

Hello, customers and teammates!

When I think about what powers NPPD, it's more than just electricity. It's three things: reputation, relationships and resilience. Our reputation is built on decades of trust. Our relationships are strengthened every time we work alongside our customers and communities. And, our resilience is proven in how we respond to adversity. Here's how we've recently put all three into action.

In May, we checked in with the people who know us best using our annual MSR Group survey that measures reputation, satisfaction and trust among teammates, and retail and wholesale customers. Our overall results were strong, with relationships among each stakeholder group remaining positive.

In particular, employee scores improved across all categories, including trust and reputation. That's a direct reflection of the culture we're building here. In fact, teammate participation in the survey was at an all-time high at 89%.

Now, when it comes to customers, we have a specific board strategic directive focused on creating value through excellent customer service. This is directly aligned with areas measured within the MSR survey, as we want to be our customers' partner of choice for years to come. This year, nine out of 10 customers gave us a "good" or "excellent" rating for both perception and satisfaction. Service delivery continues to be a top driver for trust and reputation.

One area we know is important to customers is our ability to stay cost competitive. We were pleased to formally share with the board that our wholesale cost competitiveness within the Cooperative Finance Corporation benchmark remained in the best quartile again for 2024 at 12.5%. This is a substantial way we deliver excellence to customers, especially as we look toward a future of strategic load growth and new generation buildouts. Partnering with our customers on the 2026 Wholesale Power Contract will help us continue to bring affordable power to all end-users while best meeting Nebraska's future energy needs.

So, what's our follow-up to these survey results? First, we know there is *always* room to improve, and we will do our best to do just that. However, we will take a moment to celebrate the progress we made while sharing the results openly, highlighting what worked, what we've learned and where we'll focus next. By keeping leaders accountable, providing training and following through on action plans, we'll maintain our forward momentum and

avoid complacency.

Speaking of momentum, when August storms brought high winds and damaged 200 structures in southeast Nebraska, our board was quick to declare this event an emergency. Doing so allows us to move faster in securing labor, materials and contracts to rebuild. The damage is estimated at \$23 million, and our goal is to have all the work completed by mid-September and Oct. 1. These storms were a reminder that resilience isn't just a word. It's tireless action and teamwork on behalf of our customers.

Reputation, relationships and resilience. They're defined by the promises we make and actions we take daily. I'm proud of what we've achieved so far this year to ensure Nebraska remains in good hands.

Until next time, stay healthy, and stay safe.

Tom