



THE
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PEOPLE**

Retail Business Unit Update

NPPD Board of Directors Meeting

September 2023

Christine Gaedeke, Retail Business
Manager

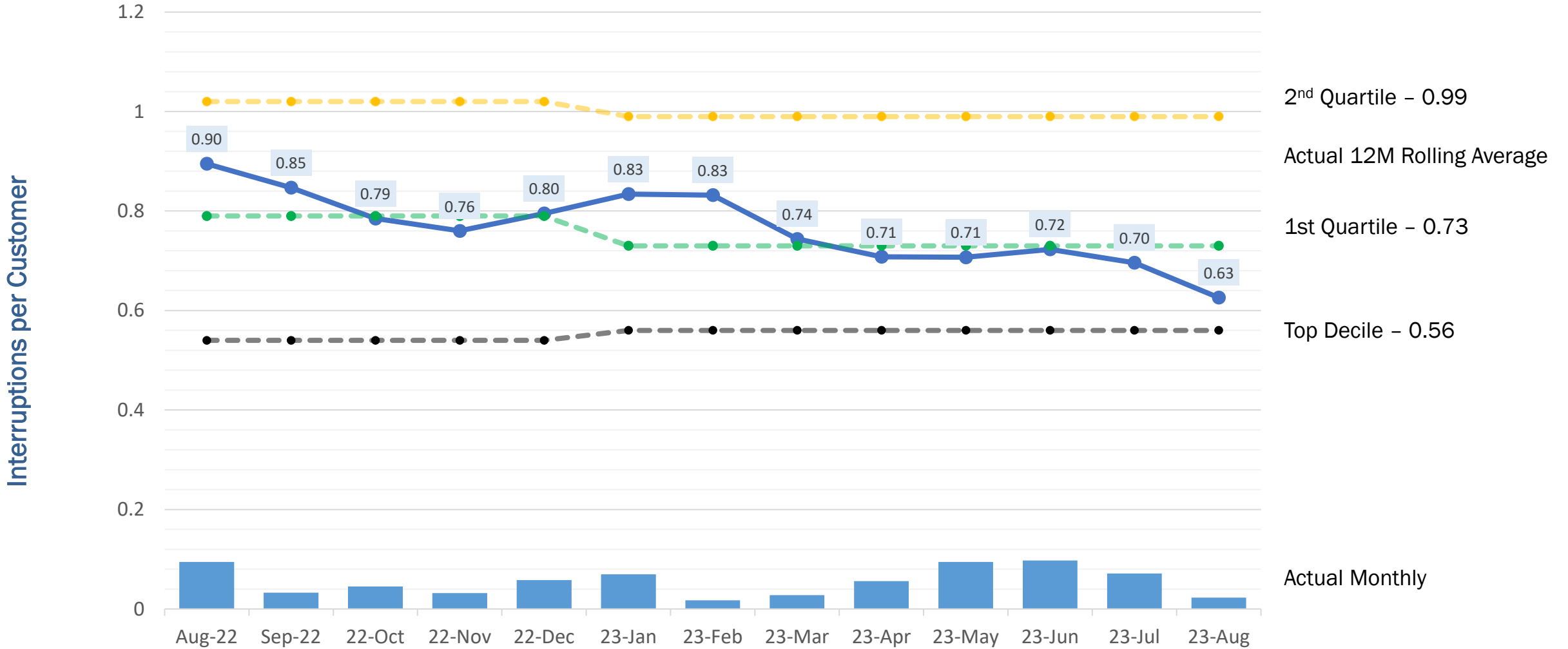


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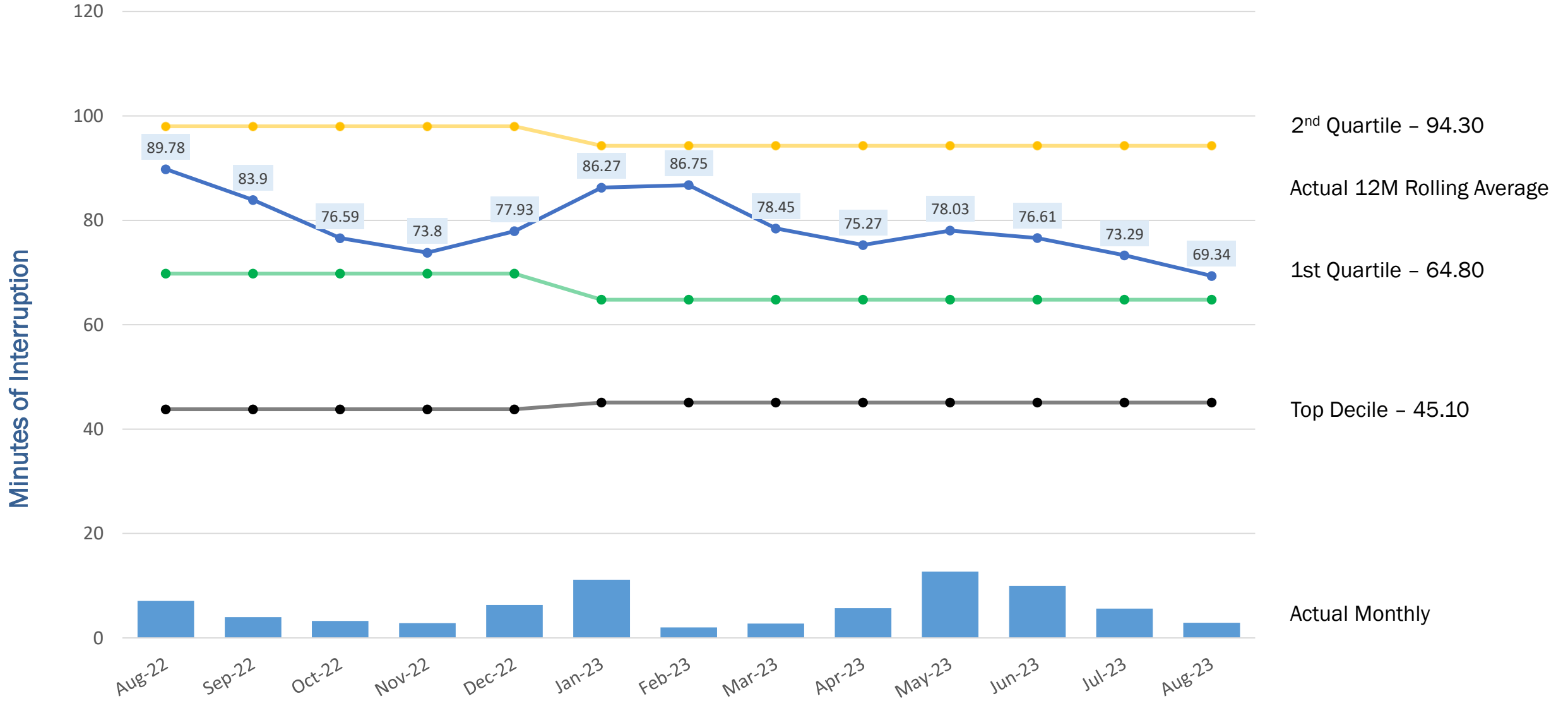
NPPD Retail Reliability

SAIFI – System Average Interruption Frequency Index



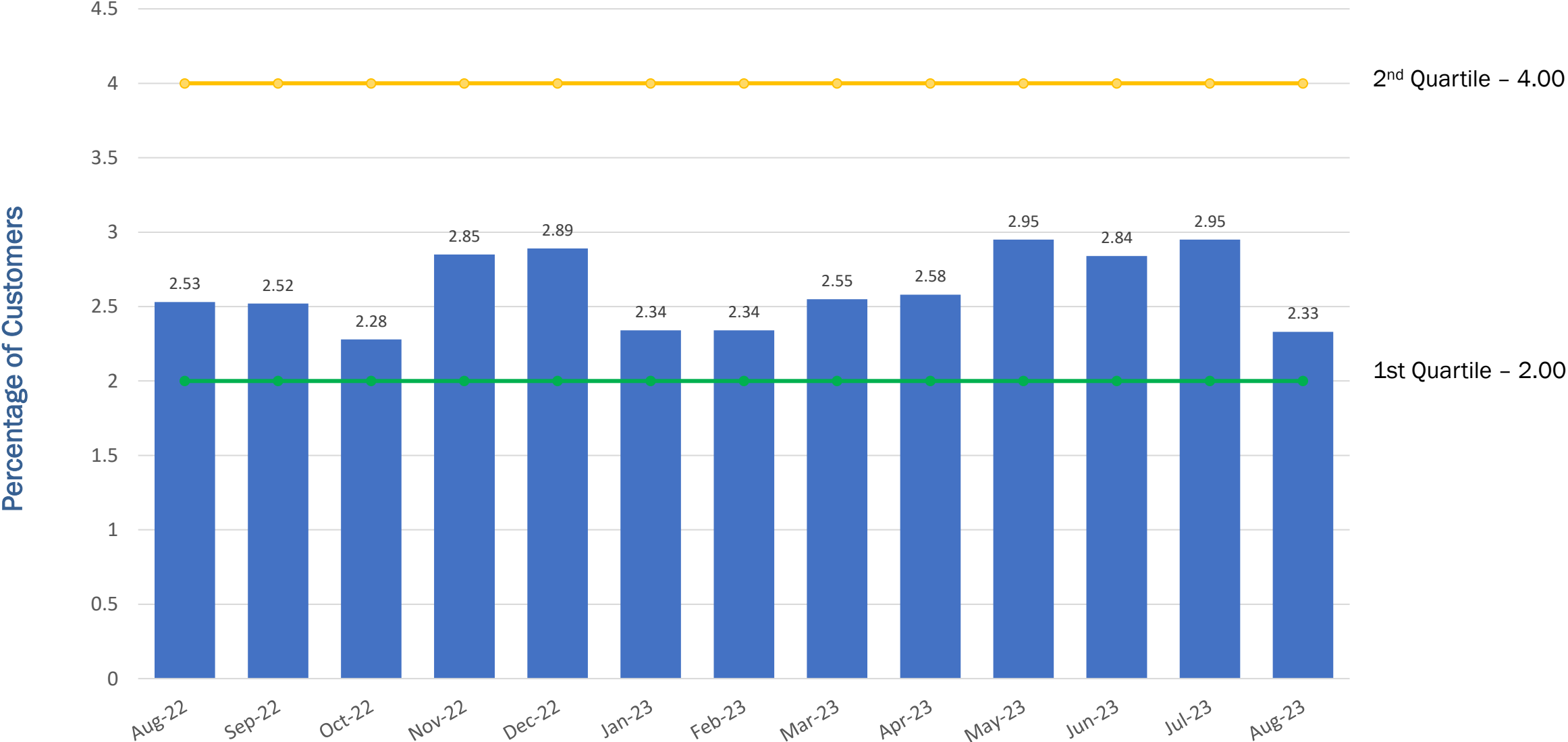
NPPD Retail Reliability

SAIDI – System Average Interruption Duration Index



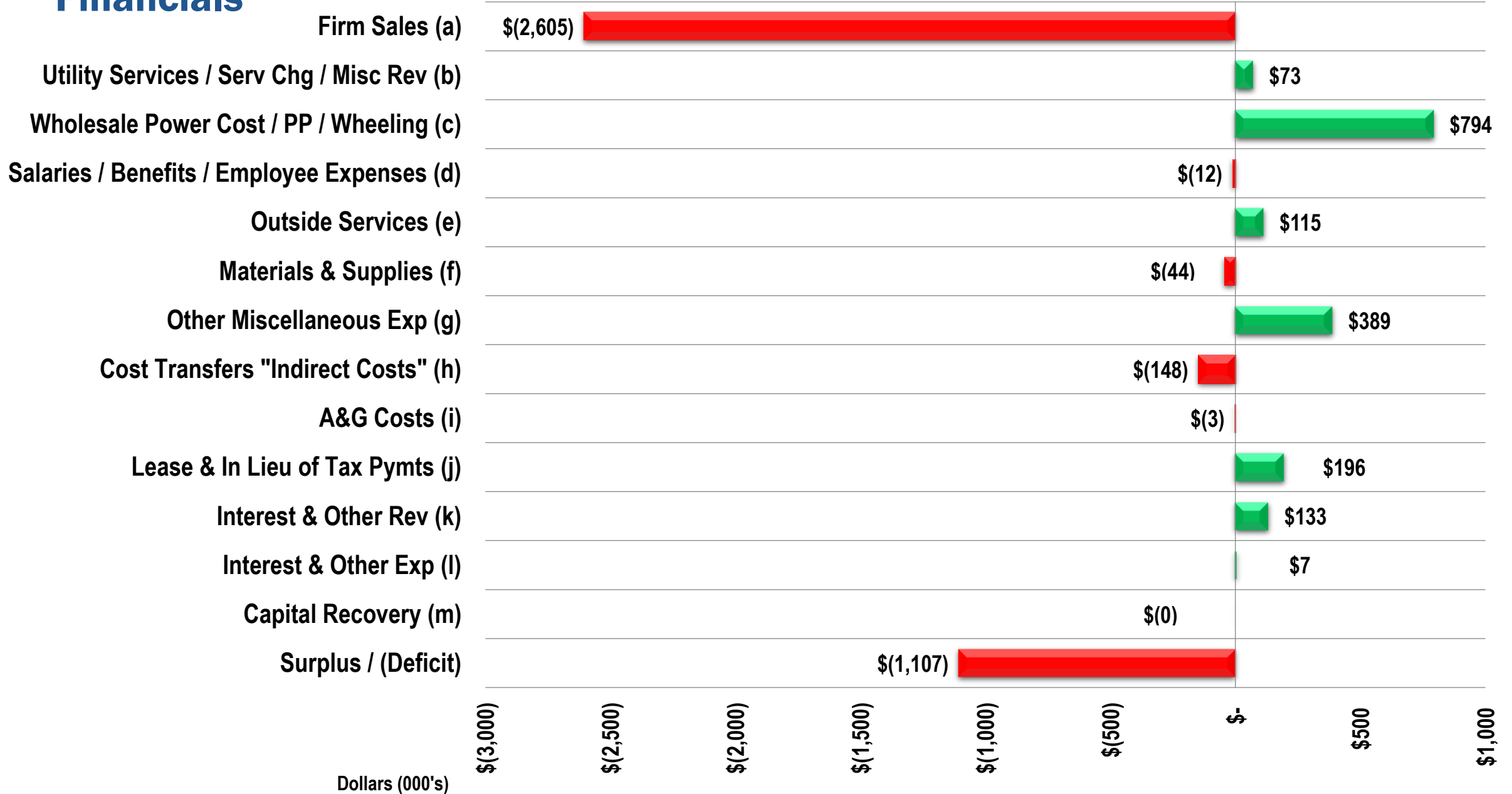
NPPD Retail Reliability

CEMI - Customers Experiencing > 3 interruptions



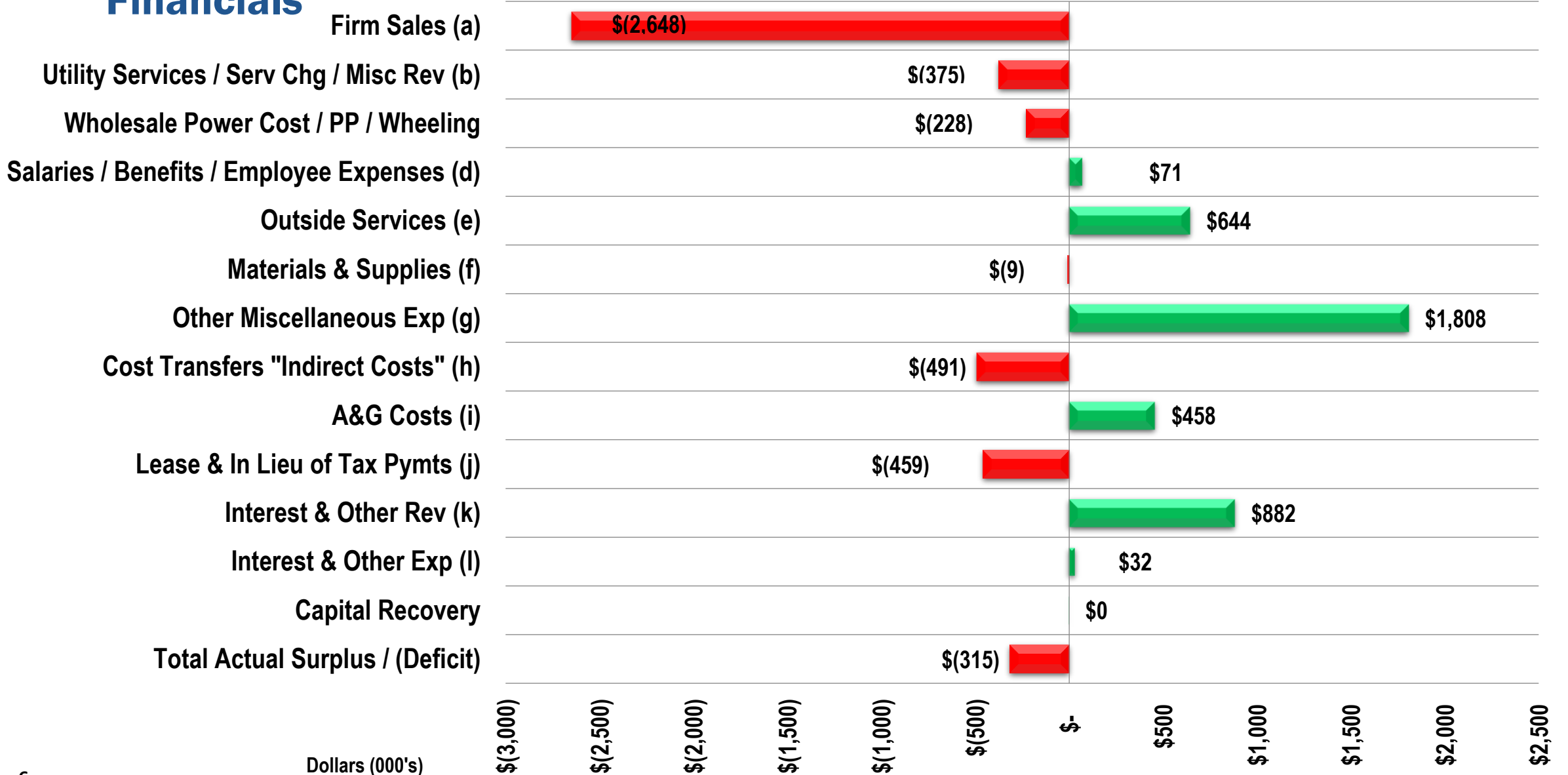
NPPD Retail Financials

July 2023 - Surplus/(Deficit)

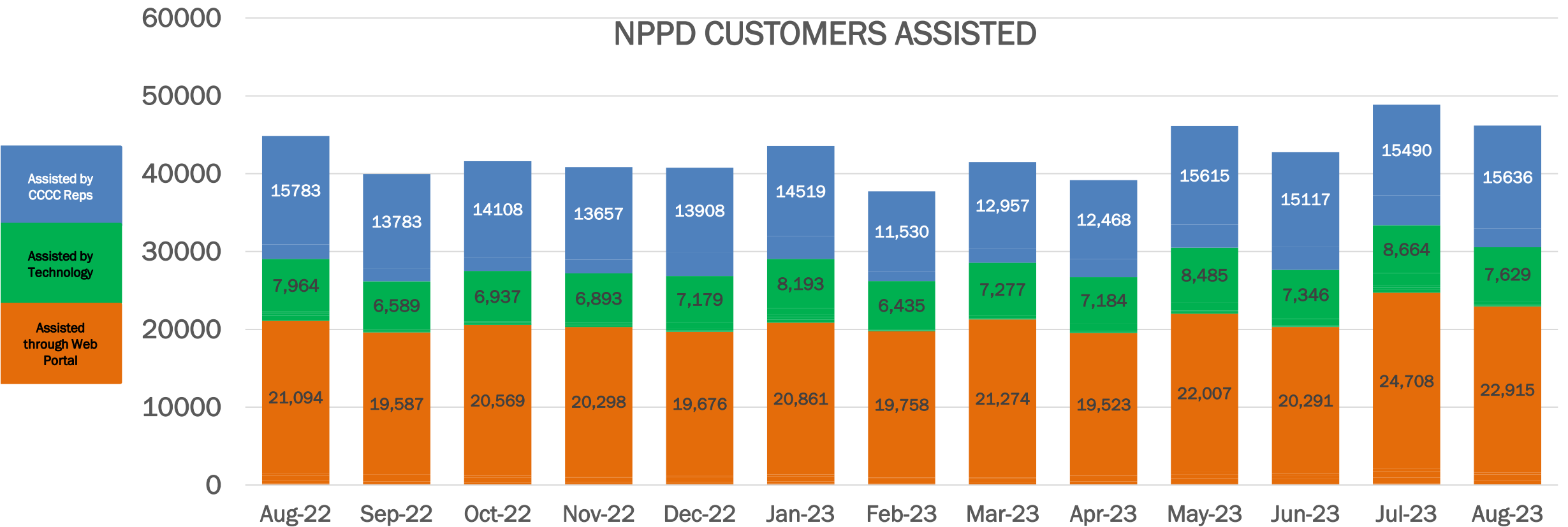


NPPD Retail Financials

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



NPPD CUSTOMERS ASSISTED



August Customer Service Stats

- 409 Virtual Lobby Visits
- 121,048 Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)
 - 1,983 Known Power Outage
 - 1,987 Power Restored

Retail Highlights - York Fest





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Questions

Stay connected with us.



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