



# THE POWER OF PEOPLE



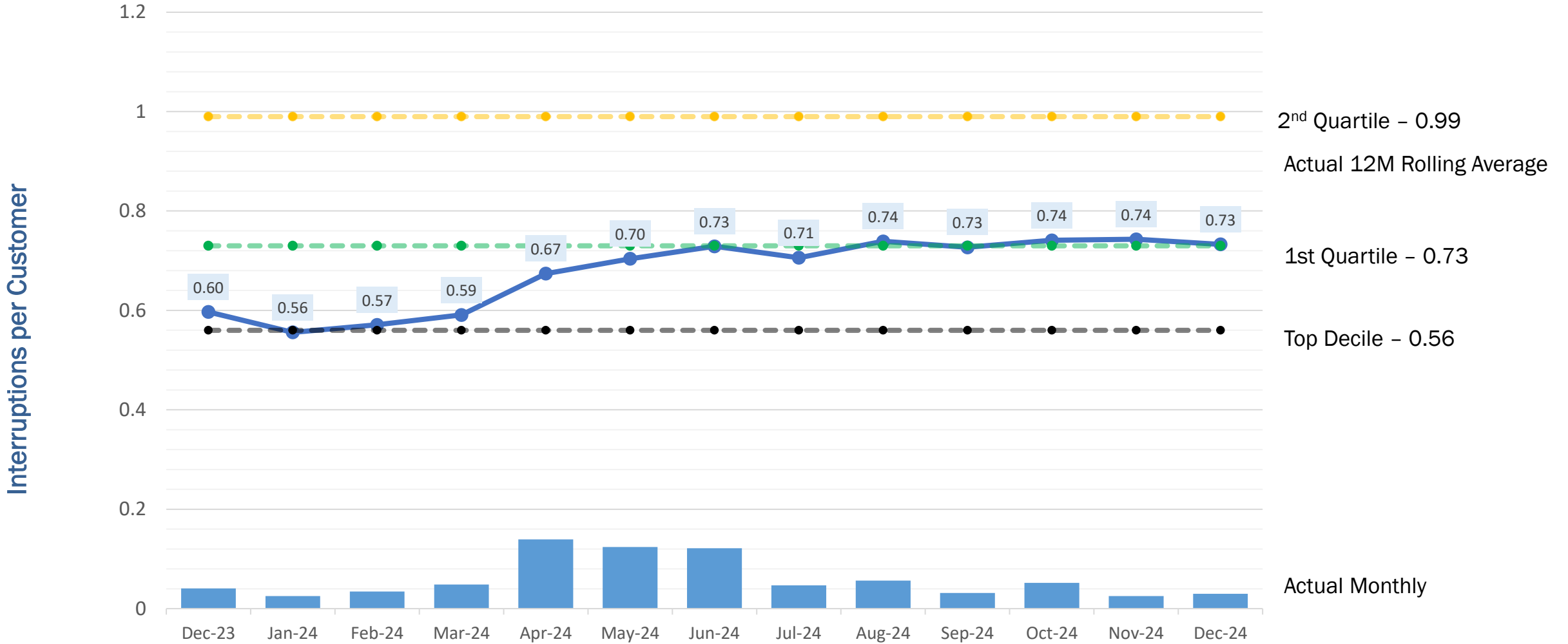
## Retail Update

NPPD Board Update  
January 2025

Pat Hanrahan – General Manager of Retail

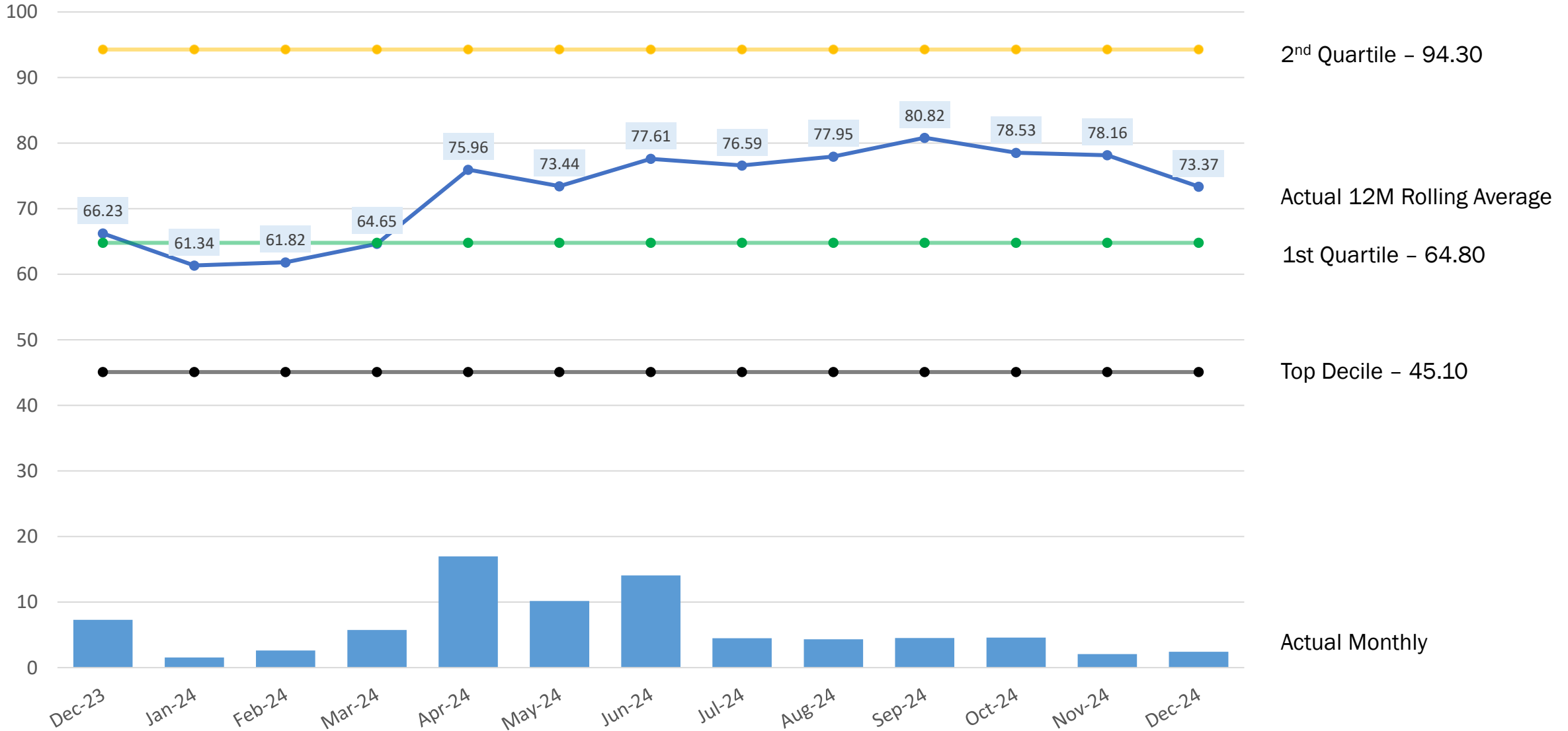
# NPPD Retail Reliability

## SAIFI – System Average Interruption Frequency Index



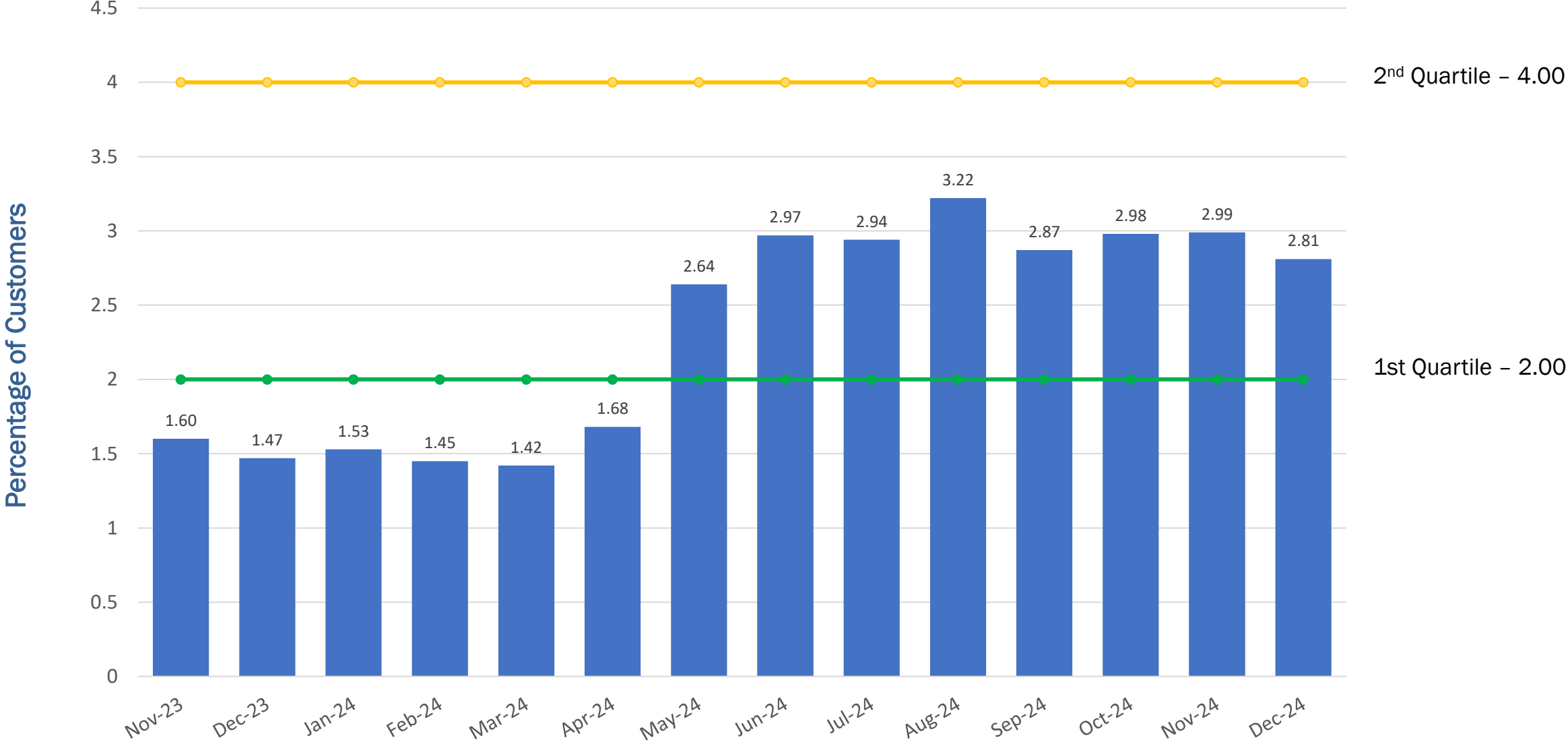
# NPPD Retail Reliability

## SAIDI – System Average Interruption Duration Index



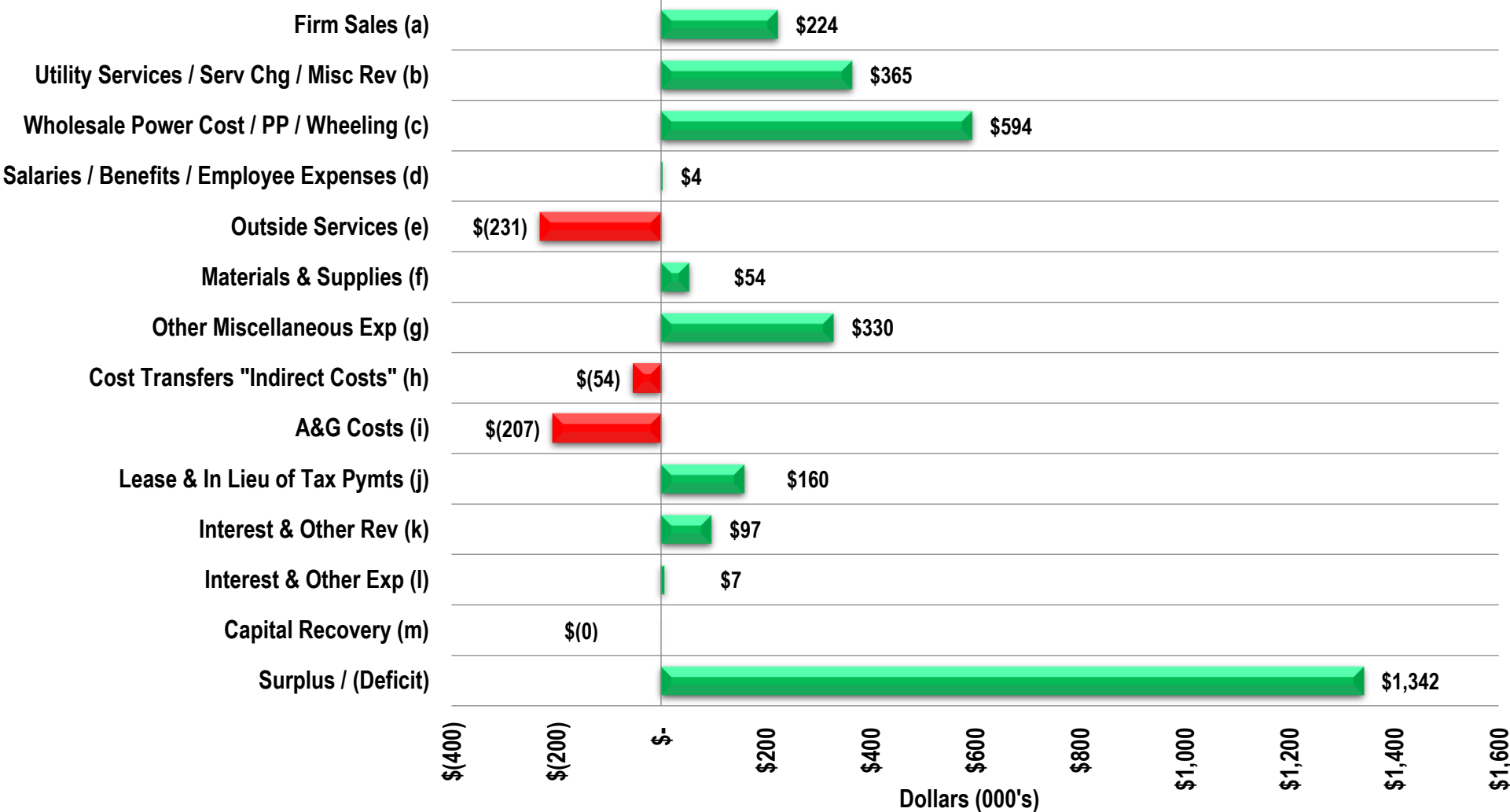
# NPPD Retail Reliability

## CEMI - Customers Experiencing > 3 interruptions



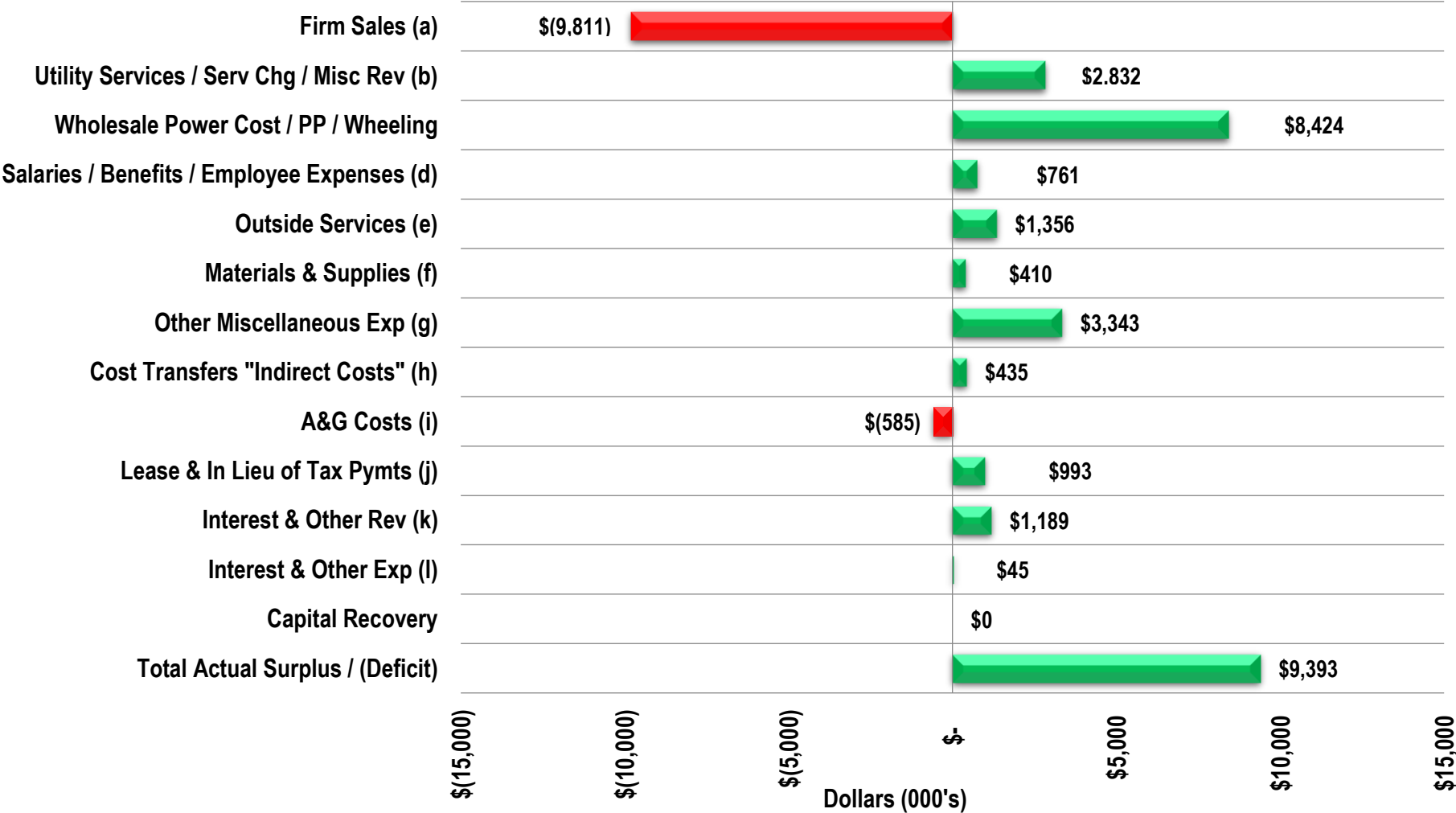
# NPPD Retail Financials

## November 2024 - Surplus/(Deficit)

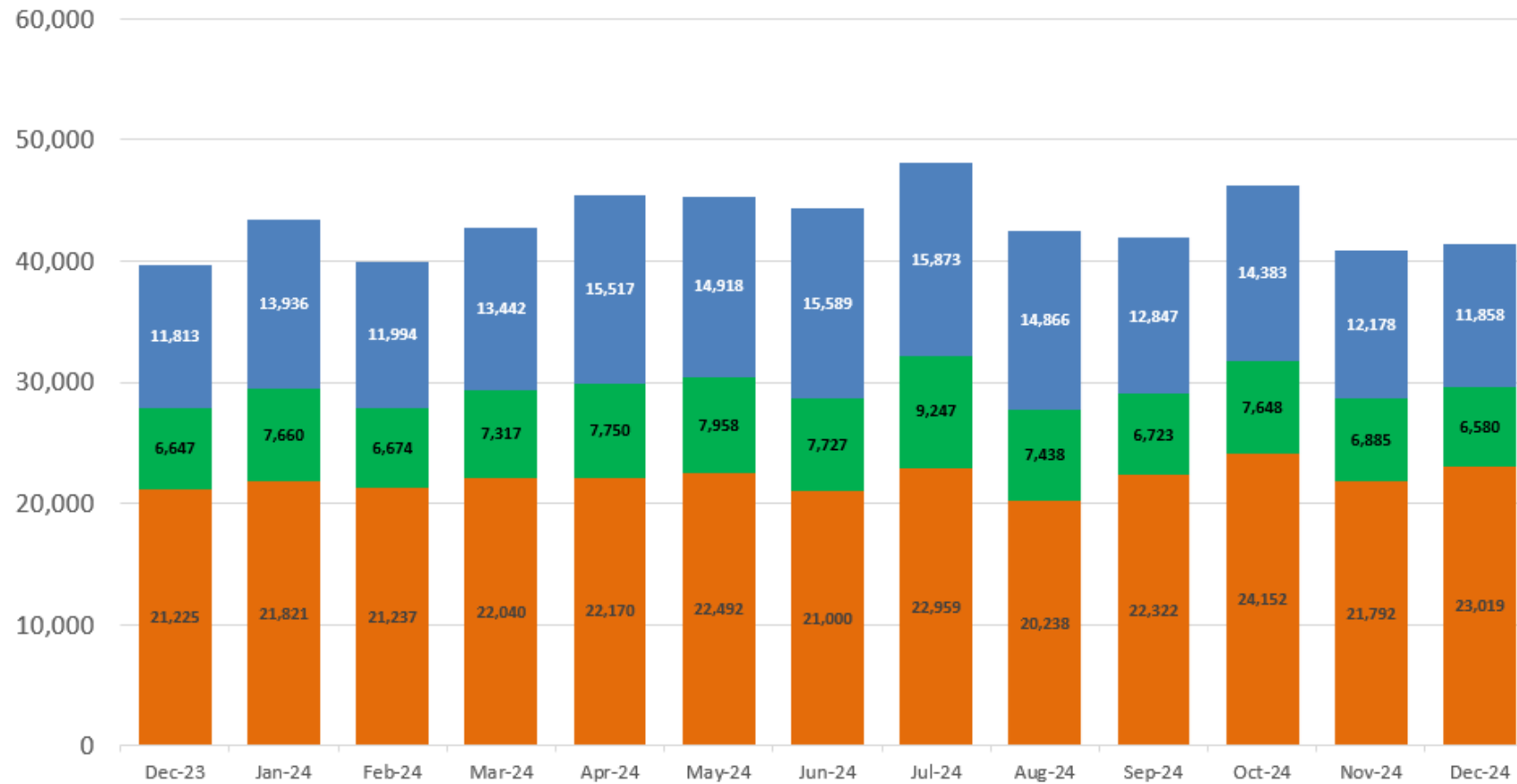


# NPPD Retail Financials

## November 2024 (Year-to-Date) - Surplus/(Deficit)



## NPPD Customers Assisted



### December Customer Service Stats

- 288 Virtual Lobby Visits
- 124,216 Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)

# Retail Highlights



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**Teammates showed their Christmas and Community spirit by participating in holiday parades across the state!**





Teammates pull out all the stops to assist in decorating community Christmas trees in Bassett and O'Neill.

# Customer Feedback

*“Just a shout out to all of you at NPPD for outstanding service. I'm very appreciative of the quality, consistency, and of course some of the lowest priced energy in the nation. Even w the recent small, and understandable, increase for 2025, Public Power continues to be one of the best assets in Nebraska. Side note: also thankful for the improvements on your webpage, payments are easy, streamlined, timely. Thanks again for all you do. We're very blessed”*



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## Questions

Stay connected with us.



Nebraska Public Power District

*Always there when you need us*