



THE POWER OF
PEOPLE



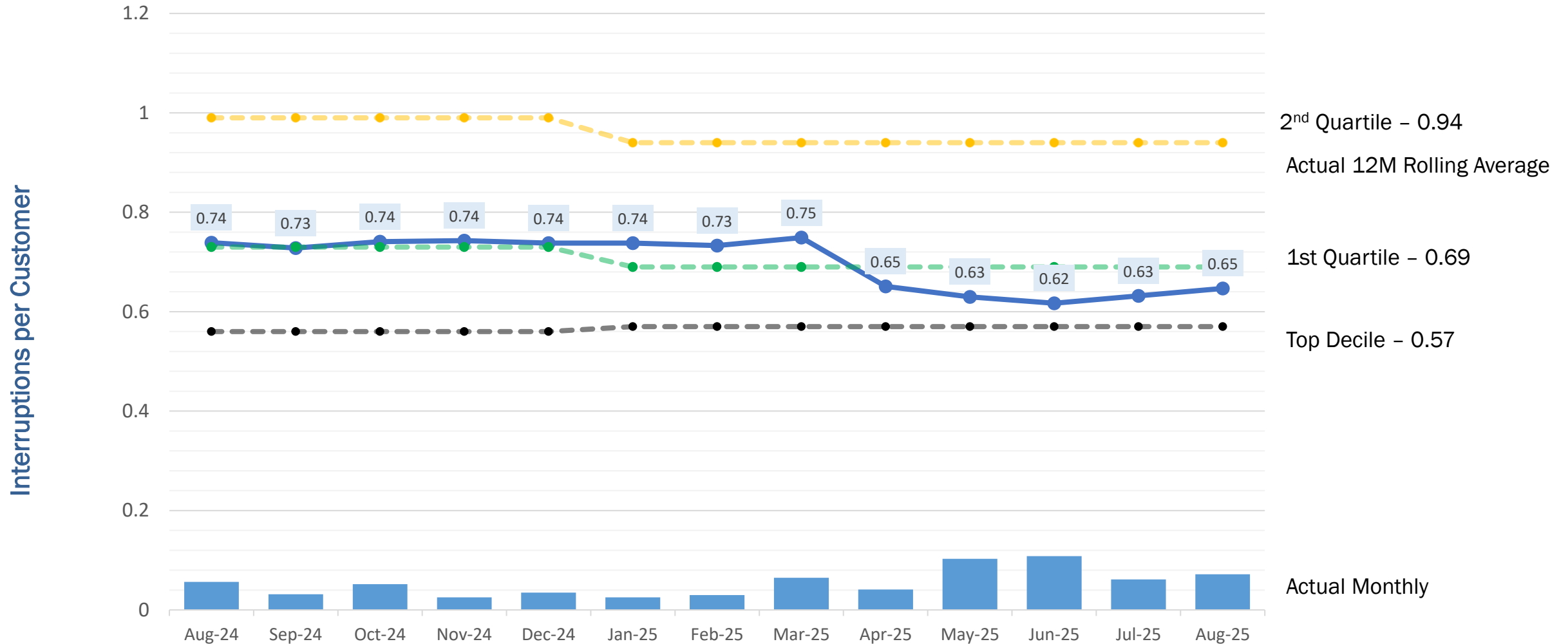
Retail Update

NPPD Board Update
September 2025

Pat Hanrahan – General Manager of Retail

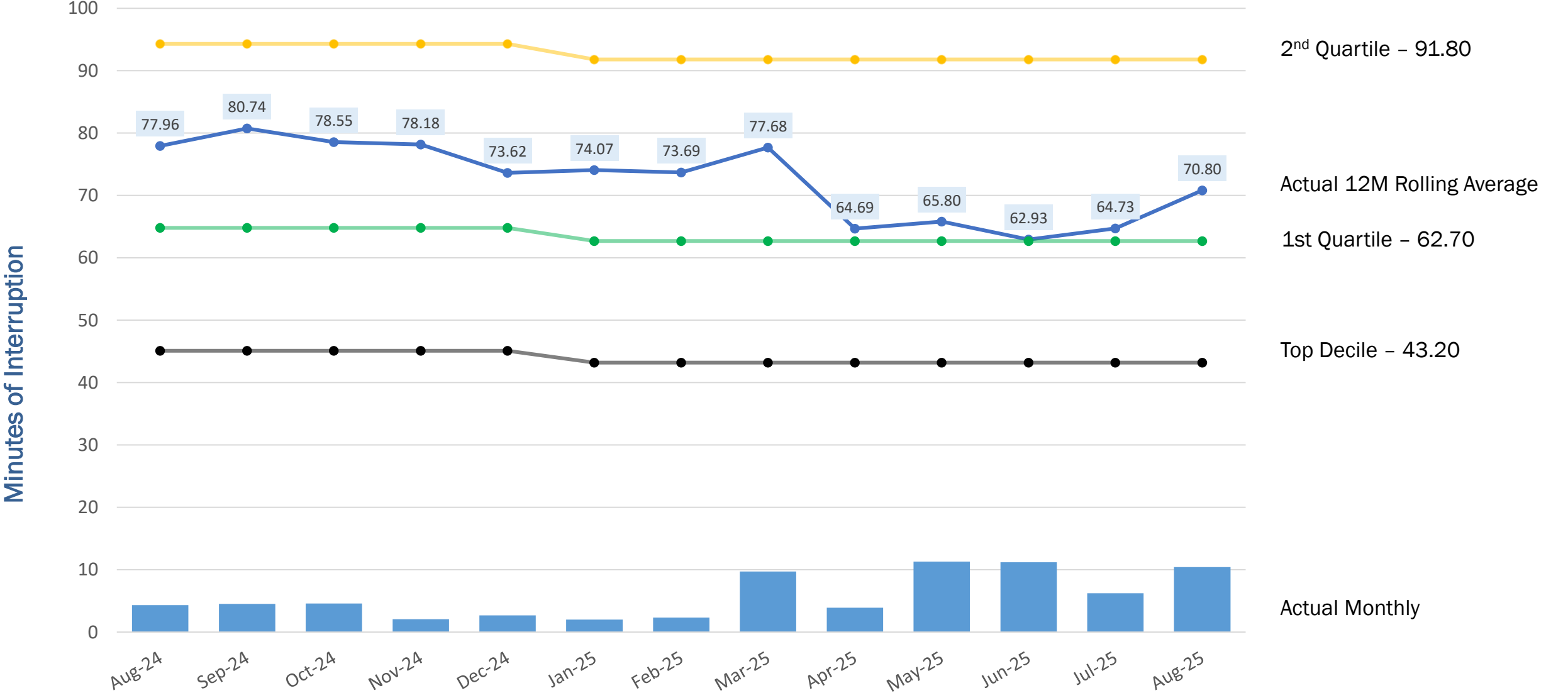
NPPD Retail Reliability

SAIFI – System Average Interruption Frequency Index



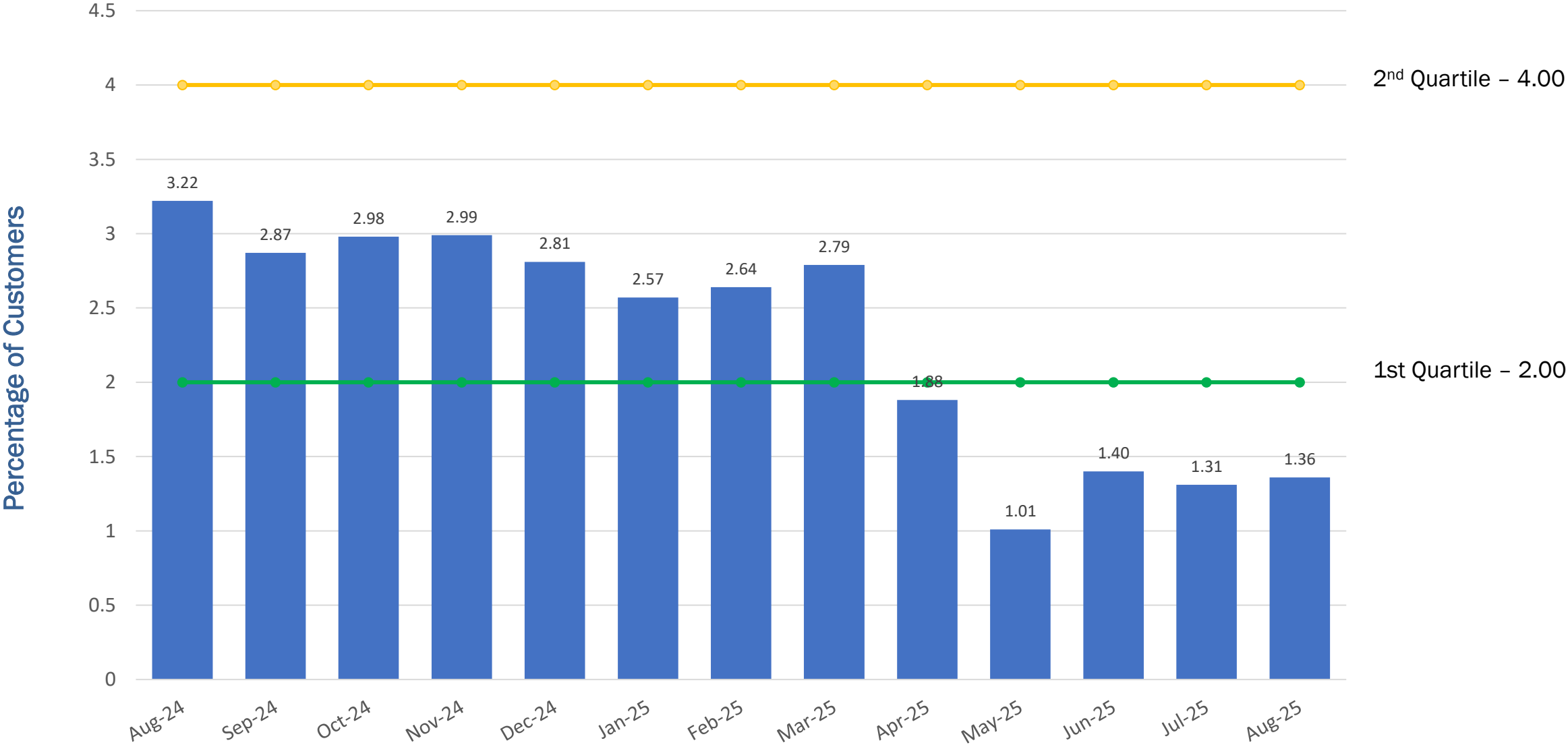
NPPD Retail Reliability

SAIDI – System Average Interruption Duration Index

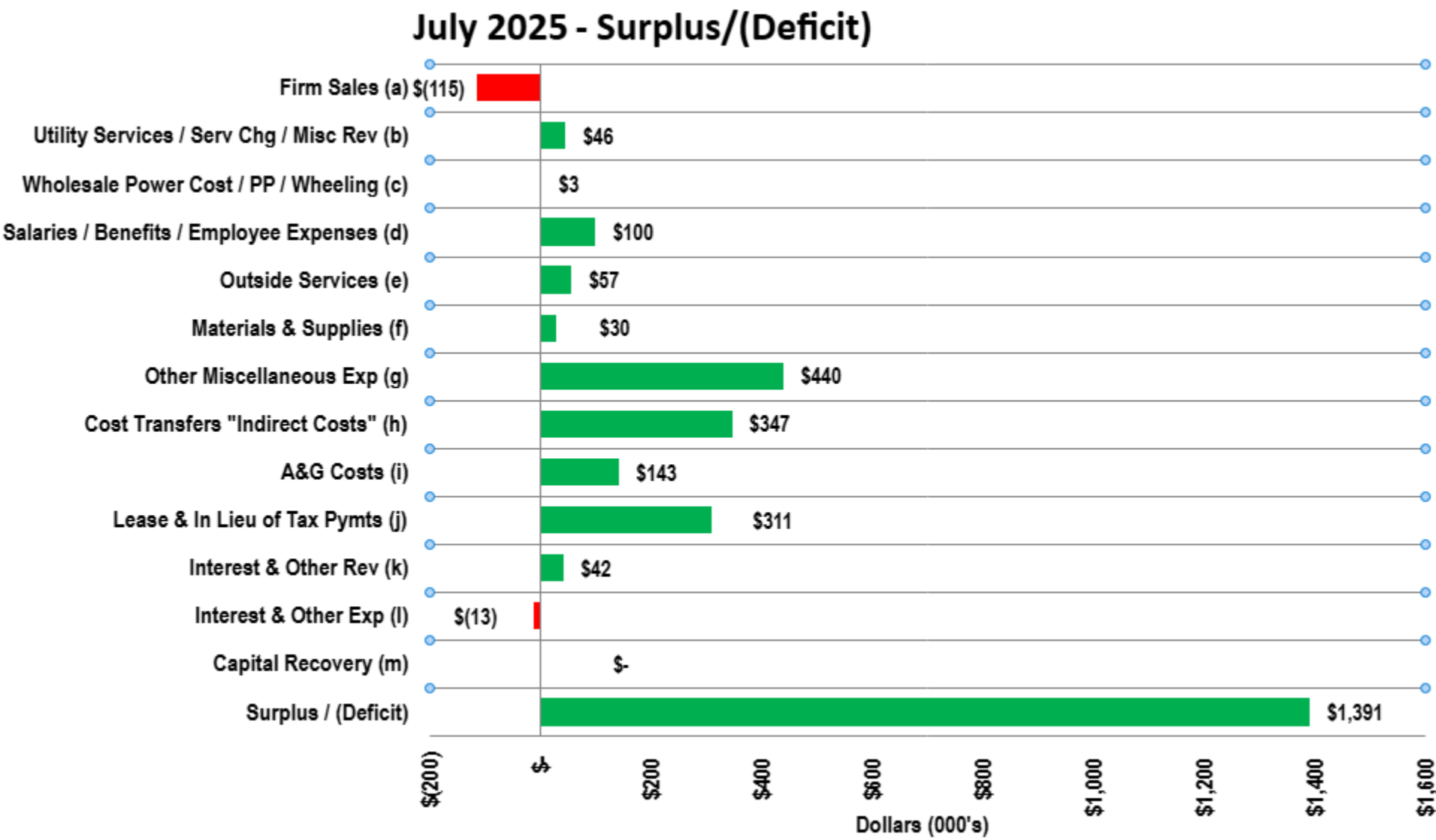


NPPD Retail Reliability

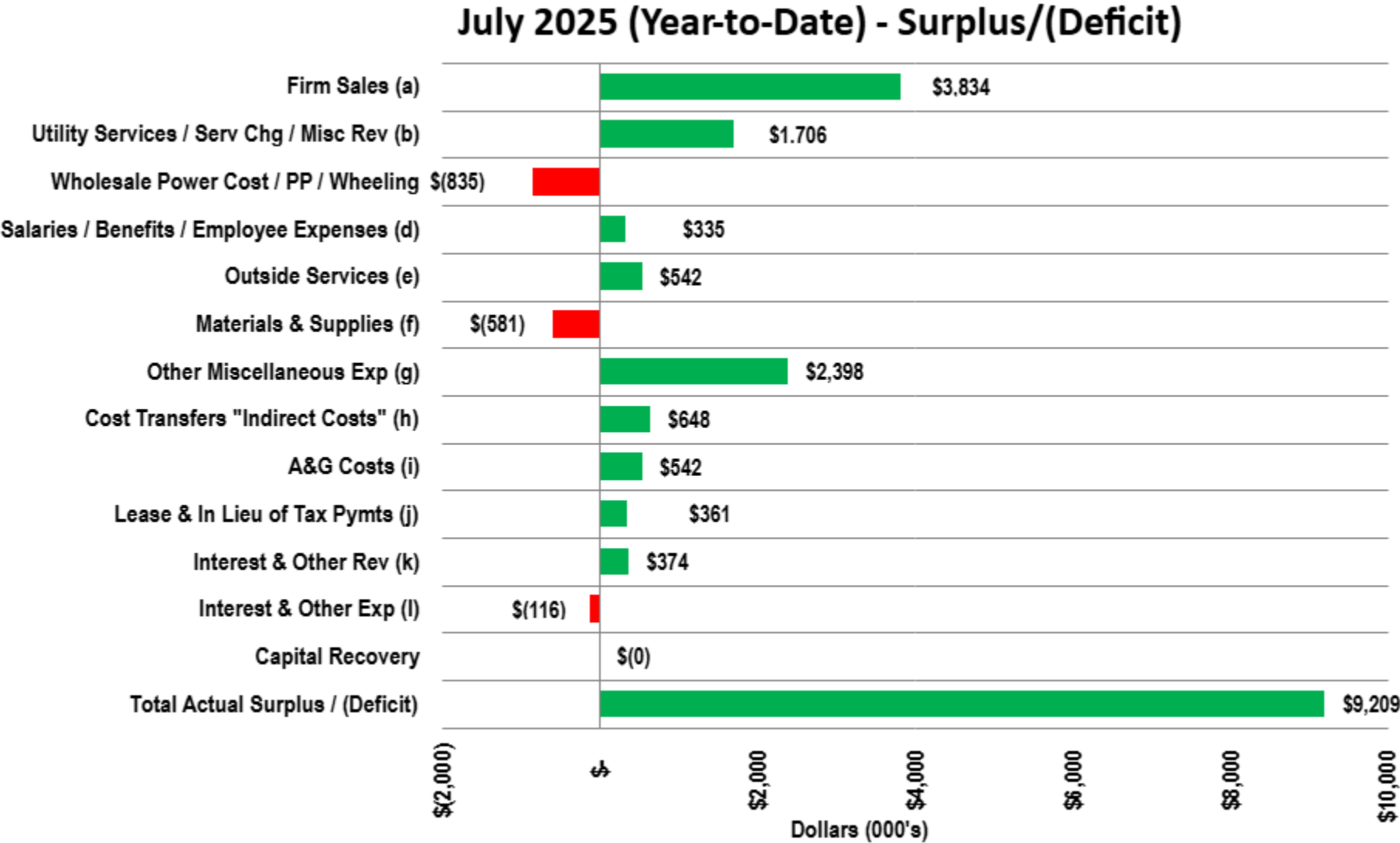
CEMI – Customers Experiencing > 3 interruptions



NPPD Retail Financials



NPPD Retail Financials



August-2025

NPPD Customers Assisted by CCCC	12794	<table><tr><td>37.70%</td><td>Collections/Payment</td></tr><tr><td>25.75%</td><td>Billing</td></tr><tr><td>17.00%</td><td>Service Request</td></tr><tr><td>14.55%</td><td>IVR</td></tr><tr><td>1.46%</td><td>No Power/Partial Power</td></tr></table>	37.70%	Collections/Payment	25.75%	Billing	17.00%	Service Request	14.55%	IVR	1.46%	No Power/Partial Power
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25.75%	Billing											
17.00%	Service Request											
14.55%	IVR											
1.46%	No Power/Partial Power											
Public Power Partners Assisted by CCCC	4549	<table><tr><td>63.43%</td><td>No Power/Partial Power</td></tr><tr><td>23.97%</td><td>CS Questions</td></tr><tr><td>9.54%</td><td>Emergency/High Priority Issues</td></tr><tr><td>3.06%</td><td>Service Requests/Power Quality</td></tr><tr><td>0.00%</td><td>Other/Misc</td></tr></table>	63.43%	No Power/Partial Power	23.97%	CS Questions	9.54%	Emergency/High Priority Issues	3.06%	Service Requests/Power Quality	0.00%	Other/Misc
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3.06%	Service Requests/Power Quality											
0.00%	Other/Misc											
Customers Assisted by Technology	10398	<table><tr><td>63.75%</td><td>Payments</td></tr><tr><td>36.25%</td><td>Outage</td></tr></table>	63.75%	Payments	36.25%	Outage						
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36.25%	Outage											
Customers Assisted through Web Portal	24505	<table><tr><td>96.18%</td><td>Payment Info/Arrangements</td></tr><tr><td>3.82%</td><td>Service Requests</td></tr></table>	96.18%	Payment Info/Arrangements	3.82%	Service Requests						
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3.82%	Service Requests											

Retail Highlights



Parade volunteers
continue to share in
community pride!!

Teammates and their family
members represented NPPD in
the Chadron, Atkinson, and
Columbus parades.





**Mutual Aid
efforts across
the state
following strong
August storms.**





THE POWER OF PEOPLE



Questions

Stay connected with us.



Nebraska Public Power District

Always there when you need us