



NEBRASKA PUBLIC POWER DISTRICT CURRENTS

SPRING
2025

We are a premier energy provider bringing the best of public power to Nebraskans, powering everyday life and a brighter future.

A message from customer services



Tomas Jimenez
Customer Services
Lead

Welcome to the spring issue of NPPD’s customer newsletter. I am Tomas Jimenez, a customer services leader at NPPD’s Norfolk Operations Center. My career with NPPD began in 2019, and I’m honored to lead and provide exceptional customer service in the Norfolk area and throughout the state.

NPPD’s team is excited about several upcoming events. In April, we look

forward to celebrating 25 years since the Norfolk Customer Centralized Contact Center opened its doors and my team is also thrilled to bring the first Community Assistance Fair to Norfolk on April 11. The Community Assistance Fair will be an excellent opportunity for residents to learn about available resources and how these resources can assist Norfolk and surrounding areas.

Residential accounts are a key component of our business, and NPPD takes pride in offering customers

the best value for electricity for a safe, comfortable home. We also take pride in the relationships we build across the state, and this time of year, our focus turns to various community events, whether participating in home shows, entering local parades, or hosting Arbor Day tree plantings in our retail communities.

And speaking of Arbor Day, we will celebrate with the community of Tekamah as we kick off our annual Arbor Day celebration planned for this April. The event showcases our pride in communities and our desire to spread Arbor Day’s importance, teach students about planting correct vegetation and help them understand the benefits this vegetation brings to customers.

It is a pleasure to work hand-in-hand with community members and support them throughout the year. Remember to enjoy the changing season and always put safety first.

Community Assistance Fair debuts in Norfolk

NPPD will host a one-day Community Assistance Fair for customers and individuals in and around the Norfolk area.

Attendees will have access to learn about services offered by NPPD and our Pennies for Power Program, as well as resources from local housing authorities, utility companies, banking representatives and safety demonstrations.

The fair will take place on Friday, April 11, at Our Savior Lutheran Church, located at 2420 W. Omaha Avenue in Norfolk, from 5 to 7 p.m.

Members of the community will have the opportunity to meet privately with the participating organizations. Food and beverages will be provided for attendees.

For more information, contact NPPD at 1-877-ASK-NPPD (1-877-275-6773).



Go Paperless

Going paperless is easy!

Simply register and sign up for “My Account” at www.NPPD.com, navigate to the “My Account” module, and click on “Settings” on the left-hand side.



Check the “Paperless Bill” box to enroll and click save. Enrolling in paperless billing means you will receive an email when your monthly bill is available, rather than a paper bill.

Enrolling in “My Account” also gives you access to previous bills and energy consumption information.

Pennies for Power program has new management

Dollar Energy Fund (DEF) began management of NPPD's Pennies for Power fund and application process in January. DEF is a 501(c)(3) (non-profit deemed tax-exempt by the IRS) organization. Their mission is to improve the quality of life for households experiencing hardships by providing utility assistance and other services.

Customers can continue to donate through their NPPD bills. One additional change is that those who request to make a one-time donation to the program can now donate using a debit or credit card or PayPal account directly through the Dollar Energy Fund Donate Now website.

Checks can be made out to NPPD and mailed to NPPD's Columbus General Office, P.O. Box 499, Columbus, NE 68602-0499.

Two options are available for customers in need:

1) Apply by using the Dollar Energy Fund MyApp web portal. The online application process follows the guidelines NPPD provided to Dollar Energy Fund.

2) Visit one of our expanding networks of partner agencies across the state, including Good Neighbors in Norfolk, Mid Nebraska Community Services in Kearney, Blue Valley Community Action in Plattsmouth, and more. DEF is actively working to add more agencies to this list, ensuring customers can access the assistance they need.

Spring cleaning your HVAC system can help save money

Winter months can be hard on your HVAC system, but spring is the perfect time to shake the dust off your system and help it run more efficiently. Doing so can help you save money:

- HVAC systems have many moving parts, such as fans and motor bearings. The constant movement creates a great deal of friction and, over time, can cause damage to your entire system. Avoid this by lubricating the system parts at least twice a year.
- Clear debris, such as leaves and sticks, from the outdoor condenser unit to improve airflow and efficiency. Dirt and small debris can make their way inside the unit, as well. Contact a qualified HVAC technician to take care of this for best results.

• The indoor components, such as blower fans, evaporator coils, ductwork and vents, are also subject to dust and dirt accumulation. Dirty components are less effective at moving air, which reduces system efficiency and increases operating costs.

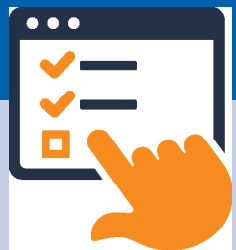
• To optimize efficiency, have your system cleaned and inspected by a qualified professional twice a year.

NPPD will conduct two surveys this spring

1) The Reputation Research Survey will go out in May, aiming to gather feedback to better understand NPPD's perception and help shape our future strategies as your electric provider.

Surveys will be delivered via email and/or phone by the MSR Group. Please note that the sender's email address will be survey@msrgroupsurvey.com. Additional information can be found in April invoices.

2) Additionally, an Appliance Survey will be delivered to approx. 4,000 random residential customers in March. This survey data will be used to study residential energy use.



Have a question for us?
Visit us through our customer portal
or mobile application, NPPD On The Go!
Or, contact us at 1-877-ASK- NPPD
(1-877-275-6773)



Nebraska Public Power District
Always there when you need us