



THE POWER OF PEOPLE



# Retail Update

NPPD Board of Directors Meeting  
October 2023

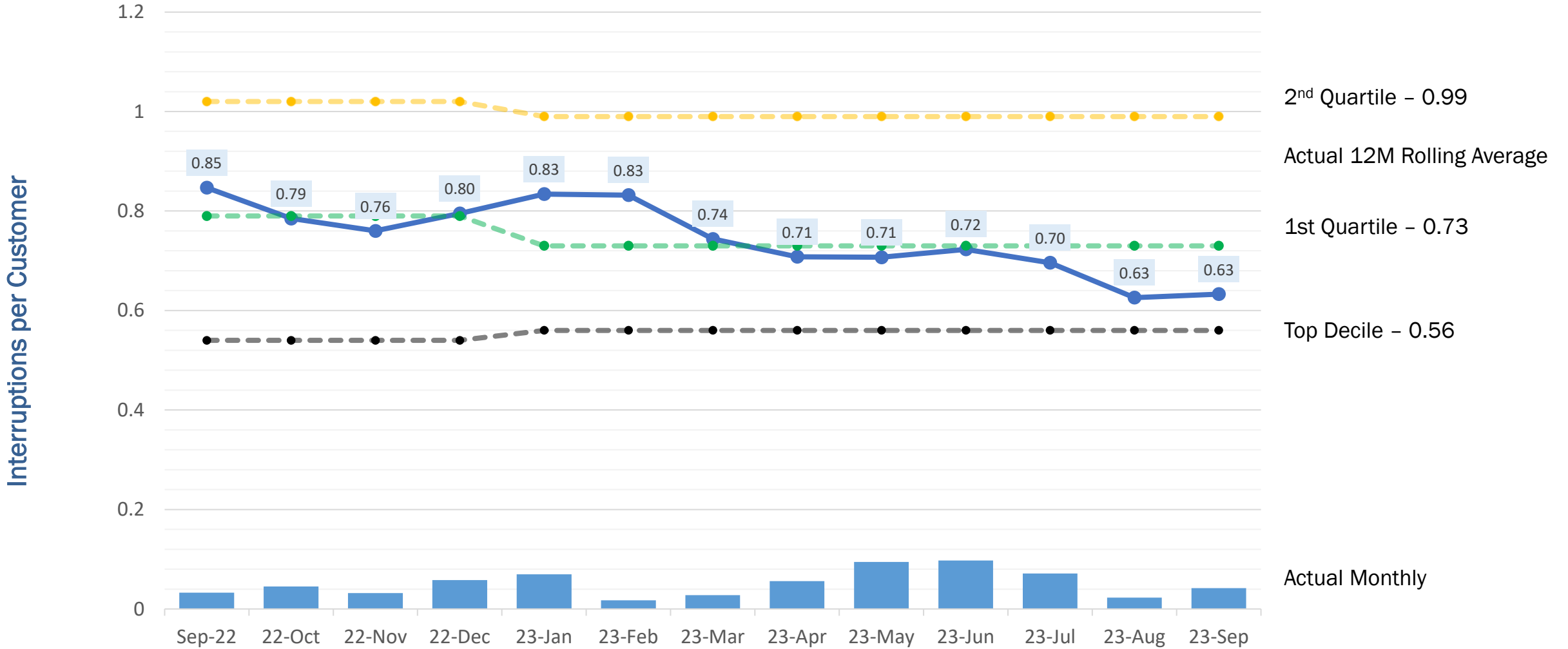
Pat Hanrahan – General Manager of Retail



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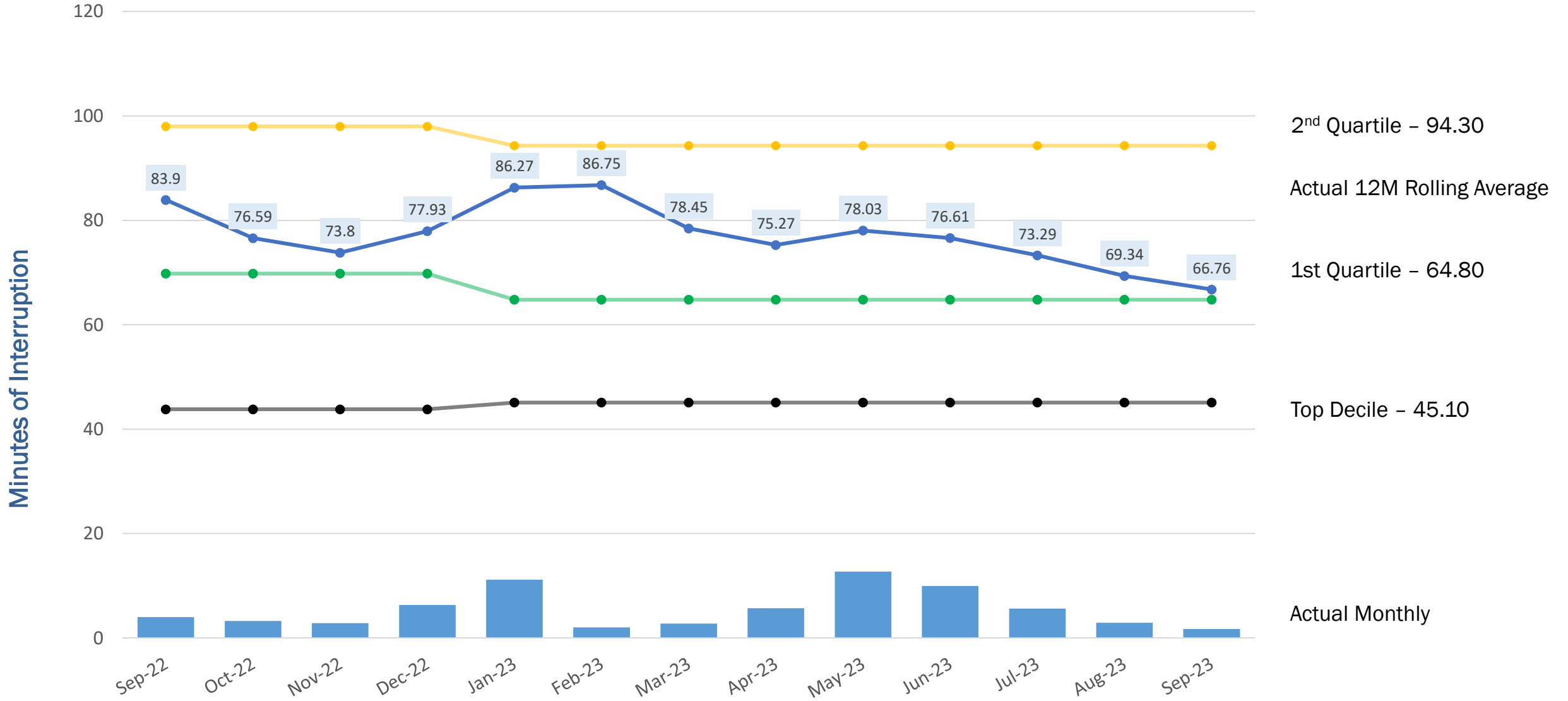
# NPPD Retail Reliability

## SAIFI – System Average Interruption Frequency Index



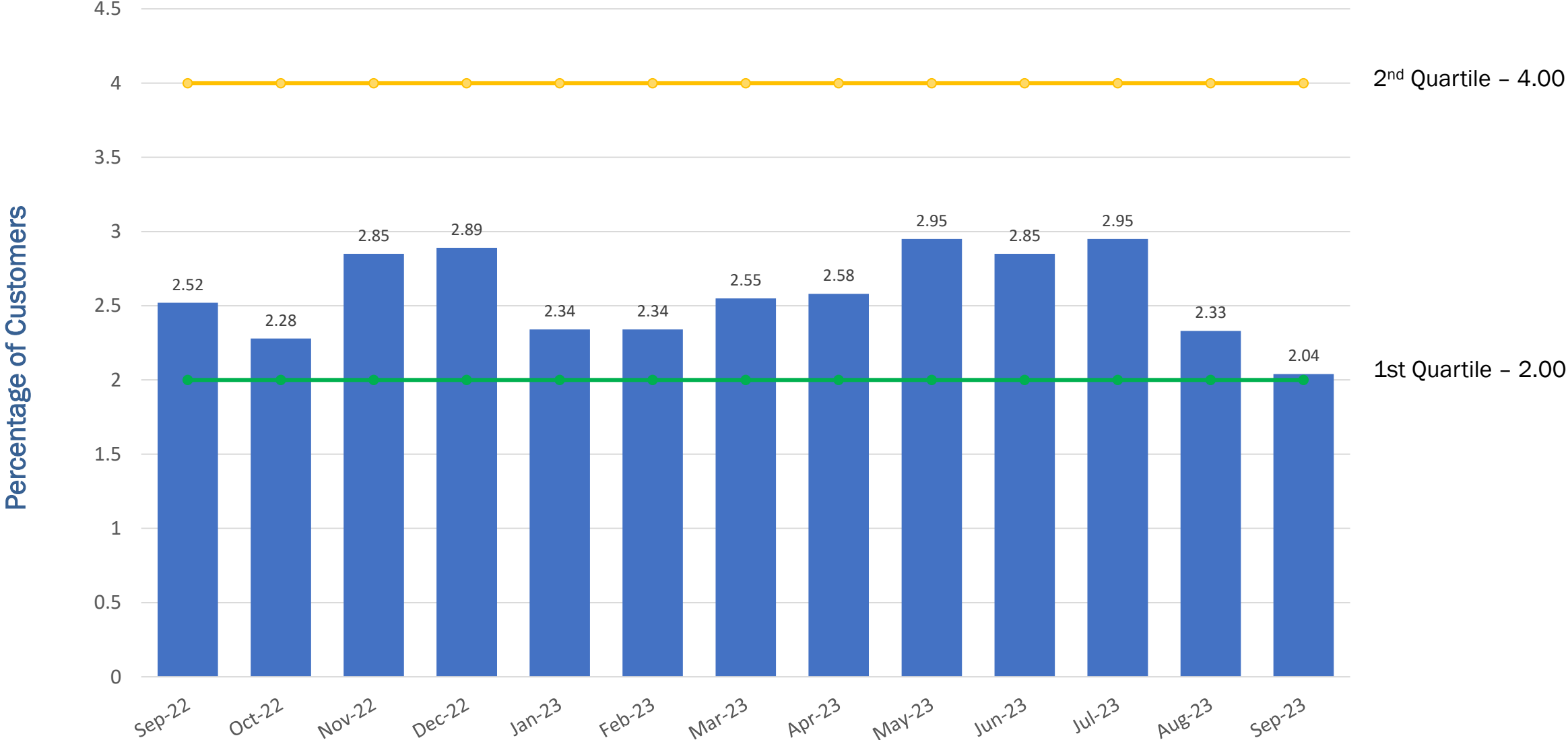
# NPPD Retail Reliability

## SAIDI – System Average Interruption Duration Index



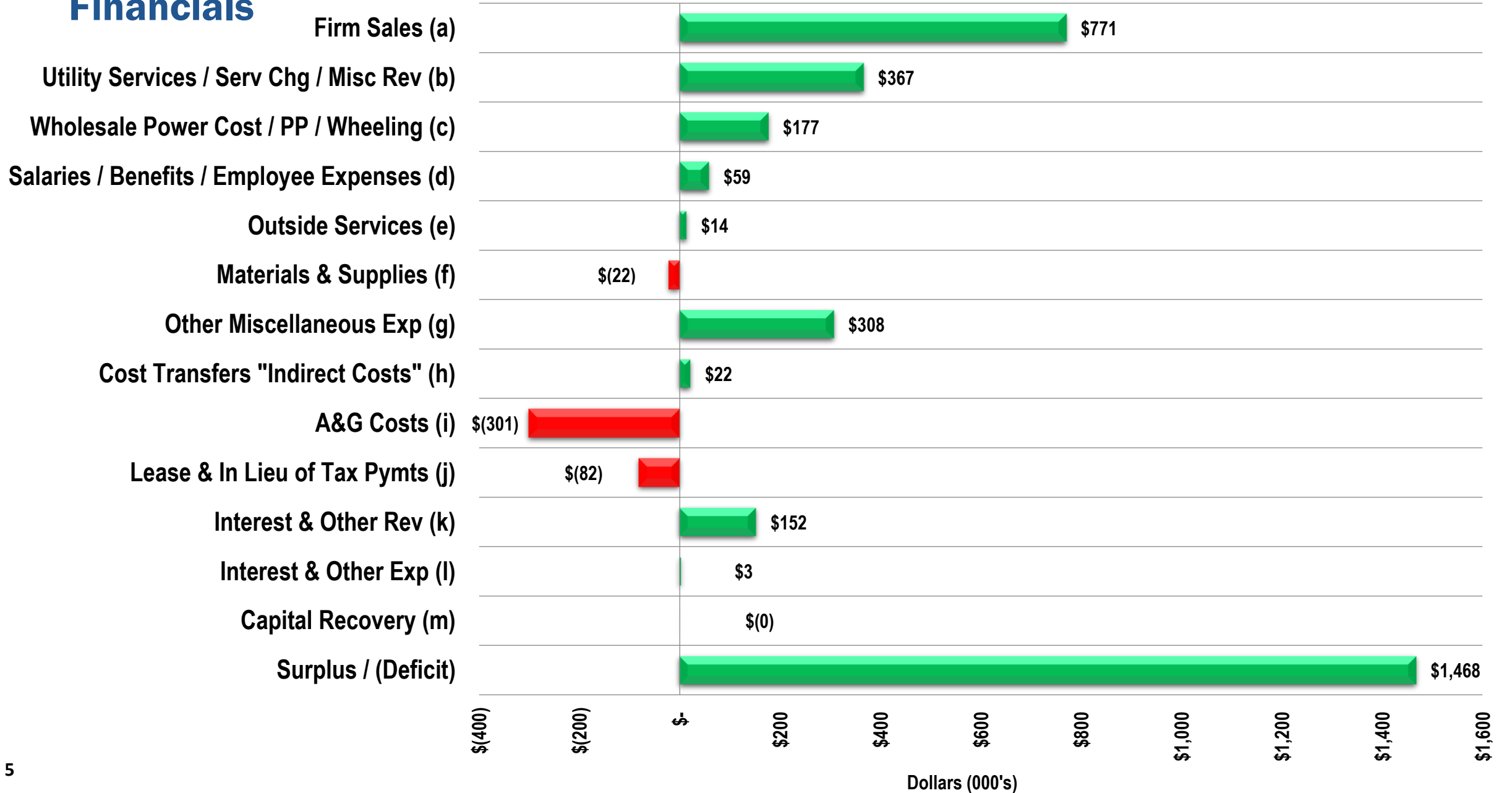
# NPPD Retail Reliability

## CEMI - Customers Experiencing > 3 interruptions



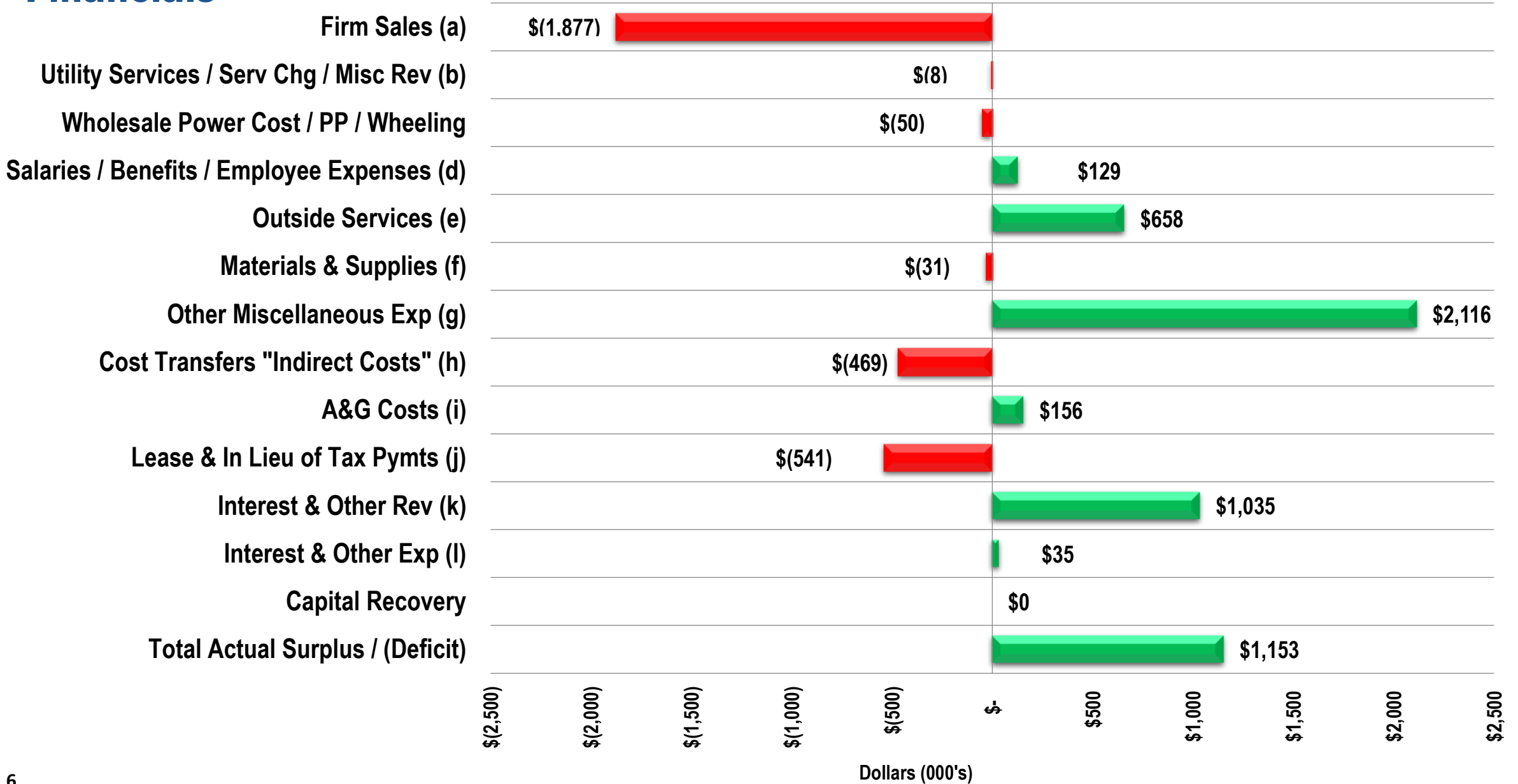
# NPPD Retail Financials

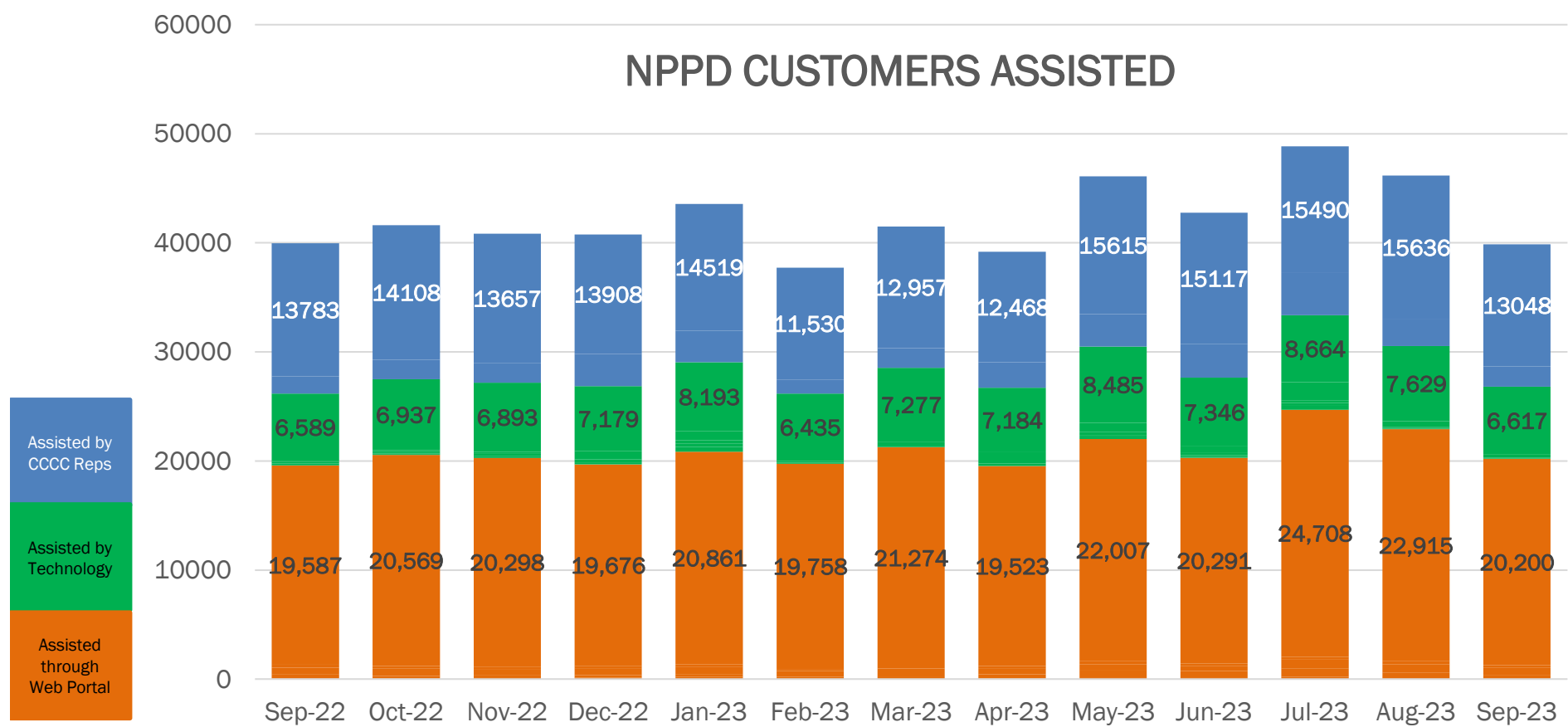
## August 2023 - Surplus/(Deficit)



# NPPD Retail Financials

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





## September Customer Service Stats

- 315 Virtual Lobby Visits
- 103,390 Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)
  - 1,973 Known Power Outage
  - 1,972 Power Restored

# Retail Highlights

- T-Shirt toss at York Dukes Volleyball game
- UNK's Homecoming Parade



UNK's Homecoming Parade





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## Questions

Stay connected with us.



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