

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

APRIL 2024

Proud to be #1 in the nation



Each year, Lincoln Electric System conducts a Competitive Market Study to show customers where LES stands compared to similar U.S. electric utilities. Among the 87 cities surveyed across the nation in the study, here's how LES performed, based on 2022 data:



1st for the lowest residential all-in price.



7th lowest overall for the average monthly residential bill.



1st in reliability, without major event days of adverse weather.



8th for the lowest average all-in price.



4th for the most stable rates over the past 10 years.



12th for the lowest residential bill as a percentage of household income.

A typical residential LES customer paid an average of \$83.73 on their monthly LES bill (less than \$3 per day), which is 33% less than the U.S. average of \$124.41. To learn more about LES' Competitive Market Study and its methodology, visit [LES.com/Rates](https://www.les.com/Rates).



April 18 is National Lineworker Appreciation Day

Lineworkers work around the clock to install, maintain and repair electrical power lines, often working at great heights and in dangerous circumstances to do so. They play a significant role in preventing power outages, but when outages do happen, lineworkers spring into action to ensure your lights turn back on as quickly as possible.

Because of lineworkers' dedication to the community, LES customers experienced, on average, just 19.1 minutes of power outages in 2023. This is 85% lower than the 5-year national average of 123 minutes.

Join us on social media to [#ThankALineworker](https://twitter.com/ThankALineworker) for all they do to provide us with safe and reliable electricity!

Planting the right tree in the right place

Trees are vital to a healthy and vibrant community. But trees can grow into power lines and cause power outages. In fact, in 2023, trees alone caused 91 different outages in the LES service area. You can do your part by making sure the tree you plant in your yard is the right tree in the right place.

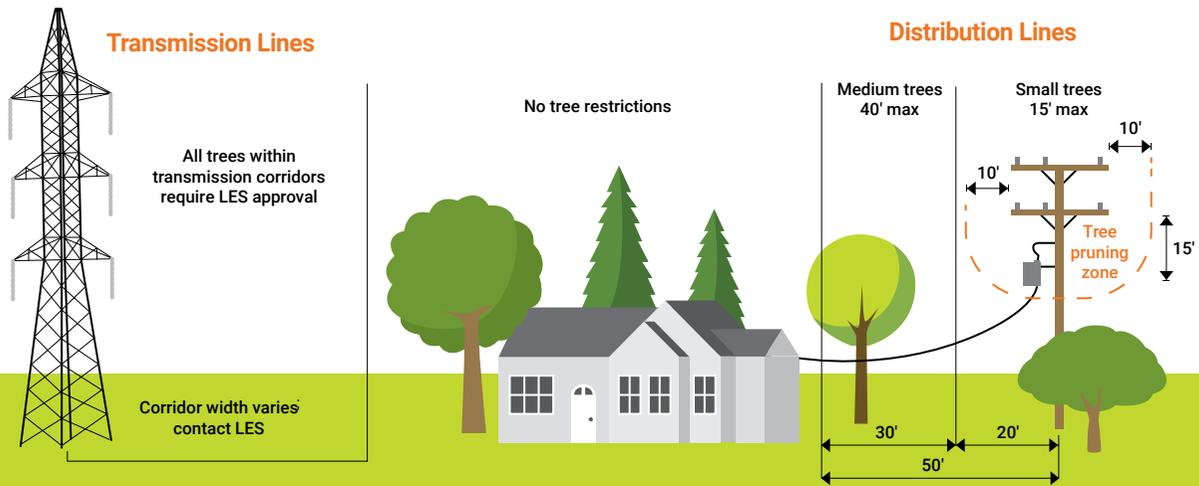
When planting trees within 20 feet of an overhead (distribution) power line, ensure its maximum height won't

exceed 15 feet. Trees that could grow up to 20 feet should be planted at least 20 feet away from distribution lines. Trees that grow 40 feet or taller must be at least 50 feet away.

Contact LES Land Management at **402.473.3252** with questions about LES' tree trimming, planting and landscaping guidelines. Transmission corridors are highly restricted. These guidelines are in place to maintain our local reliability

by preventing damage to overhead lines and allowing crews safe access to equipment when needed.

If you're planning a project that involves digging, call Nebraska811 by dialing **8-1-1**. Both overhead and underground power lines support our community's electrical system. Don't risk a serious injury by hitting a buried line.



Celebrating sustainability in April

April 20 | Lincoln Earth Day

10 a.m.–2 p.m. | [Nebraska Innovation Campus](#)
This annual community event brings together nearly 2,500 attendees and dozens of community partners who promote, educate and celebrate environmental stewardship, green education and sustainable living.

April 28 | Arbor Day LNK

12:30–3:30 p.m. | [Antelope Park in Lincoln](#)
The second annual Arbor Day LNK, hosted by the Arbor Day Foundation, invites our community to say “yes” to trees and a greener future with educational and fun activities for all ages. LES is proud to be a Canopy Sponsor for the celebration.

Learn more about these events at [LES.com/Sustain](#). You can also celebrate Earth Day and Arbor Day with LES by following us on social media for energy-saving tips and activities!



Go green with paperless billing

Paperless billing means less clutter in your home. Instead of receiving a paper bill in the mail each month, you'll receive your LES bill electronically. You can also enroll in recurring payment options, making your payments even more convenient.

Paperless billing also makes a difference for our planet! Paper makes up 23% of annual landfill waste, more than any other solid waste material.* You'll save paper and trees by opting out of printed billing statements.

Enroll in paperless billing at [LES.com/Paperless!](#)

*According to the Environmental Protection Agency, 2023.

