

News from the Northeast Nebraska Public Power District

June 2013

NeNPPD requests competitive proposals for short and long term wholesale power supply

Wholesale power costs take 70 cents of every dollar of a customer's electric bill. NeNPPD spends annually about \$13 million for bulk power to meet our customer's needs. NeNPPD has teamed up with the Cities of South Sioux City, Wayne and Wakefield to embark on a competitive bidding process to help obtain for you a future power supply at the best terms possible. We expect suppliers from Nebraska, South Dakota and Iowa will express interest. There will be other considerations than price alone, like the supplier's ability to provide flexibility and accountability so that NeNPPD can adjust to changing needs of customers in the future. We will keep our customers informed as this process continues.

NeNPPD completes the 2013 financial audit

Each year the Board of Directors hires a 3rd party, independent auditor to review the business records of the District. This is a common practice in business, but especially important to NeNPPD because we are a public entity and must hold your trust. An independent financial audit is one way to verify the records presented by management to the Board are accurate. NeNPPD's financial statements are posted publicly on our web site at www.nnppd.com for your inspection. We also post the entire audit report. Customers are encouraged to review these documents and ask questions.

Managing your account over the web is easy MOST OF THE TIME!

Technology keeps getting better and easier to use. Sometimes we get stumped though. Occasionally, we get a customer complaint that our web page isn't working. Often it is a glitch called 'browser incompatibility' in the software on your computer. Sometimes routine browser updates mismatch with other software and limit what your home computer can do. Internet browsers like Google Chrome, Internet Explorer, or Firefox can often affect performance when an updated version stops working well with other software needed to view webpages. Sometimes re-starting your computer will get all software updated again, or if you are having trouble with our web site, download the free browser Firefox. Firefox seems to have the least compatibility problems. Not all customers have trouble using our website with Explorer or Google Chrome, but if you do, then try Firefox.

See new detailed consumption information over the web

Each customer can set up a secure account to do business with us over the web. With this secure connection you can pay your bill, check billing information, and set up a calendar driven email alert for when your bill is due. Now you can see daily electric consumption and match daily weather trends to help you better understand how the weather impacts your bill. Go to the "My Usage" tab and select "usage history" and a graph of your daily consumption will appear. You can then set the dates to display and choose several ways to show temperatures during that time period. We recommend selecting "heating and cooling degree days" because these are indicators of how much an air-conditioner or furnace would typically use energy, given the temperature.

Welcome new faces

Melissa Pickinpaugh has joined our staff as our newest Customer Service Representative. She and her husband Josh live in Wayne. We congratulate Zach and Amanda Cook on the arrival of their daughter Annabelle May Cook.

Keep an old bill by the phone to help you report an outage fast!

NeNPPD uses an answering service to answer our phones on a 24 hour basis. We are a small local company and hiring people to sit in the office every hour of the year is just too expensive. Even then, we couldn't have enough phone lines and people to answer hundreds of calls an hour when an outage hits. For these reasons we partner with an answering service that specializes in rural electric utilities. Occasionally, our customers are surprised to learn that the person answering the phone is actually in Minnesota, Texas, or Tennessee. But these folks are qualified and do have all of the information needed to dispatch our crews to help our customers at all hours of the day. Sometimes it gets trickier to help a customer that has several accounts like farmers and

industries. Here are some tips that you can use to help us pinpoint exactly who you are and where the crews need to go:

- Keep an old bill near the phone and highlight the information under the **Service Summary** heading. You will see information for Customer #, Pole #, Meter # and Lot and Address. All of this information is unique to you. Some of this information is easier to repeat over the phone. Perhaps the quickest and easiest to report is the Meter #.
- If you have several accounts like farms and businesses, then keep a copy of a bill for each account handy so that you can report the account that is out of power. To help you with that task, you can provide us a “nickname” that will appear in the **Lot** field. With the sample bill below, you will see the customer has chosen to call this account **WFARM**. This is the customer’s own clue as to which account he wants to reference. A good idea is to post a bill on the shop doors of each different location so employees can easily know the account information.
- Most customers have responded to our calls for a “911” address and we put that on the face of the bill too, so that even if you are away from home our folks can look up an account by its street address, (if it has been provided to us). **This is different than the billing address!**
- Things change. Review this information from time to time and if you change phone numbers try to remember to let us know. It will help us respond to your needs faster.

This information is also handy anytime you want us to find your account to pay a bill or check a balance by phone 24 hours a day.

PO BOX 350 1410 W 7th ST.
WAYNE NE 68787

402 552ND AVE
OSMOND NE 68765-5084

**NORTHEAST
NEBRASKA**
PUBLIC POWER DISTRICT



Touchstone Energy® Partner
The power of human connections®

For Billing Inquiries
CALL 1-800-750-9277
<http://www.nnppd.com>

Pay This Amount	
On or Before 06/25/13	24.00
After 06/25/13	24.00

Account Summary	
Previous Balance	27.00
Payments Received	-27.00
Current Charges	23.22
Balance Due	24.00

Messages
Budget customers--May is your settle up month. Budgets with a credit balance will receive a refund check & budgets with a balance owed will be due by the due date on the statement.

Service Summary	
Customer #	8305-00
Period	04/27/2013 - 05/27/13
Pole #	928 -35-100
Lot	WFARM
Address	550 HWY 20 OSMOND
METER #	69844

Service Detail

Keep this information nearby the phone. The information under the heading 'Service Summary' can help you report an outage fast!



The Board of Directors and Manager are:

- | | | |
|--------------------------|-----------------------------|--------------------------|
| Don Larsen, President | Paul Bodlak, Vice President | Tom Gustafson, Treasurer |
| Dan Ganseboom, Secretary | Diane Newton | Sy Kneifl |
| David Lebsack | Larry Silhacek | Mark Shults, Manager |

View this and all previous newsletters at our website www.nnppd.com

Your Touchstone Energy® Partner
The power of human connections®

