



Customer Payment/Affordability Trends

March 19, 2024



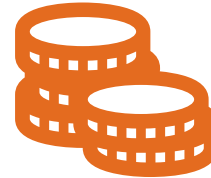
Agenda



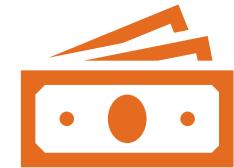
Customer
Solutions



Affordability
Trends



2023 Economic
Trends



2024 Economic
Outlook

2023 Customer Care Highlights



Connected customers with assistance resources and flexible payment options through in person touchpoints, emails, and over the phone.



Launched online enrollment in Level Payment Plan and Payment Installment Payment Program.



Proactively communicated with low-income customers current on their bill about the Customer Assistance Program (CAP Pilot).



Energy Assistance Program reoccurring donations increased by 19%.



Conducted inaugural Spanish “Get Assistance” campaign focused on educations and awareness that led to a 46% increase in Spanish speaking contacts calls for assistance.

Customer Solutions

- Energy Assistance Program (EAP)
- Low Income Home Energy Assistance Program (LIHEAP)
- Customer Assistance Program Pilot
- Pay Plan
- Gift of Energy
- Payment Installment Program
- Level Payment Plan

- Energy Efficiency Assistance Program (EEAP)

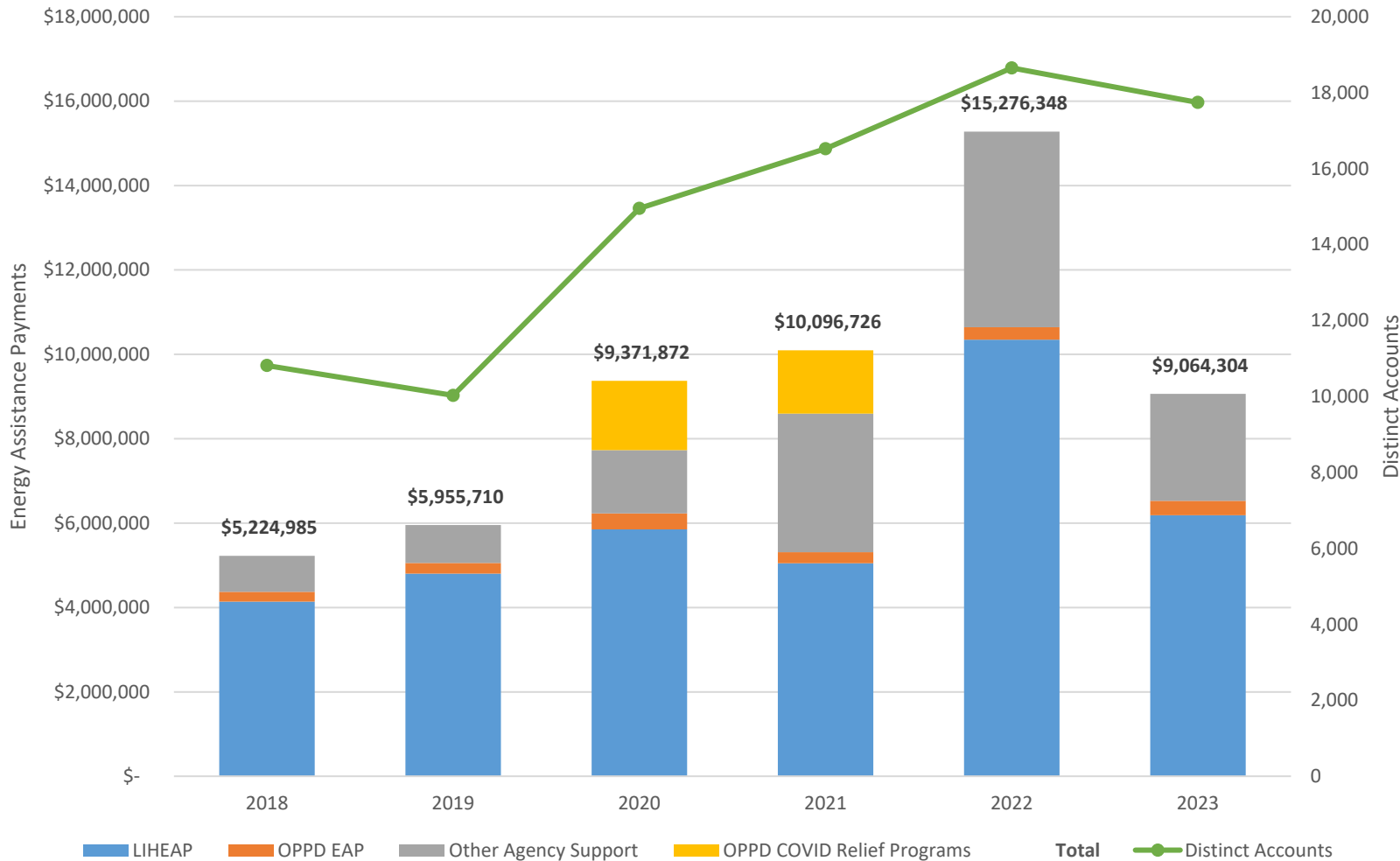


Addresses Bill
Payment Options



Addresses Energy
Usage

Customer Assistance Trends



Customer Assistance Program (CAP) Pilot		01/08/2024
Electronic Applications*		8,813
Customers Enrolled+		2,327
Customers Dismissed^		915

*Total applications completed for the program and not eligible due to either being over income or having a balance.
 +Customers eligible and successfully enrolled into the program.
 ^Customer dismissed for non-payment.

Energy Assistance Program (EAP)		
Year	Customers Served	Funds Distributed
2021	817	\$261,850
2022	844	\$295,830
2023	933	\$340,099

Payment Installment Program			
Year*	Enrollments	Costs Adjusted	Paid in Full
2022	889	\$554,846.32	24
2023	2886	\$2,042,003.63	230

*Launched in August 2022, customer can have an installment length up to 18 months. Customers are removed from the program if one payment is missed

Customer Assistance Trends



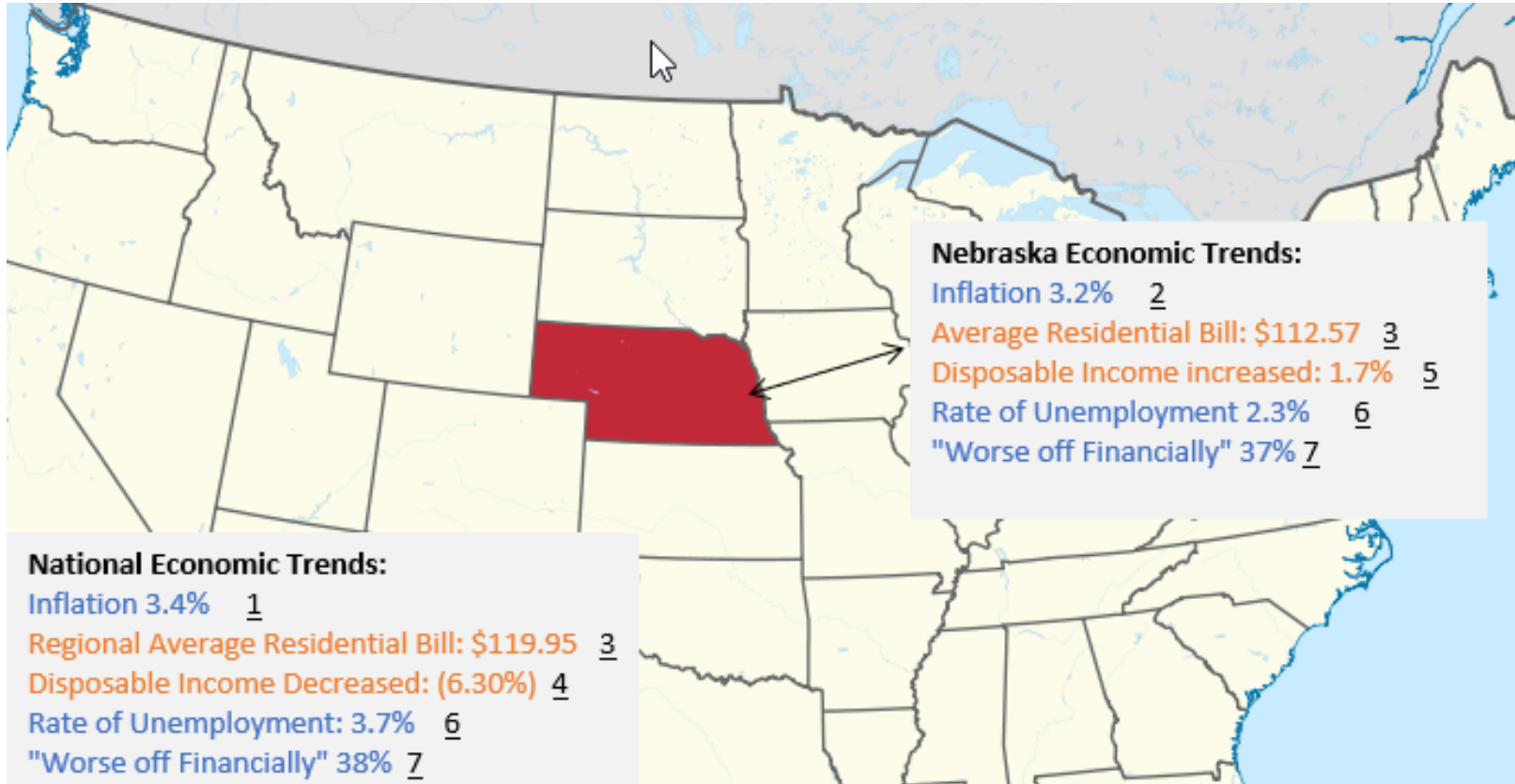
Year	EEAP Homes Served	EEAP Project Annual Electricity Savings*	Homes Received WAP funding	Projected Annual Electricity Savings WAP only*	Total Projected Savings EEAP & WAP*	EEAP Projected % annual bill reduction^	Total Projected % savings EEAP & WAP^
2021	52^	\$120.27	23	\$337.26	\$457.53	9%	30%
2022	73	\$197.54	46	\$343.11	\$540.65	12%	35%
2023	56+	\$134.07	44	\$309.72	\$443.60	9%	29%
Totals	181	\$150.56	113	\$330.03	\$480.60	10%	31%

*Projected savings derived from BPI audit completed by partner.

+WAP Administrator ended contract in Douglas County w/ NDEE, new vendor will be added in 2024.

^Pandemic recovery & supply chain constraints impacted ability to serve homes

Economic Trends



Average Regular Unleaded Gasoline Price	2022	2023
Nebraska	\$ 3.04	\$ 2.92
National	\$ 3.21	\$ 3.13

Source: Nebr Dept of Energy & EIA

Household Debt Payment-to-Income Ratio	2022	2023
National	9.89%	9.78% (Q3)

Source: St Louis Fed Reserve

- <https://www.usinflationcalculator.com/inflation/current-inflation-rates/>
- https://www.bls.gov/regions/mountain-plains/news-release/consumerpriceindex_midwest.htm
- (Data from forms EIA-861- schedules 4A-D, EIA-861S and EIA-861U) for West North Central Region of USA - latest amounts available are for 2022
- <https://www.ibisworld.com/us/bed/per-capita-disposable-income/33/> (2022 amounts)
- <https://www.nj.gov/labor/labormarketinformation/assets/PDFs/industry/incpov/dpci.htm> (2022 amounts)
- From [Bureau of Labor Statistics, United States Department of Labor](#) via [Data Commons](#) .
- JD Power Q4 2023

Summary of Aged Debt & Gross Write Offs

	Commercial			Residential			LIHEAP		
	December	December		December	December		December	December	
	2022	2023	% Change	2022	2023	% Change	2022	2023	% Change
% of Accounts Current	91.90%	92.00%	0.11%	88.40%	88.30%	-0.1%	65.80%	67.20%	2%
% of Accounts in Arrears	8.10%	8.00%	-1.23%	11.60%	11.70%	1%	34.20%	32.80%	-4%
Total Aged Debt > 30 days (in millions)	\$2.00	\$2.20	8%	\$6.80	\$7.90	17%	\$0.80	\$1.10	29%
Total Aged Debt 91+ Days (in millions)	\$0.20	\$0.20	5%	\$1.30	\$2.10	61%	\$0.20	\$0.40	87%

- % Current, Commercial, residential and LIHEAP customers was 92%, 88%, and 67% at the end of 2023
- Aged debt for residential and LIHEAP customers increased 17% and 29% due to less assistance funding available
- Gross write Offs increased by 18% YOY compared to 2023

2024 Economic Outlook

These are the forecasted economic trends for 2024:

- Unemployment: the forecast is for unemployment to increase both locally and nationally
- Inflation: trends are cooling but likely to remain above the Fed's 2.0% target through 2024
- Energy Assistance funding has returned to pre-pandemic levels
- Delinquent balances will increase slightly due to less funding availability



Questions?

