



THE POWER OF PEOPLE



Retail Update

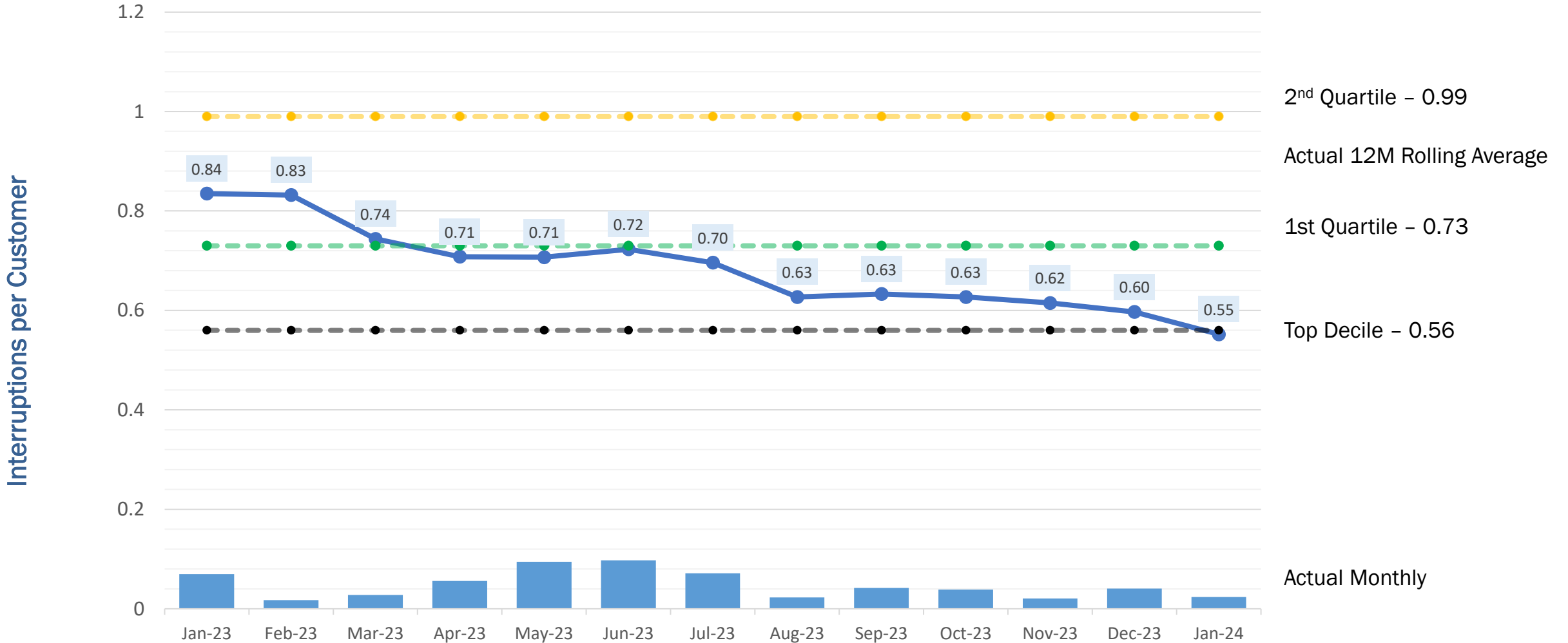
NPPD Board of Directors Meeting
February 8, 2024

Pat Hanrahan – General Manager of Retail



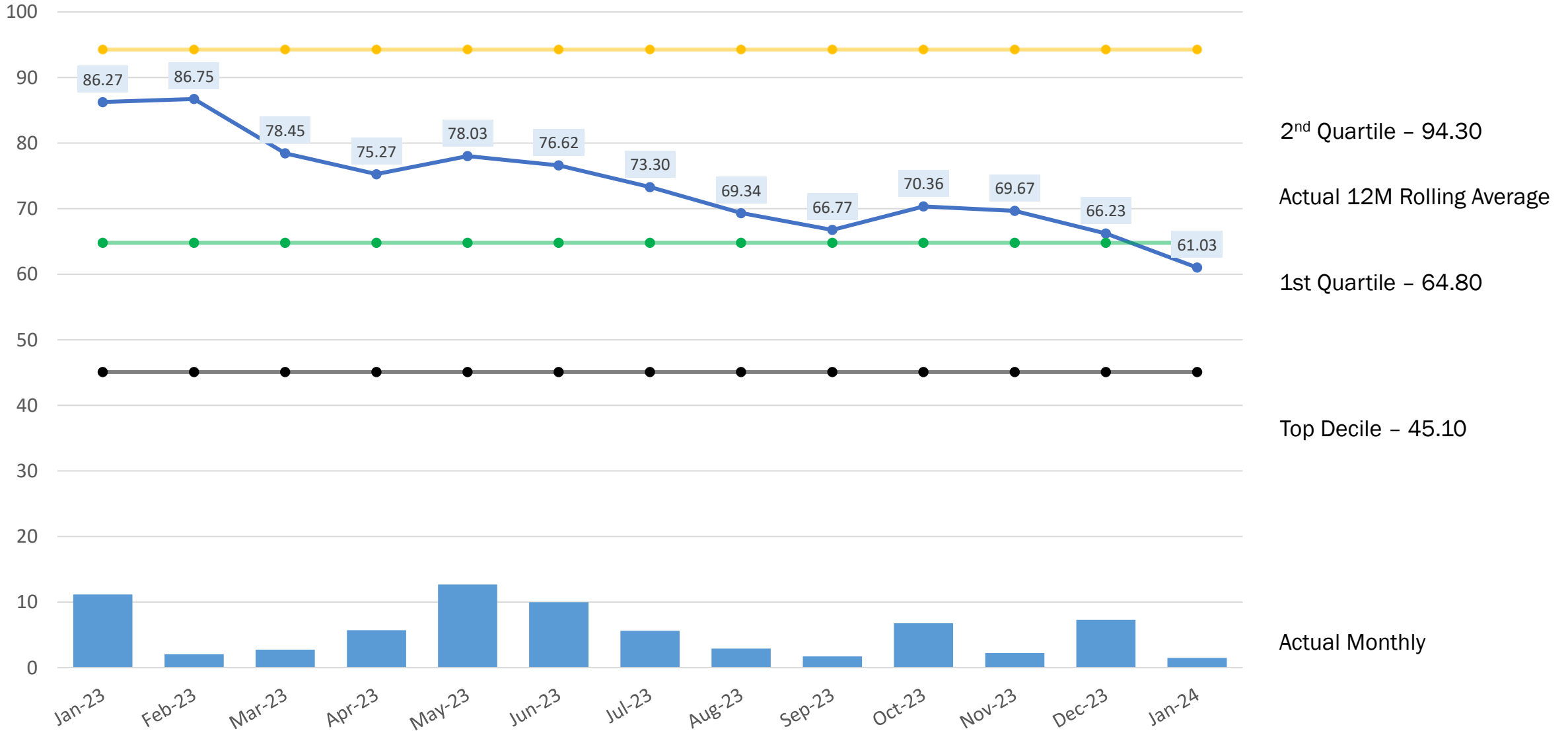
NPPD Retail Reliability

SAIFI – System Average Interruption Frequency Index



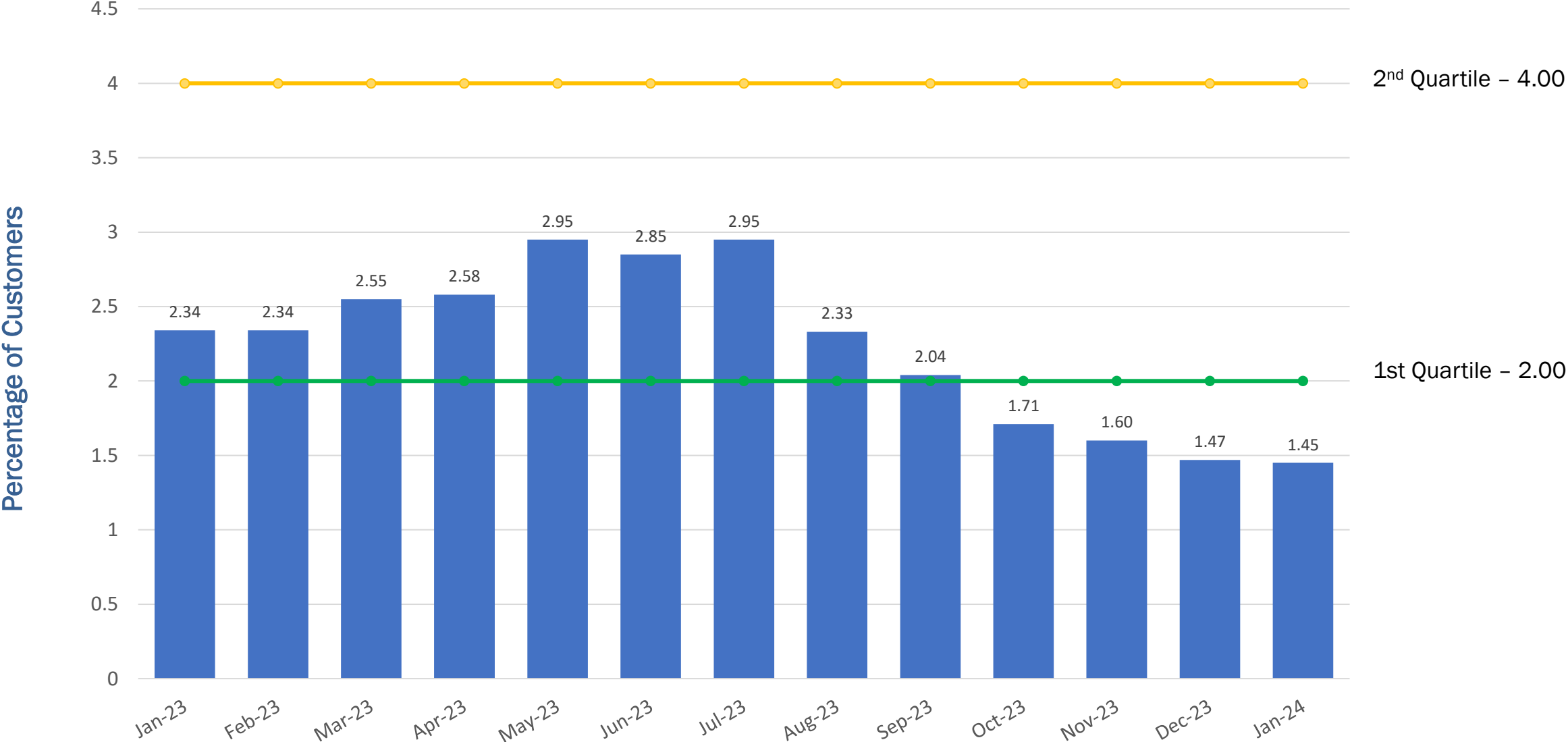
NPPD Retail Reliability

SAIDI – System Average Interruption Duration Index



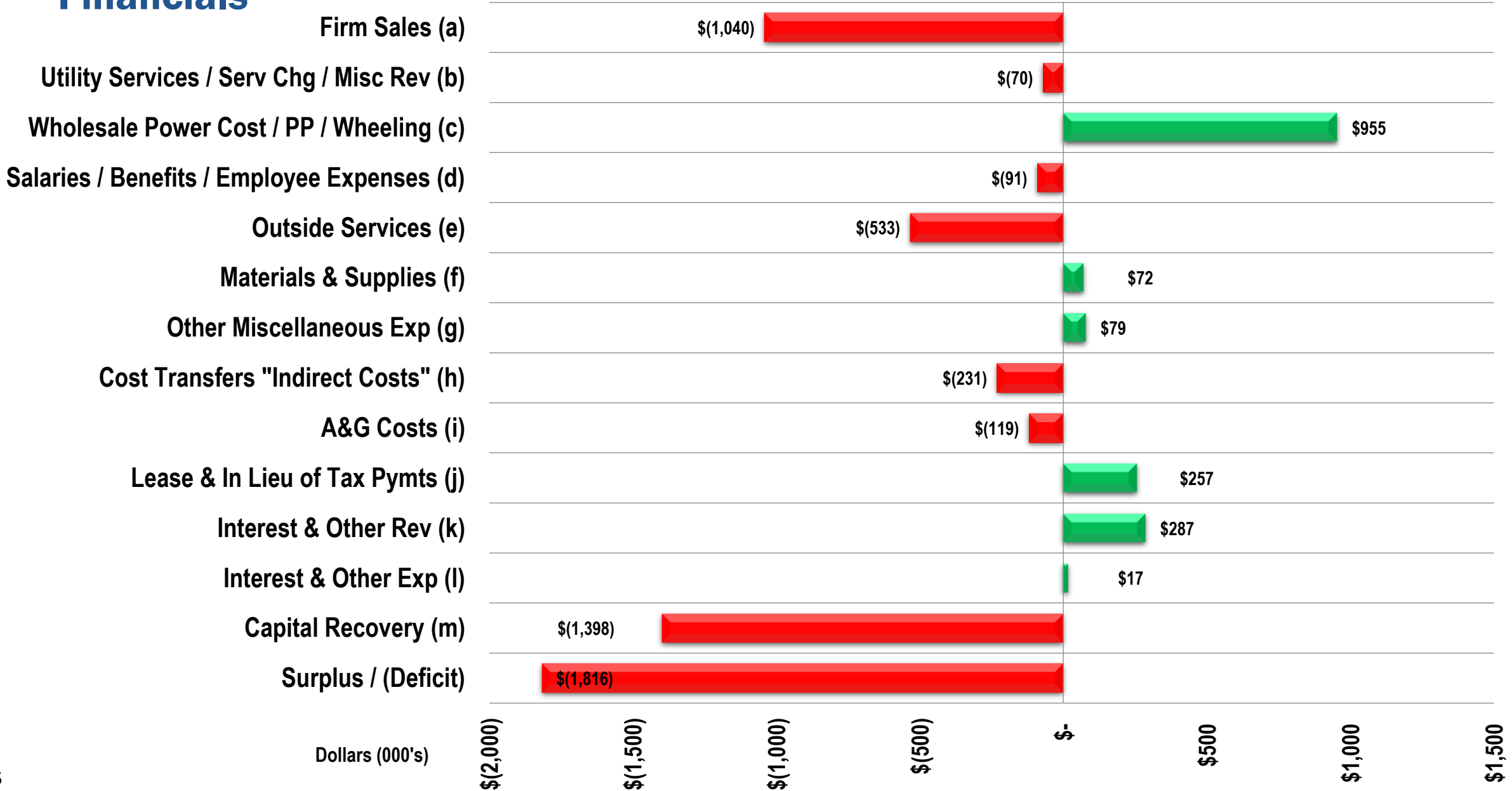
NPPD Retail Reliability

CEMI – Customers Experiencing > 3 interruptions



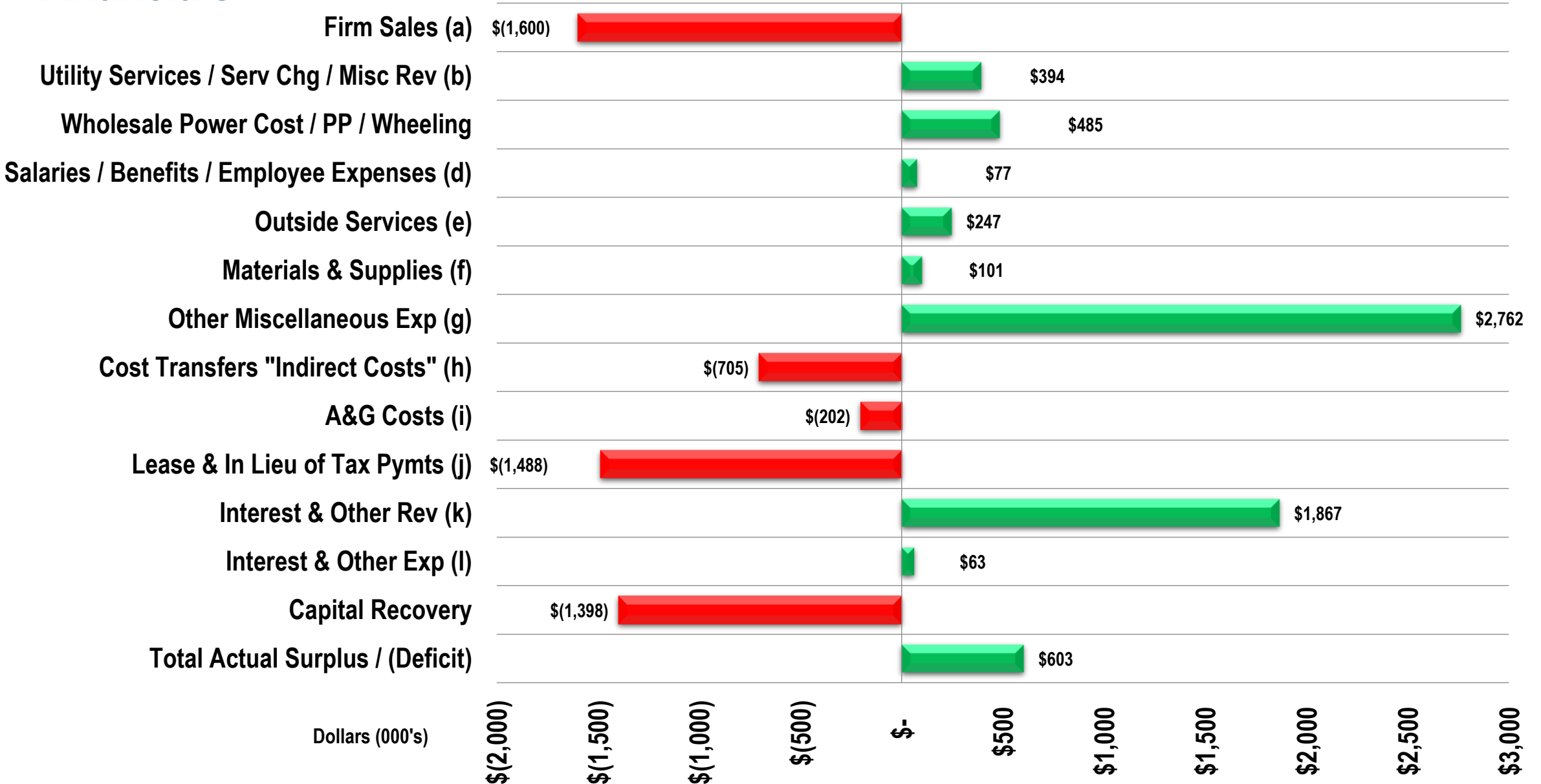
NPPD Retail Financials

December 2023 - Surplus/(Deficit)

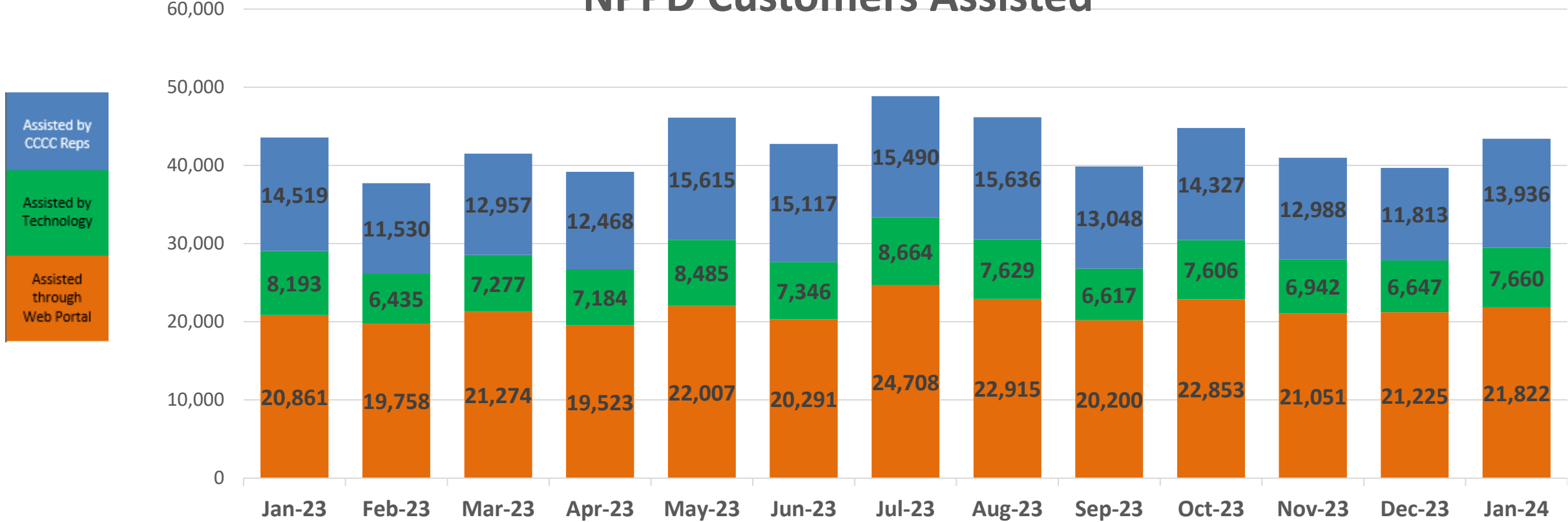


NPPD Retail Financials

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



NPPD Customers Assisted



January Customer Service Stats

- 267 Virtual Lobby Visits
- 117,864 - Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)
 - 1,496 Known Power Outage
 - 1,474 Power Restored



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Questions

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Nebraska Public Power District

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