



THE POWER OF PEOPLE



# Retail Update

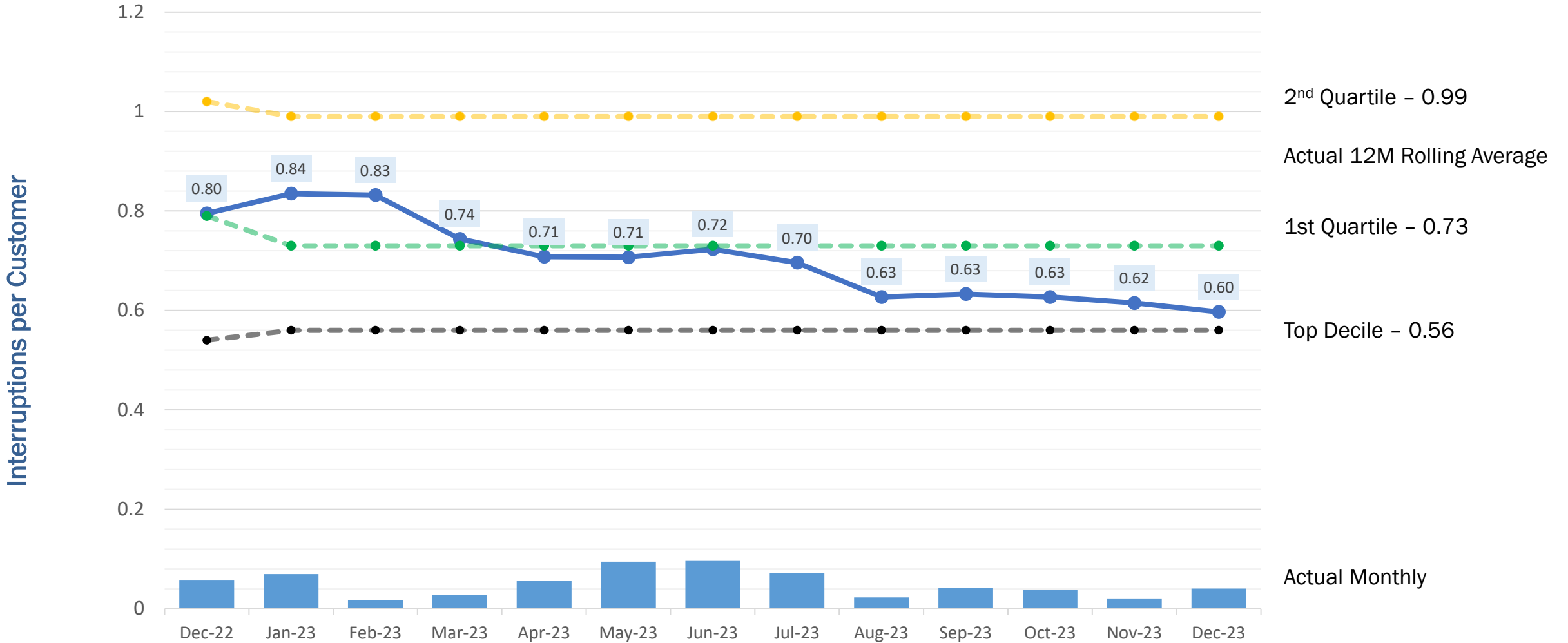
NPPD Board of Directors Meeting  
January 11, 2024

Pat Hanrahan – General Manager of Retail



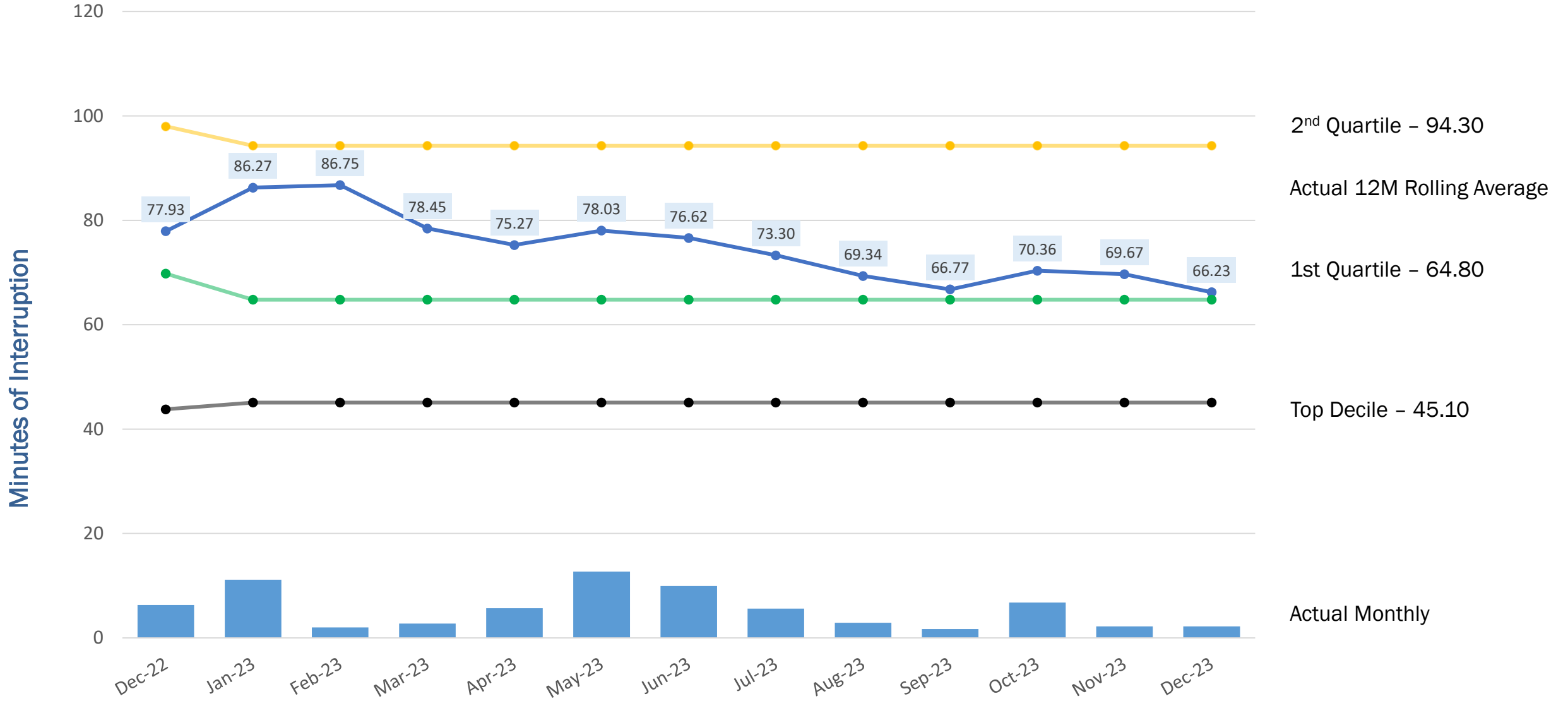
# NPPD Retail Reliability

## SAIFI – System Average Interruption Frequency Index



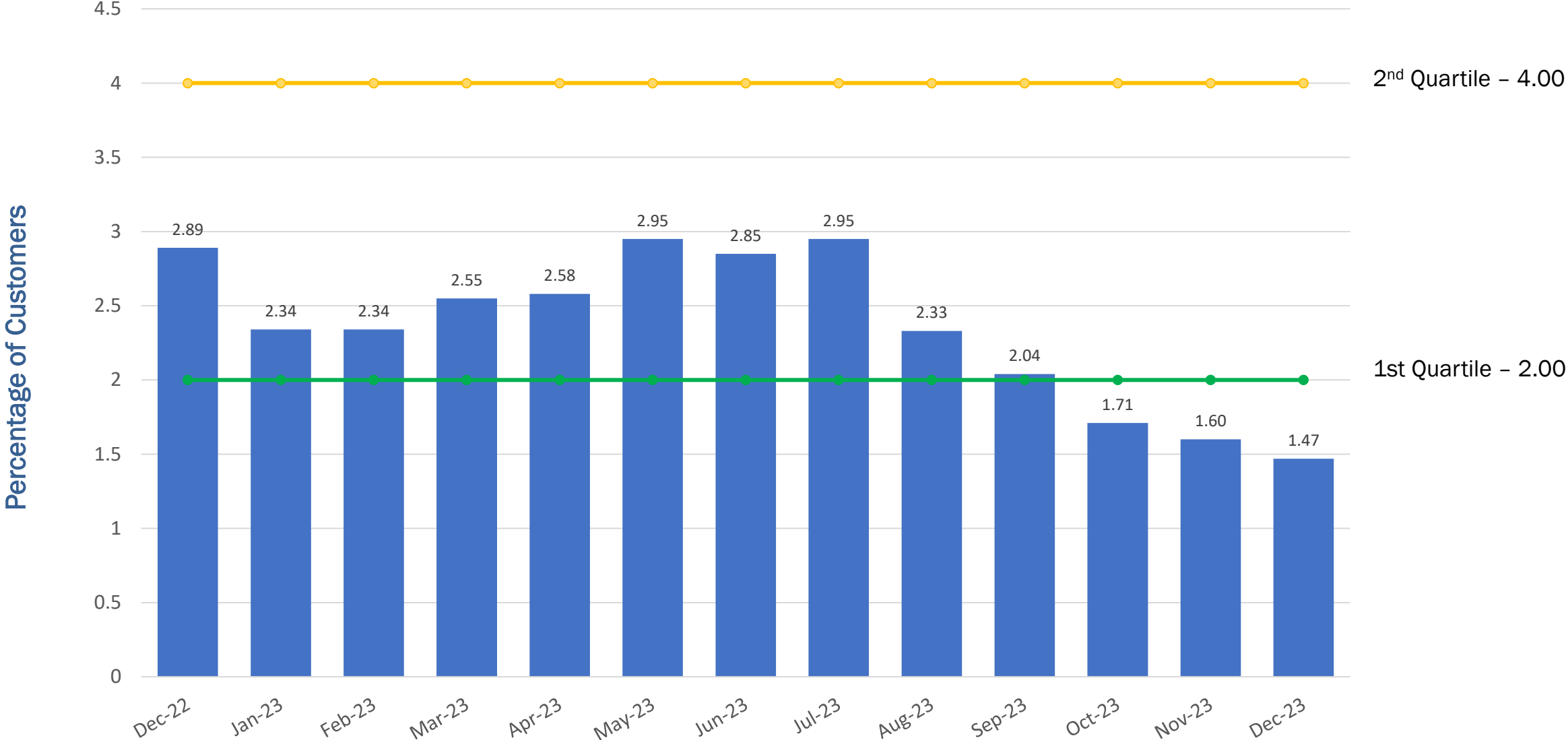
# NPPD Retail Reliability

## SAIDI – System Average Interruption Duration Index



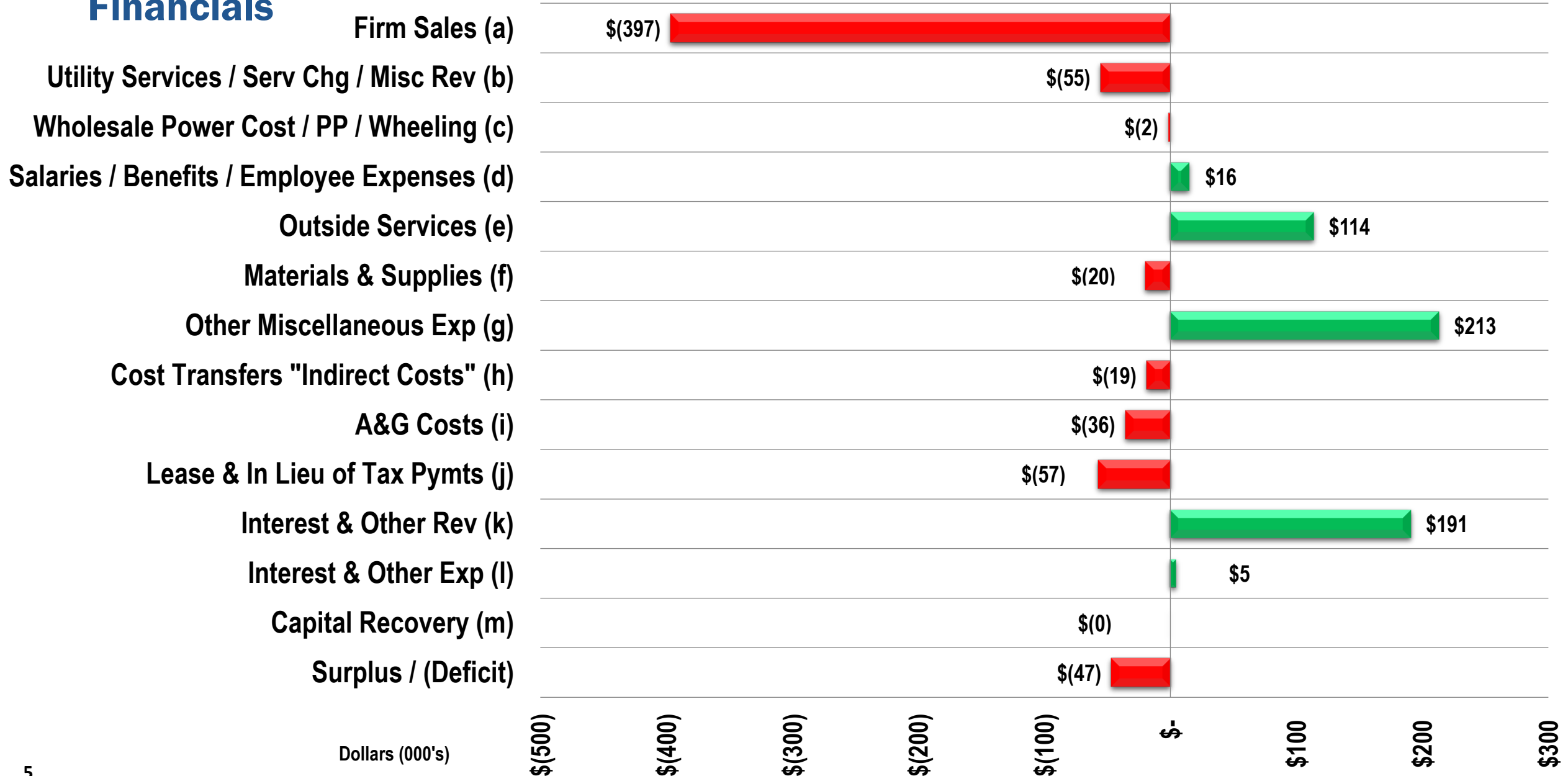
# NPPD Retail Reliability

## CEMI - Customers Experiencing > 3 interruptions



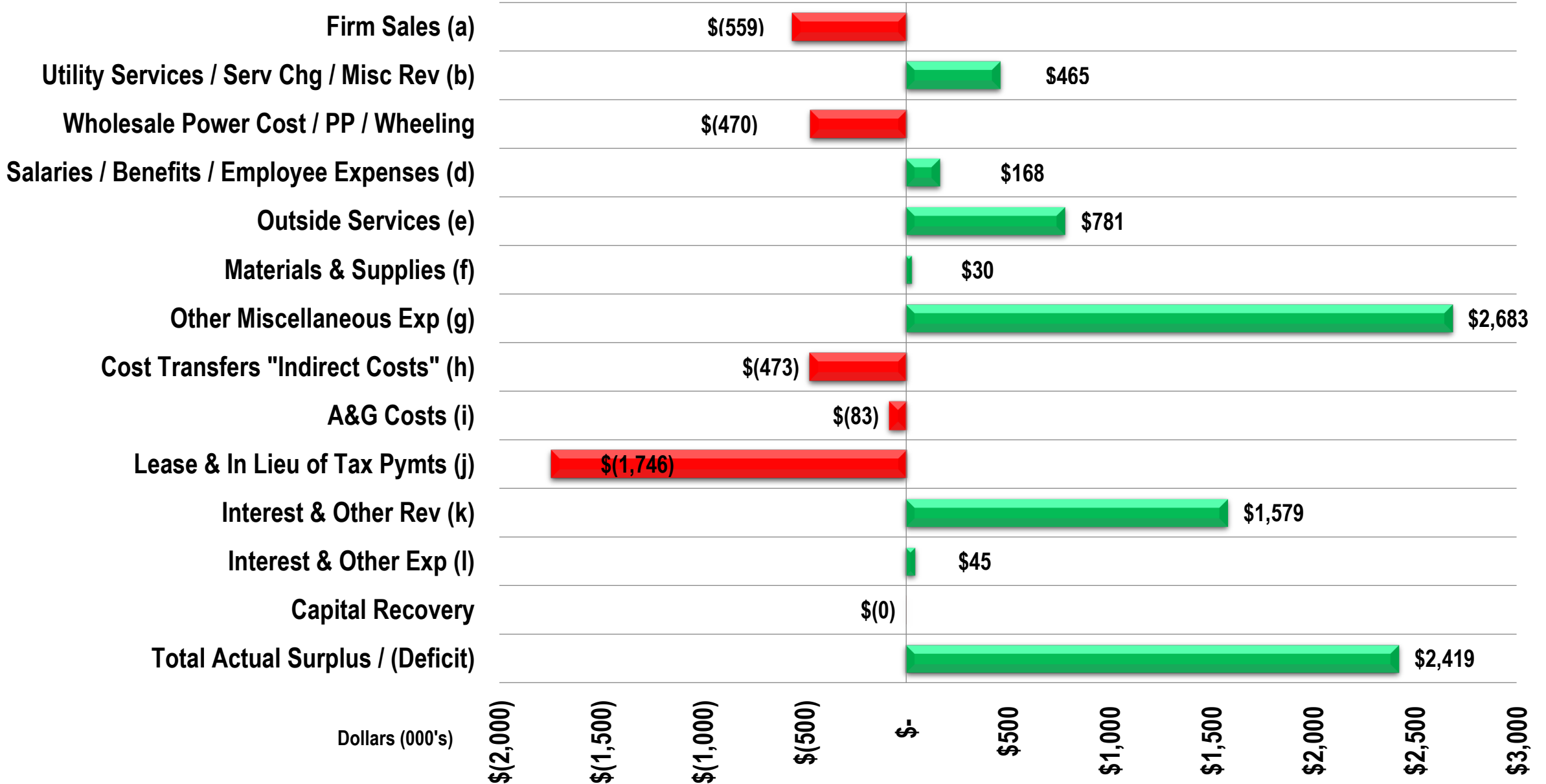
# NPPD Retail Financials

## November 2023 - Surplus/(Deficit)

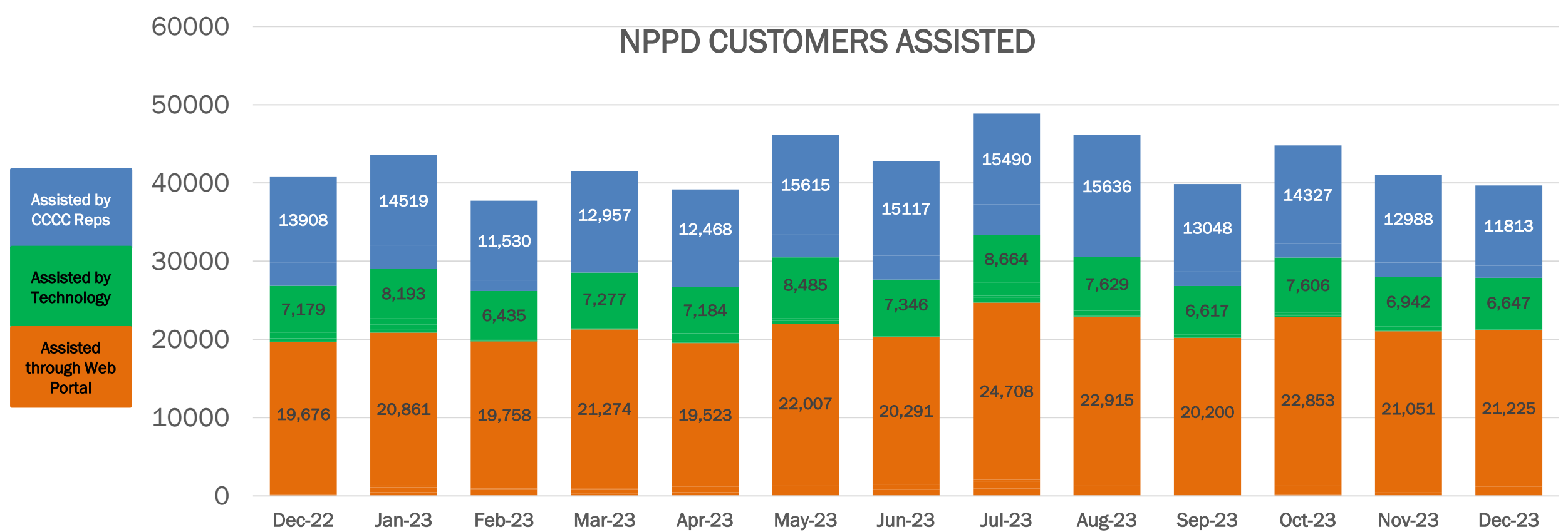


# NPPD Retail Financials

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



## NPPD CUSTOMERS ASSISTED



### December Customer Service Stats

- 282 Virtual Lobby Visits
- 114,708 - Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)
  - 2,939 Known Power Outage
  - 2,911 Power Restored

# Retail Highlights

- Scottsbluff Community Solar array is back online



Source: Matt Larsen/Facebook





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## Questions

Stay connected with us.



Nebraska Public Power District

Always there when you need us