THE WIRE

CURRENT NEWS FROM THE ELKHORN RURAL PUBLIC POWER DISTRICT

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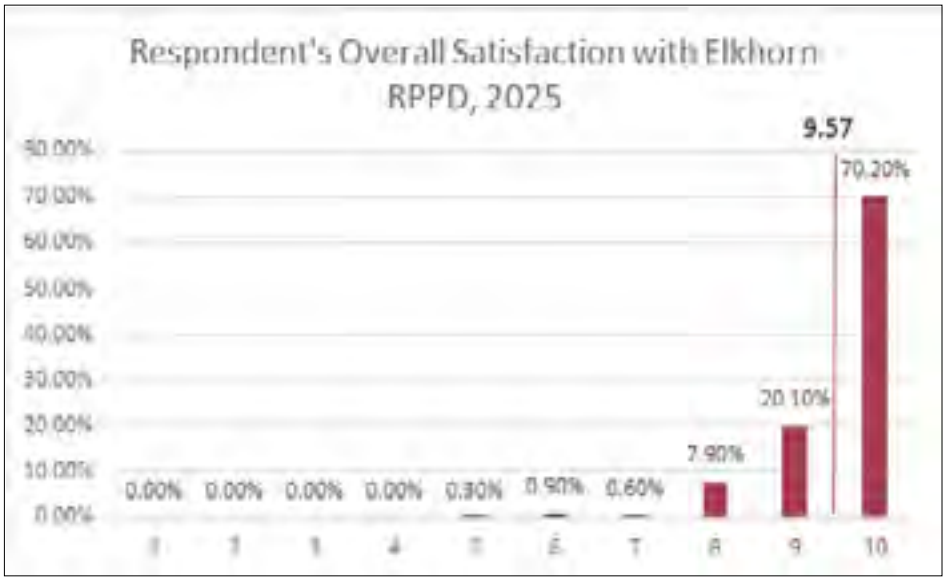
Customer Satisfaction Survey

From the GM – Mark Johnson

Thank you to everyone who took the time to participate in our recent customer service survey. Your feedback plays a vital role in helping us understand what we are doing well and where we can continue to improve. This year, we are pleased to share that our overall customer satisfaction score saw a slight increase to 9.57 out of 10. This continued an upward trend from 9.52 in 2022 and 9.1 in 2019. (See chart to the right.) This steady progress reflects the dedication of our employees and their commitment to fulfilling our mission while delivering dependable, high-quality service.

These surveys provided helpful insights into a wide range of service areas. (See graphics on page 2) You shared feedback on the reliability of electric service, the number of blinks or momentary interruptions, the accuracy and clarity of electric bills, how easy it is to report outages, and the timeliness of power restoration, among several other topics.

Continued on page 2



Fund Board Openings

The Community Development Fund Board of Trustees is looking for two community minded volunteers to serve on the board.

The subdivision I opening would be filling 2 years of a three-year term. Qualifications for the subdivision 1 trustee include:

* being at least 21 years of age;
* being a permanent resident in ERPPD subdivision I territory;
* and, being a customer of ERPPD.

The other position is a three - year term for an at-large position. Qualifications include:

* being at least 21 years of age;
* and being a permanent resident in the ERPPD charter territory. This position does not reqire being a customer of ERPPD.

The board meets each quarter, or four times a year, to review applications and make funding awards to local non-profit organizations that make our communities better.

If you are interested, please submit a letter of interest and resume, if applicable, by **January 9**, to jadams@erppd.com or call the office at 402-675-2185 for more information.

We Want You!

Customer Survey Continued

We take this feedback seriously, and it helps guide our planning, maintenance priorities, and communication strategies.

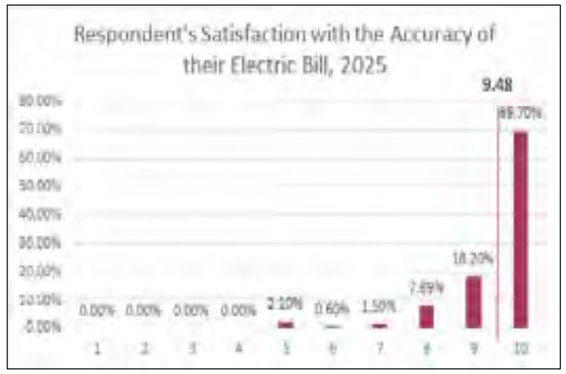
One notable trend in this year's responses was the continued shift in communication preferences. While many customers still appreciate traditional mail and phone calls, more respondents than ever indicated they prefer email and text message updates. We are working on expanding our digital communication options to ensure that you receive timely, convenient updates in the format that best fits your needs.

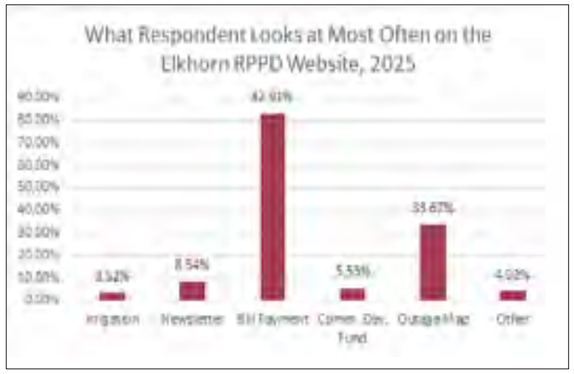
At the same time, customers overwhelmingly expressed how much they value being able to speak with local staff when they call our office. This personal connection remains an important part of the service we provide, and we remain committed to offering knowledgeable, local assistance whenever you need help.

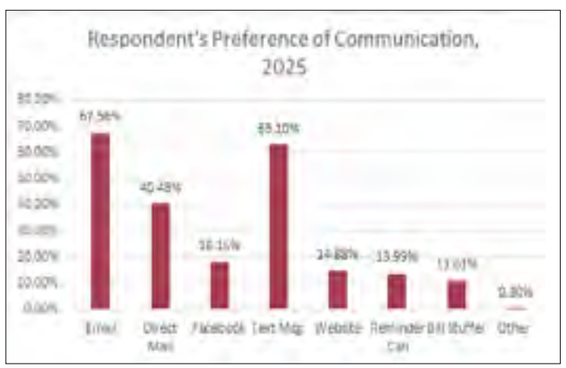
This year's survey also included many written comments, thank you for sharing them. Because the survey was confidential, we cannot identify who submitted specific questions or concerns. **If your comment included something you would like us to follow up on, please don't hesitate to reach out to our office directly.** We are always here to listen and assist.

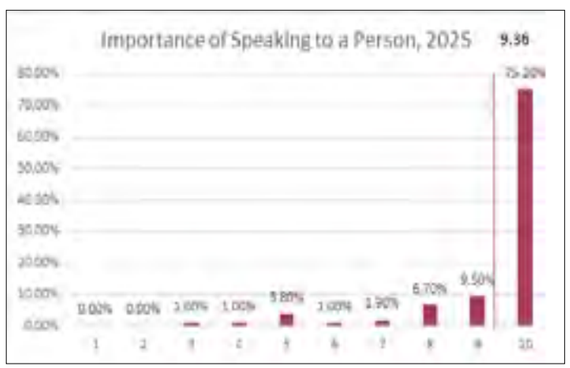
Thank you again for your feedback and for placing your trust in us. Your input helps strengthen the service we provide and ensures we continue meeting the needs of the communities we serve.

Below are some of the results from the 2025 Customer Satisfaction Survey. Your responses will help in future decision making for the district.









Because the results of the survey were anonymous, if you left a comment that included something you would like us to follow up on, please don't hesitate to reach out to our office directly.

Should I Use a Space Heater?

Drafty room? Before reaching for your space heater, consider whether it's better to plug it in or simply turn up the thermostat.

Space heaters are designed to warm small, targeted spaces — not your entire home. If you find yourself relying on one often, it may be time to address your home's energy efficiency.

Fix efficiency first, then supplement with a space heater.

Improving your home's efficiency helps it retain heat, reduces drafts and reduces your energy use. Many solutions are affordable and DIY-friendly, such as:

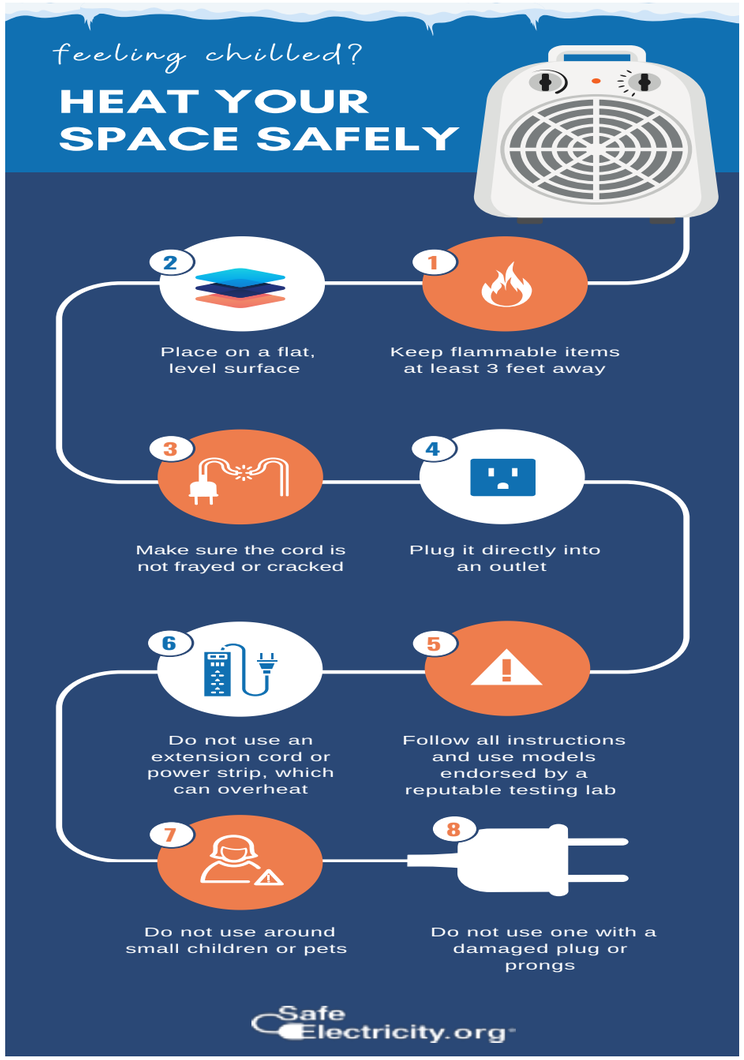
* *Seal air leaks*. Use caulk and weather stripping around windows and exterior doors to prevent drafts.
* *Add insulation where it matters.* Attic insulation has the biggest return on investment, and loose-fill insulation is an affordable option.
* *Check your heating system.* Schedule regular service for your furnace or heat pump. If it's outdated or struggling, it could be time for an upgrade. Check with your utility for potential rebates and incentives.
* *Use programmable thermostats.* These can help reduce energy waste by heating only when and where needed.

Once your home is sealed and insulated, a space heater can be used to increase comfort and warm specific rooms, like a home office or bedroom, without turning up the heat for the whole house.

A space heater is like a ceiling fan; it can improve comfort in a small area, but it's not a whole-house solution.

Use space heaters efficiently.

* Heat only the room you're currently in.
* Close doors to keep heat contained.
* Choose the right size — too small and it won't warm you; too big and it wastes energy. Check manufacturer sizing guides.
* Use a heater with a thermostat and timer to avoid overheating the room or wasting electricity.



In November, General Manager, Mark Johnson, spent the day with both the Neligh and Battle Creek crews.

The crews were welcoming, and they put him to work on installing new irrigations services, a new home service and replacing an old single phase pole. He was able to go up in the bucket and tamp around the poles.

His time with the crews was very educational and gave him a better perspective of the work performed by the line techs.

Pictured top left with the Neligh crews is left to right: Kyle Kester, Carter Lammers, Grady Bellingtier, Chris Bentley, and Travis Wiebelhaus.

Pictured lower right with the Battle Creek crews is left to right: Jason Lyon, Spencer Albers, Quinton Ries, Jared Suckstorf, and Jeremy Holecek.

ELKHORN RURAL PUBLIC POWER DIST.
BATTLE CREEK, NEB.

206 N 4TH ST
PO Box 310
Battle Creek, NE
68715

Office Hours: M - F
8:00AM - 4:30 PM

General Manager:
Mark Johnson
CFO/Office Manager:
Carmen Christensen
Operations Manager:
Todd Knutson

Connect with us Online:

Customer Service: 402-675-2185
For Outages: 1-800-675-2185

Board of Directors

Subdivision I
- Dennis Kuchar, Treasurer
- Hunter Frisch, Director
- James Geyer, Director

Subdivision II
- Tim Means, Secretary
- Jerrell Dolesh, Director
- Rod Zohner, Director

Subdivision III
- Joe Thiele, President
- David Hoefer, Director
- Raymond Payne, Vice President