



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

Pay online:
[LES.com/Pay](https://www.les.com/Pay)
Customer Service: 402.475.4211
Power Outage: 888.365.2412
Nebraska811 (Call before you dig): 811

MARCH 2025

Nebraska Severe Weather Awareness Week is March 24-28

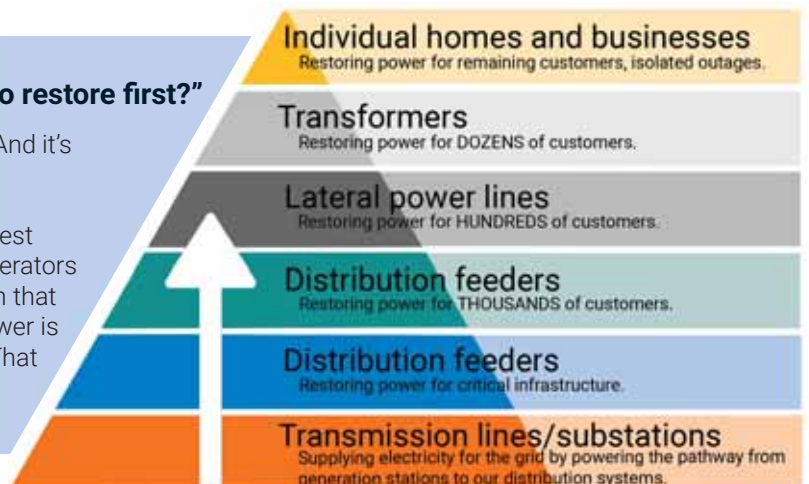
March marks the beginning of spring, often bringing severe weather with it. While most of us try to get cozy during stormy weather, our lineworkers are the reason we can. But there are ways customers can help! Here's how:

- 1. Update your info with LES.** Before the storm strikes, be sure your information is current with PowerLine, LES' outage reporting system. PowerLine matches your phone number to your address, giving us what we need to dispatch crews and restore service as quickly as possible. Visit [LES.com/PowerLine](https://www.les.com/PowerLine) to update your info today.
- 2. Report your outage.** When you report outages, you help us refine our response. Report an outage right away. Yes, even if your neighbors do, too. It helps our operators and crews understand the scope and possible cause. Report online at [LES.com/Report](https://www.les.com/Report) or over the phone via PowerLine at **888.365.2412**.
- 3. Give our crews their space.** LES crews are experts on power and safety. Give them space while they work to restore your power. We constantly prepare so we can act quickly and get your power back on as soon as possible, but the safety of our customers and our crews is most important.

"How does LES pick which power outages to restore first?"

We hear this question from customers a lot. A lot! And it's much more complex than the flip of a coin.

Simply put, LES prioritizes work based on the greatest need and impact, as shown to the right. System operators and field crews have strategically formulated a plan that keeps crews and the public safe while ensuring power is restored to the community as swiftly as possible. That way, when you need us the most, we're ready.



Mark your energy use as 100% renewable with RECs

It's impossible to distinguish the exact source of energy once it enters the electric grid. That's why Renewable Energy Certificates, or RECs, were created. One REC legally conveys the environmental attributes of one megawatt-hour of electricity generated from renewable sources, like solar or wind power facilities. By purchasing RECs, you can officially claim your energy use was sourced from 100% renewable energy. And it costs the average Lincoln-area home less than a couple of dollars each month. Enroll in LES' REC program at [LES.com/REC](https://www.les.com/REC).

Saving money or saving energy? Why not both?

Equipment upgrades and new projects are prime opportunities to invest in your energy future. LES is here to help with those upfront costs today through our **Sustainable Energy Program** so that you can see significant savings tomorrow. Incentives are available to help offset the costs of installing energy-efficient equipment, such as heat pumps and

air conditioners, heat pump water heaters, sealing and insulation. With \$2.2 million on the line for customers in 2025, now is the time to be more energy efficient.

So why not save money while saving energy? See all details about the Sustainable Energy Program at [LES.com/SEP](https://les.com/SEP). SEP funds are

available until Dec. 31, 2025, on a first-come, first-served basis, or until funds have been expended, whichever comes first.

Questions? Connect with our team on all things SEP by emailing SEP@LES.com.

LES' Sustainable Energy Program has awarded \$34 million to over 28,000 energy-efficiency projects since 2009. But has the program really made an impact? In 15 years, this program has:

- Reduced net peak demand by 36 megawatts = annual peak of 47 big box retail stores.
- Reduced net annual energy consumption by 147,000 megawatt-hours = annual energy consumption of more than 15,000 homes.
- Reduced CO2 emissions by 100,000 tons = annual emissions of more than 40,000 cars.

Our experts say "yes," the Sustainable Energy Program has made an impact!



Striving to be the best for our community

It's why we come to work each day.

It sounds a little lofty, right? But it's what we work toward, day in and day out. When an entire community depends on you to power their lives, no one benefits when we settle for less.

Late last year, LES kickstarted a strategic planning process to proactively position our utility, customers and community for long-term success. The LES Strategic Plan will outline LES' short-, medium- and long-term objectives. It will unify utility goals across the board. It will spark initiatives balancing energy transition with affordability and reliability. It will help us adapt to uncertainties and market changes. And the best part? The end result will balance innovation with our history of providing excellent services for our community. It's what our customers deserve.

Visit [LES.com/Strategic-Plan](https://les.com/Strategic-Plan) for updates on this strategic planning effort leading up to its launch in summer 2025.

Want to know a **PRO TIP** on power outages? Your equipment, not LES', could be what's causing your outage.



Use the graphic on the right to determine what equipment you own versus what LES owns. Knowing the difference might be the key to restoring your power faster! If damaged equipment that you own is causing the outage, call a licensed electrician for repairs. If the damage is to the equipment LES owns, we'll handle it.

