



THE
**POWER OF
PEOPLE**



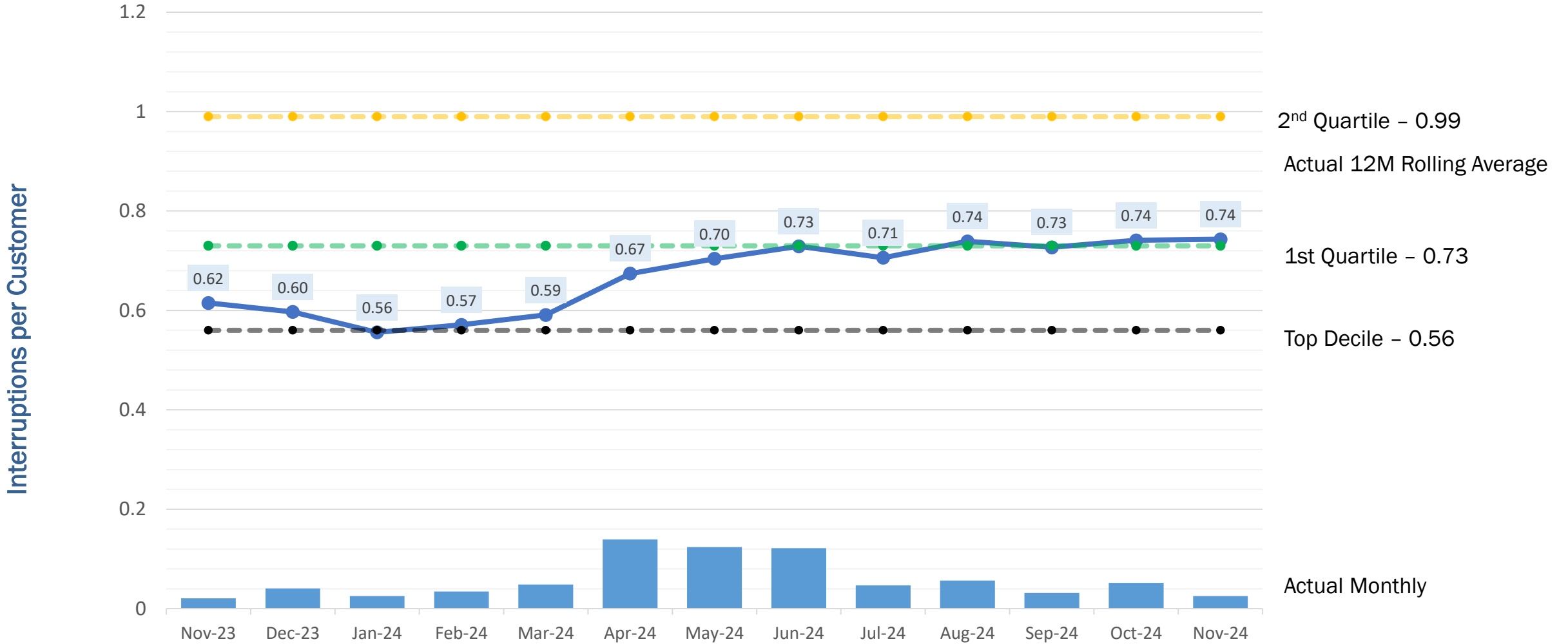
Retail Update

NPPD Board Update
December 2024

Pat Hanrahan – General Manager of Retail

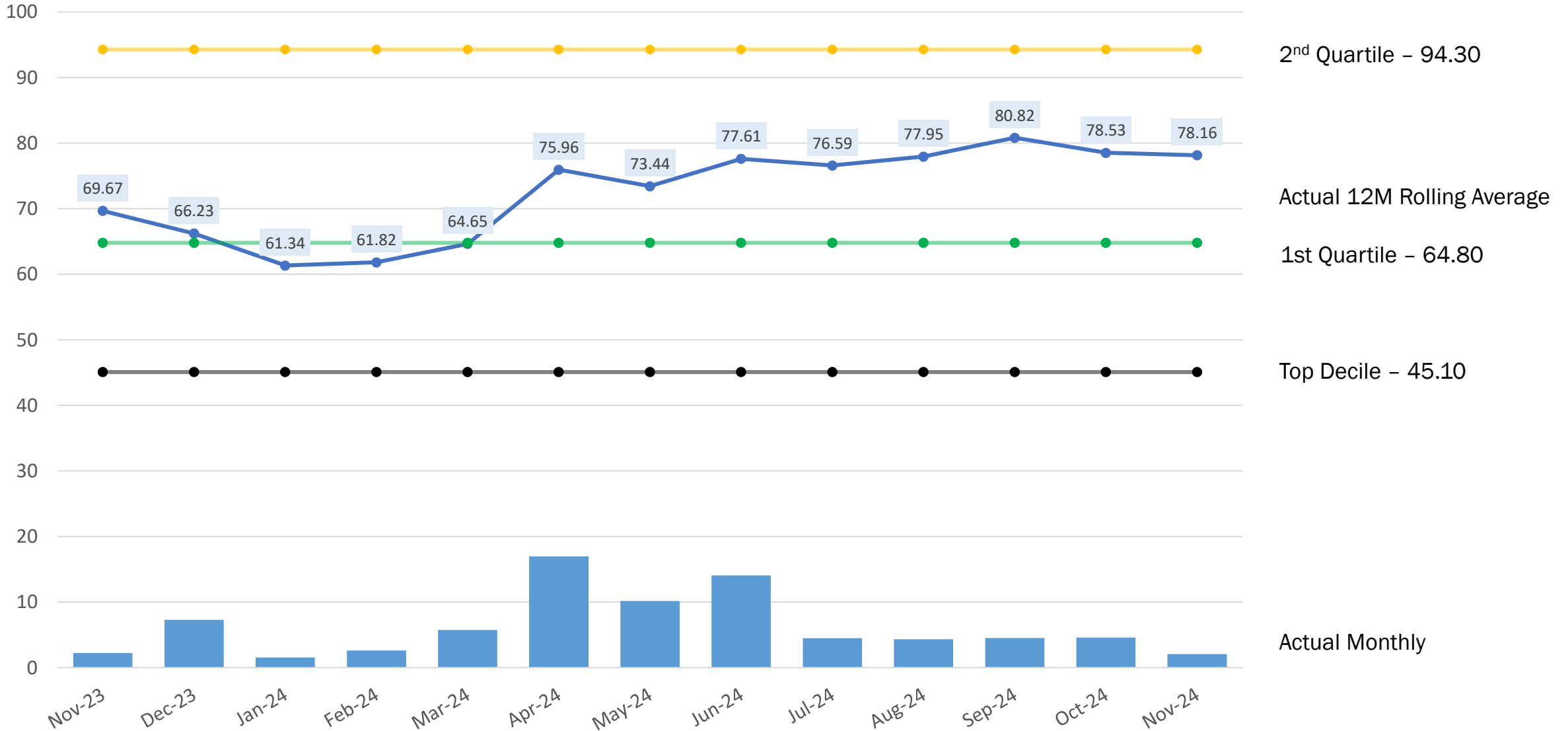
NPPD Retail Reliability

SAIFI – System Average Interruption Frequency Index



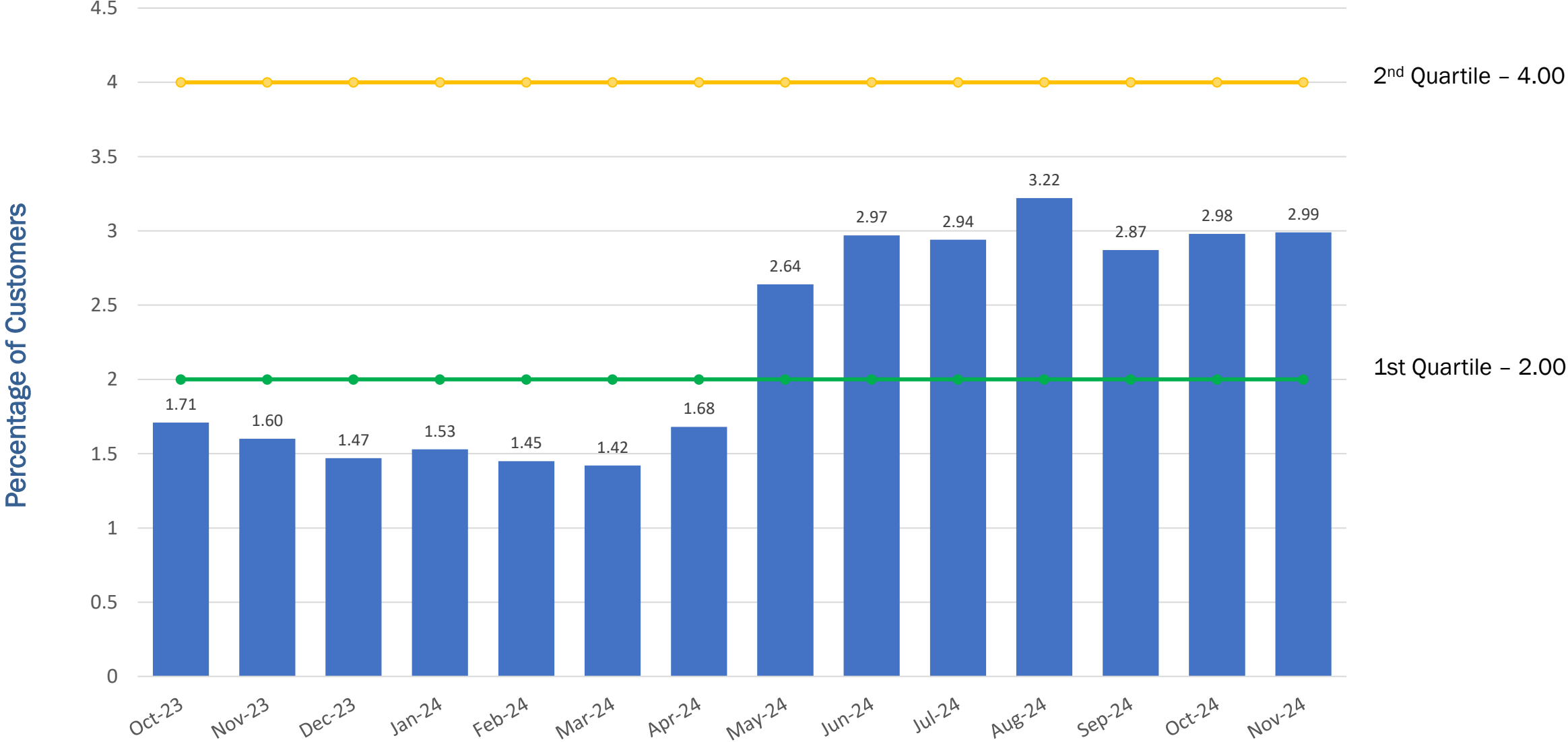
NPPD Retail Reliability

SAIDI – System Average Interruption Duration Index



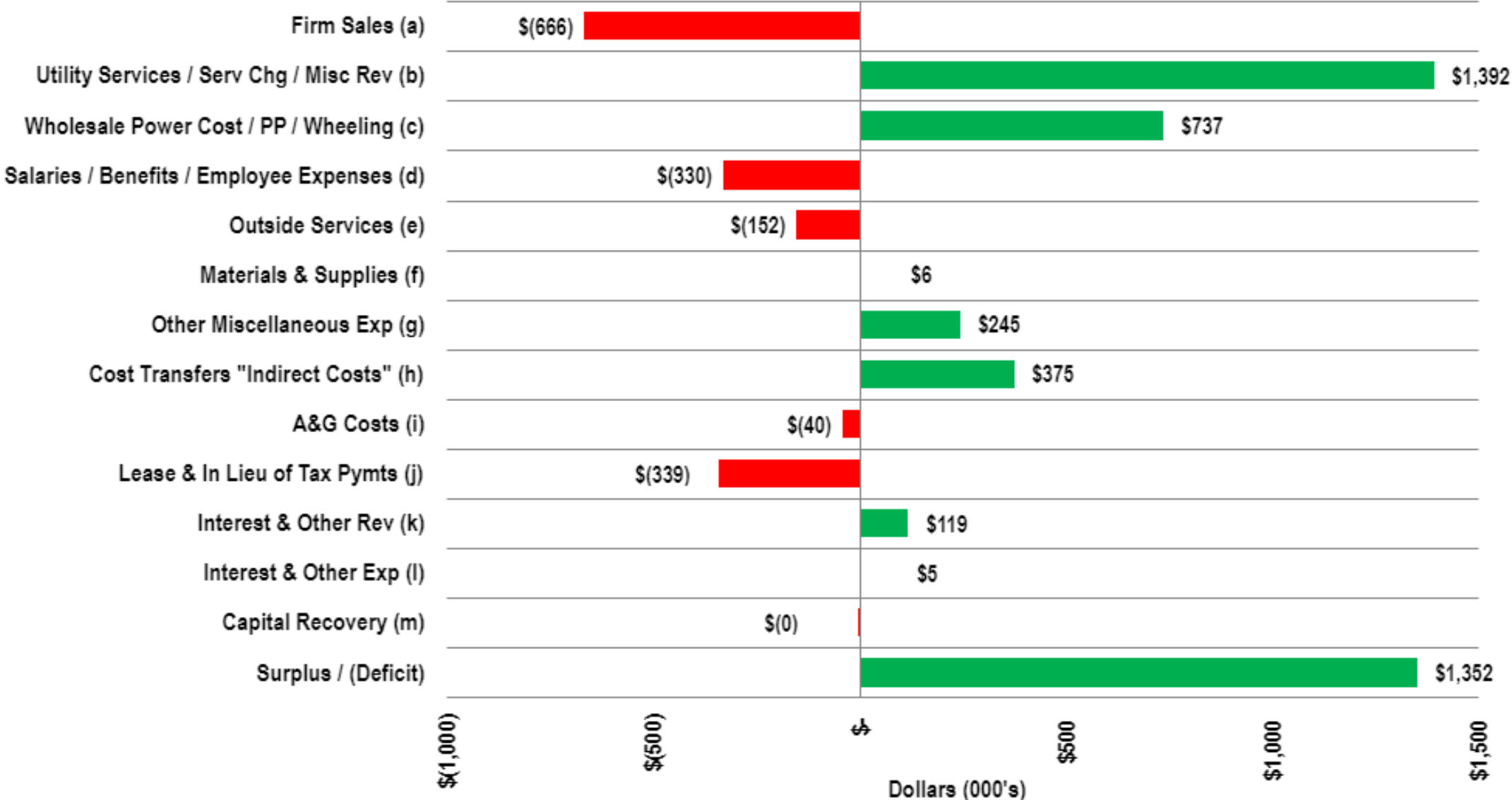
NPPD Retail Reliability

CEMI - Customers Experiencing > 3 interruptions



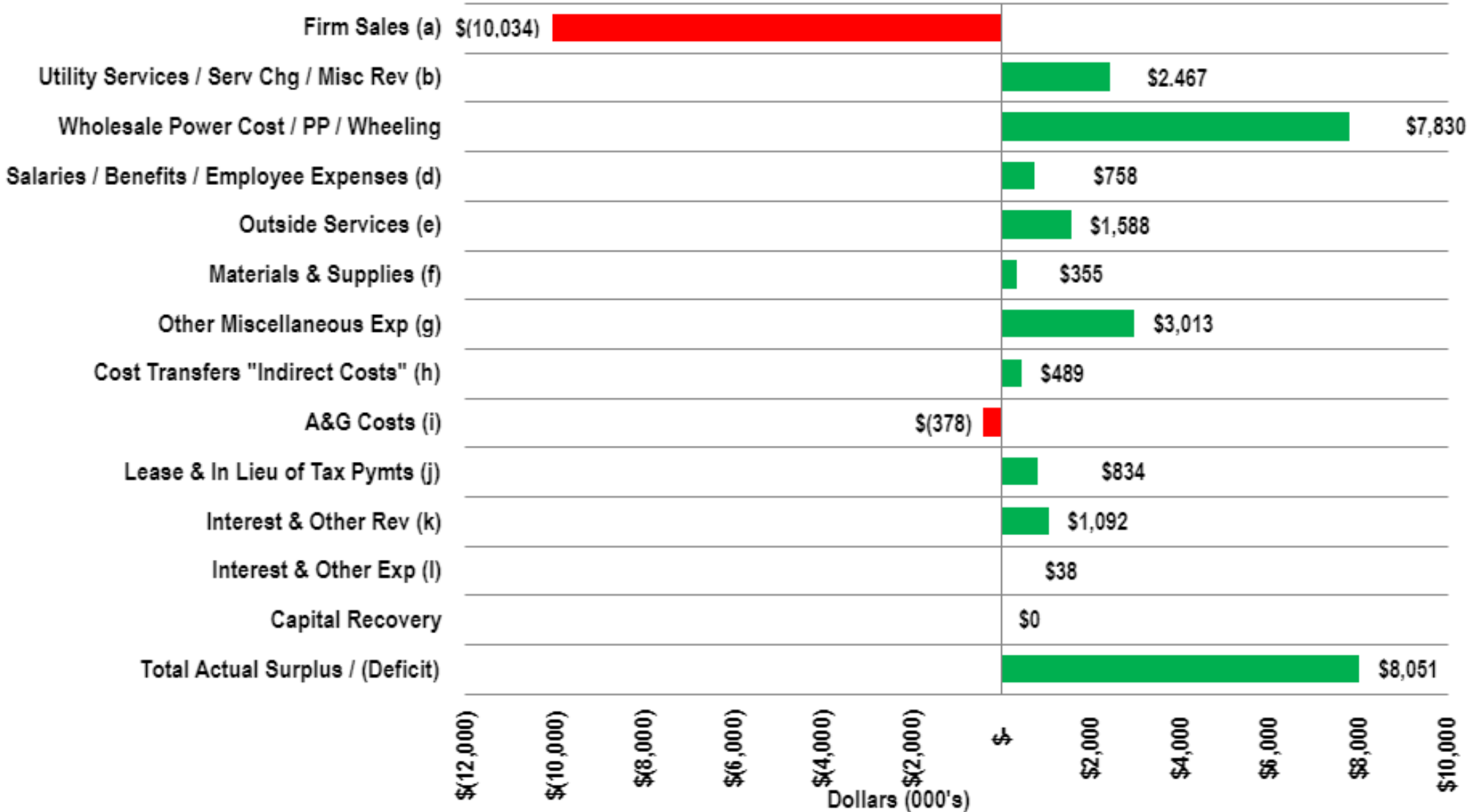
NPPD Retail Financials

October 2024 - Surplus/(Deficit)

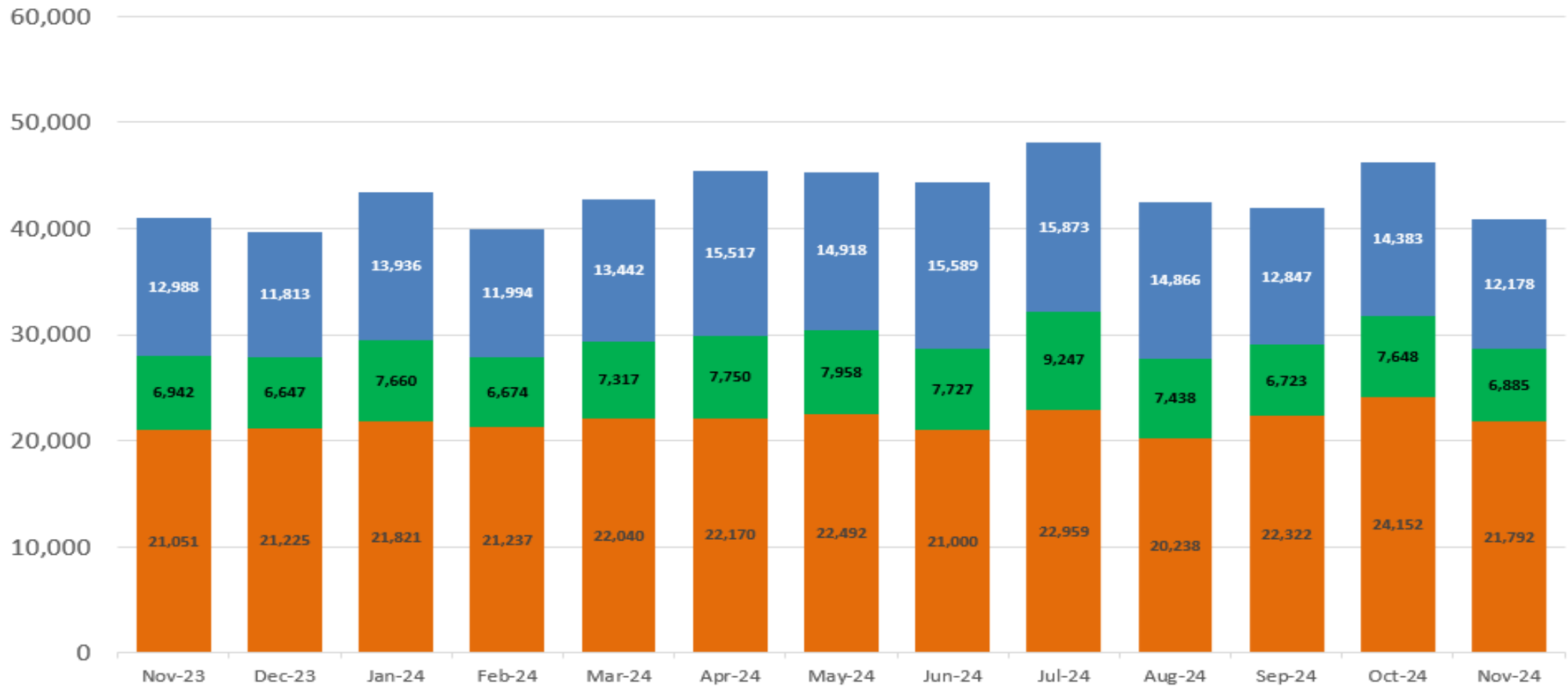


NPPD Retail Financials

October 2024 (Year-to-Date) - Surplus/(Deficit)



NPPD Customers Assisted



October Customer Service Stats

- 277 Virtual Lobby Visits
- 127,265 Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)

Retail Highlights

Helping Get Our Retail Towns Ready For The Holidays!

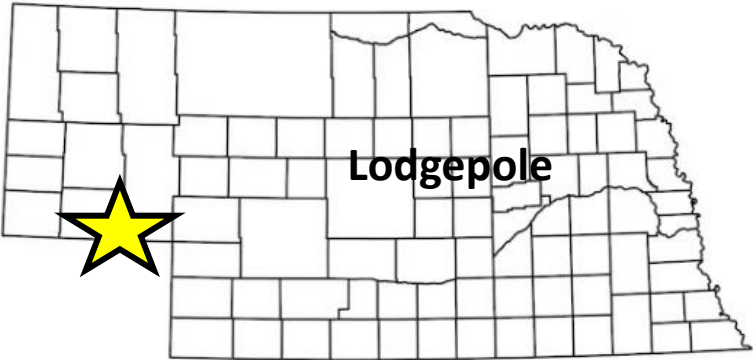




Students from Alternatives for Success in Norfolk got the Opportunity to Explore Various Career Opportunities in the Electric Industry.



Village of Lodgepole Celebrates Being our 81st Retail PRO Community with an Open House!





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Questions

Stay connected with us.



Nebraska Public Power District

Always there when you need us