



THE POWER OF
PEOPLE



Retail Update

NPPD Board Update
June 2025

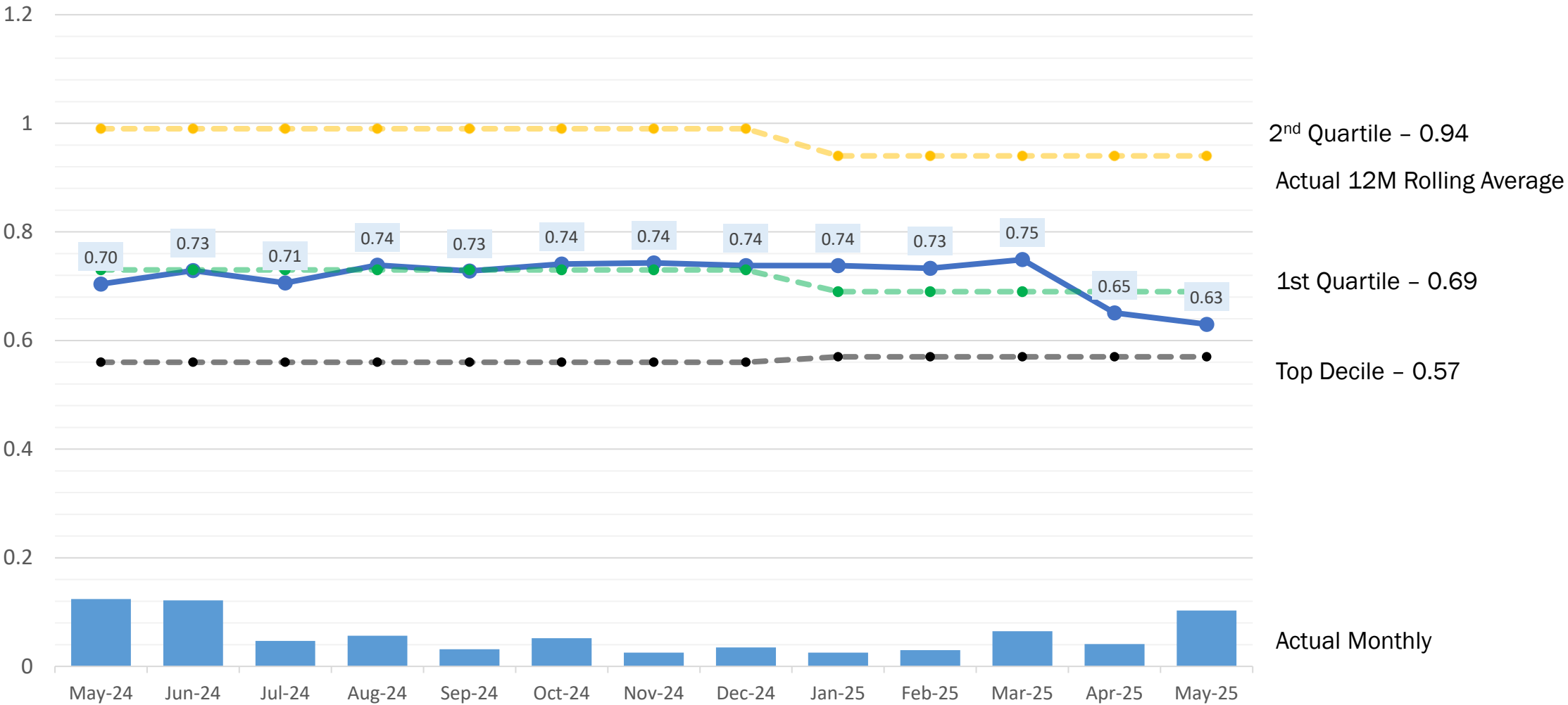
Pat Hanrahan – General Manager of Retail



NPPD Retail Reliability

SAIFI – System Average Interruption Frequency Index

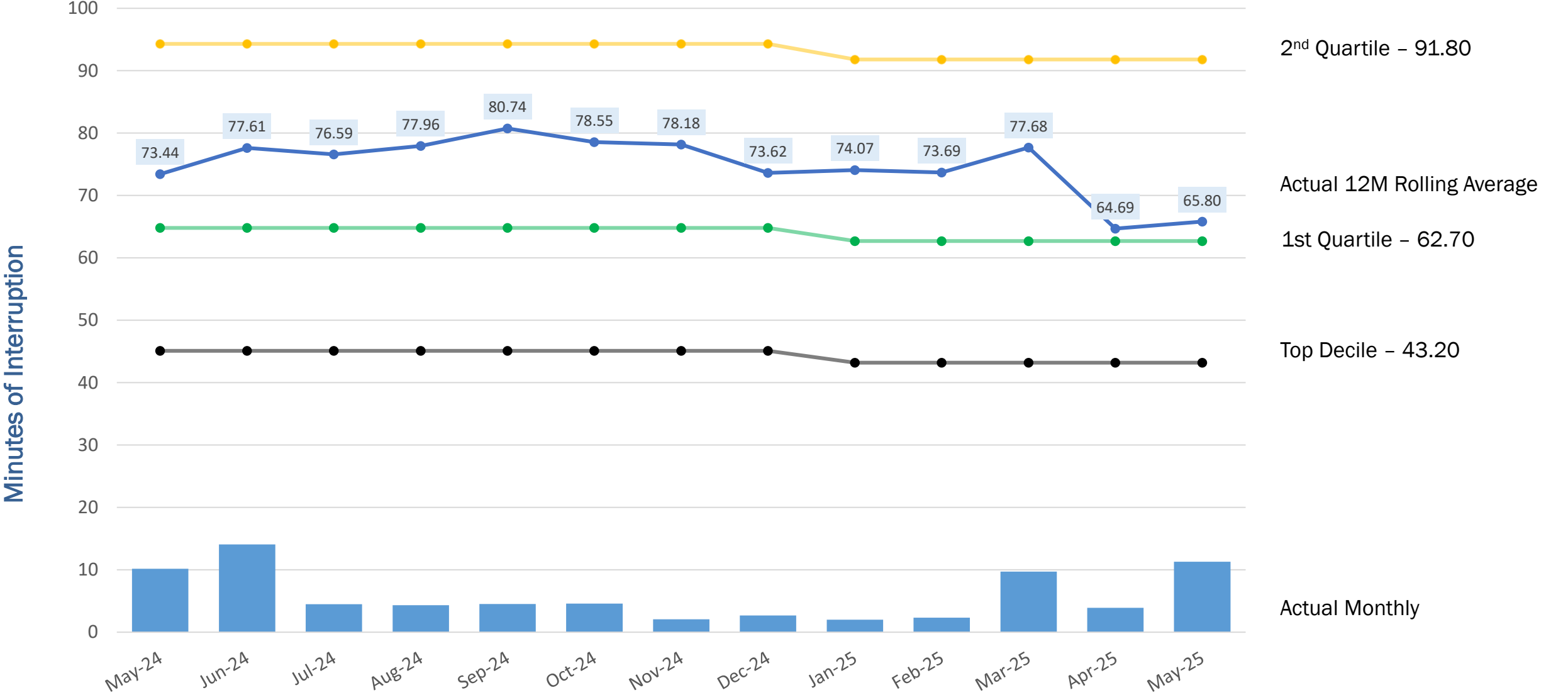
Interruptions per Customer





NPPD Retail Reliability

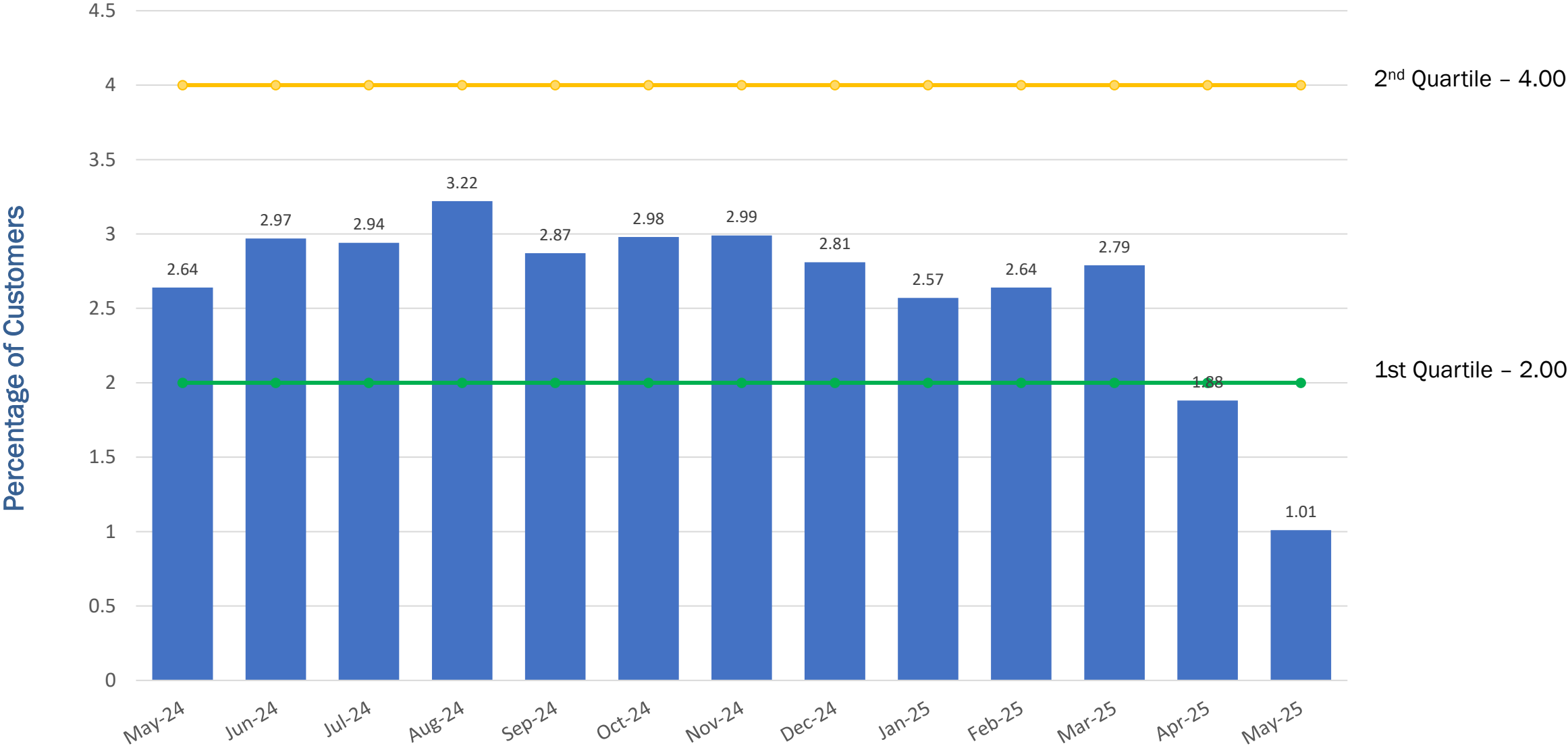
SAIDI – System Average Interruption Duration Index





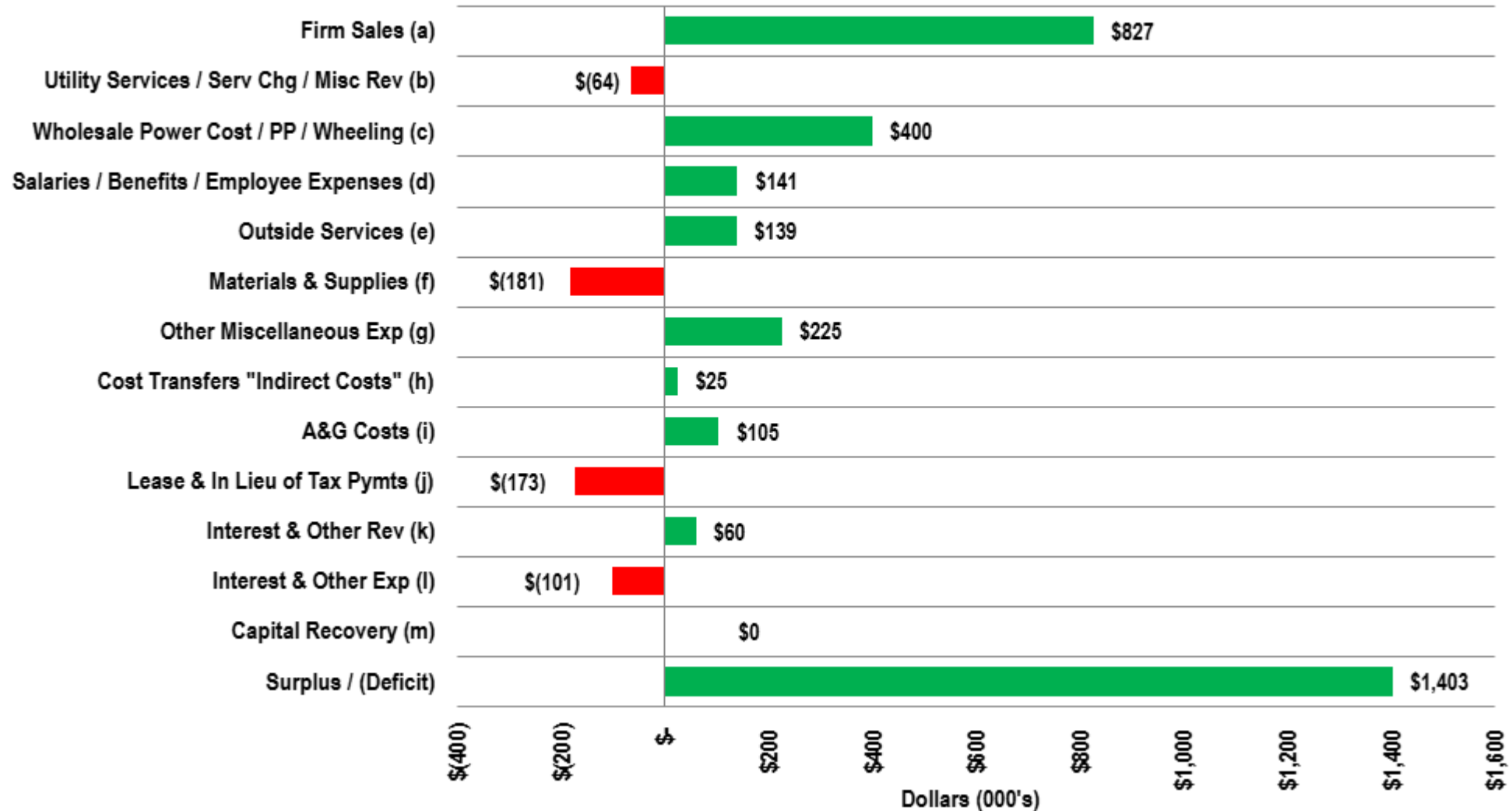
NPPD Retail Reliability

CEMI – Customers Experiencing > 3 interruptions



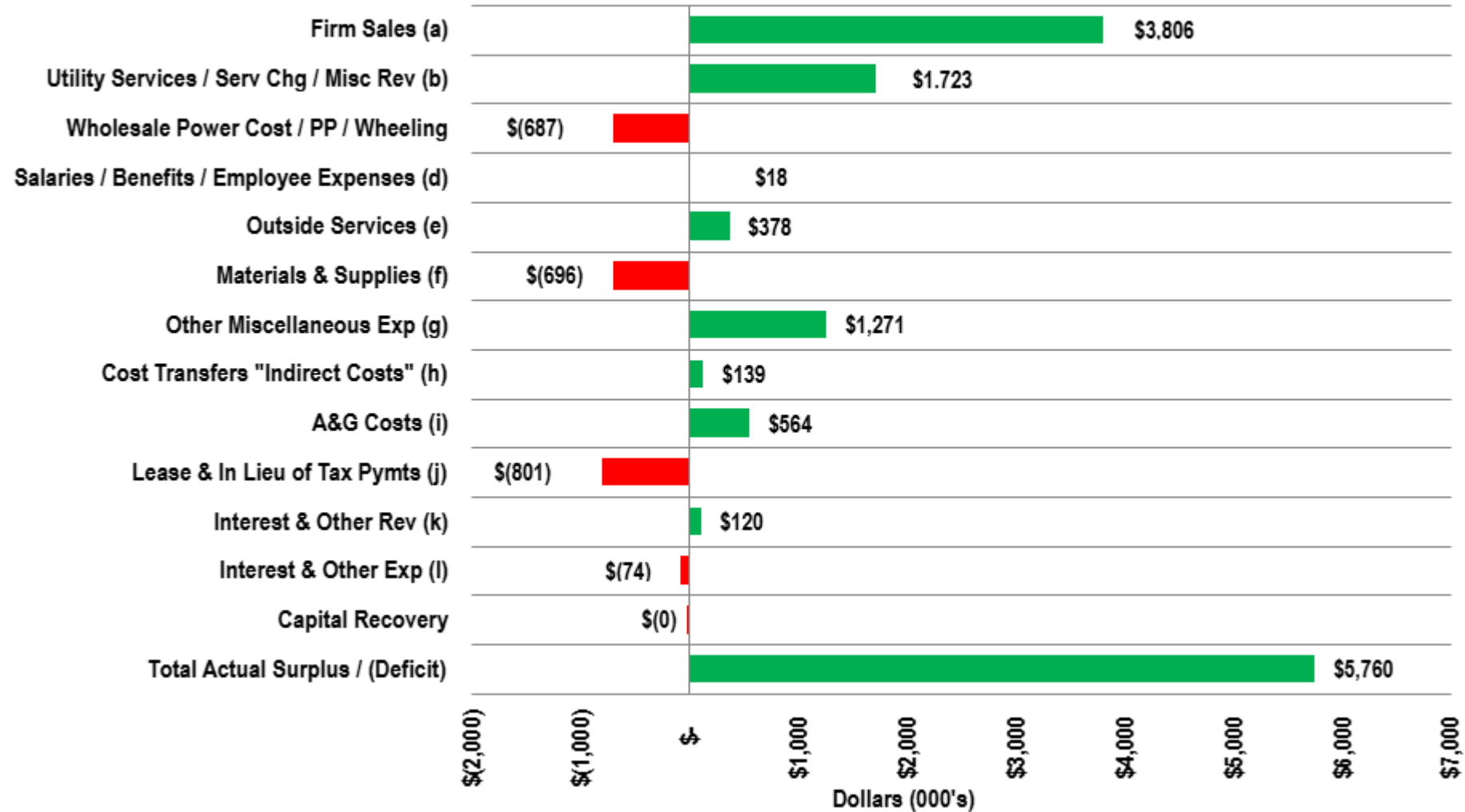
NPPD Retail Financials

April 2025 - Surplus/(Deficit)



NPPD Retail Financials

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



May-2025

NPPD Customers Assisted by CCCC	12116	<div><div></div><table><tr><td>28.41%</td><td>Collections/Payment</td></tr><tr><td>22.73%</td><td>Billing</td></tr><tr><td>18.15%</td><td>Service Request</td></tr><tr><td>12.15%</td><td>IVR</td></tr><tr><td>11.93%</td><td>Other</td></tr></table></div>	28.41%	Collections/Payment	22.73%	Billing	18.15%	Service Request	12.15%	IVR	11.93%	Other
28.41%	Collections/Payment											
22.73%	Billing											
18.15%	Service Request											
12.15%	IVR											
11.93%	Other											
Public Power Partners Assisted by CCCC	1947	<div><div></div><table><tr><td>51.42%</td><td>No Power/Partial Power</td></tr><tr><td>36.12%</td><td>CS Questions</td></tr><tr><td>6.35%</td><td>Emergency/High Priority Issues</td></tr><tr><td>6.11%</td><td>Service Requests/Power Quality</td></tr><tr><td>0.00%</td><td>Other/Misc</td></tr></table></div>	51.42%	No Power/Partial Power	36.12%	CS Questions	6.35%	Emergency/High Priority Issues	6.11%	Service Requests/Power Quality	0.00%	Other/Misc
51.42%	No Power/Partial Power											
36.12%	CS Questions											
6.35%	Emergency/High Priority Issues											
6.11%	Service Requests/Power Quality											
0.00%	Other/Misc											
Customers Assisted by Technology	8261	<div><div></div><table><tr><td>82.50%</td><td>Payments</td></tr><tr><td>17.50%</td><td>Outage</td></tr></table></div>	82.50%	Payments	17.50%	Outage						
82.50%	Payments											
17.50%	Outage											
Customers Assisted through Web Portal	23996	<div><div></div><table><tr><td>95.09%</td><td>Payment Info/Arrangements</td></tr><tr><td>4.91%</td><td>Service Requests</td></tr></table></div>	95.09%	Payment Info/Arrangements	4.91%	Service Requests						
95.09%	Payment Info/Arrangements											
4.91%	Service Requests											



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Questions

Stay connected with us.



Nebraska Public Power District

Always there when you need us