



THE POWER OF
PEOPLE



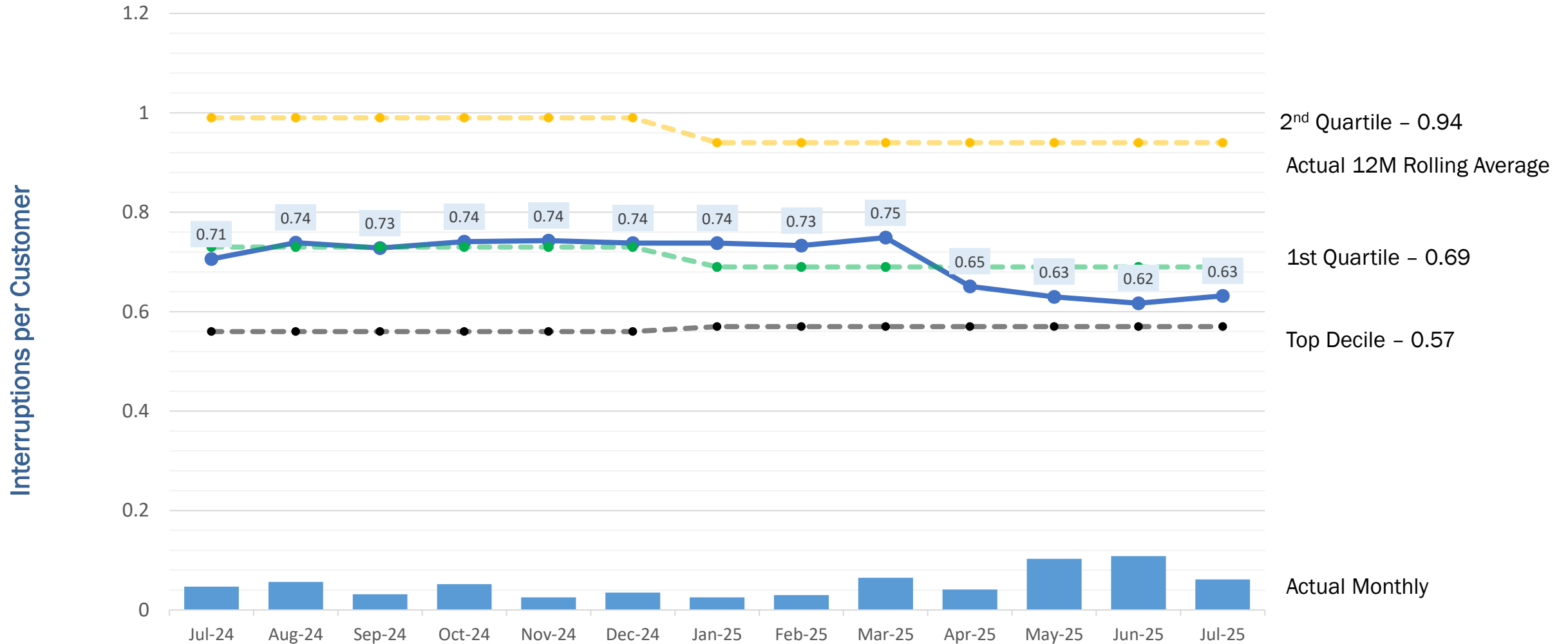
Retail Update

NPPD Board Update
August 2025

Pat Hanrahan – General Manager of Retail

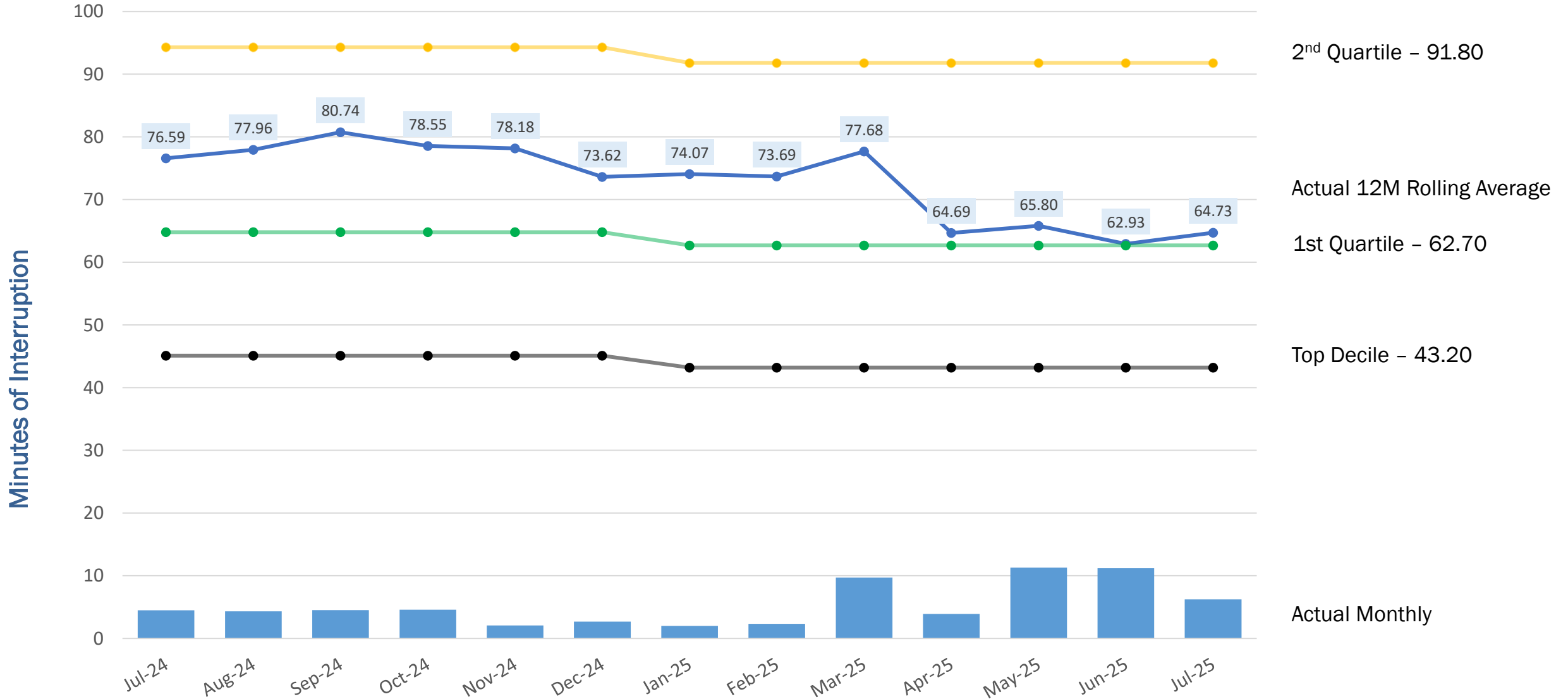
NPPD Retail Reliability

SAIFI – System Average Interruption Frequency Index



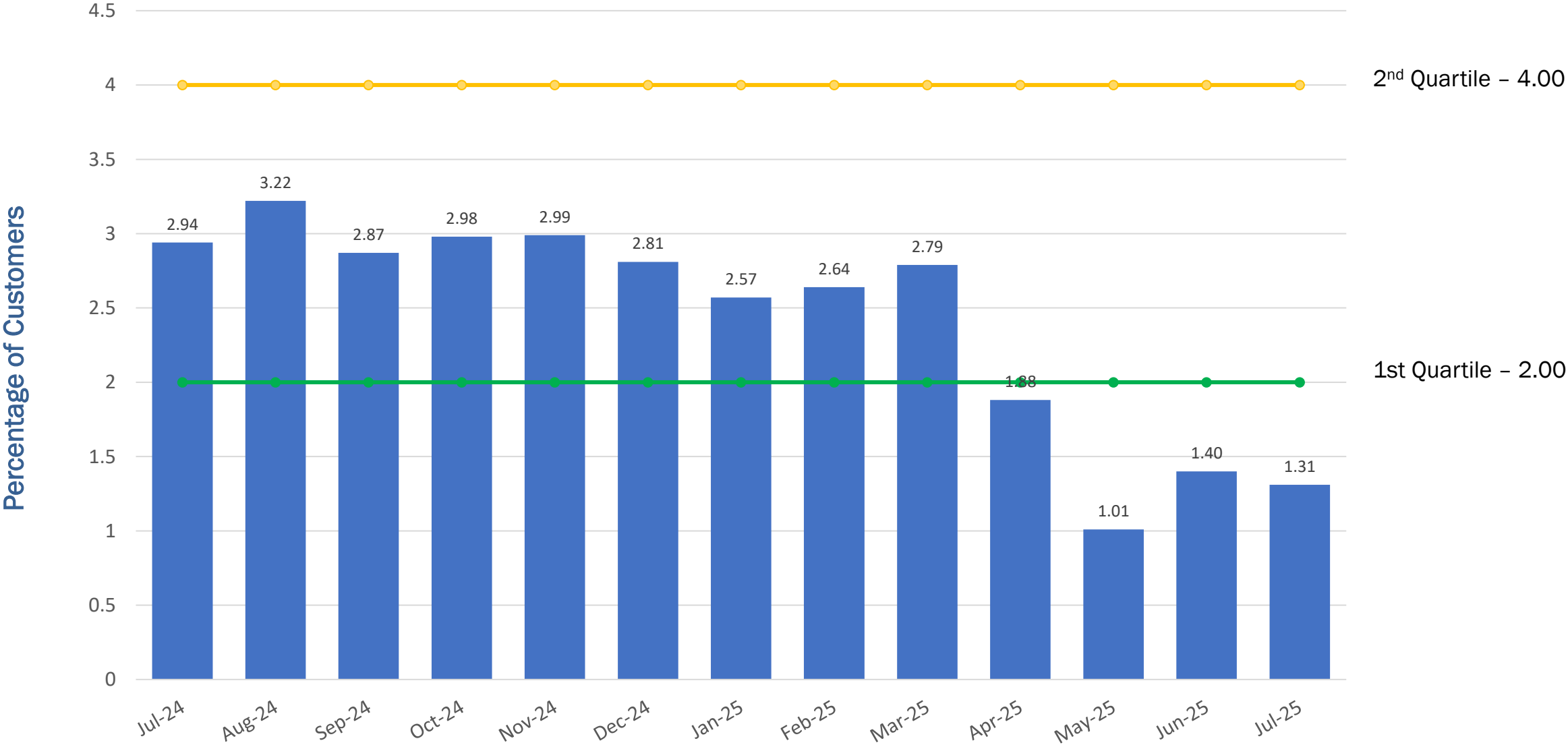
NPPD Retail Reliability

SAIDI – System Average Interruption Duration Index

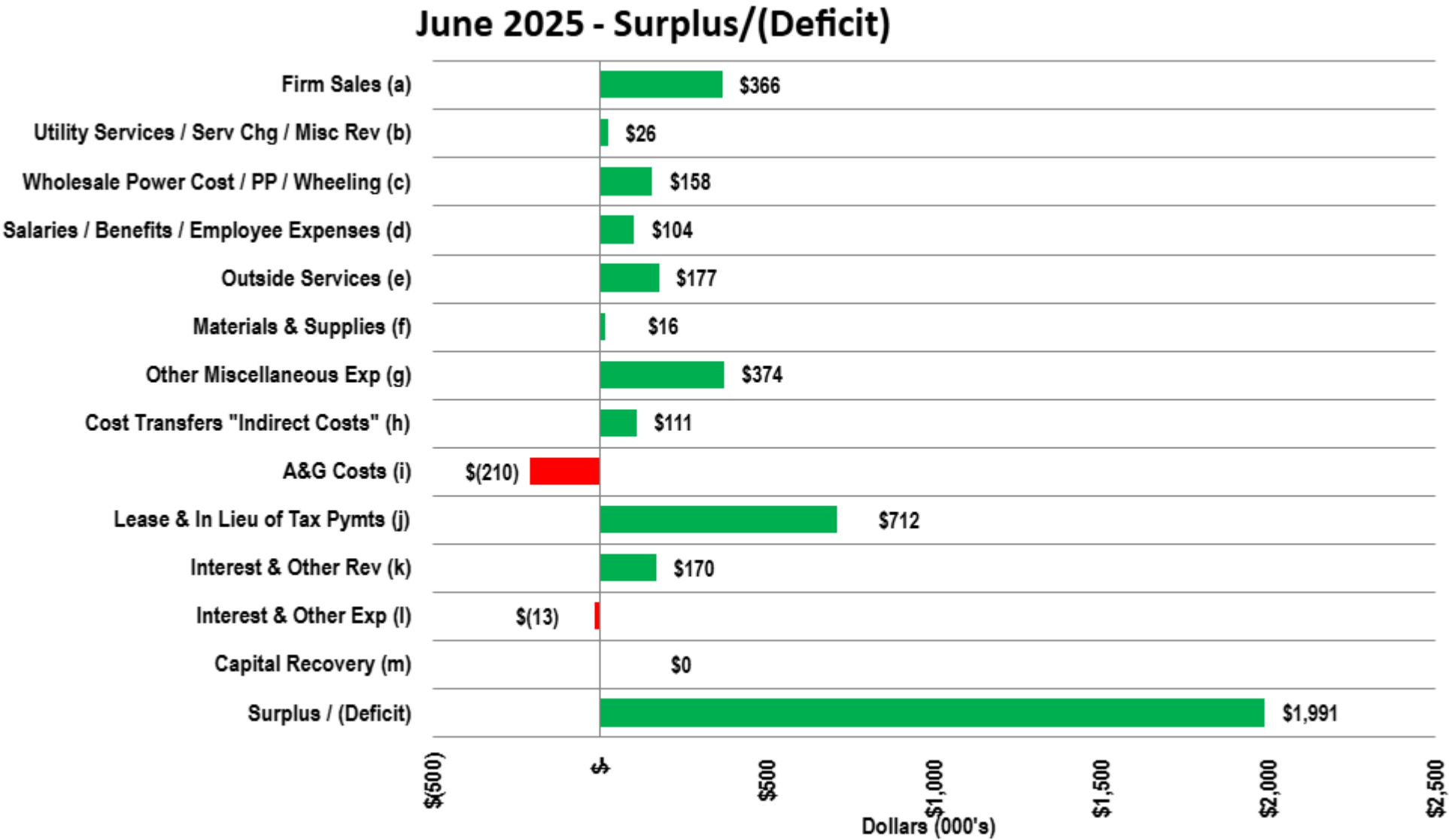


NPPD Retail Reliability

CEMI – Customers Experiencing > 3 interruptions

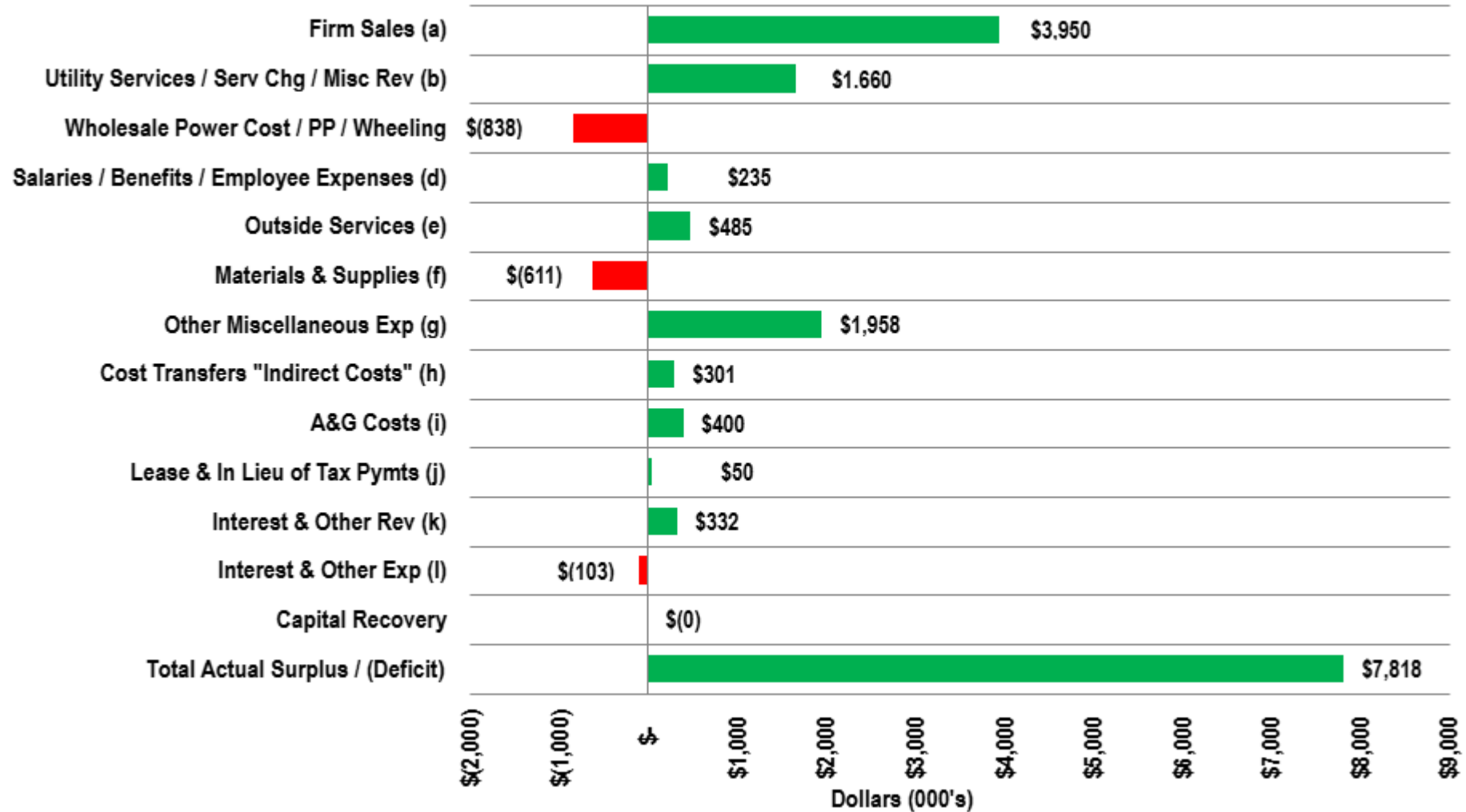


NPPD Retail Financials



NPPD Retail Financials

June 2025 (Year-to-Date) - Surplus/(Deficit)



July-2025				
NPPD Customers Assisted by CCCC	12422	{	35.85%	Collections/Payment
			26.93%	Billing
			18.67%	Service Request
			12.58%	IVR
			1.61%	No Power/Partial Power
Public Power Partners Assisted by CCCC	3230	{	62.29%	No Power/Partial Power
			28.75%	CS Questions
			4.91%	Emergency/High Priority Issues
			4.04%	Service Requests/Power Quality
			0.00%	Other/Misc
Customers Assisted by Technology	9985	{	65.95%	Payments
			34.05%	Outage
Customers Assisted through Web Portal	24291	{	95.34%	Payment Info/Arrangements
			4.66%	Service Requests

Retail Highlights



Transportation Exploration Day 2025

York Holthus Convention Center



Parade Season!!

Teammates and their family
members represented NPPD in the
Tilden and Norfolk parades



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Questions

Stay connected with us.



Nebraska Public Power District

Always there when you need us