

April 2025 Post-Board Script – Tom Kent

Hello, customers and teammates!

NPPD is successful because of the little things we do every day. We consistently show up for our customers. We're committed to exploring new opportunities to grow and evolve. And, we routinely embrace standards of excellence. At this month's board meeting, attendees experienced these ideals firsthand, particularly in the aftereffects of the March 19 blizzard.

The blizzard was a significant event, with more than 15,000 retail customers losing power for up to two days. Our line crews worked relentlessly in harsh conditions to restore power efficiently and most importantly, safely. Our Centralized Customer Care Center experienced its second busiest day in its 25 years of existence, fielding more than 4,100 retail and wholesale customer calls in a 24-hour period. And, countless teammates across the District provided support throughout the event.

The board adopted a resolution recognizing our team's response to this challenging event. They went above and beyond on behalf of our customers, working safely and injury-free throughout the event. When the chips were down, they showed how public power pulls together. We'll discuss with other entities how we can learn from this event to continue this standard of excellence with any future adverse event.

The board heard a compelling update on how artificial intelligence, or AI, is shaping industry practices. There's no doubt AI can help us solve problems, improve customer service, gain efficiencies, work more safely, and overall, support our mission and vision. The key is focusing on the issue to be solved and the data necessary to do so, all while keeping that data safe and secure.

NPPD's goal is to be strategic in how exactly AI is utilized within our business. With the creation of an AI governance committee including members from a cross-section of the District, we can ensure we establish the right processes for incorporating AI with proven business cases. The fact is, AI is already here. NPPD is using it within our drone program using images for line maintenance, as one example. Ensuring cyber safety and security remains a key goal as we seek to maximize efficiency while minimizing potential risks.

A major part of the load growth we're seeing across our service territory and across the nation in general is due to this technological boom. For example, data centers are coming to Nebraska because of our competitive electricity prices. It's one reason why NPPD is heavily invested in research and development activities to advance opportunities for energy-related breakthroughs. Whether it's our 20-plus-year participation in the University of Nebraska's Center for Energy Sciences Research or our membership within EPRI that allows us to explore low-carbon generation resources, we are committed to building upon our already diverse generation mix in a way that increases its flexibility and resiliency.

Currently, federal grant funding for some of the innovative projects NPPD is pursuing is on pause due to an executive order calling for the review of projects tied to the Inflation Reduction Act and

Infrastructure Investment and Jobs Act. Regardless, we will continue to thoughtfully expand our generation mix to meet the needs of existing and incoming customers in a cost-effective, responsive manner. While we are certainly not in danger of running out of electricity in Nebraska to serve our existing customers, we do want to keep doing what we do best, which is powering customers' lives while emPOWERING Nebraska's Tomorrow.

Until next time, stay healthy, and stay safe.

Tom