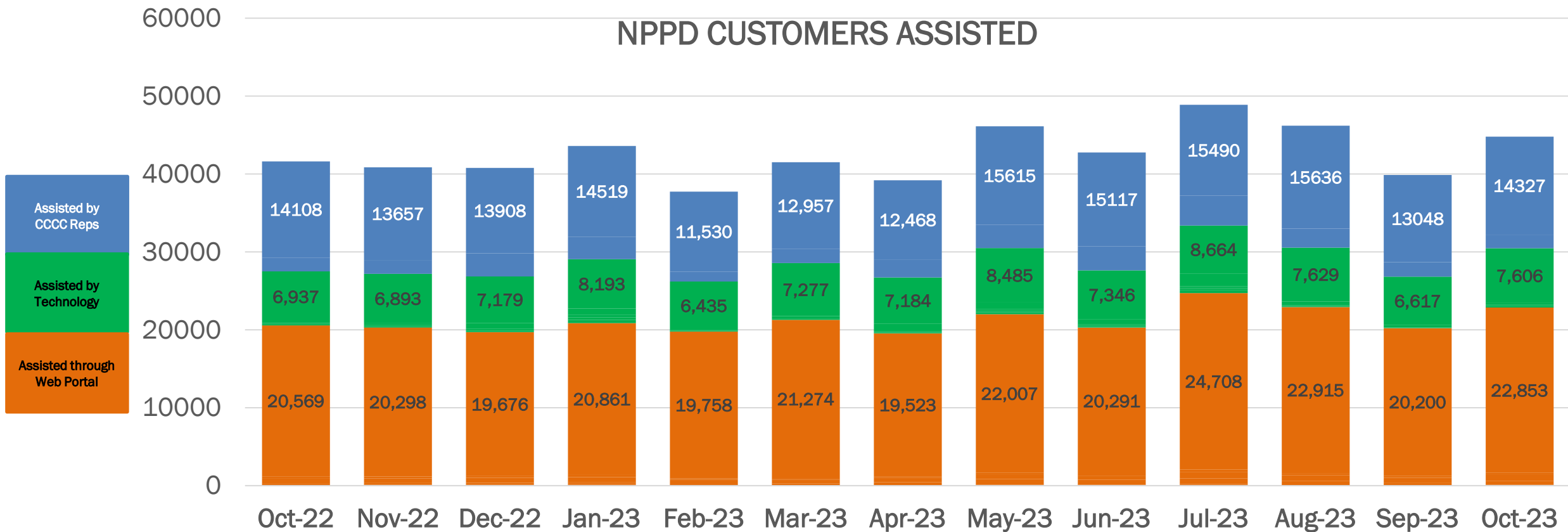


NPPD Retail Financials

September 2023 Year-End Forecast Retail Surplus/(Deficit)



NPPD CUSTOMERS ASSISTED



October Customer Service Stats

- 477 Virtual Lobby Visits
- 129,845 Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)
 - 4,644 Known Power Outage
 - 4,581 Power Restored

Ainsworth Ribbon Cutting



Chadron Ribbon Cutting



O'Neill Ribbon Cutting



RETAIL HIGHLIGHTS
EV Charging Station
Ribbon Cuttings



Trick or Treat!

Plattsmouth, Chadron, McCook, Geneva,
Aurora, Kearney, and Scottsbluff





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Questions

Stay connected with us.



Nebraska Public Power District

Always there when you need us