



# THE POWER OF PEOPLE



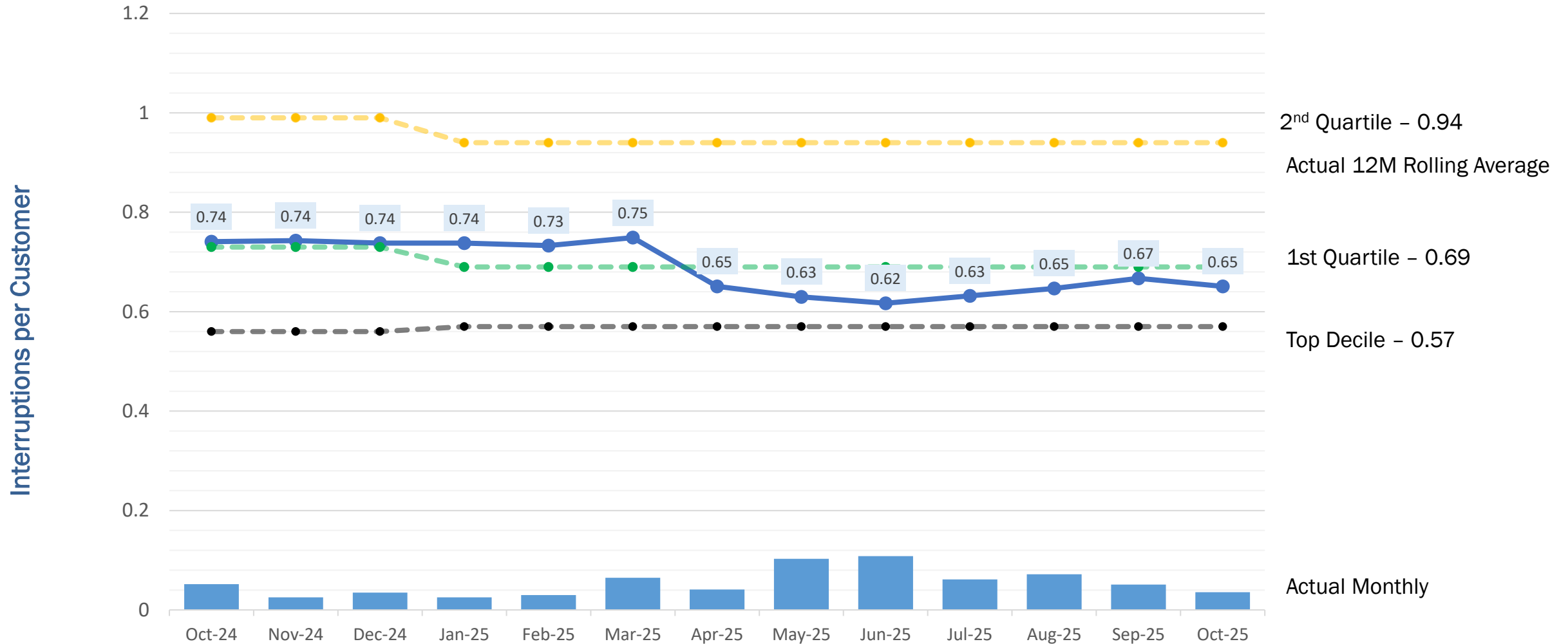
## Retail Update

NPPD Board Update  
November 2025

Pat Hanrahan – General Manager of Retail

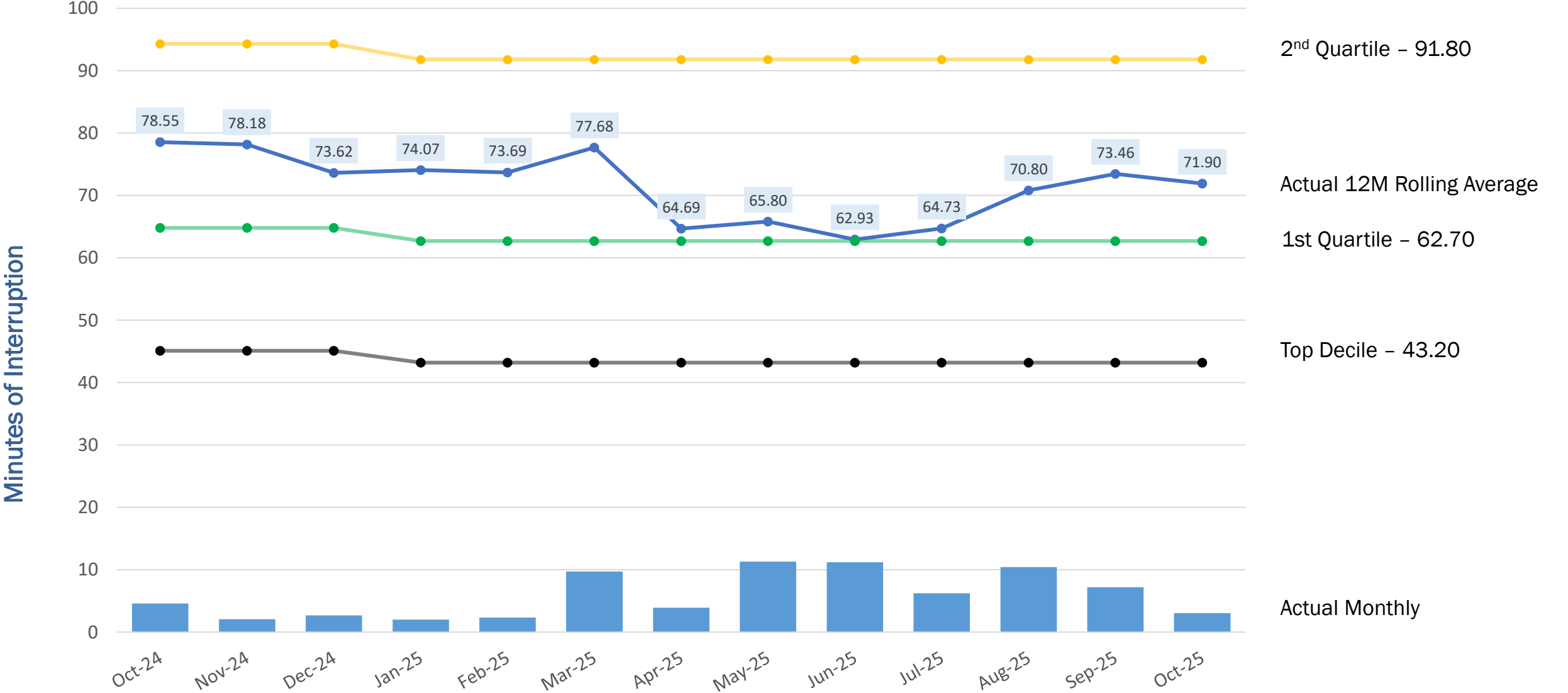
# NPPD Retail Reliability

## SAIFI – System Average Interruption Frequency Index



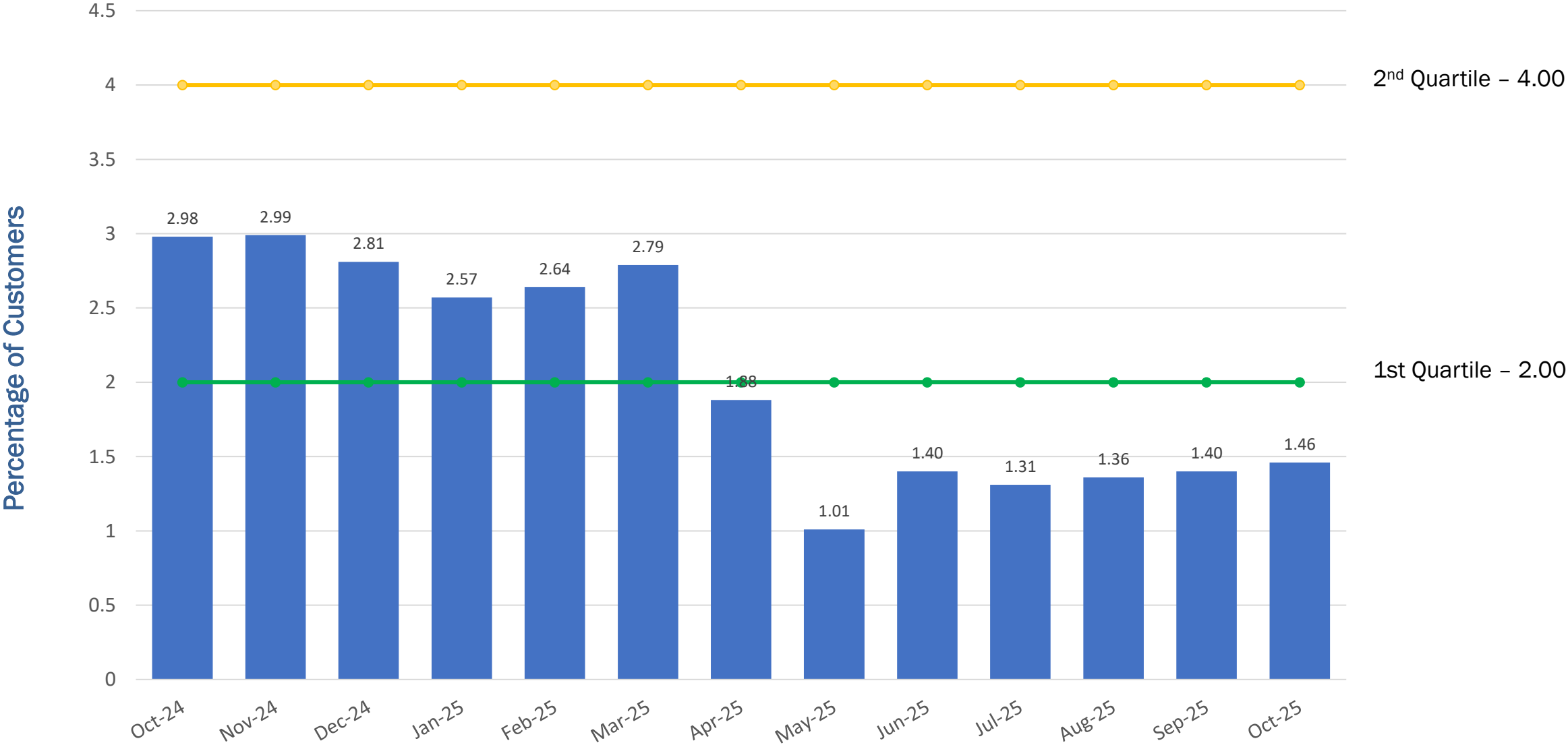
# NPPD Retail Reliability

## SAIDI – System Average Interruption Duration Index



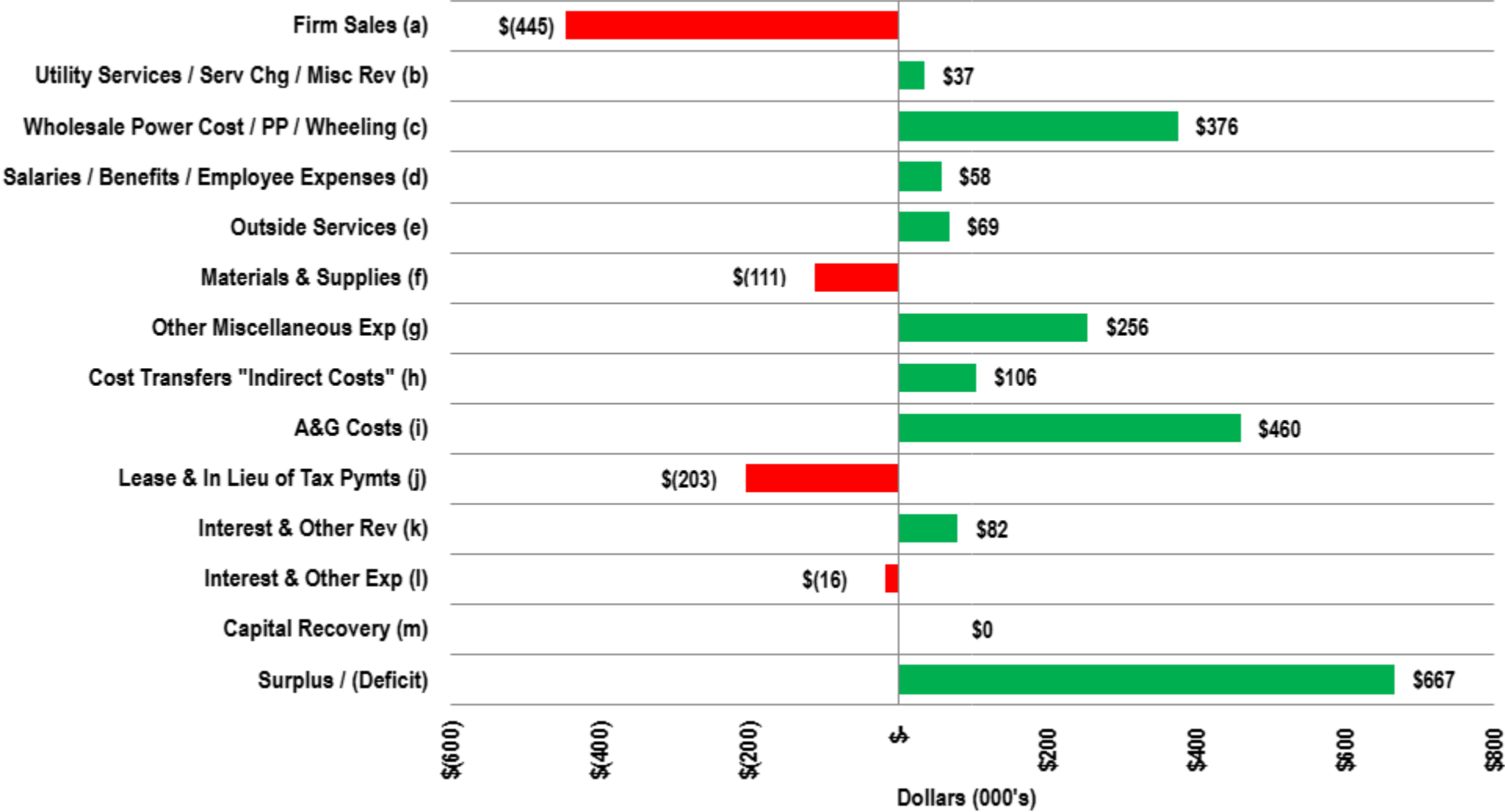
# NPPD Retail Reliability

CEMI – Customers Experiencing > 3 interruptions



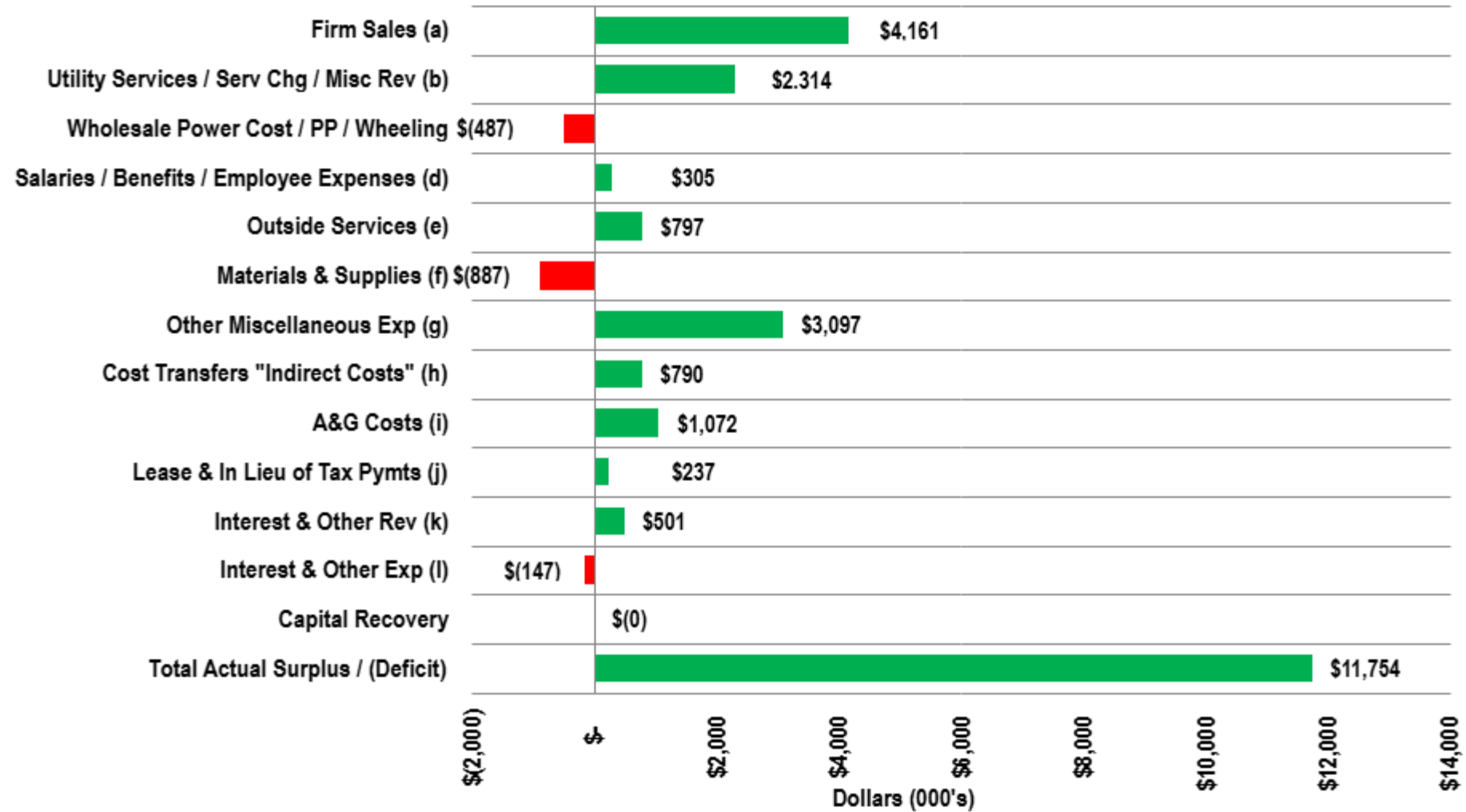
# NPPD Retail Financials

## September 2025 - Surplus/(Deficit)



# NPPD Retail Financials

## September 2025 (Year-to-Date) - Surplus/(Deficit)



## October-2025

NPPD Customers Assisted by CCCC	13219	<table><tr><td>38.37%</td><td>Collections/Payment</td></tr><tr><td>26.69%</td><td>Billing</td></tr><tr><td>16.70%</td><td>Service Request</td></tr><tr><td>13.54%</td><td>IVR</td></tr><tr><td>1.03%</td><td>No Power/Partial Power</td></tr></table>	38.37%	Collections/Payment	26.69%	Billing	16.70%	Service Request	13.54%	IVR	1.03%	No Power/Partial Power
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26.69%	Billing											
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13.54%	IVR											
1.03%	No Power/Partial Power											
Public Power Partners Assisted by CCCC	1696	<table><tr><td>40.71%</td><td>No Power/Partial Power</td></tr><tr><td>49.81%</td><td>CS Questions</td></tr><tr><td>5.53%</td><td>Emergency/High Priority Issues</td></tr><tr><td>3.94%</td><td>Service Requests/Power Quality</td></tr><tr><td>0.00%</td><td>Other/Misc</td></tr></table>	40.71%	No Power/Partial Power	49.81%	CS Questions	5.53%	Emergency/High Priority Issues	3.94%	Service Requests/Power Quality	0.00%	Other/Misc
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3.94%	Service Requests/Power Quality											
0.00%	Other/Misc											
Customers Assisted by Technology	7557	<table><tr><td>91.46%</td><td>Payments</td></tr><tr><td>8.54%</td><td>Outage</td></tr></table>	91.46%	Payments	8.54%	Outage						
91.46%	Payments											
8.54%	Outage											
Customers Assisted through Web Portal	24946	<table><tr><td>96.42%</td><td>Payment Info/Arrangements</td></tr><tr><td>3.58%</td><td>Service Requests</td></tr></table>	96.42%	Payment Info/Arrangements	3.58%	Service Requests						
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3.58%	Service Requests											

# Retail Highlights





Teammates ensure a Spooky good time throughout our communities!





**Kearney  
teammates  
participate in  
the UNK  
Homecoming  
Parade**



# THE POWER OF PEOPLE



## Questions

Stay connected with us.



Nebraska Public Power District

*Always there when you need us*