

# News from the Northeast Nebraska Public Power District

May 2016

## Pre-Pay continues to be a popular option for many customers

Over 200 customers have chosen to pay at times most convenient for them, rather than when the monthly bill arrives. Customers on Pre-Pay get a daily text or email message that states their account balance amount. This lets Pre-Pay customers better understand their energy cost on a daily basis, which helps them manage their budgets. Pre-Pay also completely eliminates late payment fees which can add up to \$120.00 a year or about a month's bill. Customers with a security deposit on hand also get that money returned to them. Customers who enroll in Pre-Pay are happy with the features that save them money, avoids the pressure of high bills due by a specific date, and possibly avoids unpleasant collection efforts. Some customers do all their business by cell phone and the Pre-Pay option makes that easy.

## Electric bills are checked in several ways prior to mailing – but Customers should check them too

Computer routines help us hold cost down for you. With the help of computers a few employees can now do the work that once took many more employees. Computers still rely on humans to enter information and check that billing routines run correctly. Humans can and do make mistakes. We have great confidence that bills are correct and mistakes are rare, but we occasionally make mistakes. Still it is a good practice for customers to look at their electric bills to see if the energy used and the charges listed make sense. We also need your help to keep account information correct and up to date. Below is a picture of a bill with some suggested places to look for information and understanding.

Pay This Amount	
On or Before 05/15/16	26.00
After 05/15/16	36.00

  

Account Summary	
Previous Balance	26.00
Payments Received	-26.00
Current Charges	25.48
Balance Due	26.00

If we are unable to obtain a meter reading, this indicates your bill was estimated. Call with questions!

Messages	
Electrical inspections (by the state electrical inspector) are now required before connecting any service.	

  

Service Summary	
Customer #	12345-001
Period	03/21/16 - 04/20/16
Pole #	1325-33-2003
Lot	FENCER
Address	58376 888 RD
METER #	1574757

  

Service Detail					
Description	Meter Reading		Mult	Usage	Amount
	Previous	Present			
CURRENT ENERGY USAGE	5034	5050	1	16	0.24
NNPPD CAPACITY (16 @ 0.0150000)					1.02
WHOLESALE POWER (16 @ 0.0638000)					22.85
BASIC FACILITIES CHARGE					0.04
0.002200 PROTESTED NPPD WLSLE PWR CHRG					1.33
STATE TAX					25.48
TOTAL CURRENT CHARGES					0.52
OPERATION ROUND-UP					

Comparisons	Days Service	kWh Used	Avg. kWh/Day	Cost Per Day	Avg. Tempo
Current Billing Period	30	16	0	0.81	45.3
Previous Billing Period	28	13	0	0.85	44.5
Same Period Last Year	31	18	0	0.78	49.3

Review the billed usage amount, days of service, and cost per day for reasonableness. Sometimes we have to estimate your usage when we are unable to get a remote meter reading from the electric meter. If your bill says ESTIMATED, you can call the office with a meter reading as soon as you receive the bill and we may be able to adjust your amount billed to be more accurate. Check the service address. The service address is often different from the billing address. If the service address is incorrect or missing, then please call and give us the actual location of the meter on this account. This information can help our linemen find the service in an outage. Those customers with multiple accounts can 'nickname' each account to make it easier to keep the various power bills organized. Be sure we have your correct phone number. We call back after outages to be sure the power is restored and we may have other billing information and notices which require a phone number. Consider giving a

spouse or other trusted person the ability to inquire about your account. Today's privacy laws require that we have written permission to discuss account information. This will save you and others time and frustration should the need arise. You can call 800-750-9277 24 hours a day to provide us with information or inquire about your electric bill and charges.

#### **Replacing customer meter poles now a flat charge**

Many rural customers have a meter pole on their property from which wires go out to various buildings, pumps or bins. Northeast regards these meter poles as being owned by the customer along with the breaker panel and wires. Standard utility practice is for the customer to provide the utility a point of attachment for the utility wire at the breaker panel. At many farm places the point of attachment is the meter pole. Northeast has in the past tried to be of help by making repairs or replacing broken meter poles because we had the equipment to do so. Several area electricians are now equipped to do this work. Since the meter base and wires going to various out buildings on a farm place belong to the customer, an electrical inspection is now also required when storms tear down these wires. The Northeast Board of Directors understands that we still need to help our customers during the night and other times when the power needs to be restored and an electrician isn't available. Northeast will still come out 24/7 to make emergency or temporary repairs to customer owned meter bases, meter poles and wires to get the power back on. If the meter pole is broken, the District will also replace it, but will charge a flat fee of \$800.00. The District's crews will inform customers of this charge prior to doing the work. Customers may prefer to call an electrician instead.

#### **Reminder – Electrical Inspections and Safety Breaker Disconnects now required for new Services/wiring changes**

For the convenience and safety of all customers, Northeast will require new Service connections to have installed a master breaker capable of disconnecting all of the load at the meter base. This change will save customers the cost of expensive trip charges by Northeast's linemen to disconnect at the transformer or to pull the meter when an electrician needs to do work for the customers. Whenever the service panel is changed or replaced an electrical inspection by the State Inspector is required.

#### **Ponca to Martinsburg Transmission line complete**

Northeast's line crews worked this winter through snow and mud to complete this project. The original line was constructed around 1960 and had become unreliable. Because this line feeds several substations and hundreds of customers, it was critical to good service. The new line was designed and built to a standard that should last for another 60 years. We all appreciate the patience and understanding of the owners of the land across which the line work progressed. There is a short video on You Tube showing some of the work at:

**[https://www.youtube.com/channel/UCNn1619ljwd9vKPrgzvTqg?feature=em-share\\_video\\_user](https://www.youtube.com/channel/UCNn1619ljwd9vKPrgzvTqg?feature=em-share_video_user)**

#### **Statement of Purpose**

Northeast Power District was formed to be of service to this area of Nebraska and the people living here. The Board and Management spend time defining what it is we are intended to do. The Board has developed a statement to describe our purpose:

***"The Northeast Nebraska Power District is dedicated to efficiently providing reliable and competitively priced electricity to our customers by using sound practices, maintaining strong financial positions, and ensuring effective, fair and consistent service."***

#### **We Remember David Lebsock**

Our friend and colleague, David Lebsock, recently passed away. David served 10 years on the Board of Directors and was always working to help his neighbors and our customers. He was devoted to the people of Ponca and inspired all of us to do our best. ....and Northeast Power is better because of David.

#### **The Board of Directors and Manager are:**

Don Larsen, President

Paul Bodlak, Vice President

Tom Gustafson, Treasurer

Dan Gansebom, Secretary

Diane Newton

Sy Kneifl

Larry Silhacek

Mark Shults, Manager

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