

-- 2022 RATE OUTLOOK --
-- INCENTIVE PROGRAMS --
-- OPERATION ROUND UP NEWS --
-- MORE INSIDE --





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District NEWS

VALDEZ JOINS CUSTOMER SERVICES STAFF

We are thrilled to announce the addition of Ayatzini Valdez to our team at Southern Public Power District. She began her service to the District on November 8, 2021 as a Customer Services Representative, and has already done a great job serving our customers. Please join us in welcoming her to SPPD!



AYATZINI VALDEZ

LINEWORKER SCHOLARSHIP APPLICATIONS DUE APRIL 1ST

The deadline for SPPD's Lineworker Scholarship Program is fast approaching. All applications must be received no later than April 1, 2022. This program offers scholarships to high school students attending an accredited utility line study program. Scholarships amount to \$1,000 for students pursuing a one-year program, or \$2,000 for those attending a two-year program. Applicants must reside in Adams, Franklin, Hall, Hamilton, Kearney, Merrick or Phelps Counties.

To learn more about our scholarship program, please contact Brad Kool at Southern Public Power District.

JUST FOR FUN!

In every edition of your *Customer News Magazine*, we provide you with information to help you receive the best value possible from your electrical service with SPPD.

Starting with this edition, we are adding a "Just For Fun" feature for our readers, and you will want to keep your eyes on your magazine EVERY MONTH!

Meter numbers are important information within our customers' accounts. When you call to report an outage, it is helpful if you are able to find your meter number quickly, so we can efficiently identify your service location.

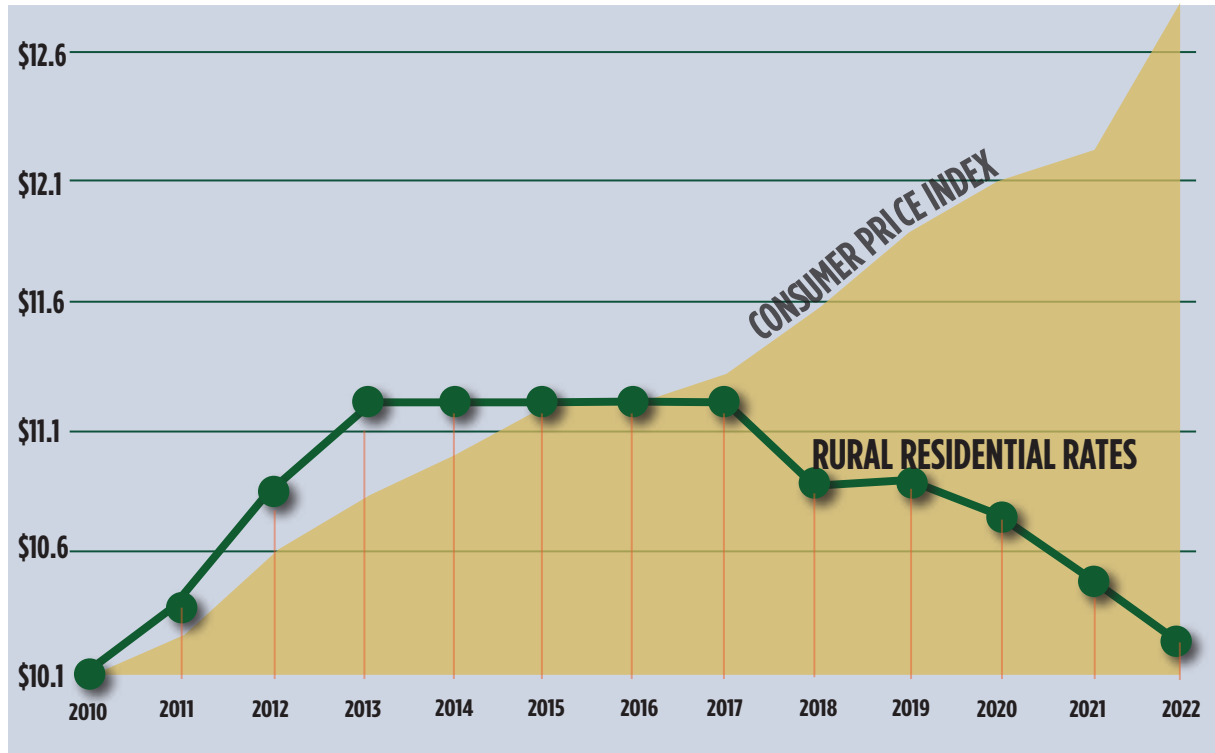
We are offering \$10 to the ten SPPD meter numbers listed below. You can find your meter number on the face of your meter, or listed in your billing statement. If you see your meter number listed below, contact our Customer Services Department at 800-579-3019.

| | | | | |
|-----------|-----------|-----------|-----------|-----------|
| 135450410 | 141028062 | 135450465 | 141024311 | 147732706 |
| 141022320 | 135450863 | 141028658 | 135448700 | 135449484 |

2022 RATE OUTLOOK

OVERALL RATES TO DECREASE IN 2022

We all feel the pressure of rising costs for goods and services. At SPPD, we are proud to note that our rates are not following the trends of rising costs and inflation. This chart depicts the course that rates would have taken according to the Consumer Price Index (CPI), and compares the actual track of our residential



rates from 2010 to today. As shown, we maintained steady rates from 2013-2017, and have experienced decreases that will continue in 2022.

As stated in our mission statement, we are proud to safely provide you, our customers, with highly reliable and competitively priced electricity, as well as superior customer service and innovative energy solutions. Going forward, we will continue to work hard to deliver the exceptional value and service you have come to expect from Southern Public Power District.

KEY FACTS ABOUT YOUR 2022 RATES

CUSTOMER CHARGE

The Customer Charge will remain unchanged at **\$24 per month** for residential and commercial customers.

The customer charge accounts for the cost to provide minimum services. This includes the cost for a pole, transformer, meter, and some customer service and billing expenses.

ENERGY CHARGE

The Energy Charge applied to your bill accounts for the total amount of energy used during the billing period.

Across all rate classes, the overall **rate reduction** for energy charges will amount to **0.94%**.

PRODUCTION COST ADJUSTMENT

The Production Cost Adjustment (PCA) will continue through February 2023. The **credit** applied to each bill amounts to **\$0.00229 per kWh**.

The PCA is a credit that passes on excess margins produced by NPPD, our wholesale electric provider.

Energy Efficiency REBATES & INCENTIVES

FOR RESIDENTIAL CUSTOMERS

SPPD offers a number of rebates and incentive programs to help our residential customers offset the costs associated with energy efficiency improvements.

MARATHON WATER HEATER

This program is offered to customers with an existing electric or fossil-fueled water heater, and also available for new home construction. The following sizes are available:

CONVERSION FROM NATURAL GAS OR PROPANE & NEW HOME CONSTRUCTION

- 50-Gallon: \$585
- 85-Gallon: \$440*

EXISTING ELECTRIC WATER HEATER

- 50-Gallon: \$790
- 85-Gallon: \$850*

*Installation of time clock required.

HIGH EFFICIENCY HEAT PUMP

This incentive is offered for conversions or upgrades of an existing heating/cooling system to an ENERGY STAR qualified air or ground source heat pump:

DUCTLESS MINI-SPLIT

\$400-600

LARGE CAPACITY MINI-SPLIT

\$1,200

AIR SOURCE

\$400-\$1,200

GEOTHERMAL, WATER-TO-AIR or WATER-TO-WATER

\$2,400, any EER, or \$3,300, 35+EER, 5.0+ COP

SMART THERMOSTAT

If you have a Wi-Fi connection and a central air-conditioning or heat pump system in your home, you may qualify for an EnergyWiseSM incentive of up to \$100 for installing a qualifying smart thermostat. Check out the EnergyStar-qualified list before choosing your unit, which can be found on our website.

INDUCTION COOKING

This new program offers a 20% incentive from the purchase of induction cooktops or ranges with a minimum width of 30 inches. Induction cooking is energy efficient because heat is transferred directly to the pots and pans, and isn't lost in the surrounding air.

HEAT PUMP WATER HEATER

An incentive for replacing an existing water heater with a heat pump water heater-- \$400 (air source) or \$650 (water source). These units provide twice as much hot water from each kilowatt-hour of electricity consumed as compared to standard electric water heaters.

ATTIC INSULATION

A maximum incentive of \$300--15¢ per square foot--for adding of at least 6 inches of R-19 in a residential attic. Available to customers in electrically-heated homes, or with a dual fuel heat pump, AND less than six inches of attic insulation.

ELECTRIC POWERED LAWN MOWERS

If you are considering upgrading your conventional mower with an electric or battery-powered unit, a 20% rebate is available for the purchase of a brand new riding, walk behind or robotic lawn mower.

COOLING SYSTEM TUNE-UP

An incentive of \$30 is available for a cooling system tune-up by an HVAC contractor. Customers are eligible for the tune-up incentive once each year.

FOR BUSINESSES

We also offer incentives for businesses, small and large. The complete details are available on our website for the following six incentive offerings:

- Commercial HVAC
- HVAC System Optimization
- Commercial/Industrial Lighting Efficiency
- Variable Frequency Drive
- Commercial Electric Vehicle Charger
- Commercial Electric Vehicle Conduit

Irrigators: INCENTIVE PROGRAMS

FOR IRRIGATION CUSTOMERS

We also offer several incentives to help our irrigation customers obtain greater energy efficiency in the operation of their equipment.

CORNER PIVOT-VARIABLE FREQUENCY DRIVE

For electrically-powered corner pivot systems, variable speed drives can reduce output by controlling the motor speed rather than having the motor work at a constant, almost full load.

The incentive for variable frequency drives is \$18 per horsepower on the investment.

PRESCRIPTIVE IRRIGATION

A \$500 incentive is available when producers replace a pivot system's existing outlet components such as sprinkler heads, sprayers, rotators, plates, pads and nozzles, and regulators on qualified systems. System components must be at least five years old.

CUSTOM AGRICULTURAL

This program offers incentives for agricultural energy efficiency improvements that are not covered by other EnergyWiseSM programs. Pre-approval is required for this incentive, applicants interested in this incentive should contact Sam Reinke to verify eligibility prior to making an investment.

Full descriptions of all rebates and incentive programs can be found at southernpd.com/incentive-programs

REMINDER: POWER FACTOR IMPROVEMENTS MUST BE COMPLETE BY JUNE 1ST

All irrigation services 20 horsepower and greater will be affected by our policy requiring the assessment of a power factor adjustment on services with a power factor less than 93%.

Customers can avoid the power factor adjustment by installing capacitors that improve power factor to 93% or greater.

In order to achieve the advantage of improved power factor, capacitor installations must be complete by June 1, 2022.

We encourage irrigation customers to explore the potential power factor adjustments for irrigation services with the calculator available at southernpd.com/powerfactor.

If you have questions about this policy or need assistance with calculating your potential power factor adjustment, please contact our office at 800-579-3019.

SPPD offers a
\$100 REBATE
for the installation
of a capacitor.

Application &
guidelines are
available on our
website:
southernpd.com/powerfactor

More News From The OPERATION ROUND UP PROGRAM



PROGRAM SUMMARY

The Operation ROUND UP Program offers grants up to \$2,500. These grants are made possible by SPPD customers who participate in the program. Every month, participants see their monthly bill ROUNDED UP to the nearest whole dollar. The “change” from each customer is gathered into a fund, which is overseen by a seven-member board of directors. This board reviews applications on a quarterly basis and authorizes the distribution of funds to applicants who have met qualifying guidelines.

To date, funds have been distributed to each of the seven counties in Southern’s service region as follows:

| ADAMS COUNTY | FRANKLIN COUNTY | HALL COUNTY | HAMILTON COUNTY | KEARNEY COUNTY | MERRICK COUNTY | PHELPS COUNTY |
|--------------|-----------------|-------------|-----------------|----------------|----------------|---------------|
| \$78,865 | \$77,246 | \$80,700 | \$42,665 | \$41,460 | \$34,929 | \$52,250 |

If you’d like to enroll in the Operation ROUND UP Program, please contact our Customer Services Department. If you’d like to learn more about the guidelines and qualifications for applicants, contact LeAnne Doose at SPPD or visit southernpd.com/roundup.

EAGLE SCOUT PROJECT ADDS NEW FEATURE AT DISTRICT 1-R SCHOOL

District 1-R School in rural Hall County is home to a new Gaga Ball pit, thanks to the efforts of local Eagle Scout Jayden Quandt.

Jayden is a student at Grand Island Northwest High School, and attended District 1-R through the eighth grade. He decided that the construction of a Gaga Ball pit was the perfect effort for his Eagle Scout project, because it would serve the students of his former school for years to come! His work included planning, fundraising and construction.

We are proud of the hard work demonstrated by Jayden in completing this project, and were pleased to provide a \$1,200 grant from the Operation ROUND UP Program.



ABOVE: Jayden Quandt is pictured with LeAnne Doose of SPPD. We celebrated the completion of this project with an official check presentation!

WHAT IS GAGA BALL?

To begin, everyone in the pit must be touching the wall. The ball is tossed into the center of the pit. After bouncing twice, the ball is live! Players slap-hit the ball, aiming for another player’s knee, or below. If a player hits another person above the knee, that player is “out”. Players hit at or below the knee are also out. If the ball goes out of the pit, the last person that touched the ball is “out”. The game ends when the winner of the final remaining players is determined, or a tie is declared with a countdown.

Winter PREPAREDNESS

DISASTER PREPARATION

Although we typically think about blizzards during the winter, the tornadoes that occurred throughout the Midwest in December were a devastating reminder that severe weather can catch us off guard at any time.

To assure you are alerted of approaching severe weather, we encourage you to adjust the settings in your smart phone to allow for Wireless Emergency Alerts (WEAs). The process to enable WEAs varies between phone models, but they may appear as “Government Alerts” or “Emergency Alert Messages”.

Continue with your disaster planning by assembling or double checking your home’s disaster kit. Make sure your emergency items include a battery powered radio, alternative phone charging devices, flashlights, batteries and drinking water. Stock up on blankets to carry your household through the coldest weather conditions.

If you use a portable generator, take the time to review the safety precautions in the operating manual, and make sure it is fueled and ready to use. If you plan to purchase a new generator, contact an electrician to install a double throw switch. Do your research to assure you are purchasing a unit that meets your individual needs.

UPDATE YOUR CONTACT INFORMATION

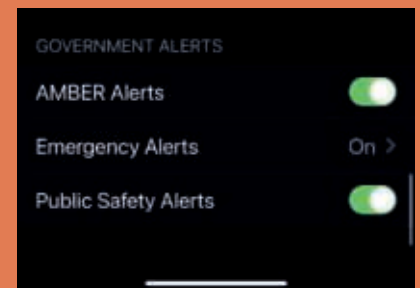
One item that is often overlooked in storm preparation is assuring that your contact information is up to date. When large scale outages occur, our call center may enter into an “automated” mode, in which your outage is reported by recognition of your phone number. It is important that you understand which phone number is your primary number when reporting your outage. When the automated system does not recognize the phone number you are calling from, it will ask for the primary phone number to be entered manually. If you have a member of your household making the call to report the outage, they will need to know which phone number is assigned as your primary number. We recommend sharing your primary phone number with everyone in your household, or anyone who may report your outage on your behalf.

Additionally, if you have recently updated your phone number or removed one from service, please contact our Customer Services Department so you can be efficiently found in our system.

USE SMART HUB TO MONITOR YOUR COLD WEATHER USAGE

Don’t forget that SmartHub offers a window into your real-time energy usage. We recommend keeping an eye on the portal when temperatures drop to dangerous levels. Monitoring your usage and comparing it to the current activity level in your home can help you pin-point specific habits that may be contributing to your bill.

WIRELESS EMERGENCY ALERT ACTIVATION FOR IPHONE USERS:



To activate WEAs, open your Settings, select “Notifications”, and scroll to the bottom to the “Government Alerts” section. The toggle buttons should look like the above photo.



SPACE HEATER SAFETY TIPS



Portable electric space heaters can be a convenient source of supplemental heat for your home in cold weather. Unfortunately, they can pose significant fire and electric shock hazards if not used properly. Follow these tips for keeping your home safe and warm when it's cold outside:

- Make sure your space heater has the label showing that it is listed by a recognized testing laboratory.
- Before use, read the manufacturer's instructions and warning labels carefully.
- Inspect heaters for cracked or broken plugs or loose connections before each use. If frayed, worn or damaged, do not use the heater.
- Never leave a space heater unattended. Turn it off when you're leaving a room or going to sleep, and don't let pets or children play too close to a space heater.
- Space heaters are only meant to provide supplemental heat and should never be used to warm bedding, cook food, dry clothing or thaw pipes.
- Proper placement of space heaters is critical. Heaters must be kept at least three feet away from anything that can burn including papers, clothing and rugs.
- Locate space heaters out of high traffic areas and doorways where they may pose a tripping hazard.
- Plug space heaters directly into a wall outlet. Do not use an extension cord or power strip, which could overheat and result in a fire. Do not plug any other electrical devices into the same outlet as the heater.
- Place space heaters on level, flat surfaces. Never place heaters on cabinets, tables, furniture, or carpet, which can overheat and start a fire.
- Always unplug and safely store the heater when it is not in use. SOURCE: Electrical Safety Foundation International

RECIPE

BEST EVER QUESO DIP

INGREDIENTS

- 2 T. extra-virgin olive oil
- 1 small onion, chopped
- 3 cloves garlic, minced
- 1 jalapeño, minced
- 12 oz. American cheese, shredded
- 4 oz. Pepper Jack, shredded
- 1 c. milk
- Kosher salt
- Freshly ground black pepper
- 1 med. tomato, diced
- 1 (4-oz.) can green chilis
- 1/4 c. freshly chopped cilantro
- Tortilla chips, for serving

1. Heat oil in a large skillet over medium heat. Add onion and cook until soft, 5 minutes. Add garlic and jalapeño and cook until fragrant, 1 minute more.
2. Add cheese, a handful at a time, stirring well between each batch. Slowly stir in milk and continue stirring until everything is melted together. Adjust heat as needed--sauce will separate if the pan is too hot. Season with salt/pepper. Stir in tomatoes, green chilis, and cilantro.
3. Serve immediately with chips. Enjoy!

