








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
Customer Service: 402.475.4211
Power Outage: 888.365.2412
Nebraska811 (Call before you dig): 811

SEPTEMBER 2024

How public power delivers on what customers want most

As a proud public power utility, LES is owned, operated and governed by you — our customers! We hear a wide variety of desires and expectations from our customers, and we strive to meet them. Being a public power utility has several advantages in helping us meet some of the most common demands.

What customers want	Public power's advantage	How LES delivers
Lower electricity bills 	Nonprofit status, transparent and locally set rates, efficient operations.	LES is not-for-profit, meaning that we can keep the cost of electricity as low as possible since we don't have shareholders profiting from your monthly bills. The average LES residential customer pays only \$2.99 a day for electricity, making LES one of the most affordable utilities in the country.
Reliable power 	Track record of fewer outages, less outage time and faster restoration.	The average outage time per LES customer in 2023 was just 19.1 minutes, which is 85% lower than the 5-year national average of 123 minutes. Overall, we continue to maintain our outstanding service reliability of 99.99%.
Electricity from clean or renewable resources 	Local decision-making over generating mix, smaller (relative) peak demand allowing for purchased energy and offsets to come from cleaner sources.	LES' nameplate portfolio — the full capacity of our generation fleet—is diversified, with renewable sources (hydro, solar, wind and landfill gas) accounting for 34% of the power we generate. LES' decarbonization goal aims to eliminate or offset carbon dioxide production from our generation portfolio by 2040.
Programs and rate plans that match their needs 	Local governance and regulations allow utilities to be nimble, making it easier to try out and institute new rate plans and programs.	The LES Administrative Board consists of nine members appointed by Lincoln's mayor and confirmed by the Lincoln City Council. Since our board and employees are local people serving their friends, families and neighbors, they keep the community's best interests at heart.
Personalized ways to lower energy use 	What makes public power stand out is a closer connection to customers and dedication to smarter energy use and shared decreased costs from their nonprofit status.	LES provides timely tips and incentivized programs for curbing energy use at LES.com and on our social media channels.

Oct. 6 – 12 / Public Power Week

Did you know public power utilities provide reliable, low-cost electricity to more than 54 million Americans? Now that's something to celebrate! Join LES and over 2,000 other community-owned, not-for-profit electric utilities as we celebrate Public Power Week. Follow LES on Facebook, X and Instagram as we share what it means to be public power.

Get your ducts in a row

Do you have high energy bills, drafty rooms or a dusty home? The problem could be your ductwork.

Ducts distribute conditioned air throughout your home. However, according to ENERGY STAR, about 20% to 30% of the air that moves through a typical home's duct system is lost due to leaks, holes and poorly connected ducts. This results in higher energy costs and rooms that feel uncomfortable, no matter how many times you adjust the thermostat.

How do you know if your home has poorly performing ducts? You may have:

- High summer and winter energy bills.
- An older heating and cooling system with ductwork that has not been inspected or maintained.
- Rooms that are difficult to maintain at a comfortable temperature.
- Certain rooms that always feel stuffy and uncomfortable.
- Ductwork that runs through crawlspaces, the garage or the attic.

Ductwork is often hidden in walls and ceilings, making it difficult to repair. The good news is that you can take steps to improve its performance:

- Seal air leaks in all ductwork you can access, such as in attics or basements, with mastic sealant or metal tape. Don't use duct tape, which tends to crack and peel off.
- Ensure that connections at vents and registers are well-sealed. These are good places to find disconnected duct joints.
- Insulate ductwork in all unheated areas, such as attics and crawlspaces. The U.S. Environmental Protection Agency recommends insulation with an R-value of 6 or higher.

Contact a qualified professional if you suspect more serious ductwork problems. Get energy tips sent directly to your inbox when you subscribe to em.Powered, LES' e-newsletter for residential customers, at [LES.com/Subscribe](https://www.les.com/subscribe).

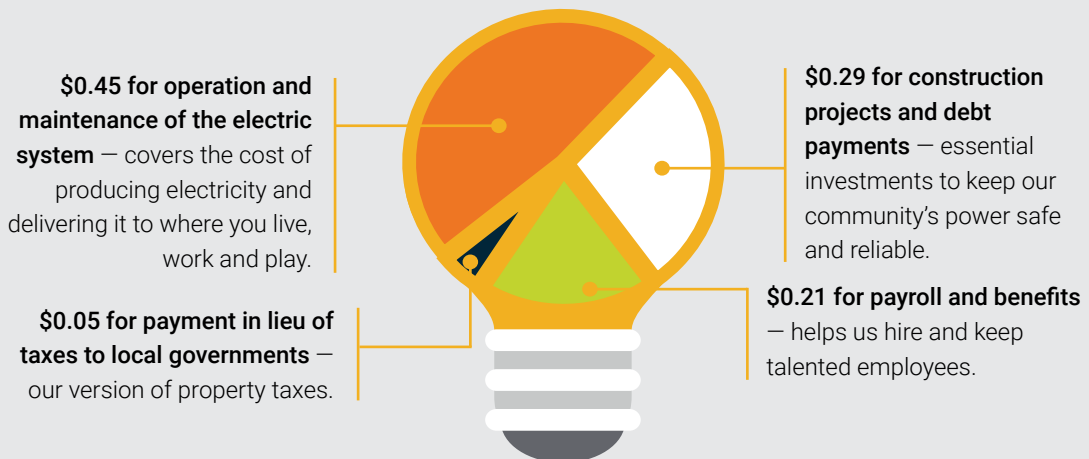
Read more at: <https://www.energystar.gov/saveathome/heating-cooling/duct-sealing>

Oct. 1 | Winter rates in effect

LES customers save hundreds of dollars yearly on electricity compared to most other U.S. residents. Our winter rates, which are lower than our summer rates, go into effect Oct. 1. This year's residential winter rate is \$0.0540 per kilowatt-hour. View rates, which vary by customer type, at [LES.com/Rates](https://www.les.com/rates).

Where your dollar goes

As a public power company, you aren't just a customer — you are a customer-owner. When you pay your LES bill, every cent of every dollar goes to keep the power flowing.



Oct. 3 | Budget & Rates Public Meeting

LES will host this annual public meeting at 6 p.m. to provide information and receive customer feedback on our proposed 2025 budget and rates before the LES Administrative Board takes action at its October meeting.
