



THE POWER OF
PEOPLE



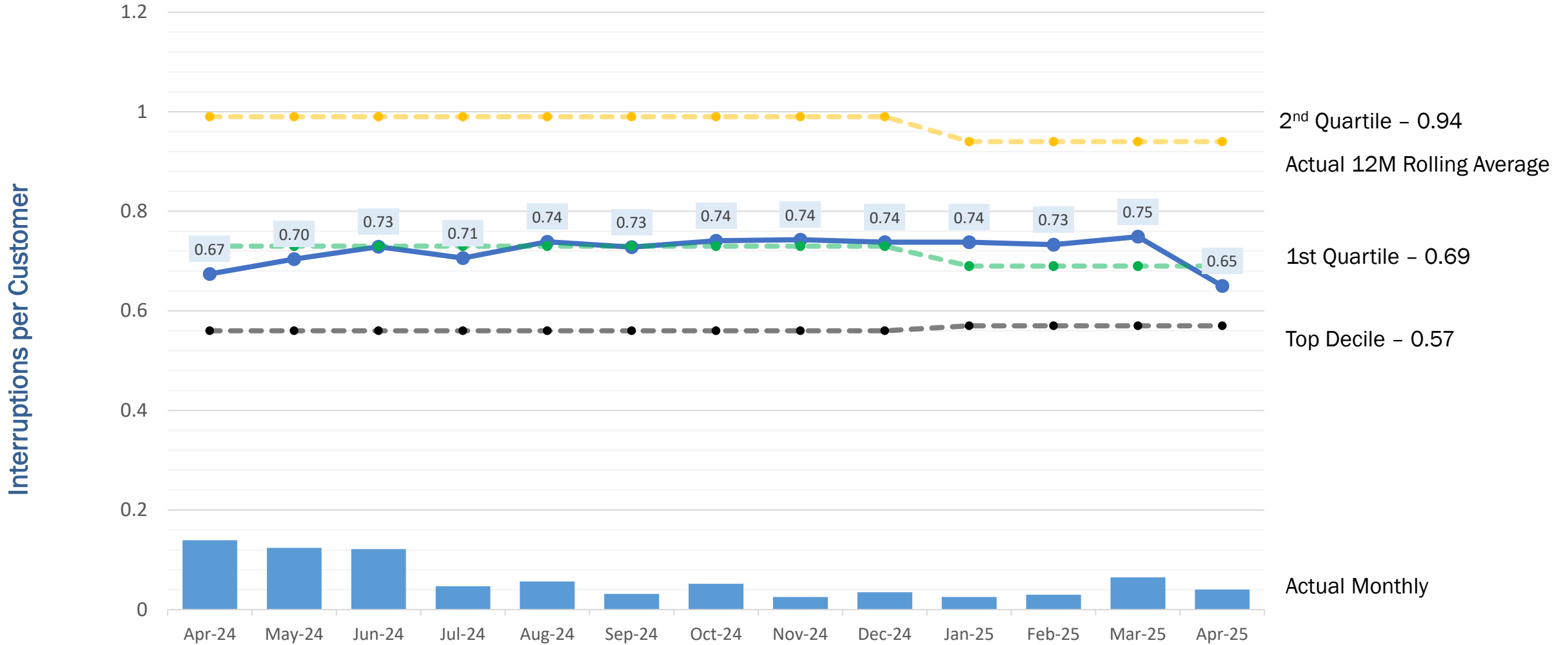
Retail Update

NPPD Board Update
May 2025

Pat Hanrahan – General Manager of Retail

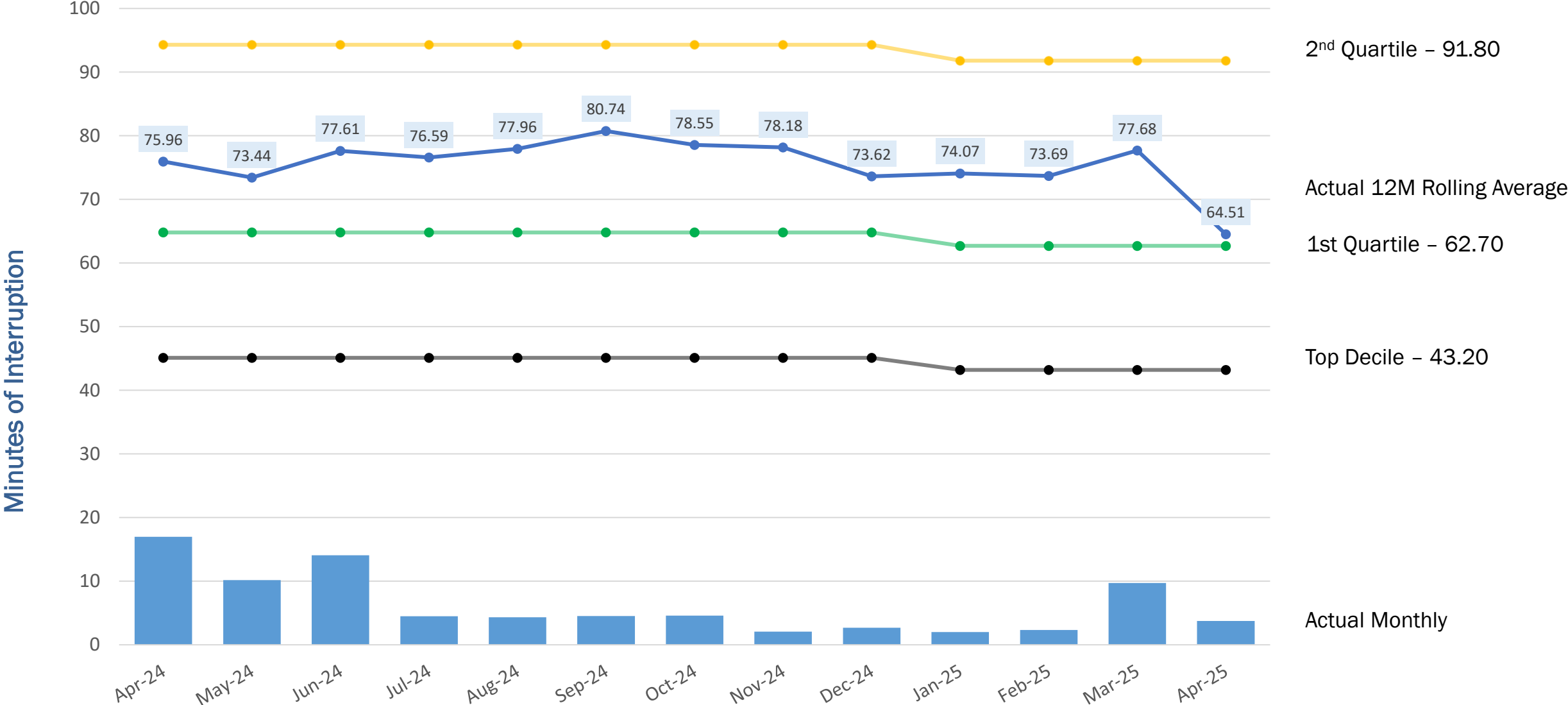
NPPD Retail Reliability

SAIFI – System Average Interruption Frequency Index



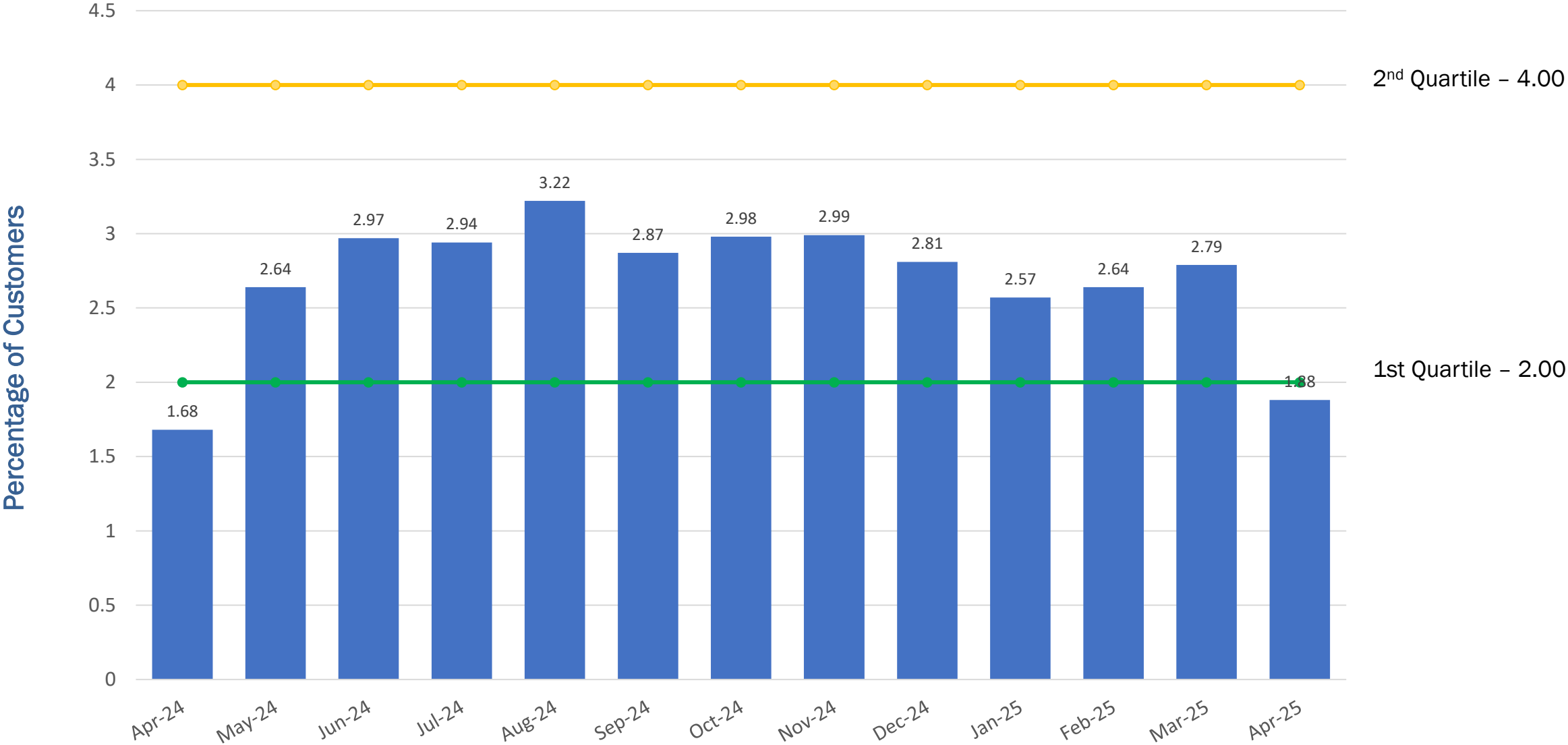
NPPD Retail Reliability

SAIDI – System Average Interruption Duration Index



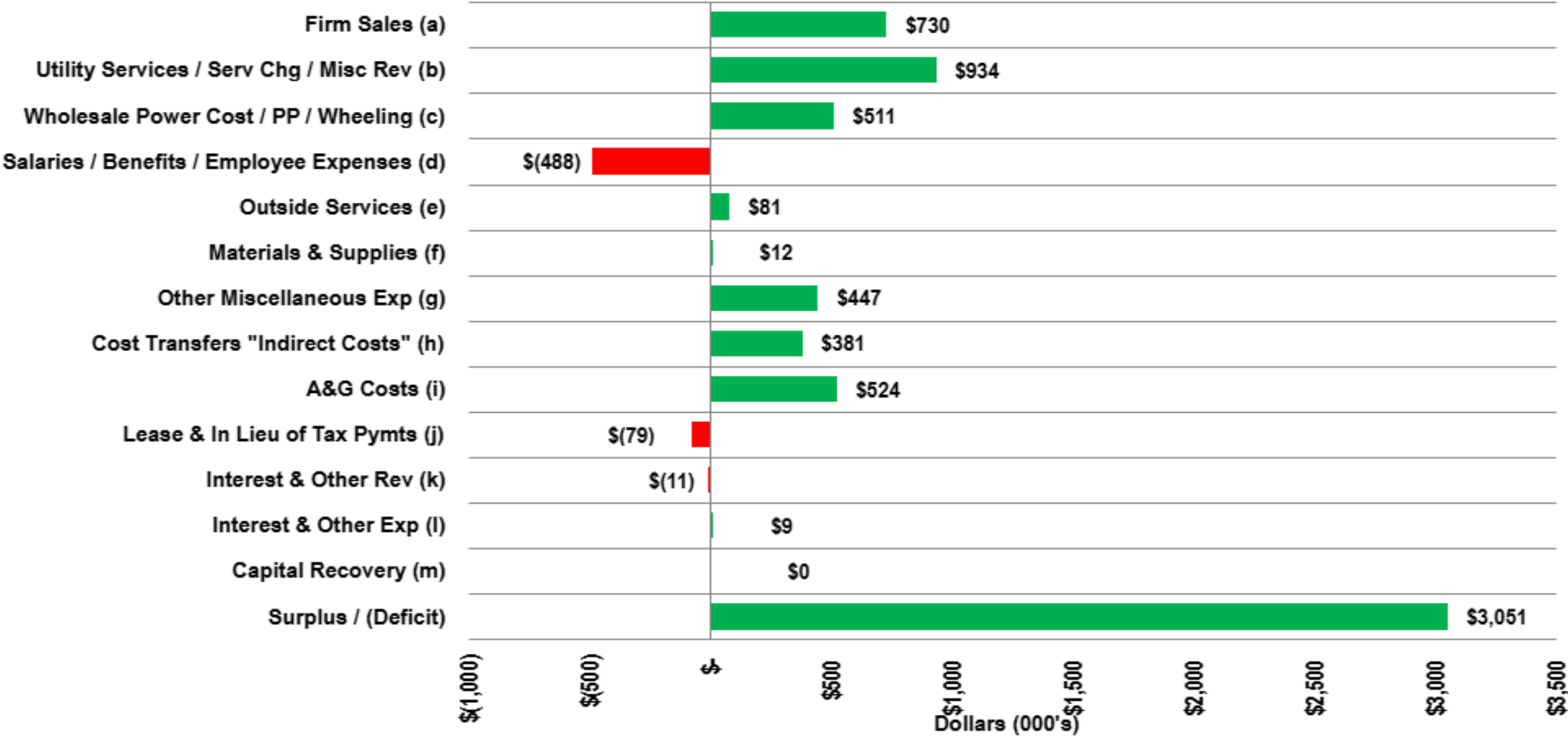
NPPD Retail Reliability

CEMI – Customers Experiencing > 3 interruptions



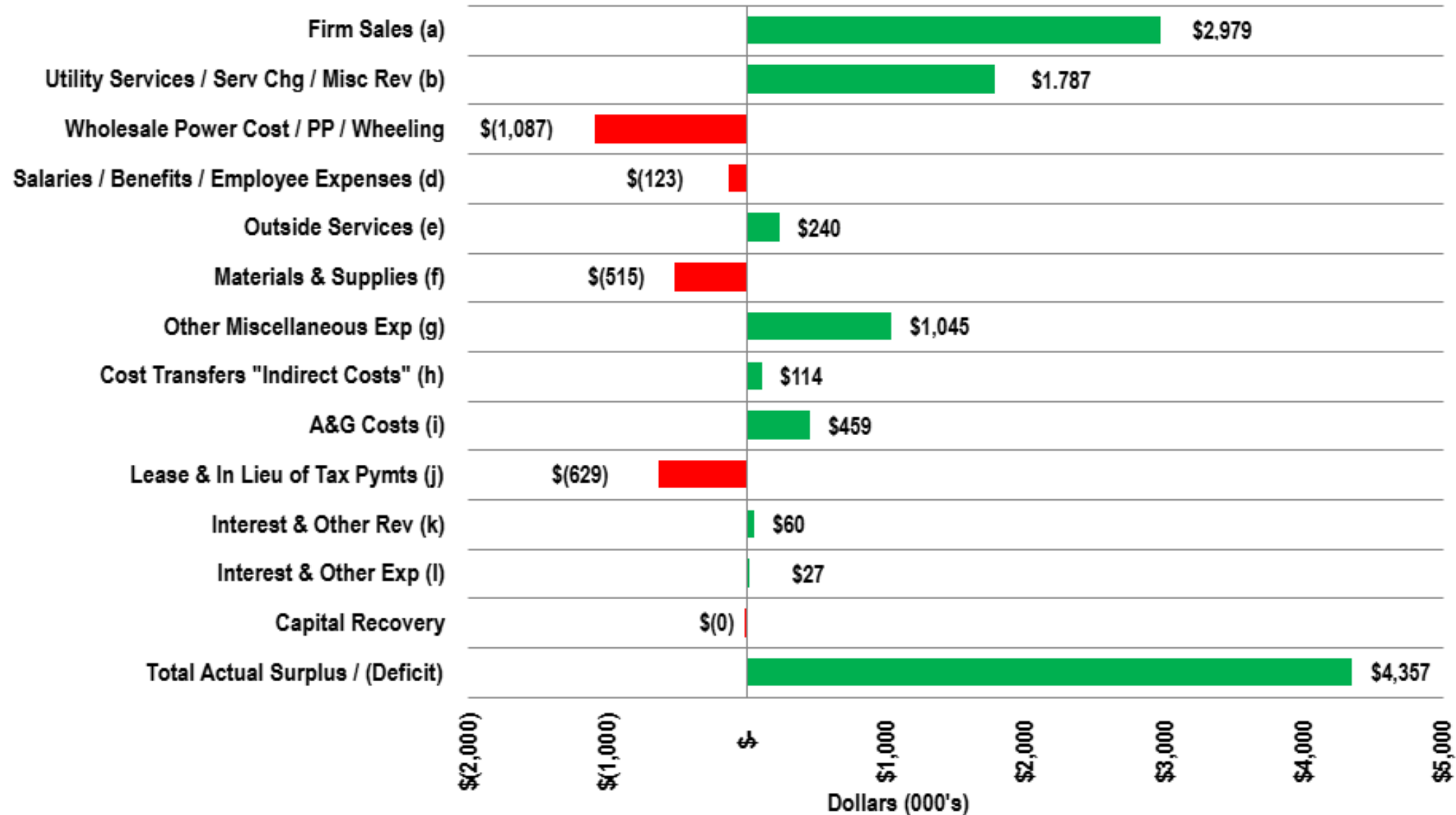
NPPD Retail Financials

March 2025 - Surplus/(Deficit)



NPPD Retail Financials

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



April-2025

NPPD Customers Assisted by CCCC	11578	<table><tr><td>34.36%</td><td>Collections/Payment</td></tr><tr><td>21.73%</td><td>Billing</td></tr><tr><td>16.68%</td><td>Service Request</td></tr><tr><td>12.60%</td><td>IVR</td></tr><tr><td>9.60%</td><td>Other</td></tr></table>	34.36%	Collections/Payment	21.73%	Billing	16.68%	Service Request	12.60%	IVR	9.60%	Other
34.36%	Collections/Payment											
21.73%	Billing											
16.68%	Service Request											
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9.60%	Other											
Public Power Partners Assisted by CCCC	1834	<table><tr><td>48.03%</td><td>No Power/Partial Power</td></tr><tr><td>41.61%</td><td>CS Questions</td></tr><tr><td>5.21%</td><td>Emergency/High Priority Issues</td></tr><tr><td>5.15%</td><td>Service Requests/Power Quality</td></tr><tr><td>0.00%</td><td>Other/Misc</td></tr></table>	48.03%	No Power/Partial Power	41.61%	CS Questions	5.21%	Emergency/High Priority Issues	5.15%	Service Requests/Power Quality	0.00%	Other/Misc
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41.61%	CS Questions											
5.21%	Emergency/High Priority Issues											
5.15%	Service Requests/Power Quality											
0.00%	Other/Misc											
Customers Assisted by Technology	7383	<table><tr><td>89.95%</td><td>Payments</td></tr><tr><td>10.05%</td><td>Outage</td></tr></table>	89.95%	Payments	10.05%	Outage						
89.95%	Payments											
10.05%	Outage											
Customers Assisted through Web Portal	23393	<table><tr><td>96.38%</td><td>Payment Info/Arrangements</td></tr><tr><td>3.62%</td><td>Service Requests</td></tr></table>	96.38%	Payment Info/Arrangements	3.62%	Service Requests						
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3.62%	Service Requests											

Retail Highlights

ARBOR DAY 2025

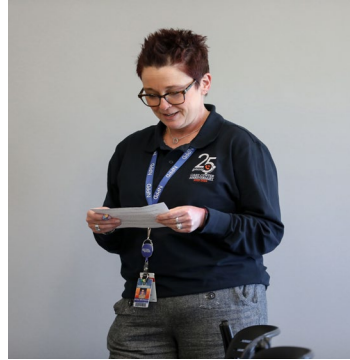
Tekamah, NE



WELCOME CENTER



Norfolk Community Assistance Fair



Contact Center 25-Year Anniversary Celebration



THE POWER OF PEOPLE



Questions

Stay connected with us.



Nebraska Public Power District

Always there when you need us