

2024 Reflections YEAR-IN-REVIEW



UTILITY | CUSTOMERS | COMMUNITY | PEOPLE | SAFETY

This snapshot of 2024 highlights a few of LES' key accomplishments in the past year. We experienced growth in our business, community and our workforce. One thing remained unchanged, our ranking in delivering affordable, reliable power to our customers.

UTILITY

19.3
MINUTES

average outage time
per customer
(SAIDI)

42 lineworkers
Responded to 3
Mutual Aid events

\$2.99 a day the
average cost
of electricity
for residential
customers

RANKED
4th

for most reliable rates
over 10 years

\$25.9M

paid to local
governments

37,075,010
meter reads

136,126
residential customers



18,247
commercial
customers

2 wind turbines
decommissioned



2 new 36-MVA power
transformers

CUSTOMERS

50,538
customer portal
registrations



123,680 calls
42,220 requests
28,771 walk-ins



\$2.2M dispersed
through the
Sustainable
Energy Program

4K thermostats in
Peak Rewards



Reduced peak
demand by 5.8 MW &
3,200 MWH

6,300
energy-efficiency projects

WELCOMING A NEW CEO TO LES



Since taking on his new role at LES in January, Emeka Anyanwu stays busy connecting with the people and departments who help power our community. While adjusting to his new life as a Husker and getting recommendations on our city's best finds, Emeka has completed a full year of meetings with employees, community leaders, city officials and industry partners. Upon arriving at LES, Emeka relayed that his top focuses for 2024 were:

- Meeting people, learning about the organization and the industry, and gauging priorities.
- Increasing accessibility and building visibility of the executive team and CEO to employees.
- Initiating a meaningful strategic planning process.

There's no need to worry about a sophomore slump, as Emeka has already taken great strides on each of these focuses. From hosting Conversations with the CEO sessions with employees, leading the charge in LES joining the Large Public Power Council and diving headfirst into strategic planning, Emeka has already made a mark at our utility. We look forward for what's to come in 2025 and beyond!

TWO POWER TRANSFORMERS DELIVERED TO SUBSTATIONS

A benefit of being a public power utility is reinvesting revenues into updating infrastructure and equipment to improve reliability rather than profiting shareholders. A key example of this was the addition of new power transformers at two of our substations in Lincoln. Our substations at 8 and N streets and 56 and Garland streets both received new 36MVA power transformers. Delivering and installing these new transformers was no easy task, as they require extensive coordination and planning. The size and weight of the equipment—nearly 80 tons each—required special permitting to deliver them and unique equipment for installation.

The old transformer from the 8 and N Street substation now lives at the Kevin Wailes Operations Center to help train staff.

LES DECOMMISSIONS THE STATE'S TWO OLDEST OPERATING WIND TURBINES

Driving past Lincoln on Interstate 80 looks different these days. Now to the south of the interstate, where you see Lincoln's historic skyline, but to the north, where LES' two wind turbines stood for the past 25 years.

LES decommissioned these turbines, Nebraska's oldest operating wind generators, in July. Wind Turbine #1 sat on the proposed Nebraska Department of Correctional Services site, while Wind Turbine #2 was reaching its full maturity this year. Both turbines were felled via small explosions that sent the 290-foot-tall turbines tumbling to the ground.

While saying goodbye can be sad, our two beloved wind turbines will always represent an important stepping stone in our community's path toward a greener energy future.



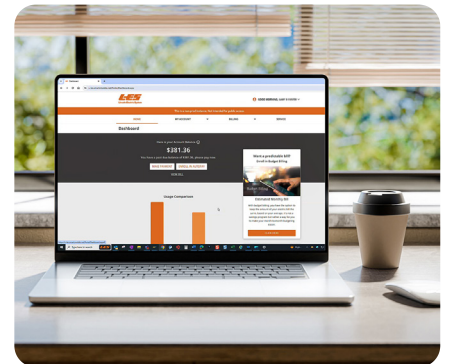
INVESTING IN OUR COMMUNITY THROUGH ENGAGEMENT

As one of our utility's four core values, "community" is at the heart of LES. Our engagement in the community grows every year through our education and outreach efforts and community partnerships. In 2024, we attended 47 events, including career fairs, classroom visits and community events.

LES' ongoing partnership with Lincoln Public Schools helps ensure that the next generation of energy users will be informed and engaged with their energy use and local electric utility. In February, eighth-grade students at Lux Middle School presented their Future City models to LES judges for feedback on improving their designs. Future City is an international, project-based engineering program that challenges middle school students to imagine, design and build cities of the future. The feedback from our judges helped this team represent our state well, as they reached the national competition. LES also has ongoing partnerships with the Lincoln Children's Museum and Lincoln City Libraries. We meet our customers where they are, whether it be at local parades, the Latino Festival, Zoo Lights Powered by LES or the Nebraska Builders Home and Garden Show. Exciting, right?

INTRODUCING AN ENHANCED ONLINE CUSTOMER EXPERIENCE

Providing our customers with services and programs to best meet their ever-changing needs drives us at LES. After several years of extensive planning and cross-divisional collaboration, we launched a new online customer portal in September. This brand-new portal segmented our customers into four categories (residential, business, landlord and agencies) to provide a customized user experience with more self-service functionality than ever before. This landmark project was a collaborative effort of several LES teams, including Customer Services, Technology Services and Communications. More than 50,000 customers had accessed the portal by the end of 2024.



LES KICKS OFF STRATEGIC PLANNING EFFORT

LES plays a pivotal role in our community, and we need a plan to proactively position our utility, customers and community for long-term success. To achieve this, LES kickstarted a multi-quarter strategic planning process in 2024. After selecting PA Consulting as LES' strategic planning consultant, the LES board, executives and the core project team helped LES complete the first major steps in developing our strategy for the future.

Our plan includes opportunities for employees, customers and our community to provide insights and react to key elements of the plan as they develop. Outcomes of the strategic plan include:

- A clear plan for LES' short-, medium- and long-term objectives.
- Unified goals for leadership, board and stakeholders.
- Initiatives balancing energy transition with affordability and reliability.
- Flexible strategies to adapt to uncertainties and market changes.

The strategic plan is projected to be finalized in the summer of 2025.

COMMUNITY

60

education & outreach events

Attended **19** community outreach events



24

career fairs attended

4

STEM networking events

\$6K raised toward local organizations



PEOPLE



65 new employees



Pledged \$114K towards United Way



Employees completed 43 trainings through Learning & Development.



566 employees



18 interns & co-ops



7 retirees

SAFETY

123

Good Catches
Safety Suggestions
Lessons Learned



10 years of the Change for Safety Award

Received Nebraska's Safest Company Award

8 years

by National Safety Council