



# NEBRASKA PUBLIC POWER DISTRICT CURRENTS

SPRING  
2024

*We are a premier energy provider bringing the best of public power to Nebraskans, powering everyday life and a brighter future.*

## Reliable electrical grid is crucial



Craig Vincent  
Retail Account Manager

Welcome to the spring issue of our customer newsletter! I am a 44-year veteran worker for NPPD and a retail account manager based out of NPPD's Plattsmouth office. I can honestly say working for NPPD has been a career I'm proud of, and I genuinely believe NPPD stands behind its slogan of "Always There When You Need Us."

The recent cold snap in January is just one example. It gave me a reason to reflect on my career and how thankful I am to be a part of NPPD and public power. Frigid temperatures and snow in January could have been detrimental for customers. However, credit goes out to NPPD's teammates, our robust and diverse energy profile, and our reliable energy grid, which kept the lights on for our stakeholders across Nebraska.

NPPD knows a strong electric system is critical for our customers. We continue to focus on controlling expenses which allows us to make reliability a top priority and helps keep our rates stable. You may have noticed an increase in your February bill, likely because of increased power consumption during the cold snap, not because of increased base rates.

No matter the temperature, I encourage customers to consume electricity wisely. Visit [NPPD.com](https://www.nppd.com) to find a wealth of valuable information, including tips for saving energy, information on available incentives when purchasing new appliances, lawn and garden tools, and heating and cooling units, to name a few. You will also find simple everyday savings information, such as the importance of lowering your thermostat, keeping your filters clean, and more.

"In closing, I encourage you to learn about NPPD by downloading our mobile application, "NPPD On The Go!" from an App store or visiting our customer portal." You can also follow us on social media and [nppd.com](https://www.nppd.com) for the latest updates on services we provide and how we support the communities we serve.

## Reputation Research Survey coming soon

Beginning in March, NPPD will conduct the eighth annual Reputation Research Survey. This brief survey intended to gather opinions from NPPD's retail and wholesale customers to track their perception of NPPD.

Your survey feedback is essential and will help us determine a path for future success as your electric utility provider.

Surveys will be distributed via email and or phone call from The MSR Group, and the sender's email address will be [survey@msrgroupsurvey.com](mailto:survey@msrgroupsurvey.com). MSR will send surveys in several waves throughout the month, and participants will have until April to complete them.

“  
**CONTACT  
US AT THIS  
NUMBER.**

**FACT:** The ONLY way to contact an NPPD Customer Service Specialist or a local office is by calling 1-877-275-6773 (ASK-NPPD). If you see a different phone number, especially when doing a web search, a scammer is trying to get your personal information.



Nebraska Public Power District  
Always there when you need us

## Remember to call before you dig

Outdoor landscaping projects are just around the corner. Many of which involve digging. Your property may contain underground utility lines, and it's imperative to call 811 before you dig. Knowing where utility lines are buried will help to avoid injury, service outages and costly repairs.

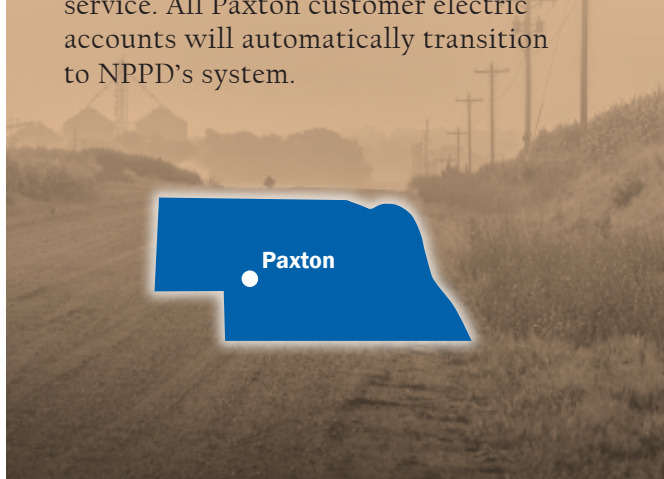
It's essential to call 811 from anywhere in the country a few days before digging, and at that time, you will be routed to a local call center. Tell the operator where you plan to dig, what type of work you will be doing and when. Within just a few days, your local utility companies will visit your site and mark the location of any underground lines free of charge.



## NPPD welcomes Paxton as retail town

The village of Paxton has entered into a Professional Retail Operating Agreement with NPPD, effective March 1.

The village will retain ownership of the electric system. At the same time, NPPD will provide all the functions of electric service, including operating the system, responding to outages, billing customers, and providing customer service. All Paxton customer electric accounts will automatically transition to NPPD's system.



## Look to your basement for wasted energy

**Energy waste could be lurking under your feet - running up your energy bills! Some likely suspects could be:**

**Hot Water Pipe:** Insulating accessible pipes can raise the initial supply water temperature, so your wait for hot water is shorter. Use pipe insulation wrap or foam pipe sleeves.

**Old Refrigerator:** More than half of second fridges are 10 years old or older and very inefficient by today's standards. It's a good idea to get rid of it and free up space in your home and reduce your energy bill.

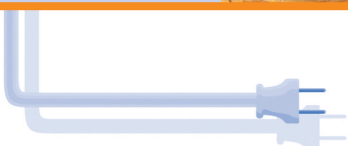
**Power Tool Chargers:** A charger still draws a small amount of power even with nothing plugged into it.

**Gaps Around Pipes:** Air can escape through plumbing or wiring holes on outside walls. Caulk is best for sealing small holes or cracks up to one-quarter inch. Use spray foam insulation to fill larger gaps.



Have a question for us?

Visit us through our customer portal  
or mobile application, NPPD On The Go!  
Or, contact us at 1-877-ASK- NPPD  
(1-877-275-6773)



**Nebraska Public Power District**  
Always there when you need us