

# ENERGY INSIGHT

Second / Third Quarter 2022

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Current news about Nebraska Public Power District

## CUSTOMER FOCUS

*in all we do* p. 24

**PLUS:** Celebrating our 2022 graduates and Arbor Day; a value-added partnership with Compute North; Polk County RPPD leads the EV-olution; and more!



Today 9:50 a.m.

LOOK UP and LOOK OUT  
for power lines today!  
We love you!

Message sent

## LOOK UP & LOOK OUT FOR POWER LINES

The most important days of the season are still less important than your safety. So, always stay 20 feet away from power lines, never unfold equipment near them and use a spotter if needed. Everyone is counting on you to come home safe.

[NPPD.com](http://NPPD.com)



Nebraska Public Power District

Always there when you need us

## ENERGY INSIGHT

*Energy Insight* is published by the **Nebraska Public Power District** Corporate Communications Department as a service for employees, customers and friends of NPPD. Its purpose is to communicate NPPD news and information and to recognize achievements of employees, retirees and their families.

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## THE MANUAL ABOUT THIS ISSUE

- 4 **President's Message**  
What personal traits are needed among teammates to pursue and achieve world-class customer service? President and CEO Tom Kent weighs in.
- 6 **The Complete Circuit**  
More and more electric vehicles are hitting the streets, and NPPD and its customers drive efforts forward.
- 8 **Honoring Arbor Day**  
Local Geneva students aren't afraid to get their hands dirty in the name of environmental stewardship.
- 10 **A Value-Added Partnership**  
A pilot project and new Retail rate make innovative collaboration possible, creating great benefits for all.
- 12 **Let's Celebrate Our 2022 Graduates!**  
Congratulations to all high school, college and post-college graduates.
- 18 **Retirees Hang Up Their Hats**  
These featured retirees dedicated more than 122 years of their lives to furthering public power in service of NPPD's customers.
- 21 **Remembrances**  
Fondly remembering all who have recently passed away, including Director of Corporate Environmental and Water Resources Joe Citta.
- 24 **CUSTOMer Focus**  
Every teammate, department and business unit at NPPD has a unique, well-rounded focus on customer service.



**About the Cover:** Geneva Local Manager Brad Christo installing an LED streetlight bulb. To date, NPPD has upgraded 76 Retail customer cities with NPPD-owned LED streetlights, which reduce light pollution, energy usage and maintenance costs, and improve energy efficiencies, light quality and safety among community members and drivers. More than 18,000 streetlights were upgraded during the five-year conversion process.

# NEXT STOP: WORLD-CLASS CUSTOMER SERVICE



TOM KENT

## A MESSAGE FROM THE PRESIDENT & CEO



When you think of the most influential people throughout Nebraska's history like Father Flanagan, Willa Cather, or George Norris, what character traits come to mind? Each was called to serve a unique purpose for humanity with a strong, almost limitless passion for living it out each day.

Likewise, the public power model was created with a focus on people, not profits. NPPD was created to serve customers by providing them with electricity that is affordable, reliable, sustainable and resilient.

Customer service is one of our most important values. For NPPD to continue its success, teammates must remain committed to this essential purpose with the understanding that customers are at the core of what we do.

So, how exactly can teammates further customer service amid the grind of daily work? While there's no specific equation, studies show influential individuals possess certain traits that we can take note of and reflect in our own work.

**Teammates have an impressive amount of experience and insight, and their wisdom and guidance is critical to helping NPPD meet customer needs.**

**THEY HAVE A CLEAR VISION AND STRATEGY TO ACHIEVE IT.** Our customers are important to us. We would not exist without them. From wholesale to retail, we recognize our customers are diverse with unique needs and expectations of us. That is why we continuously strive to create and deliver varied, value-added services and products that effectively problem solve and make life easier, whether it's a time-of-use rate so end-use customers can better manage energy costs, or various programs that provide

wholesale customers with more opportunity for growth and success.

With every business decision we make, we must ask one important question: Will this help us provide electricity and services that are affordable, reliable, sustainable and resilient, as well as meet or exceed our customers' needs?

**THEY COMMUNICATE THEIR VISION WITH INTEGRITY.** Progress is unattainable without productive and honest communication. To achieve world class customer service, we must continuously seek feedback,

share information with customers, and operate transparently to ensure we set the right goals and take the right steps forward. It is not enough to listen – we must truly hear our customers and enlist the right people in the conversation. Our open Board meetings are just one way we do this. Alongside our wholesale customers, we also share an important task of telling public power's important story about our role within our communities and the benefits this provides, whether it's how we're pursuing powerful advanced nuclear solutions or working together to advance electric vehicle charging station infrastructure throughout the state.

**THEY ARE PASSIONATE, CALM AND PROFESSIONAL IN THE FACE OF DISAGREEMENT.** Building long-standing positive relationships with customers takes work, and above all, trust. While we know not everyone will always agree on every decision being made, it's vitally important to respectfully discuss differences by considering and acknowledging varied opinions so decisions can be made in the best interest of everyone we serve. Remembering the deep significance, value and purpose of public power makes certain we keep customers at the forefront and don't get lost in our differences.

**FINALLY, THEY ADAPT TO A CHANGING WORLD.** Our industry is rapidly changing. That pace of change can cause some customers and teammates to feel unsettled in the face of many unknowns. Building greater alignment with our customers as we navigate the road ahead is essential. In fact, it's one of our five strategic priorities that keep us focused on excellence in all areas of business and mindfully driving forward amid industry change. While customer alignment and relationships are an essential part of this, so is building upon workforce development and engagement, controlling costs and staying competitive, developing decarbonization strategies that won't compromise affordability and reliability, and transforming and innovating our business. Balancing these important priorities is one part. Another is supporting teammates to be lifelong, motivated learners dedicated to keeping public power relevant and effective.

One thing is for sure. Collectively, teammates have an impressive amount of experience and insight, and their wisdom and guidance is critical to helping NPPD meet customer needs. Measuring success and changing course as needed will ensure we arrive at our point of destination: world class customer service. !



# Complete CIRCUIT

CUSTOMER HAPPENINGS & HIGHLIGHTS

## Leading the EV-olution

The city of Stromsburg is home to several different industries, a wonderful school district, great healthcare options, senior housing and services, restaurants, stores, enjoyable recreational facilities, and the weekend-long Swedish Festival held every summer. Now, the quaint community can add another impressive item to its list ... its own electric vehicle (EV) charging station.

Two years ago, Polk County Rural Public Power District (RPPD) added a 2020 Tesla Model 3 to its fleet due in part

to grants from the Nebraska Environmental Trust and Nebraska Community Energy Alliance.

Added shortly before the Tesla was a charging station located in the power district's parking lot. Maintained by the ChargePoint network, the level 2 station has two ports. The time it takes to charge an EV on it can be as little as 30 minutes or more than 12 hours, depending on the vehicle model, the size of the battery and the speed of the charging station.

"This installation helps put

the rural community at the front line of charging infrastructure," stated Polk County RPPD Customer Service and IT Manager **Wade Rahn**.

The best news about the charging station is an exciting proposal initiated by Polk County RPPD and brought into existence by the city of Stromsburg and the Stromsburg Chamber of Commerce. "The Chamber's monetary donation toward the project, along with the city stepping up to cover the cost of charging for five years, is a very attractive benefit for those who use the charger," said Rahn. "It's a win-win situation for all as the charging station allows travelers a chance to experience the friendliness of small-town Stromsburg through a cup of coffee and a quick walk-through of its beautiful shops — all while their EV is being charged for free. This station can also help reduce the range anxiety fear people have when considering purchasing an EV."

The ability to charge electric vehicles at no cost will run through November 2025.



## A Partnership for Progress

In partnership with the UNL Nebraska Center for Energy Sciences Research (NCESR), NPPD is excited to release the first issue of its newsletter - *Energy Center Chronicles*.



Read about this collaboration, including how project Energy Nebraska is making a difference in communities, the results of Student Research Days, and progress on some low-carbon initiative projects.

Visit [nppd.com/public-documents](http://nppd.com/public-documents) and select "Energy Center Chronicles."

## EV Road Trip Ready

This spring, NPPD signed a memorandum of cooperation to become a member of the National Electric Highway Coalition, a collaboration of more than 60 U.S. electricity providers committed to providing electric vehicle fast charging stations that will allow the public to drive EVs with confidence along major U.S. travel corridors by the end of 2023.

NPPD has also installed or provided financial assistance for the installation of several DC fast charging stations throughout its territory, and the District provides many EV-related incentives.

## Mural shows Dannebrog's history

Served by Howard Greeley RPPD

Nestled in central Nebraska just 30 minutes northwest of Grand Island is the village of Dannebrog, a community full of history and ethnic orientations. The charming community sits amongst oak trees next to the Middle Loup River. Adding to the community's appeal is the Dannebrog Historic Mural, located on the west side of the American Legion Hall.

The mural represents Dannebrog's past to present, Danish heritage, Pawnee Nation and several landmarks, including an image of the Pioneer Grist Mill, bison, and patriotic symbols. An original mural suffered from years of weather and wall damage and was replaced with a new and slightly changed version in 2018. Greg Holdren of Friend, Nebraska, painted the mural.



# Honoring ARBOR DAY



## NPPD hosts annual tree planting at Fillmore High School

Over the last 17 years as part of NPPD's membership in the Tree Line USA Program, NPPD has planted trees in Retail communities with an environmental need.

The Tree Line USA Program recognizes electric utilities that demonstrate practices that protect and enhance rural and urban trees. For NPPD, it also

provides an avenue to promote the safety and reliability of power lines through public education programs about the proper planting of trees and other vegetation.

After a devastating tornado struck the community of Norris in 2004, the city was a natural selection for the first tree planting

event held in the spring of 2005 at Norris School District.

"This year, we picked the community of Geneva, and NPPD's team was excited to provide nine trees planted near the Fillmore Central Public High School on Tuesday, April 26," said NPPD Communication Specialist **Christy Avery**.

"More than 40 students from Fillmore Central Grade School participated in the event," added Avery. "Not only does the day provide a short hiatus from students' standard in-class instruction, but it teaches them lifelong lessons on the importance of vegetation, and how to nurture and care for vegetation, along with safety-focused information on how and where to properly plant trees and shrubs to distance them from power lines—knowledge they will use for many years to come."

"It is our privilege to give back to the communities we serve," said Avery. "We know adding new trees and vegetation will provide these communities with beauty, shade and an overall pleasant atmosphere for many years to come."

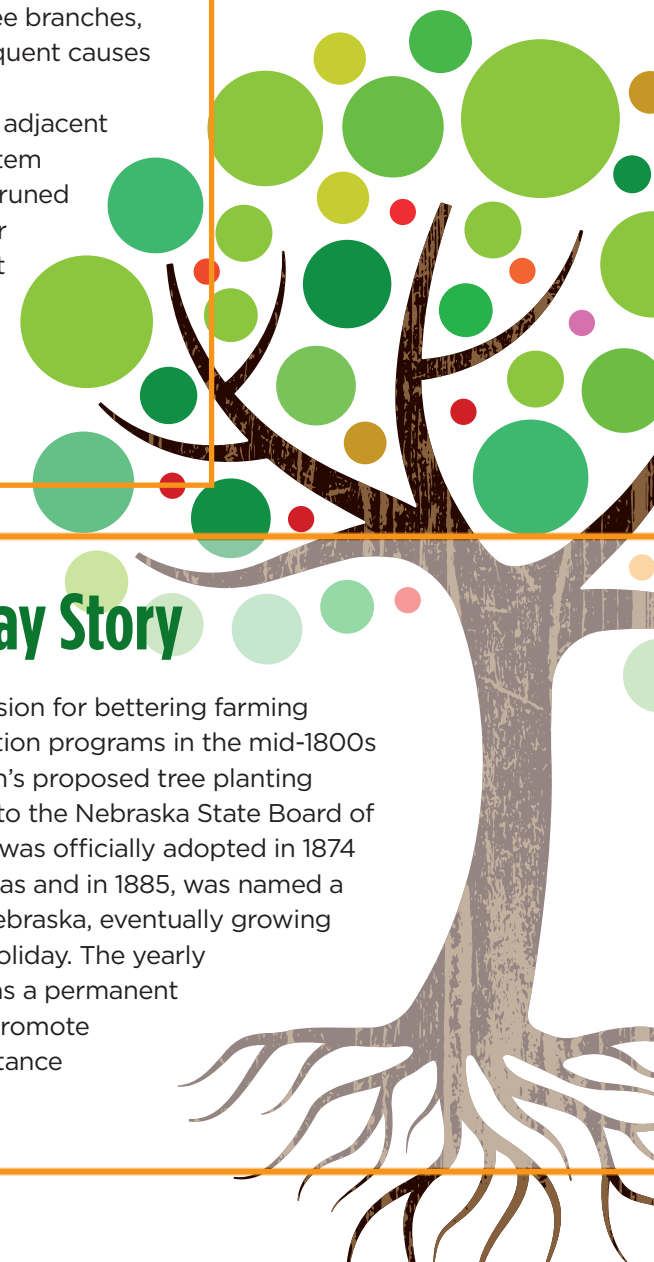
## Environmental Stewardship

Protecting natural resources is essential to NPPD, which operates in a way that protects the public, wildlife, and overall environment. Safely providing electric service is NPPD's first priority, and its essential teammates educate customers and landowners to plant the right tree in the right place. Doing so ensures NPPD balances the threat to its electric service caused by trees and tree branches, which are the most frequent causes of power outages.

Trees and vegetation adjacent to the transmission system right-of-way must be pruned and kept clear of power lines so NPPD may best provide customers with safe, reliable and resilient electricity.

## The Arbor Day Story

What began as a passion for bettering farming methods and conservation programs in the mid-1800s led to J. Sterling Morton's proposed tree planting holiday on Jan. 4, 1872 to the Nebraska State Board of Agriculture. Arbor Day was officially adopted in 1874 by Gov. Robert W. Furnas and in 1885, was named a legal state holiday in Nebraska, eventually growing to become a national holiday. The yearly observance continues as a permanent annual observance to promote the planting and importance of trees. !





# A VALUE-ADDED PARTNERSHIP

**N**PPD teammates are constantly brainstorming exciting prospects that provide customers with the services and products they most want. Doing so allows NPPD to implement powerful solutions that benefit all customers along the District’s journey to stay a competitive, long-term partner and premier energy provider for Nebraskans. One such initiative gives NPPD and its customers a way to be on the leading edge of innovation through valuable collaboration. Using NPPD’s new Demand Response Resource (DRR) Rider Rate, the pilot project allows up to three NPPD Retail customers to offer a portion of their load, with NPPD’s assistance, into the Southwest Power Pool’s (SPP) Integrated Market so long as they can readily curtail that load when needed by SPP – for example, during times of high energy use, congestion, or pricing in the SPP footprint. The project carries several benefits, including positive financial impacts for the customer.

“Having our customers alongside us in our effort to seamlessly balance energy capacity and

load is invaluable in helping us manage future generation needs, especially as we continue to support our customer communities in growing and exploring economic development opportunities,” said Columbus Director of Innovation **Marie Kapels**. “Ultimately, this

helps customers save their hard-earned dollars while we strategically work to keep their energy affordable, reliable and sustainable.”

If a customer wants to be on the pilot rate, they must have an output of at least 500 kilowatts at a single location, as well as a flexible load that is dispatchable on a five-minute basis.

NPPD lends interested customers the expertise and support necessary every step of the way to ensure they are properly set up in the market and receive all proper metering and telecommunication upgrades. In turn, customers assume a more complex role, as well as gain experience as a distributed energy resource in the

**Teammates are currently hard at work to make sure the pilot program is successful. This new rate may be another useful tool to attract businesses with controllable load to the state.**

market, which provides countless learning and partnership opportunities with NPPD and SPP – one of seven regional transmission organizations in the nation.

Compute North, located in Kearney, supports blockchain, cryptocurrency mining and high-performance computing operations and is the first NPPD Retail customer to participate in the pilot project. Compute North’s average load is nearly 100 megawatts, which is almost the same as the city of Kearney during peak demand.

Like NPPD, Compute North is goal-oriented toward efficiency, affordability, sustainability and being a trusted partner to customers.

“Compute North offers a win-win situation for NPPD. We have access to NPPD’s low-cost, reliable and renewable energy,” said Compute North CEO **Dave Perrill**. “And, NPPD can benefit from Compute North’s flexible demand for power as we respond to peak demand by temporarily powering down to alleviate congestion. This flexibility can stabilize energy prices, which directly benefits the community.”

Building strong communities where innovation,


convenience and progress thrive is a hallmark of public power.

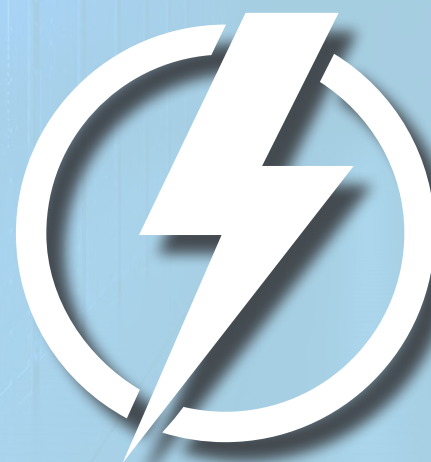
“The city of Kearney, NPPD and other important stakeholders are constantly exploring and pursuing projects that directly impact our community for the better,” said Kearney Mayor and NPPD Retail Account Manager **Stan Clouse**.

As with anything, customer needs from and expectations of NPPD ebb and flow, but the District is ready for it all.

“Working with our customers to provide the services required to meet their goals is an important part of our business, and the new DRR Rider Rate pilot program is an innovative way to do just that,” said Kapels. “Teammates are currently hard at work to make sure the pilot program is successful, and this new rate could be another useful tool to attract businesses with controllable load, such as Compute North, to Nebraska.”

The results of the pilot will be evaluated after a few months to determine if it can transition out of the pilot phase and become available to more customers, including wholesale partners.

More details on this pilot program can be found in the Demand Response Resource Rider Rate Schedule on NPPD.com. 



# Congrats GRADUATES

BEST WISHES FOR A FRUITFUL FUTURE

Congratulations, graduates! NPPD is so proud of these students, and so excited for what their futures hold.

On the next few pages, graduates are listed by name and school. Their parent(s) who work at NPPD are listed below the line.

## HIGH SCHOOL GRADUATES



**Samuel Ackerman**  
Auburn H.S.

CNS Mech. Eng.  
John Ackerman



**Sarah Acton**  
Falls City H.S.

CNS Sec. Shift Field Supv.  
Tom Acton



**Benjamin Allen**  
Aurora H.S.

Norfolk CCCC Customer Service Support Spec.  
ReBecca Allen



**Paige Aue**  
Auburn H.S.

CNS Perform. Improvement Analyst  
Rhonda Aue



**Jacob Bender**  
Norfolk H.S.

Norfolk Planner/Scheduler  
Gale Bender



**Shae DeRosier**  
U.S. Military Academy

CNS Control Room Supv.  
Brian DeRosier



**Trey Dillon**  
Lincoln Southwest H.S.

Lincoln Sr. Sub. Tech.  
Adam Dillon



**Ryan Dixon**  
Auburn H.S.

CNS Strat. Sourcing Spec.  
Michelle Chowning and  
Rad. Protect. Mgr.  
Joe Dixon



**Max Doherty**  
Ogallala H.S.

Ogallala Ops.  
Contract Coord. - Projects  
Matt Doherty



**Gwen Donner**  
Wisner-Pilger H.S.

Norfolk CCCC Team Leader  
Katie Donner



**Roxanne Beshaler**  
Scotus Central Catholic H.S.

CGO VP of HR & Corp. Support  
Dallas Beshaler



**Noah Bierman**  
Scotus Central Catholic H.S.

CGO Accounts Payable Spec.  
Susan Bierman



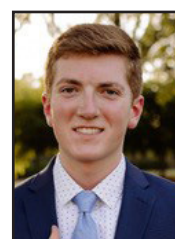
**Melody Billings**  
Auburn H.S.

CNS I&C Maint. Spec.  
John Billings



**Devon Borchers**  
Scotus Central Catholic H.S.

CGO Corp. Cyber Sec. Sr. Systems Analyst  
Lisa Borchers



**Gavin Brabec**  
Scotus Central Catholic H.S.

CGO Advanced Metering System Admin.  
Lori Brabec



**Jaycee Hipwell**  
North Platte H.S.

Doniphan Energy Supply Coord.  
Josh Hipwell



**Caden Holm**  
Paxton H.S.

GGG Ops. Spec.  
Cory Holm



**Marcus Hudson**  
Auburn H.S.

CNS Simulator Maint. Spec.  
Joel Hudson



**Aiden Hupke**  
Norfolk H.S.

Norfolk CCCC Customer Contact Spec.  
Heidi Hupke



**Karissa Jackson**  
Cozad H.S.

Cozad Water Systems Maint. Tech.  
Jeff Jackson



**Jacob Brugger**  
McCool Junction H.S.

York Sr. Capital Planning Program Mgr.  
Mark Brugger



**Jacob Burger**  
Northwest H.S.

Doniphan Trans. System Control Supv.  
Jacob Burger



**Jack Buscher**  
Sutherland H.S.

GGG Ops. Contracts Coord.  
Brian Buscher



**Tyler Cline**  
Scotus Central Catholic H.S.

CGO Accounting Analyst  
Jane Cline



**Josie Daugherty**  
Tri-County H.S.

SS Mech. Tech.  
Kelly Daugherty



**Kierstyn Jakub**  
Rock Port H.S.

CNS Maint. Planner  
Jeff Jakub



**Ericka Keep**  
Columbus H.S.

CGO Corp. Accounting Supv.  
Chuck Keep



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Rock Country H.S.

Bassett Local Mgr.  
Todd Keller



**Molly Kiekel**  
Auburn H.S.

CNS System Eng. Supv.  
Dustin Kiekel



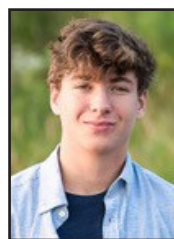
**Ethan Kinney**  
Kearney Catholic H.S.

Kearney System Planning and Trans. Business Mgr.  
Evan Kinney



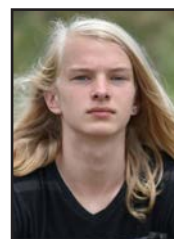
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Butch Land



**Cooper Land**  
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York Strat. Sourcing Spec.  
Paige Stacy



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Tricia Stevens



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Auburn H.S.

CNS Work Control Admin.  
Richard Tanderup



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North Platte Saint Patrick H.S.

North Platte O&M Sr. Line Tech.  
Jake McGill



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Tarkio H.S.

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Haley Kingery



**Olivia Miller**  
Sutherland Public School

GGG Buyer  
Tracy Merrihew



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Columbus H.S.

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Matt Mudloff



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CGO Financial Planning Leader  
Staci Mueller



**Jarett Walter**  
McCook H.S.

McCook Retail Web Analyst  
Laura Walter



**Alex Wunderlich**  
Columbus H.S.

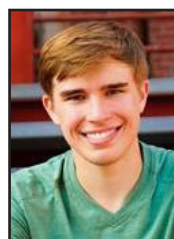
CGO Records Analyst  
Jacque Wunderlich

**COLLEGE GRADUATES**



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Mindy Scott



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O'Neill Journey Line Tech. Brian and Econ. Dev. Mgr.  
Nicole Sedlacek



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HTRS Public Schools

Dau. of CNS Sr. Valve Tech. Zeb Shafer; step-dau. of Humboldt Line Mgr.  
Eric Schmit



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CGO Invest. Portfolio & Debt Admin.  
Cristal Menke



**Logan Menke**  
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CGO Invest. Portfolio & Debt Admin.  
Cristal Menke





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Lisa Mitchell



**Jake Novicki**  
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CGO Sr. Comm. Spec.  
Jill Novicki



**Regan Rine**  
UN-Lincoln

CGO Sr. Drafter  
David Rine



**Payton Rosendahl**  
Augustana U.

CGO Retail Billing Leader  
Tammy Osten



**Carter Roth**  
Nebraska Wesleyan

York Ops. Program Mgr.  
Trevor Roth



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Sr. Systems Analyst  
Matthew Stoeckle



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CGO BIT&C Sr. Team Leader  
Lisa Wemhoff

**POST-COLLEGE GRADUATES**



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Doniphan Dir. of  
NERC Reliability Comp.  
Tony Eddleman



**Alyssa Kuta**  
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Elaine Kuta



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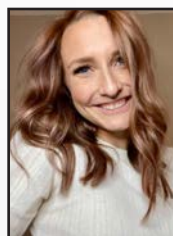
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Ann Tonniges



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UN-Lincoln; M. Engineering Management

GGS Unit 2 Boiler Eng.



**NPPD receives Nebraska's Safest Company Award**

The National Safety Council, Nebraska Chapter, recently recognized NPPD as a "Nebraska's Safest Company" award winner for 2021.

Sheldon Station Safety & Human Performance Lead **Mitch Homolka** accepted the award on behalf of NPPD last month during the National Safety Council Celebration of Safety luncheon in La Vista.

The award is calculated by considering a company's incident, lost time, DART rate data, NAICS code, and BLS industry averages. A three-year weighted average is then established.

Nebraska's Safest Companies must be better than the industry average, which uses results from a Safety Program Evaluation Scorecard, and they must score higher than 75 points.

"The award recognizes organizations who don't take shortcuts with their safety," said Homolka. "Speaking on behalf of the entire NPPD Safety team, we are committed to each teammate being accountable for their safety and that of those around them. It was an honor to receive this award for the District."



MITCH HOMOLKA



**Hip Hip Hooray!**

If you know, you know. And if you work at the Columbus General Office (CGO), you definitely know. The CGO was recently named "Best Place to Work" by *The Columbus Telegram* readers in its "Best of Columbus" contest. We knew it all along!

**Nebraska receives Silver Shovel award**

For the third time in four years, Nebraska was recognized for its statewide growth and development. *Area Development*, a leading economic development publication, presented Nebraska with a 2022 "Silver Shovel" award for its achievements in attracting high-value investment projects that will create a

significant number of jobs within local communities. Nebraska was one of the runners-up in the under 3 million state population category.

The top 10 projects for each state were included in the scoring process.

"When you see Nucor in Norfolk and Viridis Chemical in

Columbus able to expand their operations here, it shows we are a place for both new and existing businesses to grow," said **Nicole Sedlacek**, CeCD, and NPPD economic development manager. "Being recognized with a Silver Shovel award again proves the Nebraska economy has stayed on the growth track."



# RETIREES

HANGING UP THEIR HATS WITH A JOB WELL DONE



It's a family affair for Connie Kramer as daughter, Nicole Brumbaugh, attends her retirement party.

## Kramer dedicates time to her community

Columbus General Office Senior Wholesale Billing Specialist **Connie Kramer** retired from the District on May 31 after 43 ½ years of service. Kramer began her NPPD career through a high school internship, and her first position was as a stenosecretary in Engineering Services in 1976.

A small retirement reception was held for Kramer at the General Office on March 24. In her retirement, Kramer will be a lay minister for the city churches of Genoa, Monroe and Silver Creek. She will continue working as the village clerk/treasurer for Monroe and will also enjoy camping and quilting in her free time.



Tammi Blazer shows off her retirement gifts and a big smile as she bids NPPD farewell.

## Blazer looks forward to travel and playing with grandkids

Doniphan Control Center (DCC) Systems Analyst **Tammi Blazer** retired Dec. 31, 2021 after 20 years of service. Blazer enjoyed a retirement celebration with fellow colleagues and retirees at the DCC, with special guest and husband, Jerry, in attendance. DCC Senior System Analyst **Dan Small** served as master of ceremonies for the occasion. Blazer plans to spend time with her grandchildren and go on small trips during her retirement.



The bright gleam of a new watch shines a light on new opportunities ahead for Bob Flagle in his retirement.

## Pursuing hobbies in Flagle's near future

Doniphan Control Center (DCC) Senior Systems Analyst **Bob Flagle** retired Feb. 28 after 38 years of service. He was honored with a lunch at the DCC on Feb. 23, where DCC System Control Technology Manager **Dirk Ludwig** served as master of ceremonies and presented Flagle with a retirement certificate and watch.

During his time with NPPD, Flagle was instrumental in implementing four emergency management system upgrades, as well as initiating NPPD's partnerships with The Energy Authority and the Southwest Power Pool in relation to its integrated market. Flagle plans to spend his retirement time volunteering and pursuing his hobbies.



Sweet treats and festive decor abound at Kelly Reese's retirement party.

## The future looks bright for Reese

Norfolk Customer Service representative/Dispatcher **Kelly Reese** retired Jan. 31 after 21 years of service. Reese began her District career in 2000 as the very first group of teammates hired at the Norfolk Customer Contact Center as a customer contact specialist.

A retirement party was held for Reese at the Center on Dec. 16, 2021.

## Stay connected with NPPD's Retiree Website

NPPD's Retiree website, located at <http://retirees.nppd.com>, gives retirees access to various items of interest, including retiree club notices and a retiree directory, monthly NPPD Board videos and daily District news, benefits information, the NPPD online store, and digital publications like this magazine! Retiree should log on regularly if interested to stay abreast on the latest District happenings! Trouble signing in? Contact [benefitslist@nppd.com](mailto:benefitslist@nppd.com).


## NPPD, Entergy to end support services agreement

NPPD and Entergy mutually agreed to end a Support Services Agreement regarding Cooper Nuclear Station (CNS) effective July 31. The agreement, in place since late 2003, said Entergy would provide support services as well as certain personnel for CNS, while NPPD maintained ownership of and responsibility for the plant's safe and reliable operations.

Over the past several years, Entergy has been exiting its merchant fleet nuclear operations in the Northeast U.S. and elsewhere to focus on nuclear plants in its regulated utility business operations in the Southern U.S. CNS was the last plant outside of Entergy's regulated utility business for which Entergy had contractual obligations.

"This was a mutual decision and is in the best interest of both utilities," said President and

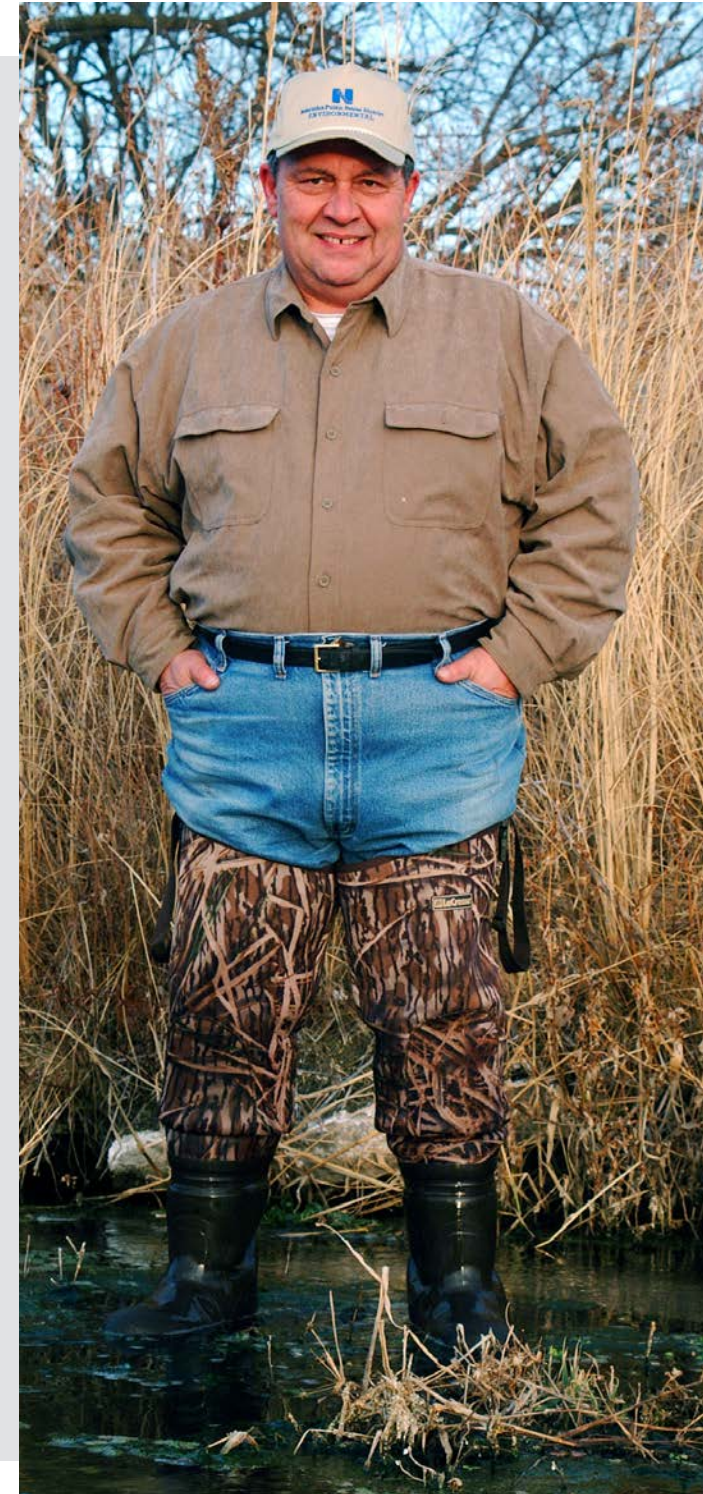
CEO **Tom Kent**. "NPPD has had an excellent relationship with Entergy. Its people and processes have played a key role in helping CNS achieve improved performance. Over the past two decades, we have built up a tremendous amount of experience and skill within our ranks. We have reached a point where we can meet the high expectations for excellence in the commercial nuclear industry with our team at CNS, and as is common in the industry, we can also use supplemental assistance from others in the nuclear industry as needed."

CNS is currently licensed by the Nuclear Regulatory Commission to operate until early 2034. Over the next few years, NPPD will begin discussing the opportunity to pursue a second license renewal which would extend the operating license an additional 20 years. 



## REMEMBRANCES

HONORING LIGHTS THAT SHINE IN OUR HEARTS & MEMORIES



JOE CITTA

### *Celebrating a vibrant life*

Columbus Director of Corporate Environmental & Water Resources **Joe Citta** passed away May 11. Citta began working at NPPD back in 1976 as an auxiliary operator at Sheldon Station. This role served as a great foot in the door, and only a few months later, he accepted an environmental position in Columbus, where he remained for the rest of his lengthy career.

"Joe was a shining example of being passionate in everything he did," said President and CEO **Tom Kent**. "A great outdoorsman, he also left an indelible mark on NPPD with his 45 years of expertise and contributions to the environment and to our industry statewide and nationally."

"I have known, worked with or worked for Joe nearly all of my entire 41+ years at NPPD," longtime colleague and Columbus Environmental Projects Lead **Larry Linder** said. "Joe's quality that I respected and appreciated the most was his pride and love for his family. Priority of family was something he definitely shared with those of us who worked for him. If anyone had a personal or family situation that needed to be taken care of, Joe was the first to tell us the family things came first; the team would take care of the work."

"Joe also had an incredible willingness to not only engage in, but to be a leader in many organizations and activities outside NPPD. He was a master of multitasking before multitasking became a thing. His ability to juggle so many things at one time and do them all well was impressive to say the least," said Linder.

# REMEMBRANCES

HONORING LIGHTS THAT SHINE IN OUR HEARTS & MEMORIES



LYLE ERLEWINE

Retired Ogallala Lead Line Technician **Lyle Erlewine**, 82, passed away Dec. 20, 2021. Lyle began his NPPD career in 1963 and retired in 2004.



Retired Sheldon Station Laboratory Technician **Rex Lauterbach**, 78, passed away Jan. 15. Rex began his NPPD career in 1978 and officially retired in 2006, though he worked in a temporary part-time capacity until 2013.



BARBARA BARTMESS

Retired Gerald Gentleman Station Plant Support Assistant **Barbara Bartmess**, 84, passed away Jan. 27. Barbara began her NPPD career in 1980 and retired in 1997.



CAROLYN WAGNER

Retired Columbus General Office (CGO) Executive Assistant **Carolyn Wagner**, 78 and wife of retired CGO Special Assistant to the President **Ed Wagner**, passed away March 6. Carolyn began her NPPD career in 1964 and retired in 2000.



ROGER SKINNER

Retired Gerald Gentleman Station Plant Support Technician **Roger Skinner**, 81, passed away Jan. 4. Roger began his NPPD career in 1977 and retired in 2002.



Retired Cooper Nuclear Station Engineer **Franz Markowski**, 84, passed away Jan. 20. Franz began his NPPD career in 1998 and retired in 2005.



RUBY BELZER

Retired O'Neill General Clerk **Ruby Belzer**, 92 and mother of O'Neill Project Inspector **Jim Belzer**, passed away Feb. 5. Ruby began her NPPD career in 1962 and retired in 1987.

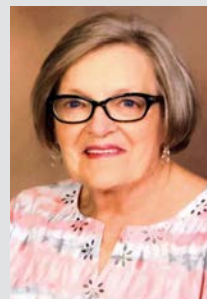


RANDY JOCHUM

Retired Gerald Gentleman Station Mechanic **Randy Jochum**, 65, passed away March 9. Randy began his NPPD career in 1979 and retired in 2018.



Retired Cooper Nuclear Station Facility and Construction Mechanic **Larry Morris**, 79, passed away Jan. 9. Larry began his NPPD career in 1985 and retired in 2000.



MARILYN HEGERT

Retired Hartington General Clerk **Marilyn Hegert**, 86 and mother of Kearney Account Manager **Chris Hegert**, passed away Jan. 24. Marilyn began her NPPD career in 1978 and retired in 1996.



SONDI SEDLACEK

Retired Columbus General Office Land Management Project Analyst **Sondra "Sondi" Sedlacek**, 65, passed away Feb. 8. Sondi began her NPPD career in 1978 and retired in 2016.



HAROLD KAUTZ

Retired Sutherland Equipment Operator **Harold Kautz**, 89, passed away March 21. Harold began his NPPD career in 1966 and retired in 1993.



ELDON KASCHKE

Retired Creighton District Manager **Eldon Kaschke**, 82, passed away Jan. 12. Eldon began his NPPD career in 1960 and retired in 1996.



LOIS AERNI

Retired Columbus General Office Secretary **Lois Aerni**, 97, passed away Jan. 24. Lois began her NPPD career in 1965 and retired in 1984.



EVELYN HARRAL

Retired Columbus General Office Purchasing Process Associate **Evelyn Harral**, 88, passed away Feb. 11. Evelyn began her NPPD career in 1991 and retired in 2002.



Retired Gerald Gentleman Station Material Handler **Kim Stewart**, 75, passed away March 28. Kim began his NPPD career in 1978 and retired in 2011.



Whether it's facilitating community improvements, making community members smile — or giving them a warm smile right back — NPPD teammates are highly engaged in the communities they serve.

NPPD exists to serve customers. So, it makes sense customer service is intertwined within every facet of District operations. Whether it's an account manager, a mechanical technician, an environmental specialist or an accountant, all teammates play a critical role in customer service and are directly responsible for consistently pursuing excellence in this area of business.

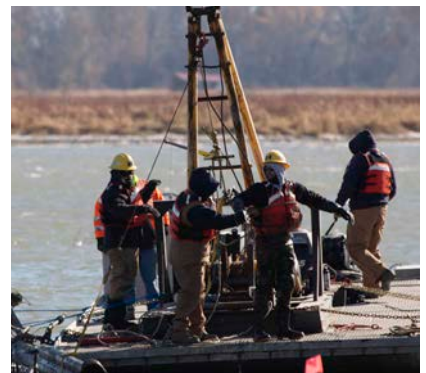
Though teammates' understanding of and approach to customer service may be as diverse as NPPD's customer base, efforts are always directed toward two common goals: to build upon positive relationships with all customers, and to exceed their expectations of the value NPPD provides them. In many cases, this may be enhancing their quality of

life from economical, environmental, or ease-of-use standpoints. It means contributing to NPPD's customer communities in ways that yield exciting innovations, collaborations, and steady progress forward. And, certainly at the most fundamental level, it's about competitively providing customers with electrical service that is dependable, affordable and sustainable.

"The general public most frequently associates customer service with a call to our customer contact representatives about a billing question or when a storm causes power outages and line technicians rush out to restore power as quickly and safely as possible," said Vice President of Customer Service and Chief Customer Officer **Ken Curry**. "Our front-line teammates are great



Safety in NPPD's number one priority, so teaching community members about safety around power lines is a natural part of business. Doing NPPD's patriotic duty to help cities hang their flags via bucket trucks and partaking in restoration efforts after damaging storms are other activities teammates are more than happy to support.



examples of our dedication to serving our customers. But behind the scenes, teammates are working in equally important ways to keep our generation resources well maintained and operating, to tighten budgets and reduce

costs, and to improve processes, services and products that directly benefit customers."

The inherent benefit of public power is the dedication to explore the best path forward for the industry, the state, and all who live here. In a no-nonsense way, teammates make decisions in the best interest of those they serve, while ensuring transparency and two-way conversation at every step of the decision-making process. Understanding

industry and societal trends, partnering with others who align with NPPD's values and goals, and strategically evaluating and continuously improving every aspect of how and why NPPD operates — such as the diversity of NPPD's generation mix or pursuing projects with ongoing benefits to customers — are core elements of how NPPD works on customers' behalf.


Examples of these efforts include the recently initiated process of updating NPPD's Integrated Resource Plan, which will investigate potential ways NPPD can responsibly decrease its carbon footprint, while maintaining its unwavering dedication to reliability and affordability. Another is the creation and adoption of NPPD's SunWise<sup>SM</sup> community solar program, as well as other projects that bring people and purpose together, such as an ag-related pilot which is exploring carbon sequestration in soils or efficient electrification programs which

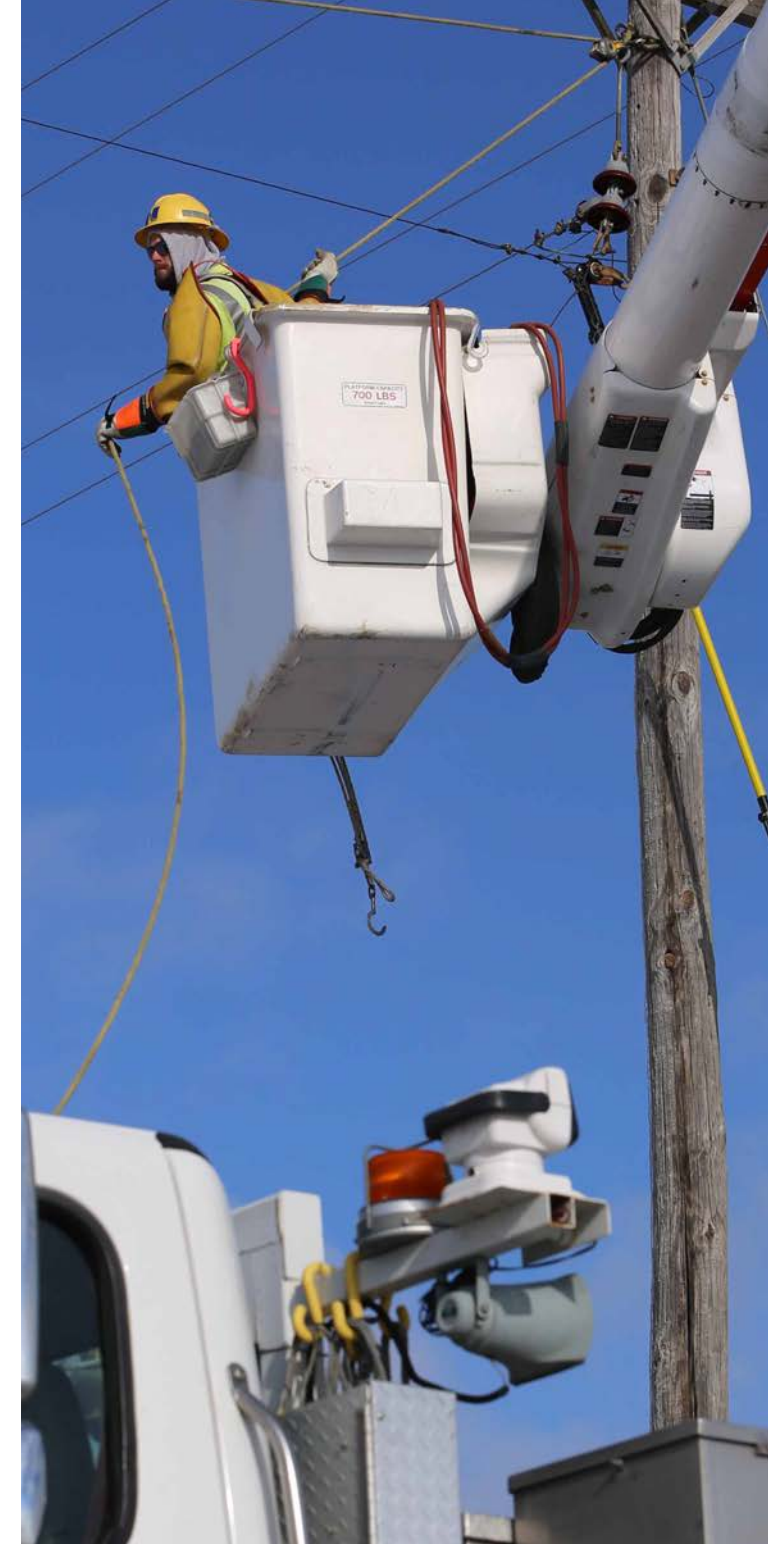
balance growing electrical loads in NPPD's local cities with energy efficiency and affordability.

"NPPD has been in this business since 1970, and public power has proven it can and will withstand the test of time because of our effort to make it the best option for Nebraskans, as well as because of the heart behind our daily work," said Curry. "Those 52 years have given us the experience and tools we need to chart the course forward for another five decades."

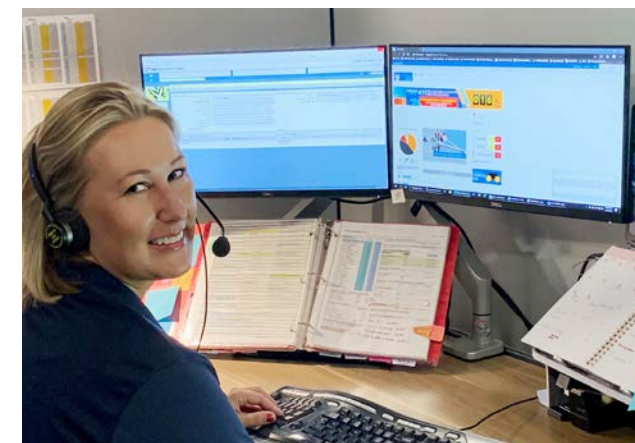
Now and into the future, one thing is for certain. NPPD will never take its customers for granted because teammates know they are at the core of the business. Teammates, in turn, take pride in serving customers because they are the friends, family and neighbors who live alongside them and enjoy all the beautiful things this state has to offer — public power, included.

"Whether it's creating a mobile app that allows customers to better manage their electricity and associated costs or getting out in our communities during local parades, the Nebraska State Fair or during school robotics tournaments, we are all in when it comes to those we serve," said Curry.

This customer-centric philosophy keeps teammates focused on what really matters, which is to continue to positively contribute to, and power, others' lives. 



**Behind the scenes, NPPD teammates are working for their customers' benefit — every day. Customers, of course, are more than welcome to directly engage with the Board and NPPD's workforce during monthly Board meetings.**



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