

CURRENT

LES' CUSTOMER NEWSLETTER



Ways to Pay

Online: MyAccount.LES.com
Mail: P.O. Box 2986, Omaha, NE 68103
Drop Box: 2620 Fairfield St. (no cash)
Walmart Pay: Available at any Walmart

Need Assistance?

Customer Service: 402.475.4211
Power Outage: 888.365.2412 or LES.com/Report
Nebraska811 (Call before you dig): 811

APRIL 2026

The LES customer lobby is closing this July

Here's what it means for you

We want to share an important update about how you connect with us. On **July 31, 2026**, LES will permanently close the customer lobby at the Walter A. Canney Service Center (2620 Fairfield St.).

This decision follows an in-depth review by LES leadership, which determined that this update will better align our services with how customers prefer to engage with us today, especially as online and phone options continue to grow in popularity. A recent assessment also identified security concerns in the lobby; however, none of the findings require an immediate response.






"As customers shift toward simpler, more flexible ways to manage their accounts, this change allows us to focus on the services they use most," said Lisa Hale, vice president of Customer Services.

We understand that any change in routine can feel challenging, and we want you to know we're here to help. LES remains community-owned, community-focused and committed to supporting every customer. Our team will continue to make sure you get the service you need.

For more details, visit [LES.com](https://www.LES.com).

How to manage your LES account

Even though the lobby will close, all your usual service options remain available:

-  **Online:** Pay bills, view usage and manage your account anytime at [MyAccount.LES.com](https://www.MyAccount.LES.com).
-  **Phone Support:** Speak with a customer service representative at **402.475.4211**, Monday through Friday, 8 a.m.-5 p.m.
-  **Mail:** Send checks or money orders with your bill stub to LES, P.O. Box 2986, Omaha, NE 68103-2986.
-  **Walmart Pay:** Pay your LES bill at any Walmart. Bring your account number to the customer service desk and ask for "Walmart Pay." Be sure to specify "Walmart Pay," not CheckFree, for immediate posting.
-  **Drop Box:** Leave checks or money orders in the secure drop box at the Walter A. Canney Service Center: 2620 Fairfield St., Lincoln.

Beyond the Boardroom

Each month, we're introducing you to a member of the LES Administrative Board — the leaders who help guide our community-owned utility.

This month, we're excited to highlight **Kate Bolz**.

Born on Nebraska's statehood day (March 1), it's no wonder Kate has long felt a deep connection to public service. With a background in human services and government, she brings a thoughtful, people-first perspective to the Board. She values the trust

customers place in LES to provide financially responsible power. Now a mom to a toddler, she says dependable electricity matters to her more than ever — a daily reminder of why reliability is at the heart of public power.

Kate is especially proud to have supported LES' new strategic plan, including its focus on long-term sustainability and preparing for the needs of future generations. Outside of her board service, she loves traveling with her family — including a favorite trip to Juneau, Alaska — and visiting the Lincoln Children's Zoo with her son. Zoo Lights Powered by LES is a family favorite!

Thank you, Kate, for your commitment to our community!





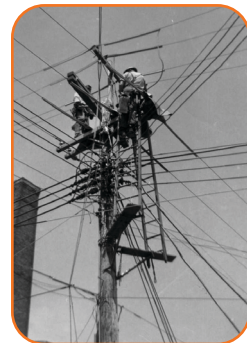
60 years of keeping the lights on

LES turned 60 years old on Feb. 1, 2026. As we celebrate six decades of powering our community, we also honor the people behind every pole set, every outage restored, every system strengthened: our lineworkers.

For 60 years, LES lineworkers have been the steady force behind the reliable power our customers depend on. Whether performing routine maintenance under a clear sky or restoring power in the middle of the night during a storm, they show up – in all conditions, in every season, whenever our community needs them. Their dedication reflects the same principles that have guided LES for six decades: commitment, courage and an uncompromising focus on safety and service.

Lineworker Appreciation Day is April 18. This year's celebration carries special meaning as we reflect on 60 years of progress, innovation and community stewardship. Our achievements have never happened by chance. They've been built – deliberately – through teamwork, expertise and the steady hands of those who maintain our grid with care and confidence.

To our lineworkers, past and present: thank you. Your work is precise. Demanding. Essential. Because of your dedication, our community stays connected, resilient and ready for the future.



Spring safety & planting checklist

As outdoor projects ramp up, a little planning can keep you, your neighborhood and LES crews safe. Use this checklist before you grab the shovel:

Before you landscape

- Pick spots for plants, fences and other outdoor structures away from electrical equipment so crews can reach them when needed.
- Make sure nothing you place in your yard blocks paths or creates a tripping hazard.
- Remind children to stay away from utility equipment and fenced-off areas.

Before you plant a tree

- Choose a tree that will fit the space when it is fully grown. Trees planted too close to power lines can cause outages and may need to be removed.
- Do not plant under or near overhead power lines or close to electrical equipment.

Before you dig

- Call **811** before you dig – no matter how big or small the project is.
- Wait for underground lines to be marked. Hitting an unmarked line can cause injuries, fires, outages or expensive repairs.
- After the marks are in place, dig carefully and stay clear of marked buffer zones.

Want to learn more?

Visit [LES.com/Safety](https://les.com/safety) for more safety and planting tips.

Contact LES Land Management at **402.473.3252** if you have questions about safe planting or landscaping near power lines.

Big incentives for smart upgrades

Good news! LES' Sustainable Energy Program is back – and customers are already putting the \$2.2 million available for 2026 to work. Many homeowners and businesses have begun making energy-smart upgrades, from installing high-efficiency HVAC systems to improving sealing and insulation. These improvements can help lower energy use and reduce monthly bills. See which projects qualify and how you can benefit at [LES.com/SEP](https://les.com/SEP).

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