



THE POWER OF PEOPLE



# Retail Update

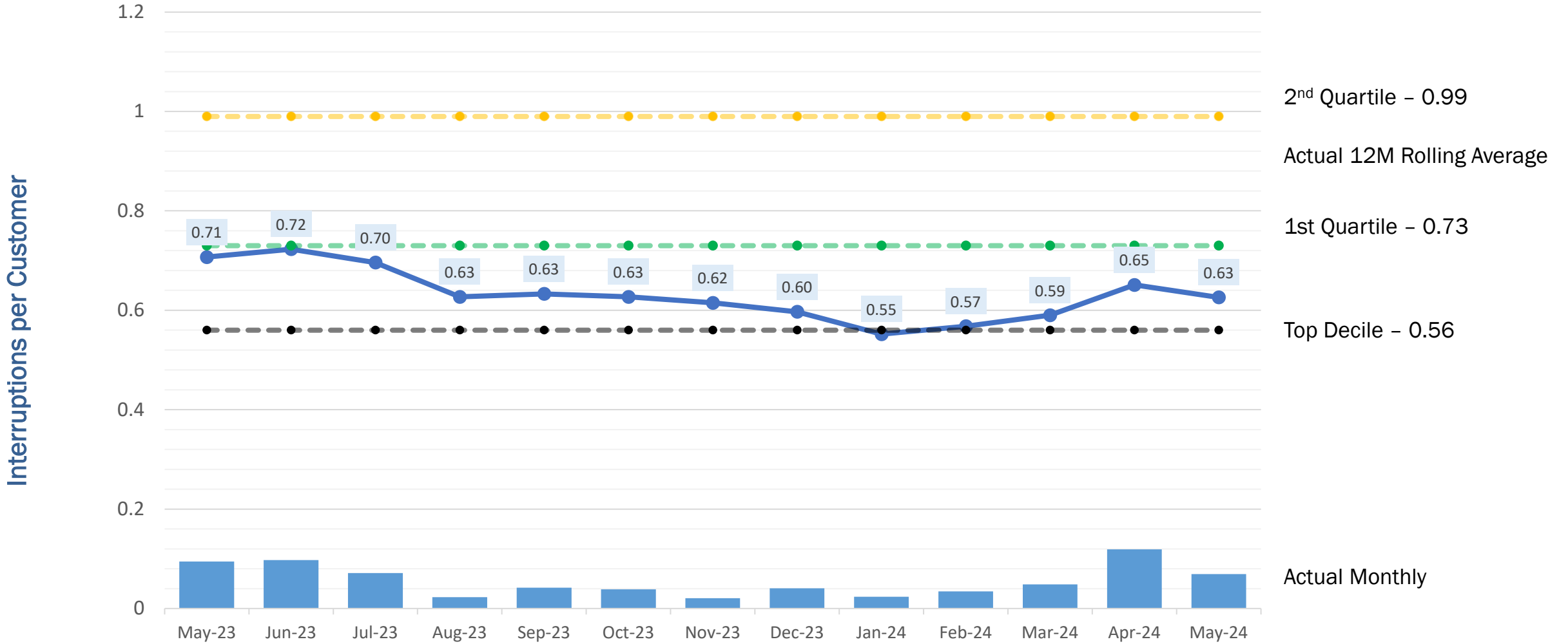
NPPD Board of Directors Meeting  
June 2024

Pat Hanrahan – General Manager of Retail



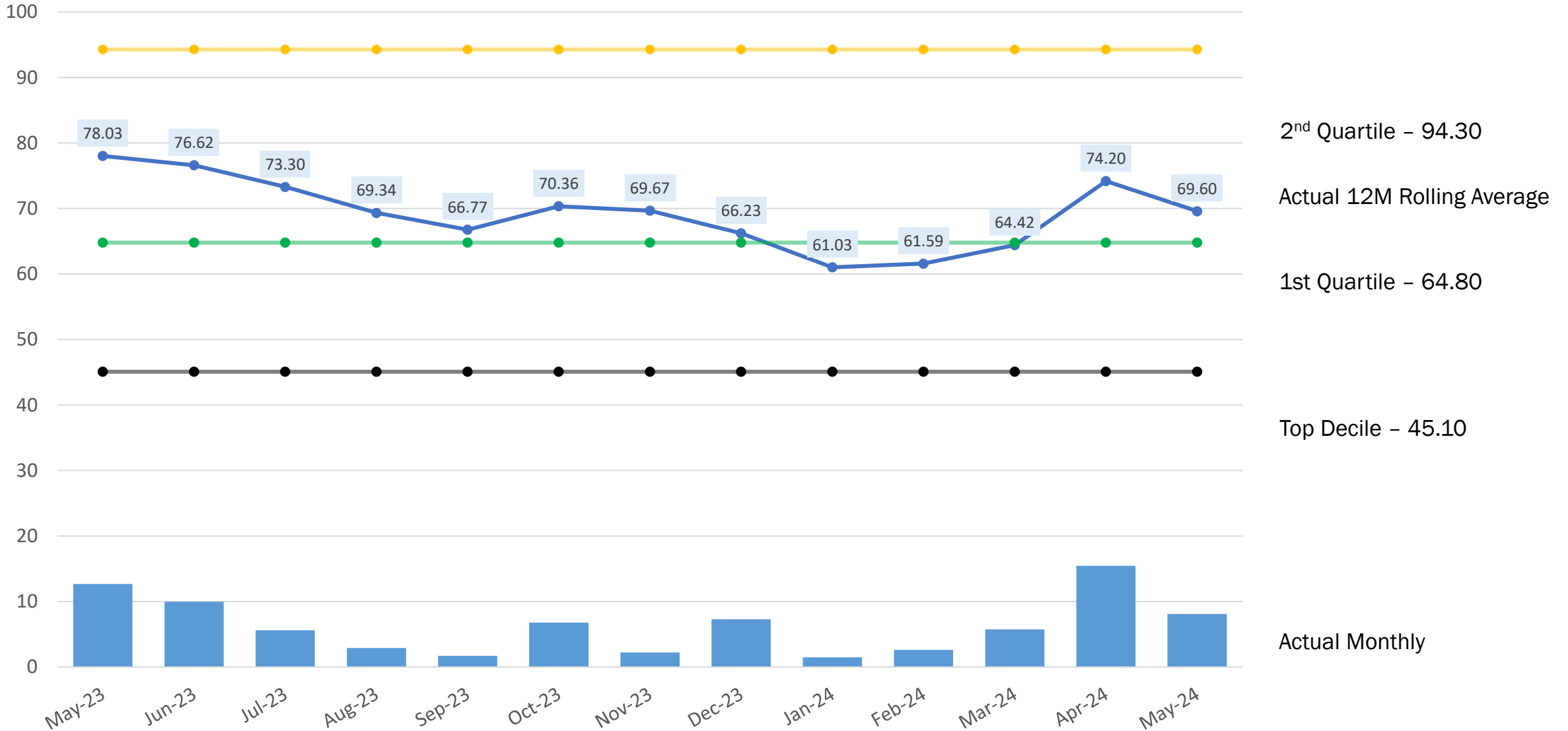
# NPPD Retail Reliability

## SAIFI – System Average Interruption Frequency Index



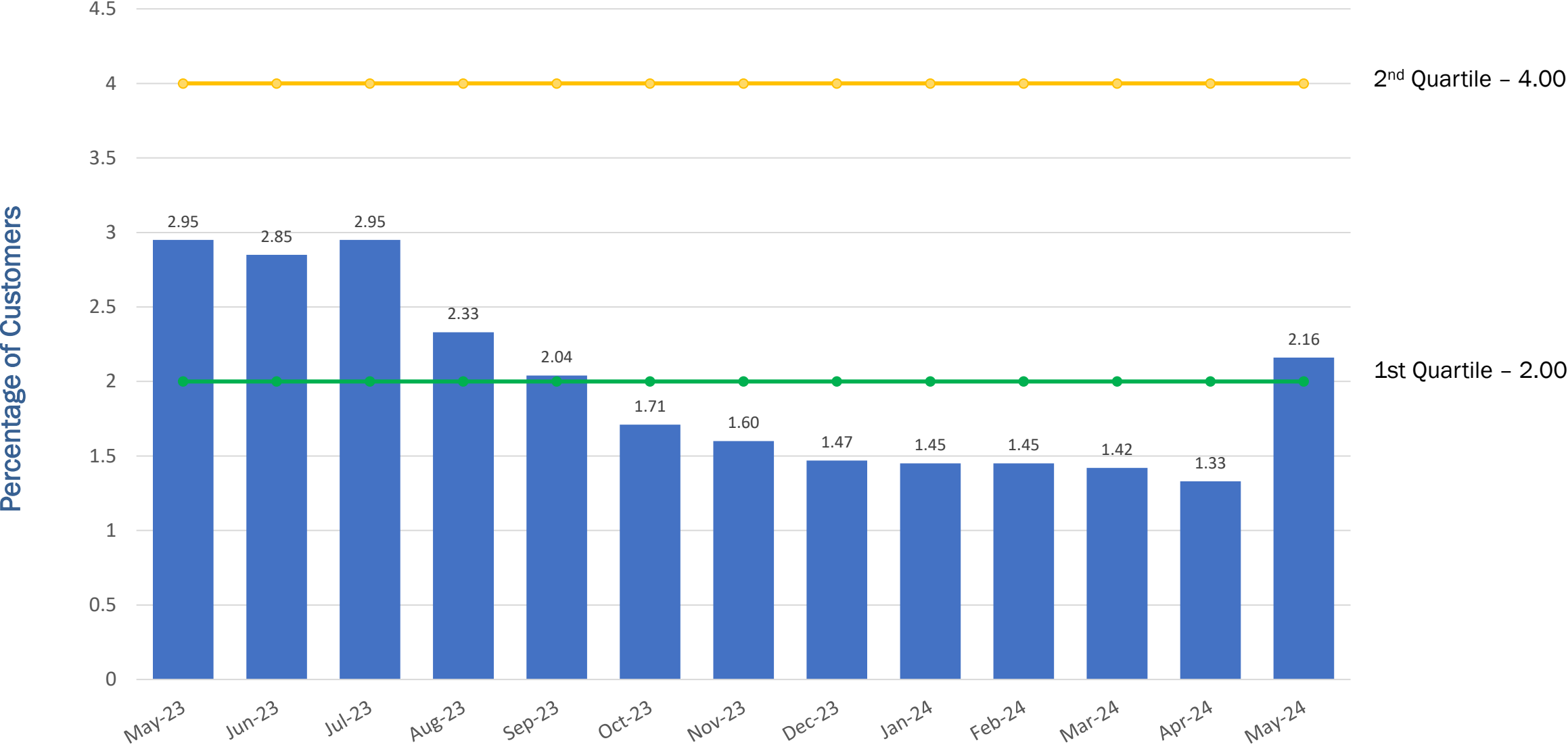
# NPPD Retail Reliability

## SAIDI – System Average Interruption Duration Index



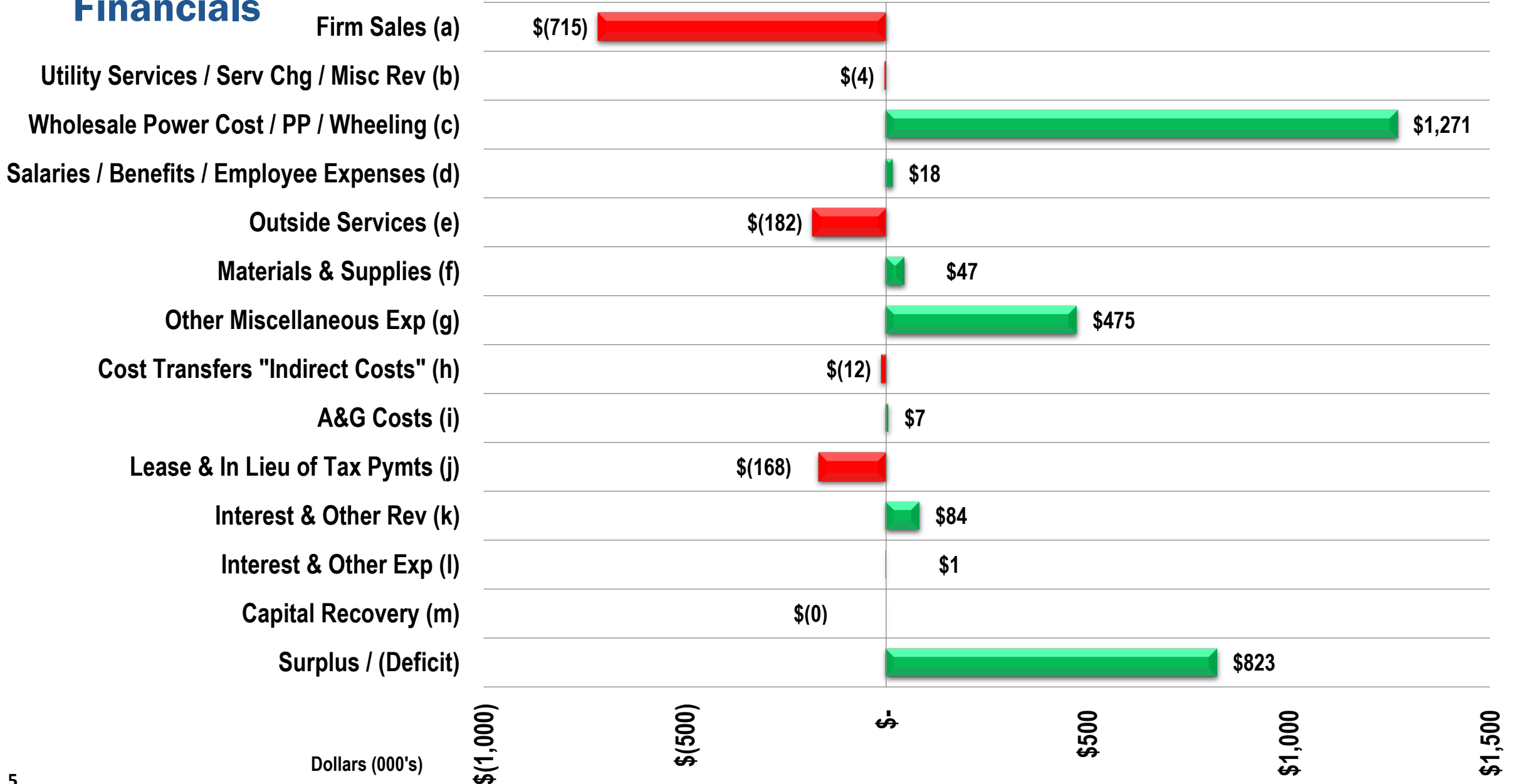
# NPPD Retail Reliability

## CEMI - Customers Experiencing > 3 interruptions



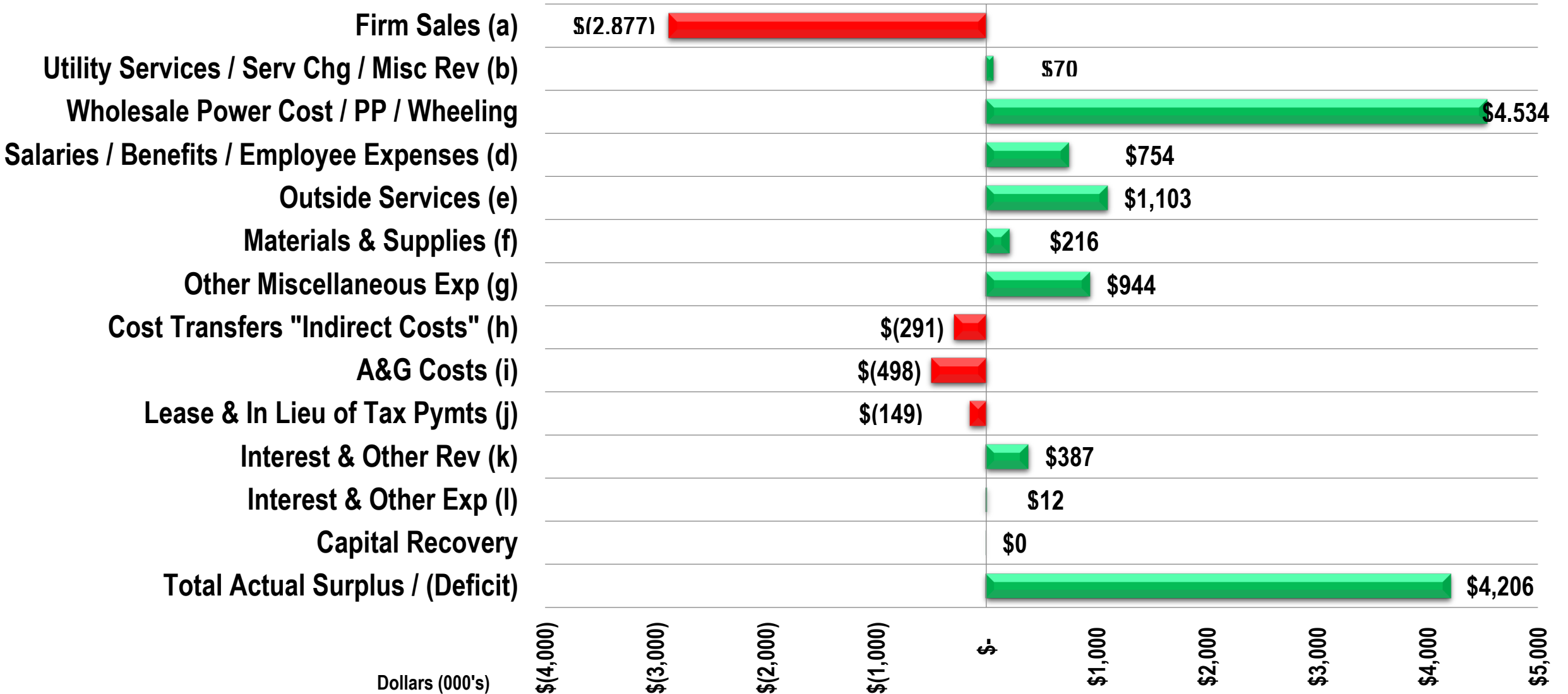
# NPPD Retail Financials

## April 2024 - Surplus/(Deficit)

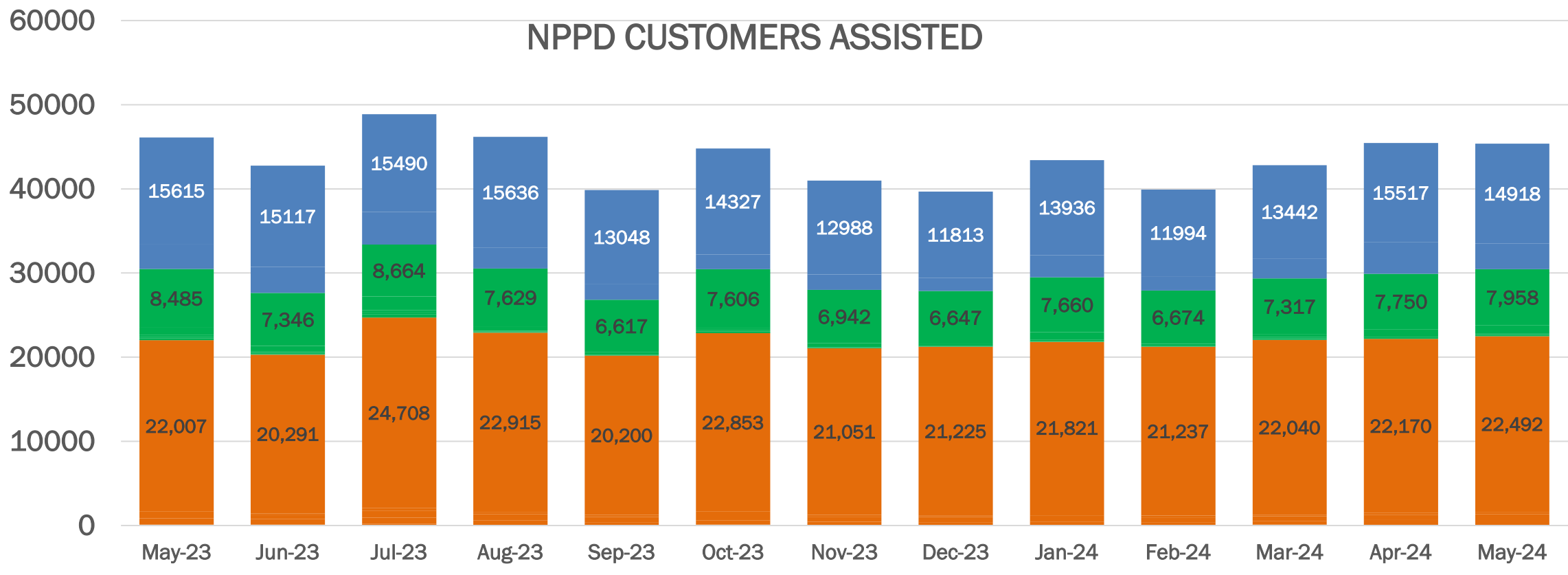


# NPPD Retail Financials

## April 2024 (Year-to-Date) – Surplus/(Deficit)



## NPPD CUSTOMERS ASSISTED



### May Customer Service Stats

- 202 Virtual Lobby Visits
- 140,585 - Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)
  - 9,362 Known Power Outage
  - 9,354 Power Restored

# Retail Highlights

**Economic Development  
Week - Tour of York  
Operations Center (May 9)**



William Sweet, News-Times



# Retail Highlights



**Leadership York  
June 2024**



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## Questions

Stay connected with us.



Nebraska Public Power District

Always there when you need us