



THE
**POWER OF
PEOPLE**



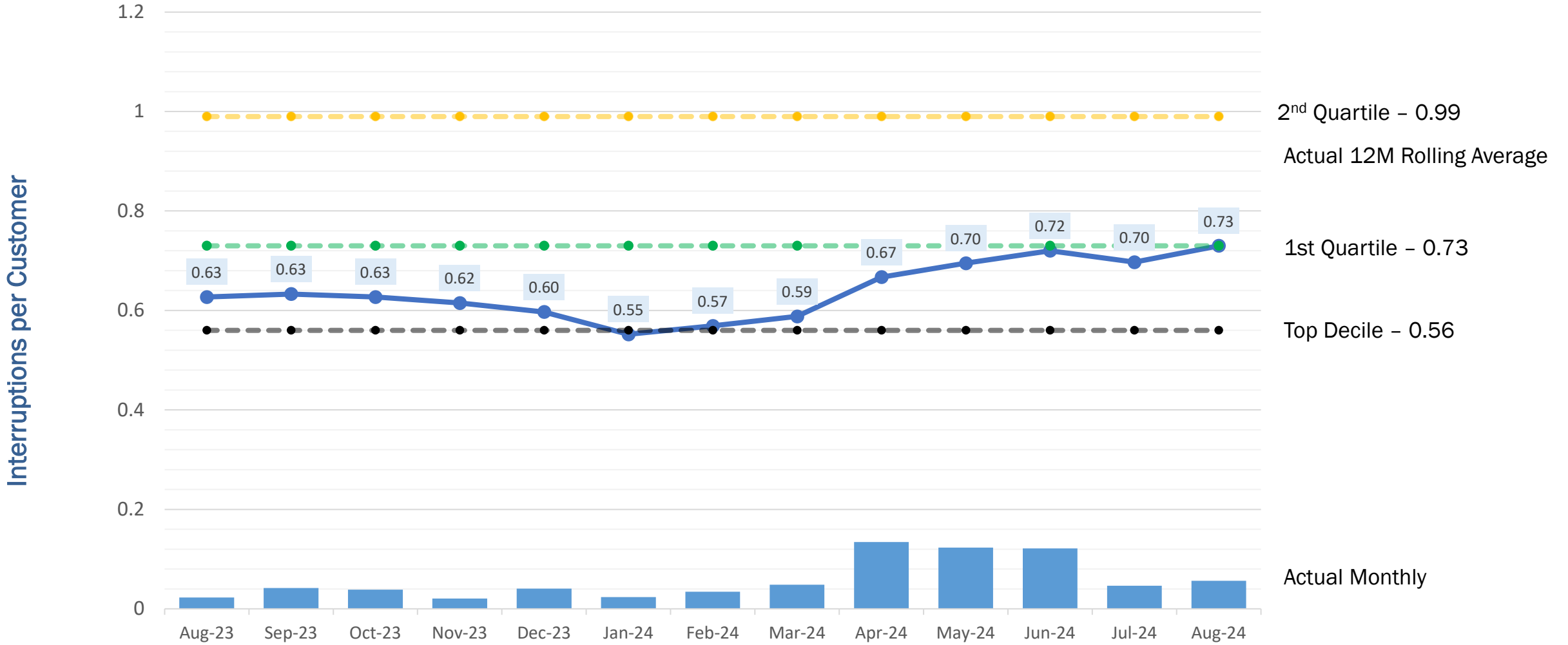
Retail Update

NPPD Board Update
September 2024

Pat Hanrahan – General Manager of Retail

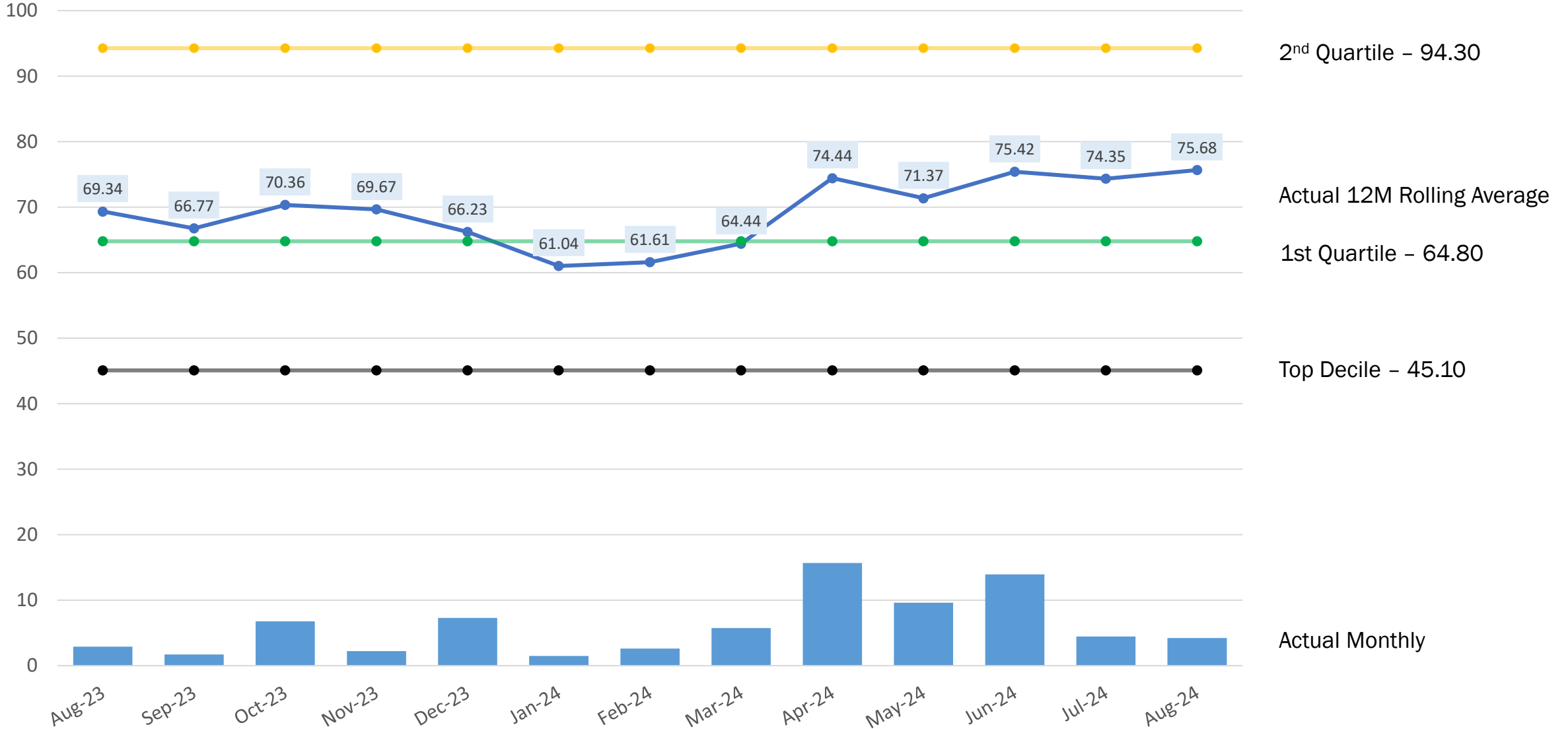
NPPD Retail Reliability

SAIFI – System Average Interruption Frequency Index



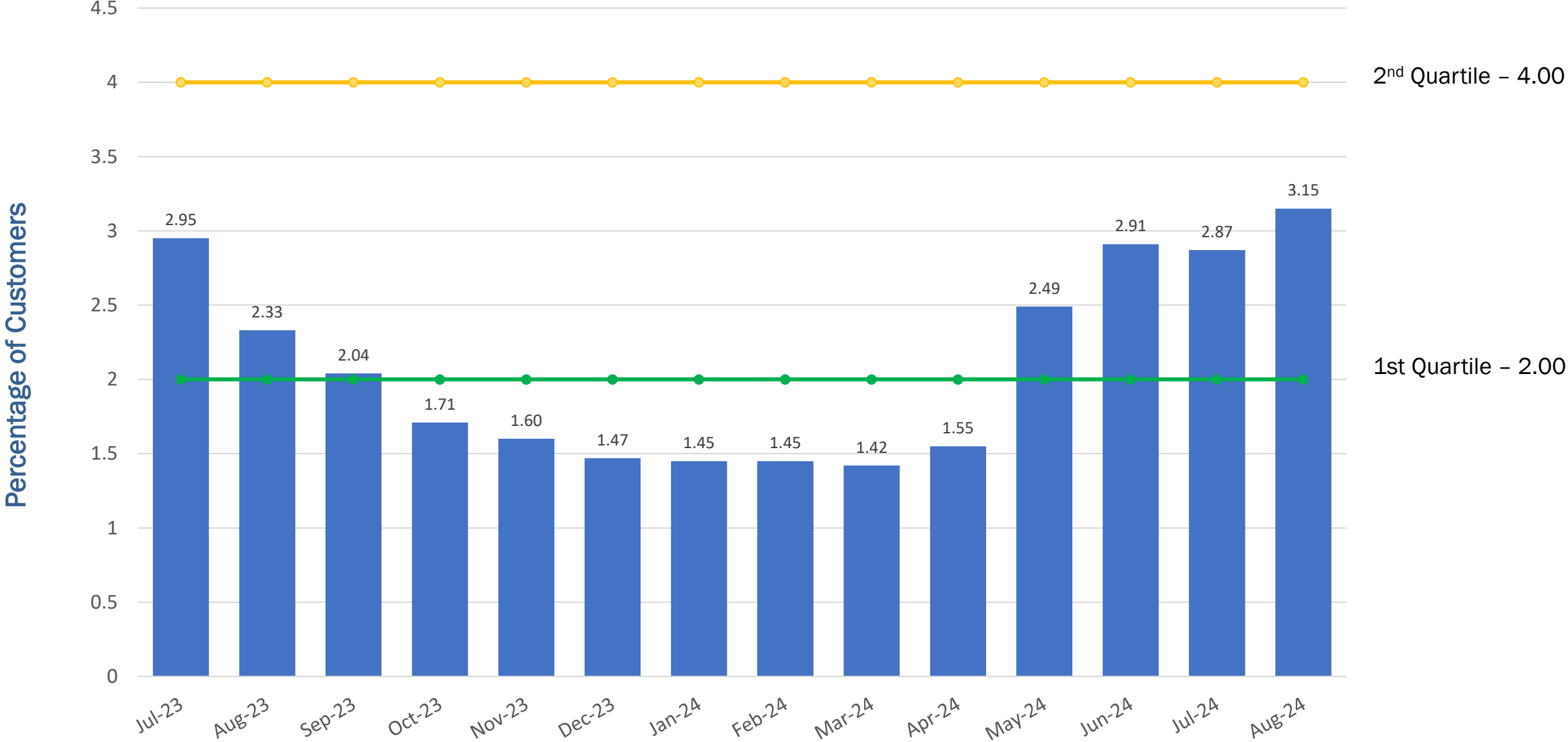
NPPD Retail Reliability

SAIDI – System Average Interruption Duration Index



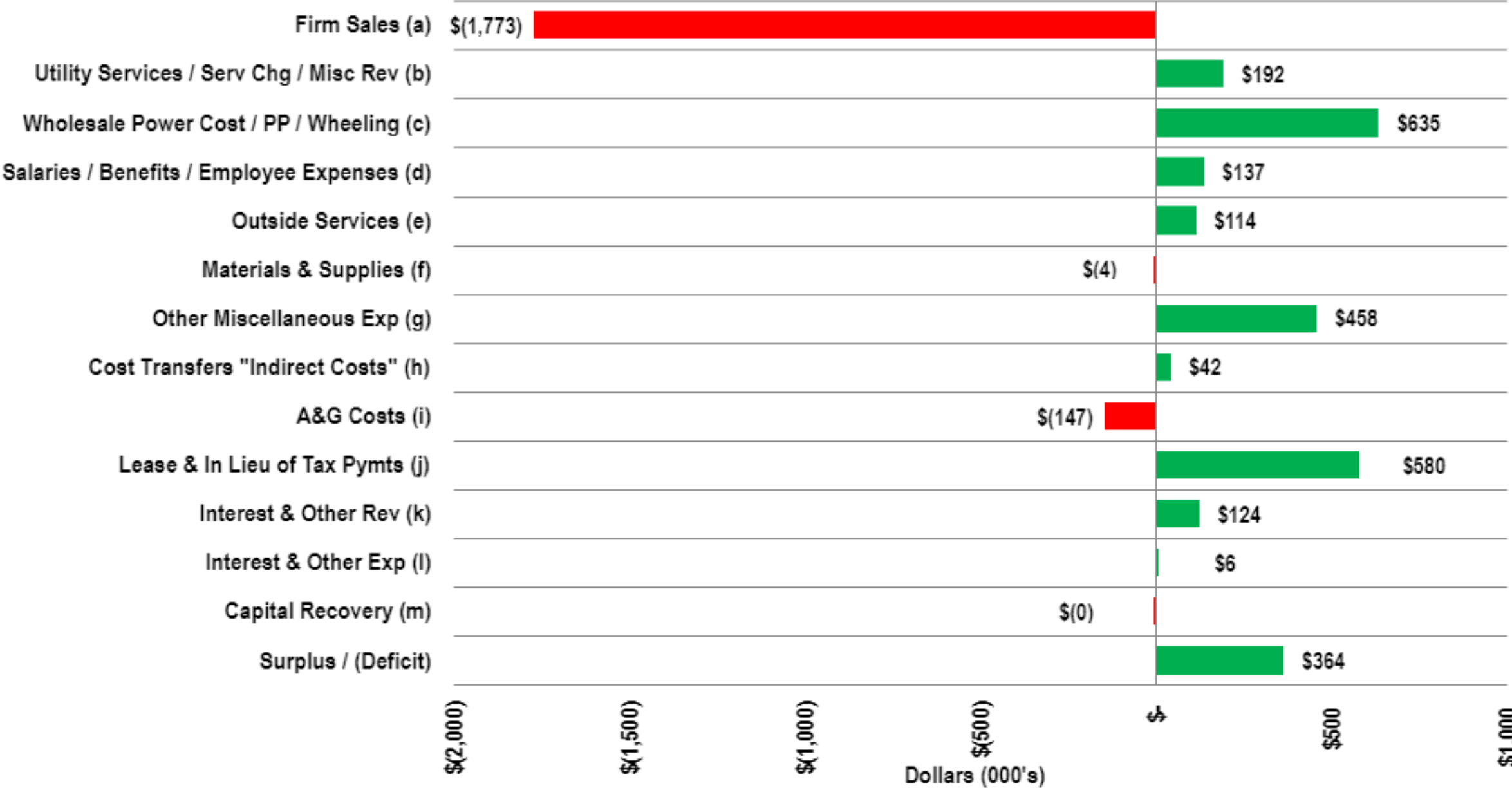
NPPD Retail Reliability

CEMI - Customers Experiencing > 3 interruptions



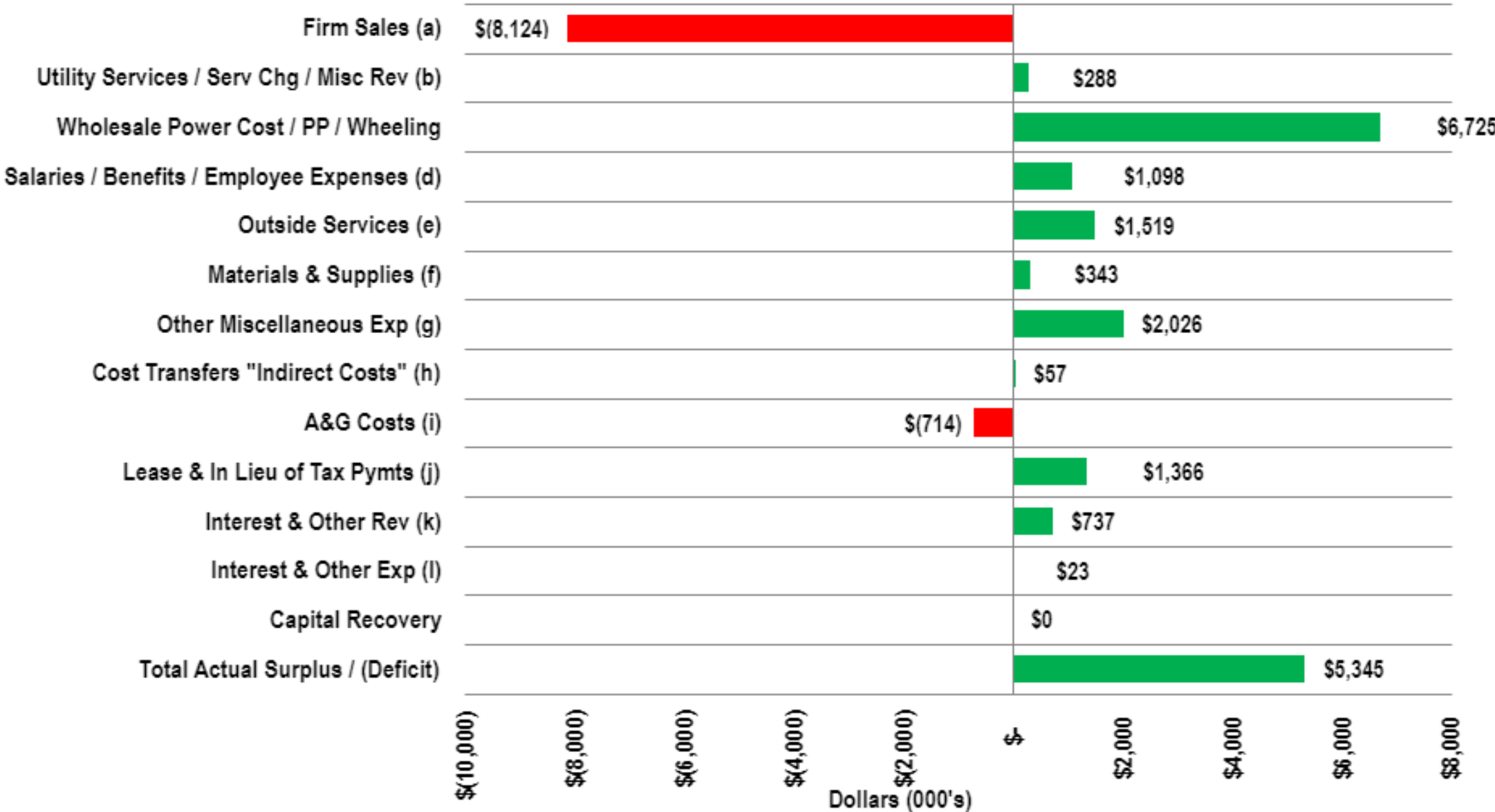
NPPD Retail Financials

July 2024 - Surplus/(Deficit)

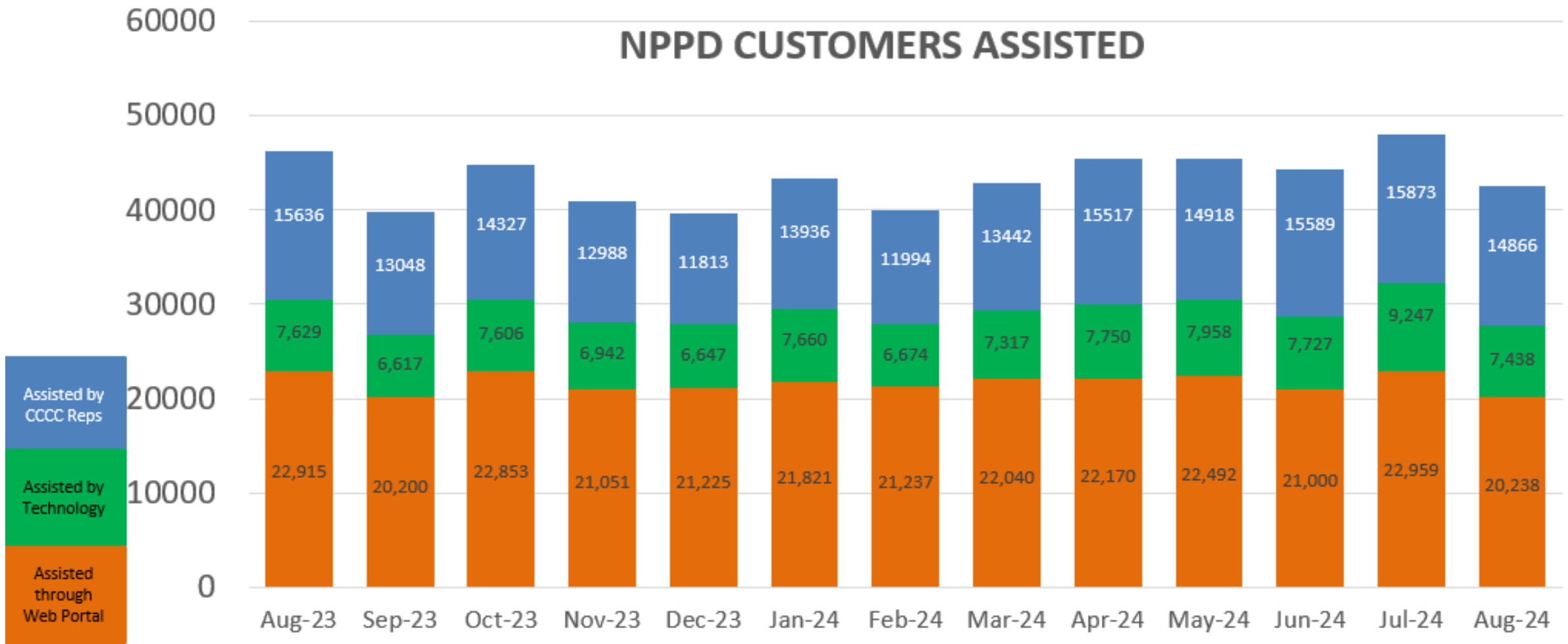


NPPD Retail Financials

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



NPPD CUSTOMERS ASSISTED



August Customer Service Stats

- 399 Virtual Lobby Visits
- 111,750 Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)

Retail Highlights



Kearney Roadway Hero's Event



Yorkfest Parade



Kearney Police Department National Night Out



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Questions

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Nebraska Public Power District

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