



THE  
**POWER OF  
PEOPLE**



# Retail Update

NPPD Board Update  
February 2025

Pat Hanrahan – General Manager of Retail

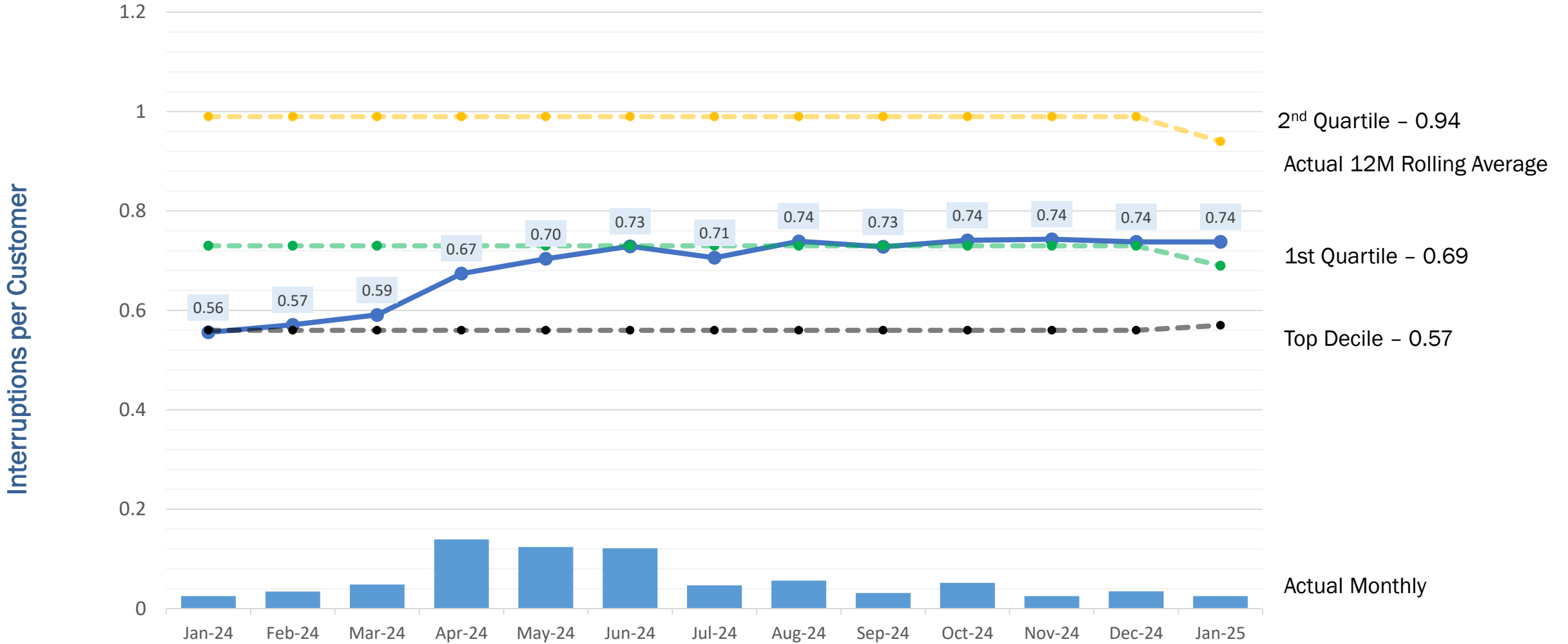


Nebraska Public Power District

*Always there when you need us*

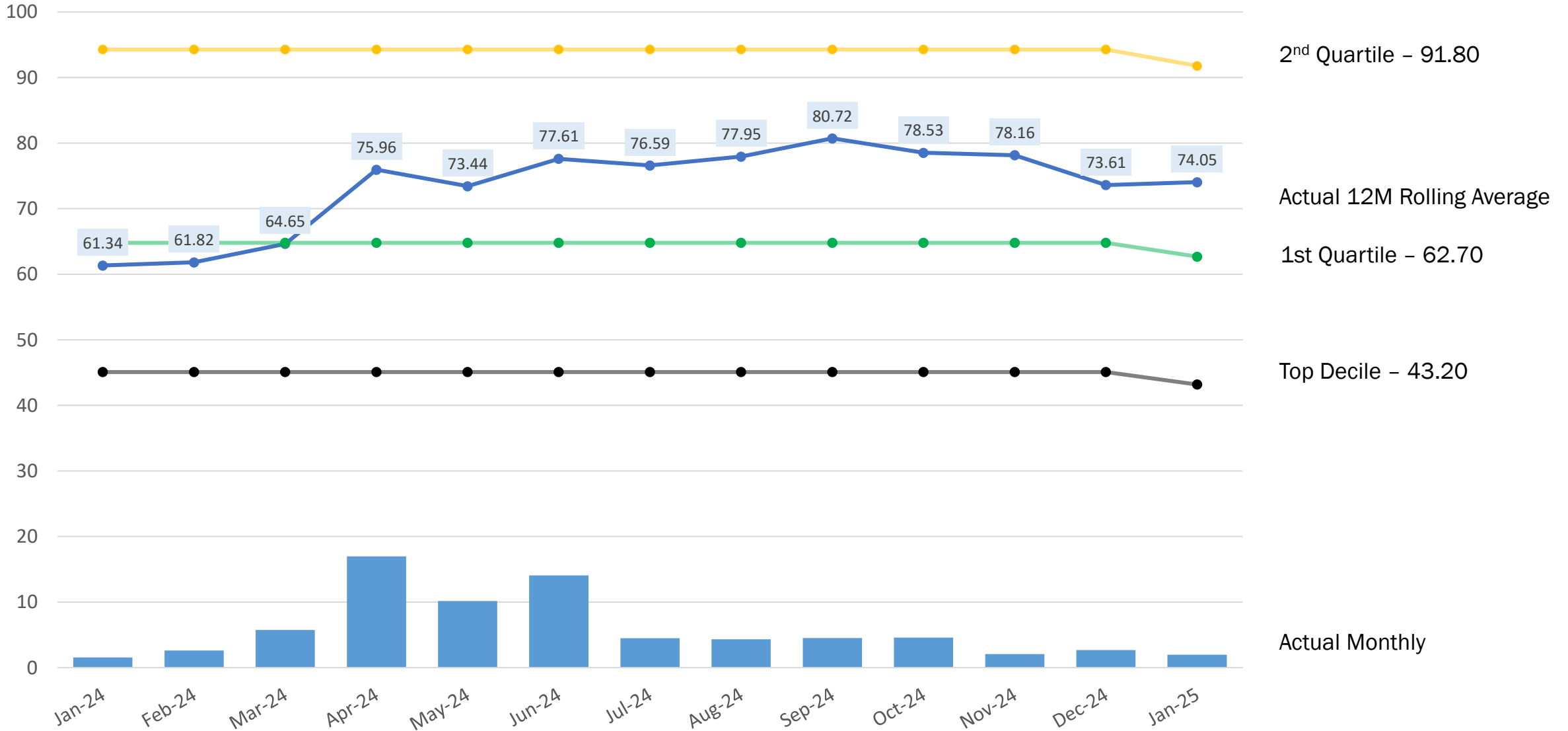
# NPPD Retail Reliability

## SAIFI – System Average Interruption Frequency Index



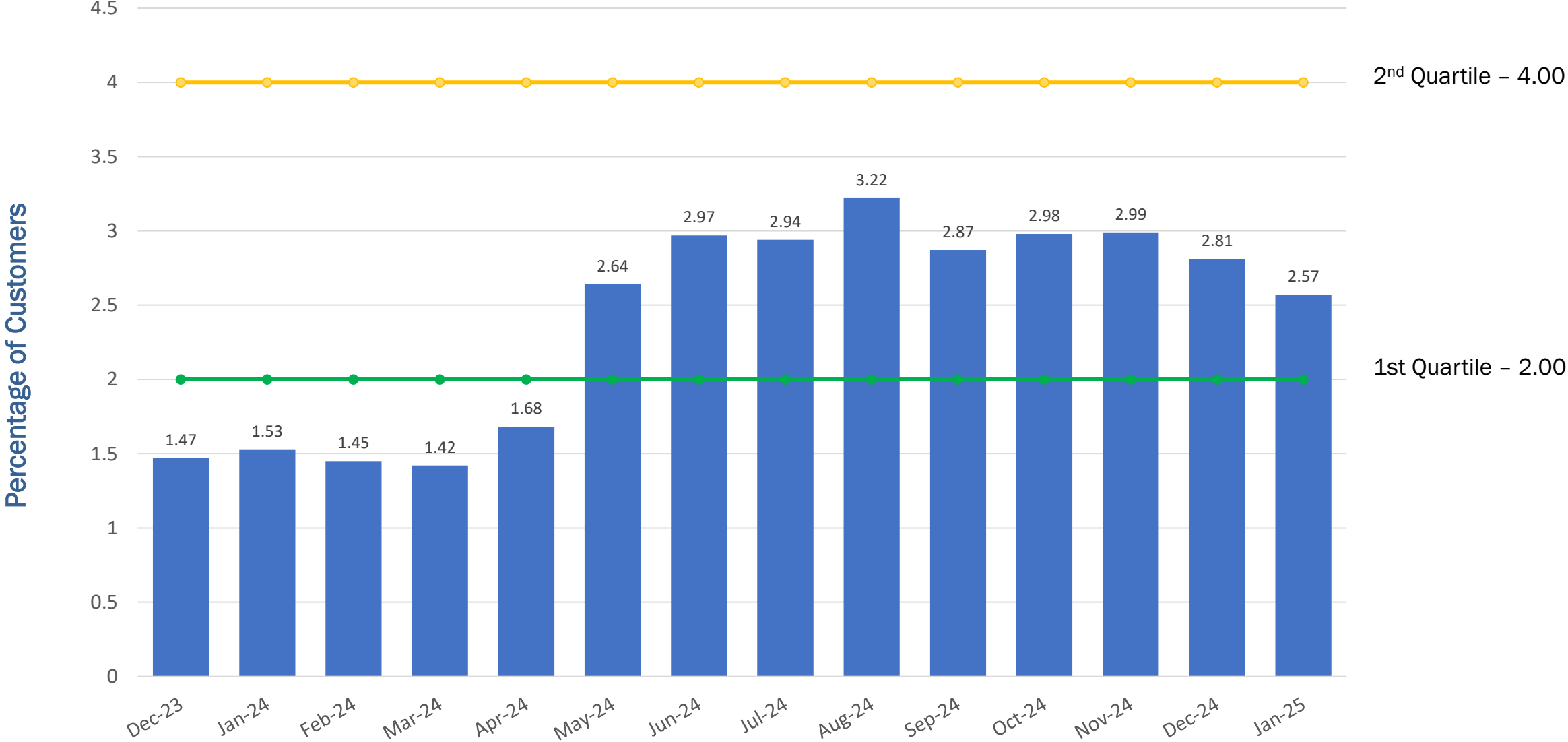
# NPPD Retail Reliability

## SAIDI – System Average Interruption Duration Index



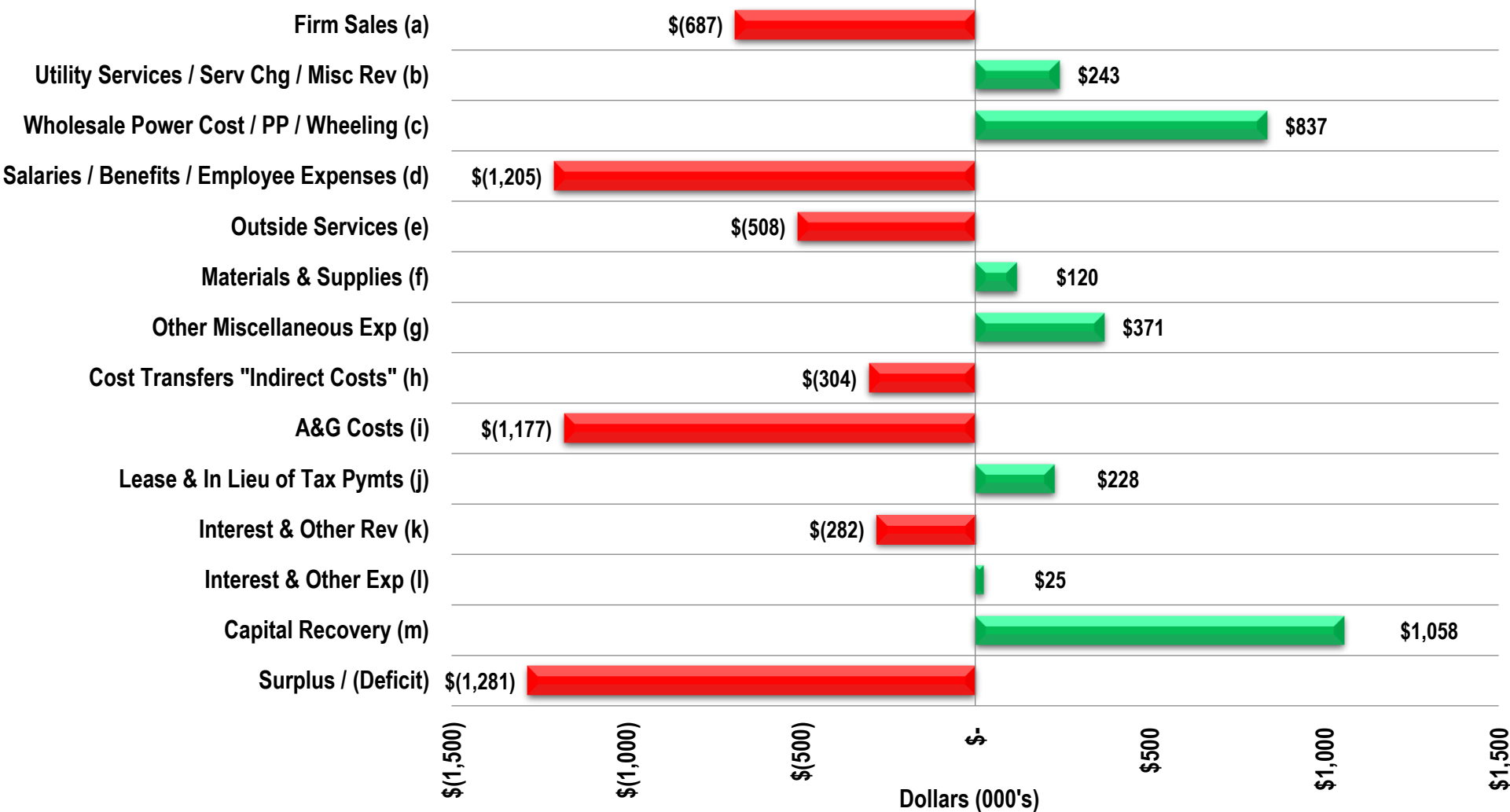
# NPPD Retail Reliability

## CEMI - Customers Experiencing > 3 interruptions



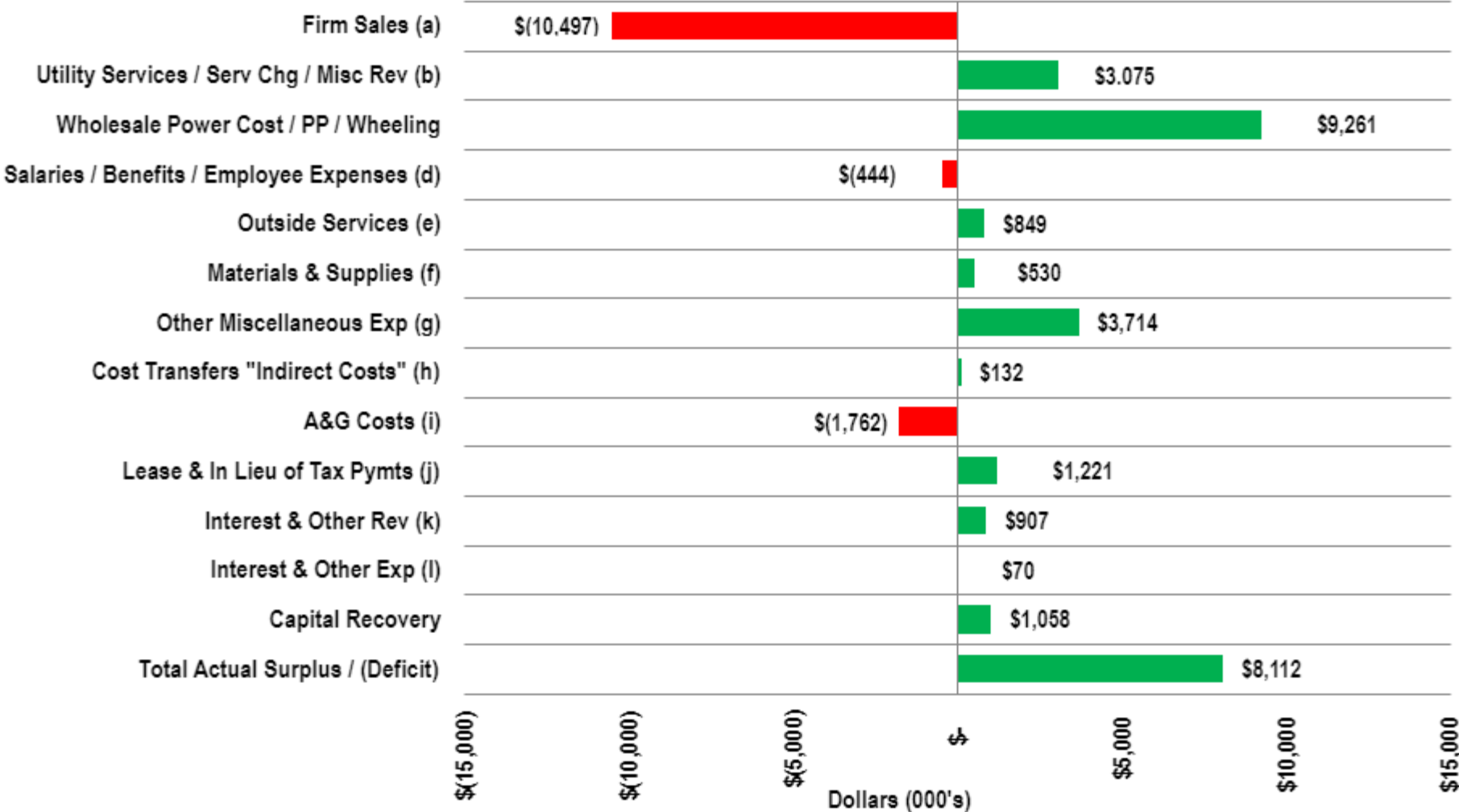
# NPPD Retail Financials

## December 2024 - Surplus/(Deficit)



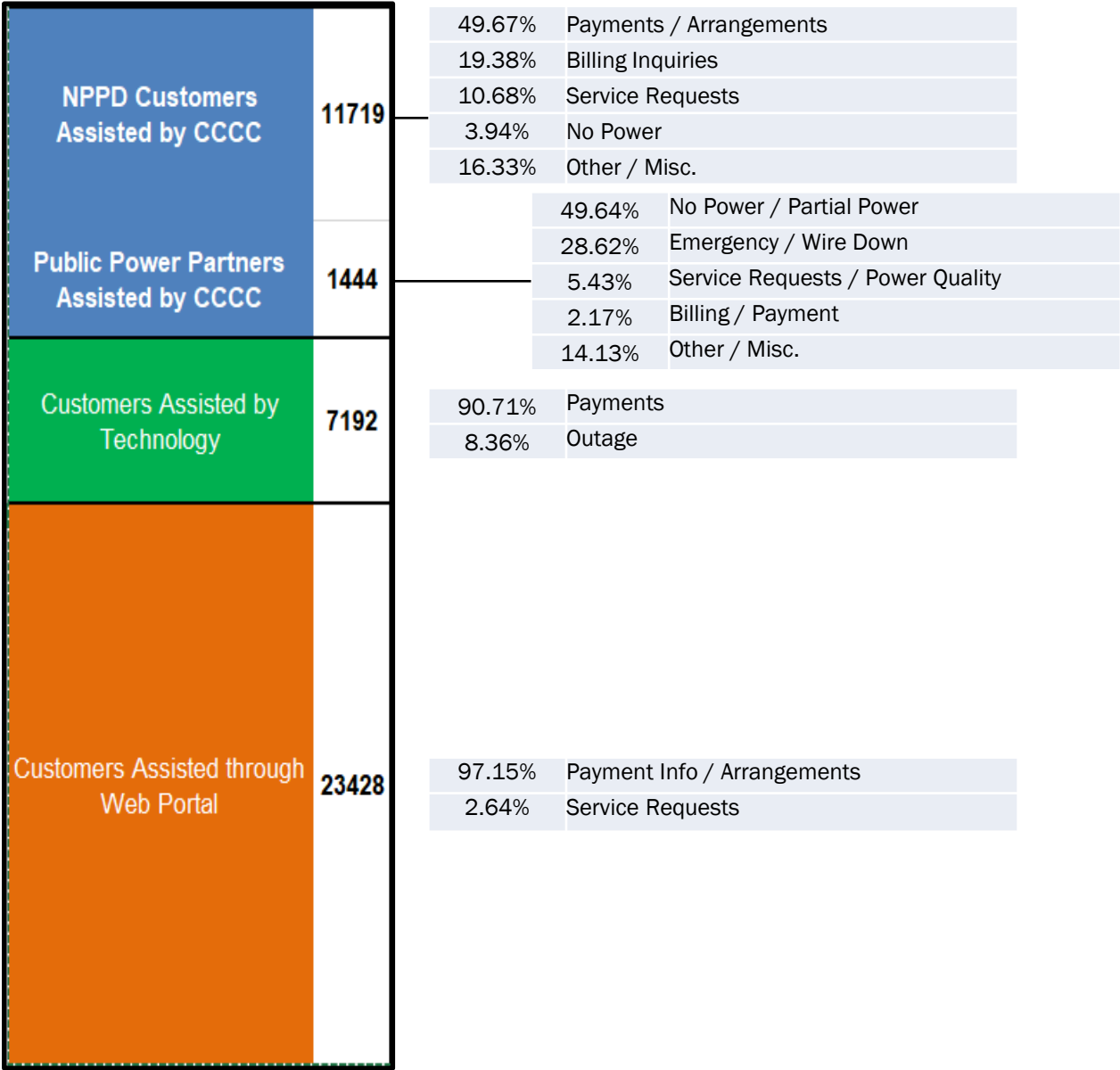
# NPPD Retail Financials

## December 2024 (Year-to-Date) - Surplus/(Deficit)



# NPPD Customers Assisted

January 2025



## January Customer Service Stats

- 279 Virtual Lobby Visits
- 126,101 Total Web Portal / Mobile App Notifications Sent (Email, Text, Push)



# THE POWER OF PEOPLE



## Questions

Stay connected with us.



Nebraska Public Power District

*Always there when you need us*