



THE POWER OF PEOPLE



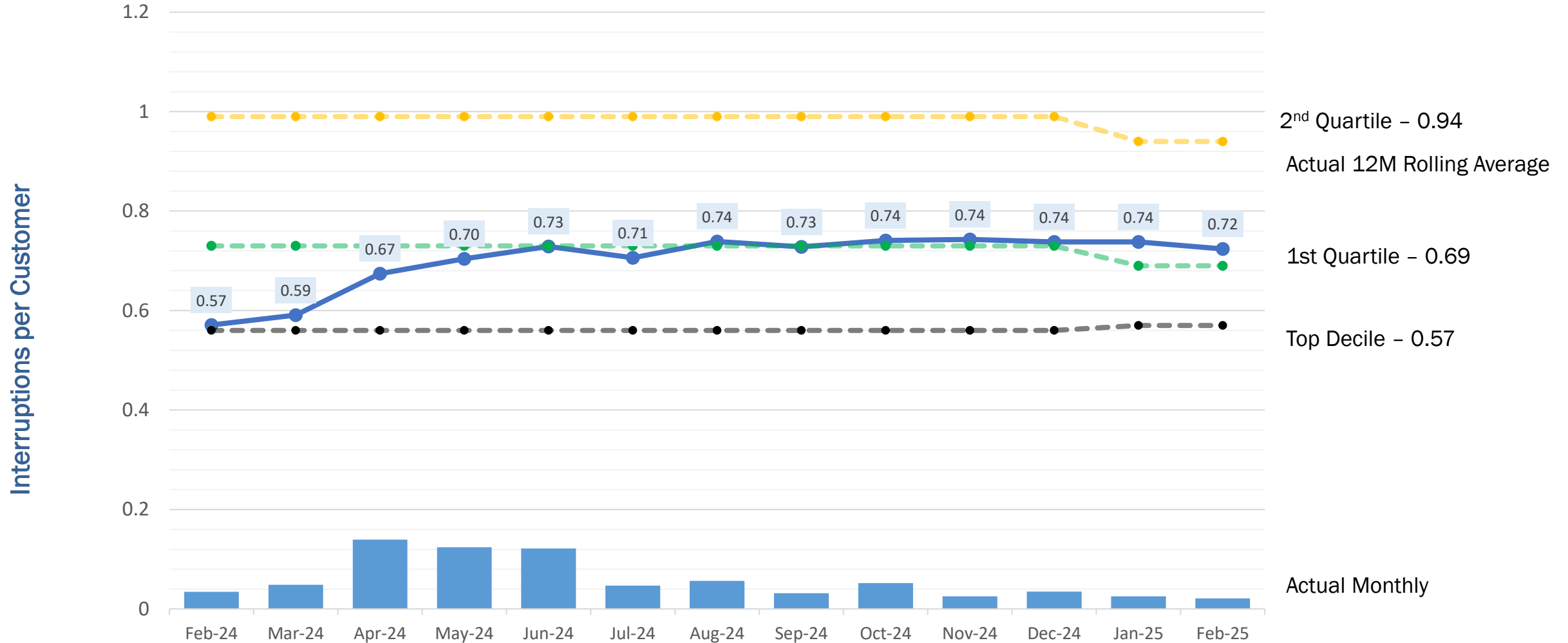
Retail Update

NPPD Board Update
April 2025

Pat Hanrahan – General Manager of Retail

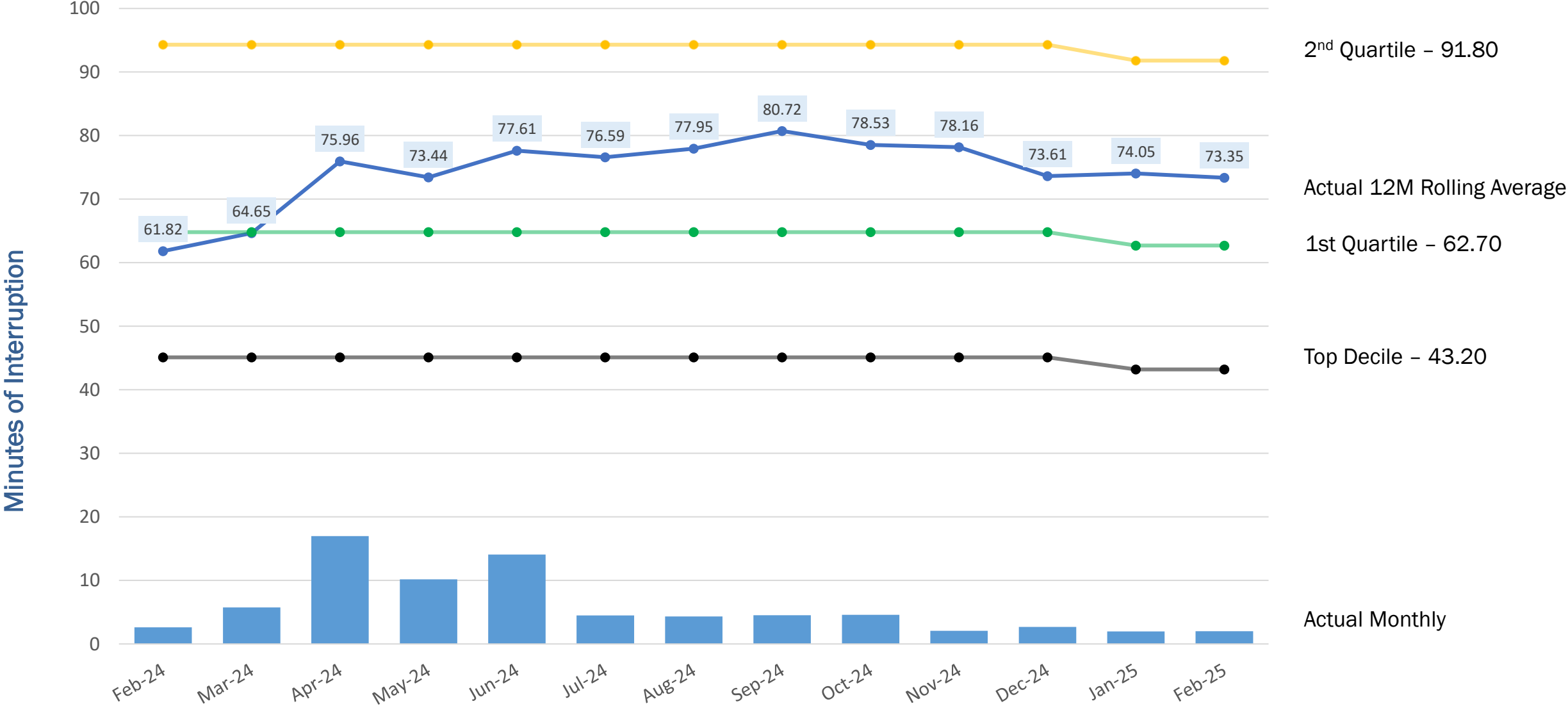
NPPD Retail Reliability

SAIFI – System Average Interruption Frequency Index



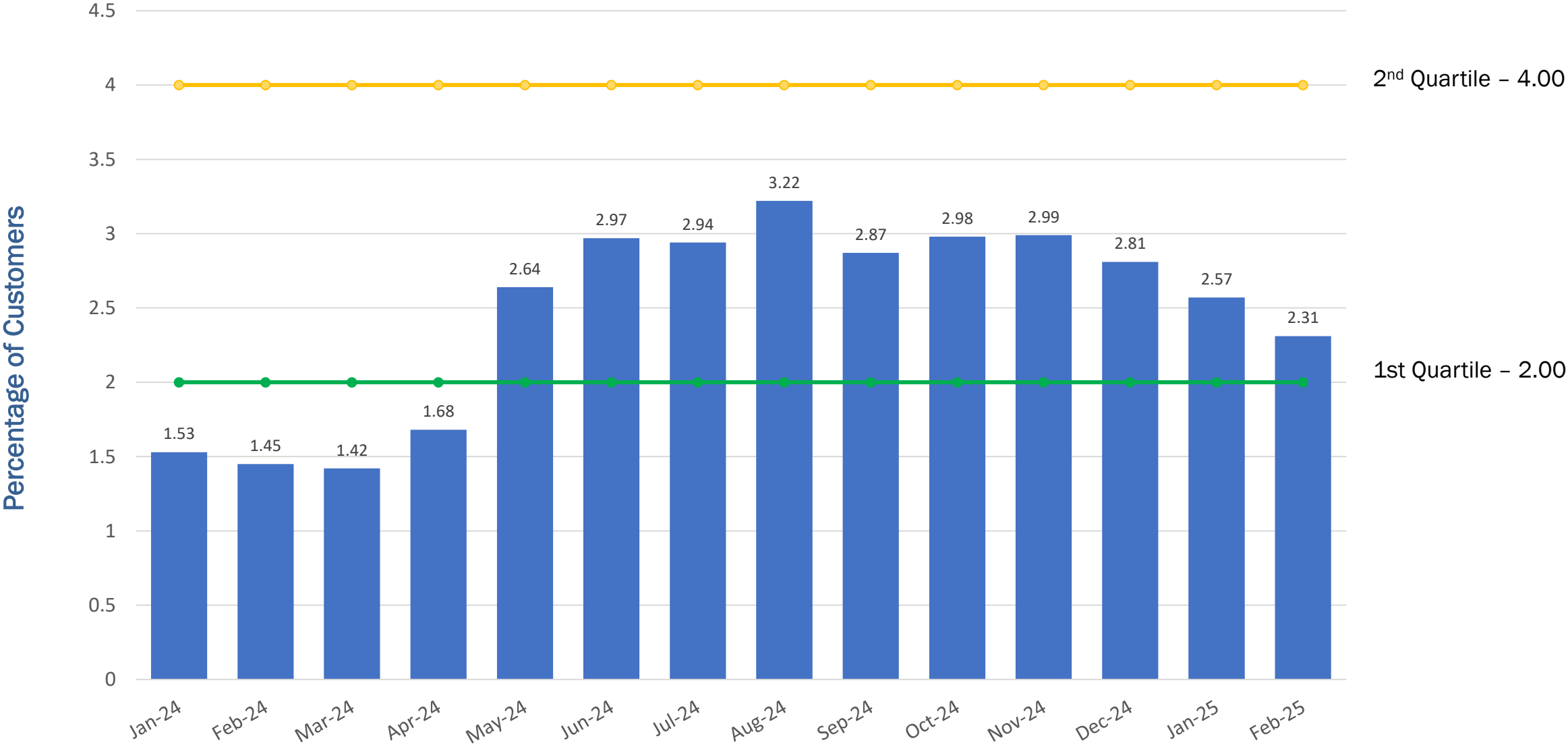
NPPD Retail Reliability

SAIDI – System Average Interruption Duration Index



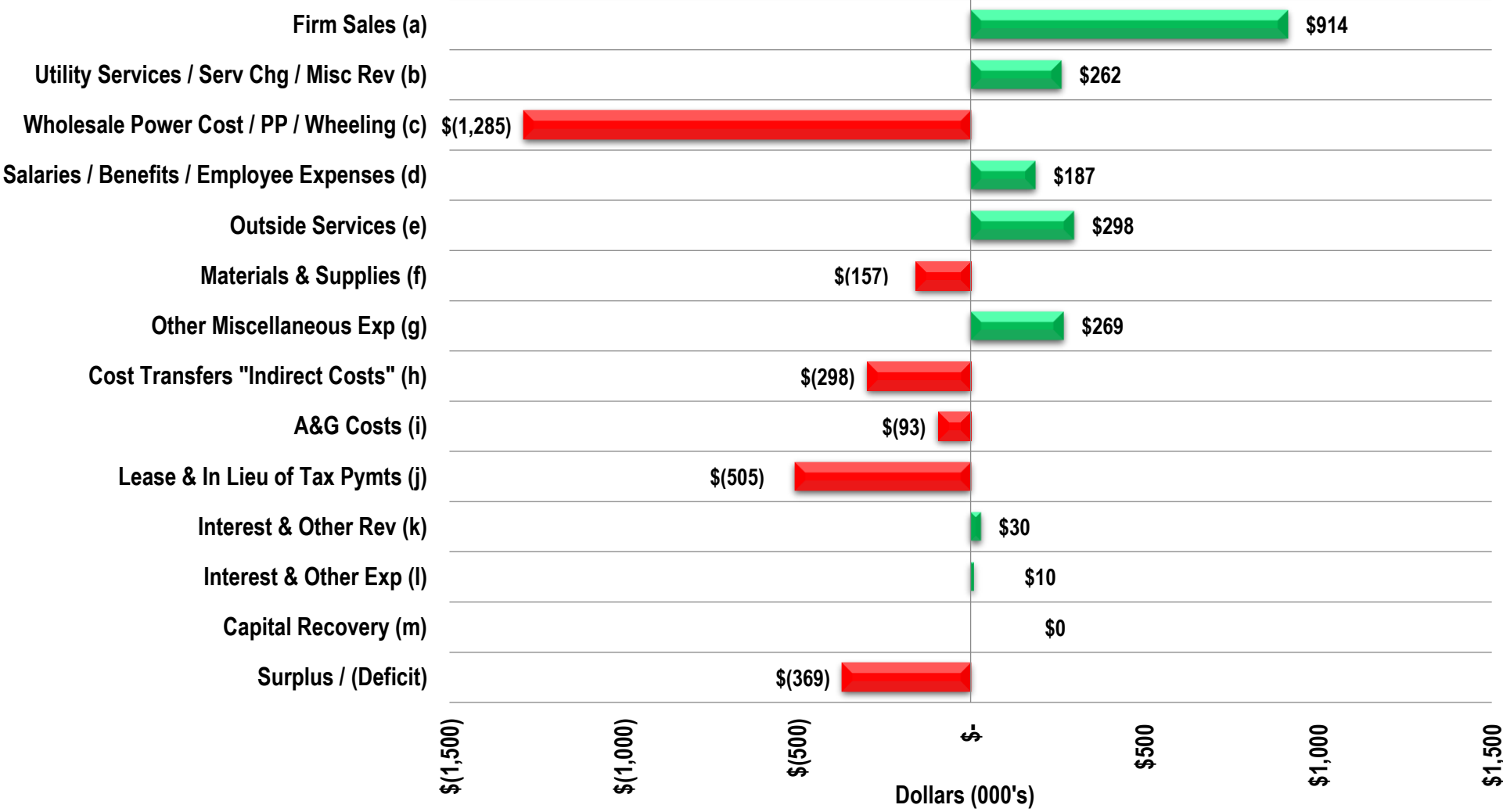
NPPD Retail Reliability

CEMI – Customers Experiencing > 3 interruptions

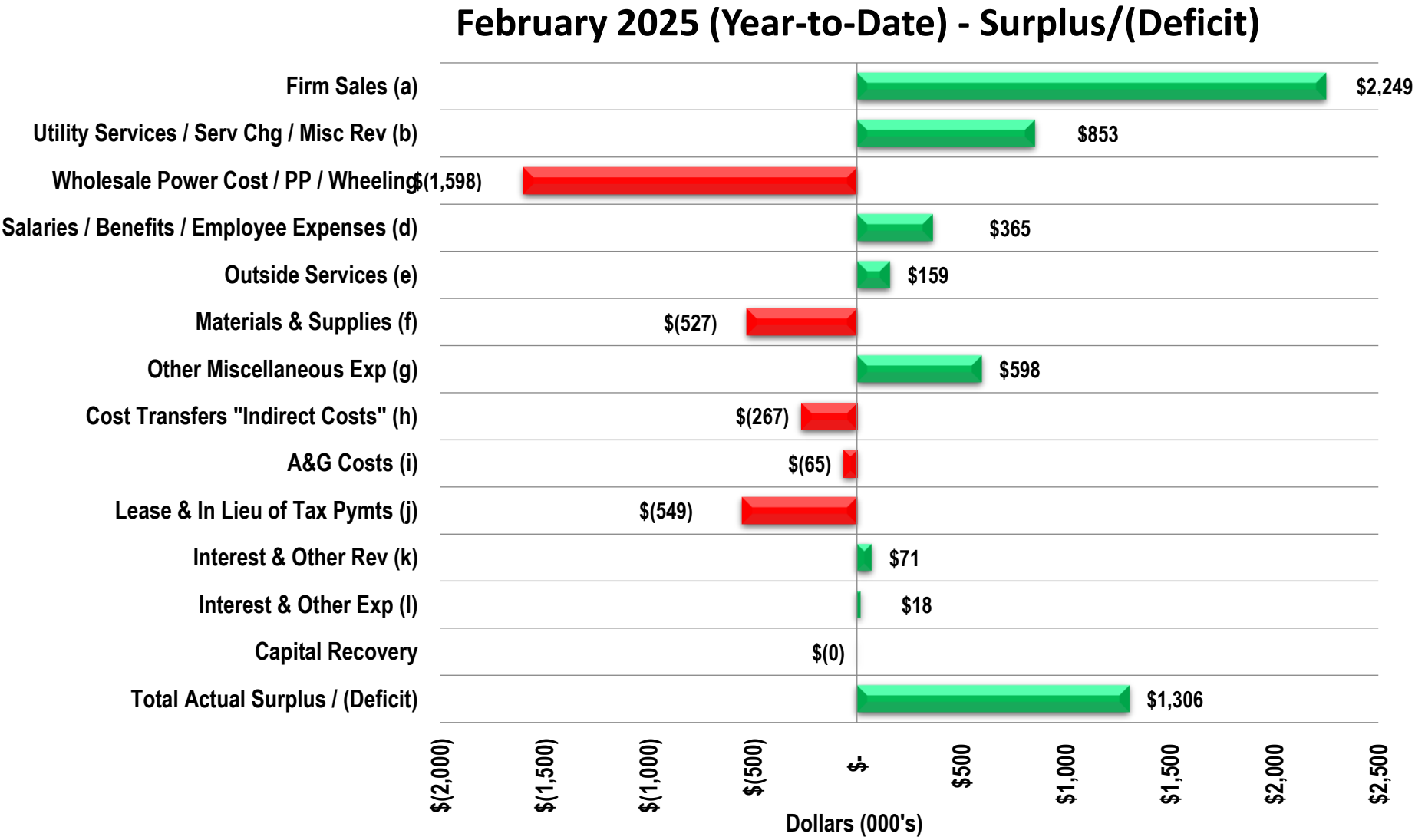


NPPD Retail Financials

February 2025 - Surplus/(Deficit)



NPPD Retail Financials



March-2025

NPPD Customers Assisted by CCCC	13076	<table><tr><td>30.91%</td><td>Collections/Payment</td></tr><tr><td>22.27%</td><td>No Power/Partial Power</td></tr><tr><td>17.78%</td><td>Billing</td></tr><tr><td>12.53%</td><td>Service Request</td></tr><tr><td>11.23%</td><td>IVR</td></tr></table>	30.91%	Collections/Payment	22.27%	No Power/Partial Power	17.78%	Billing	12.53%	Service Request	11.23%	IVR
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12.53%	Service Request											
11.23%	IVR											
Public Power Partners Assisted by CCCC	8362	<table><tr><td>80.08%</td><td>No Power/Partial Power</td></tr><tr><td>12.16%</td><td>CS Questions</td></tr><tr><td>6.07%</td><td>Emergency/High Priority Issues</td></tr><tr><td>0.93%</td><td>Other/Misc</td></tr><tr><td>0.76%</td><td>Service Requests/Power Quality</td></tr></table>	80.08%	No Power/Partial Power	12.16%	CS Questions	6.07%	Emergency/High Priority Issues	0.93%	Other/Misc	0.76%	Service Requests/Power Quality
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0.93%	Other/Misc											
0.76%	Service Requests/Power Quality											
Customers Assisted by Technology	15091	<table><tr><td>45.76%</td><td>Payments</td></tr><tr><td>54.24%</td><td>Outage</td></tr></table>	45.76%	Payments	54.24%	Outage						
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54.24%	Outage											
Customers Assisted through Web Portal	26053	<table><tr><td>92.15%</td><td>Payment Info/Arrangements</td></tr><tr><td>7.85%</td><td>Service Requests</td></tr></table>	92.15%	Payment Info/Arrangements	7.85%	Service Requests						
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Retail Highlights

Rank	Busiest Days since 1/1/2011	# Calls Handled
1	Saturday, February 4, 2012	4206
2	Wednesday, March 19, 2025	4148
3	Saturday, April 14, 2018	3546
4	Sunday, April 12, 2020	3209
5	Tuesday, February 2, 2016	2738
6	Tuesday, June 3, 2014	2595
7	Tuesday, November 10, 2020	2494
8	Wednesday, April 10, 2013	2318
9	Tuesday, April 9, 2013	2273
10	Monday, June 20, 2011	2189
10	Sunday, April 30, 2017	1968
12	Wednesday, December 19, 2012	1968
13	Saturday, July 10, 2021	1948
14	Saturday, June 17, 2017	1876
15	Thursday, March 20, 2025	1865

3/19/2025 - 58 calls short of a new #1 Top 10 day in the past 14 years with 4148 calls handled in a 24-hour period! That equates to 172.8 calls/hour!!!!

3/20/2025 – 1865 calls ranks as #15 (out of 5190). And that's not all...the average answer delay was 39 seconds! That's approaching world-class service numbers!

Total from 3/19-3/24 is 10,837 total calls! This number does include NPPD Retail and the after-hours answering service partners we take calls for.

Multiple public power partners leveraged our services while asking us to answer their customer calls and dispatch their technicians both during and after-hours to assist with restoration efforts.

NPPD Hosted our first Robotics Tournament in Norfolk, NE





St. Patrick's Day – O'Neill, NE



Nebraskans Helping Nebraskans

March 2025 Blizzard Restoration Efforts



2025 APPA Lineworker's Rodeo—Roseville, CA





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Questions

Stay connected with us.



Nebraska Public Power District

Always there when you need us