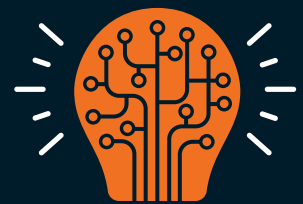


# CURRENT

LES' CUSTOMER NEWSLETTER



Pay in person:  
2620 Fairfield St. (27th & Fairfield)  
Lincoln, NE 68521  
8 a.m. - 5 p.m., Monday-Friday\*  
\*9 a.m. - 5 p.m., Every third Wednesday

Pay online:  
[LES.com/Pay](https://www.les.com/Pay)  
Customer Service: 402.475.4211  
Power Outage: 888.365.2412  
Nebraska811 (Call before you dig): 811

JULY 2024

## Do more with LES.com

Later this summer, your online account will be enhanced to include several features, all in one place. In addition to a new look and feel, you can also expect a more streamlined user experience. Enhancements include:

- Simpler ways to pay your bill, including bill notification preferences, paperless billing enrollment and recurring payments.
- The ability to start and stop service in real-time.
- The option to enroll in budget billing in real-time.
- New tools for landlords and businesses.
- More modernized and intuitive user profiles.
- A real-time view of your account status.



Visit [LES.com/My-Account](https://www.les.com/My-Account) for more information on what you can expect from your new online account experience. You can also see the latest updates by following LES on Facebook, X and Instagram.

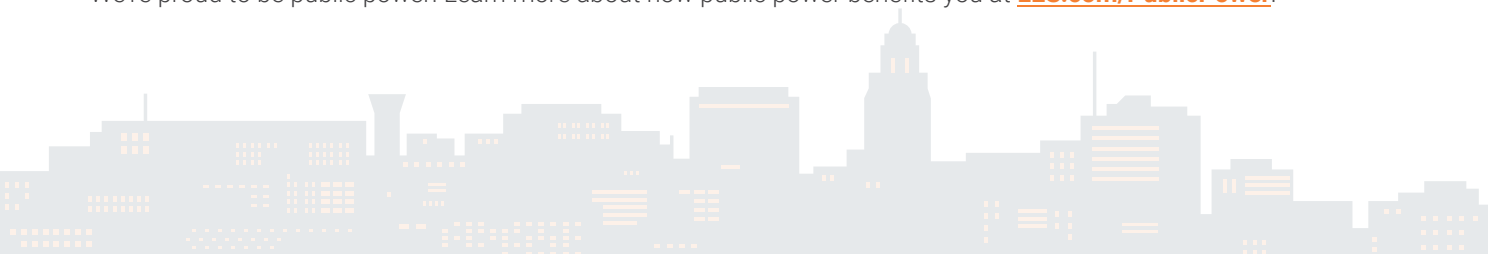
Do you have questions about these account enhancements? Speak to an LES customer service representative directly at **402.475.4211** today. LES is proud to be powered by local people serving local people.

## (Re)Investing in our community

As a public power utility, LES is not-for-profit and is owned by YOU — our customers. Rather than sharing our profits with private corporations and investors, we reinvest these funds into our community through channels like our annual payment in lieu of tax (PILOT).

Earlier this year, LES distributed \$13.4 million in PILOT to Lincoln Public Schools, Lancaster County and the cities of Lincoln and Waverly. As the city charter requires, the PILOT represents 5% of the previous calendar year's retail electric revenue from the cities LES serves. In comparing LES' PILOT payment with payments made by Lincoln property taxpayers in 2023, the PILOT is nearly four times the amount of the highest taxpayer.

We're proud to be public power! Learn more about how public power benefits you at [LES.com/PublicPower](https://www.les.com/PublicPower).



# Amp up your summer reading

Stop by any Lincoln City Library this summer with your little ones to check out a book (or two) (or three!) about safety and electricity, donated by LES. Bookmarks and coloring pages are also available as part of the 2024 Summer Reading Challenge!



## What's happening on South 56th Street?

If you've driven through Lincoln in the past year, you've likely noticed construction happening on South 56th Street. Our customers depend on LES to power their homes, so we're committed to continuously improving service and reliability in the community. While construction can be inconvenient, the South 56th Street Reliability Project is crucial to maintaining our excellent service to customers.

### What is the South 56th Street Reliability Project?

The South 56th Street Reliability Project is a multi-step project to rebuild transmission lines and structures along 56th Street, from Everett Street to Elkcrest Drive.

The project is divided into two phases. Phase 1 of the project involves relocating overhead distribution lines (the "middle" lines on the pole) underground. Communication utility lines (the "lower" lines on the pole) are also being removed. Phase 2 of the project will replace the overhead transmission structures and cables.

### Why is this project happening?

Aging infrastructure indicated that it was time to rebuild these lines. Installing underground distribution lines enhances system reliability by reducing exposure to common outage causes such as storms, tree debris, vehicle/pole accidents and animal interference. Burying distribution lines also improves neighborhood aesthetics. The project adds additional capacity to the overhead transmission lines as Lincoln's electricity demand grows.

### When is work expected to be done?

Phase 1 began in July 2023 and is expected to be completed by the end of the summer of 2024. Phase 2 will then start in the fall, with work expected to be finished in the spring of 2025.

LES appreciates your patience as work on this project continues. For more information on LES construction projects, visit [LES.com/Construction](https://www.les.com/Construction).

For only \$2.99 a day,  
we power the  
moments that **bring  
you joy.**

Learn more at  
[LES.com/Value](https://www.les.com/Value).

