

# Black Hills Nebraska Gas, LLC

d/b/a Black Hills Energy

## NG – 101.1 Quarterly Status Update

Presented to the Nebraska Public Service Commission

April 29, 2025

# Agenda

- Winter Heating Season Review– Kent Kopetzky
- Energy Assistance – Tiffany Pusateri
- Cold Weather Rule Recap – Kim Schneider
- Customer Inquiry Updates – Tiffany Pusateri
- Choice Gas Program Status – Shelly Reichert
- PGA Filing Requirements

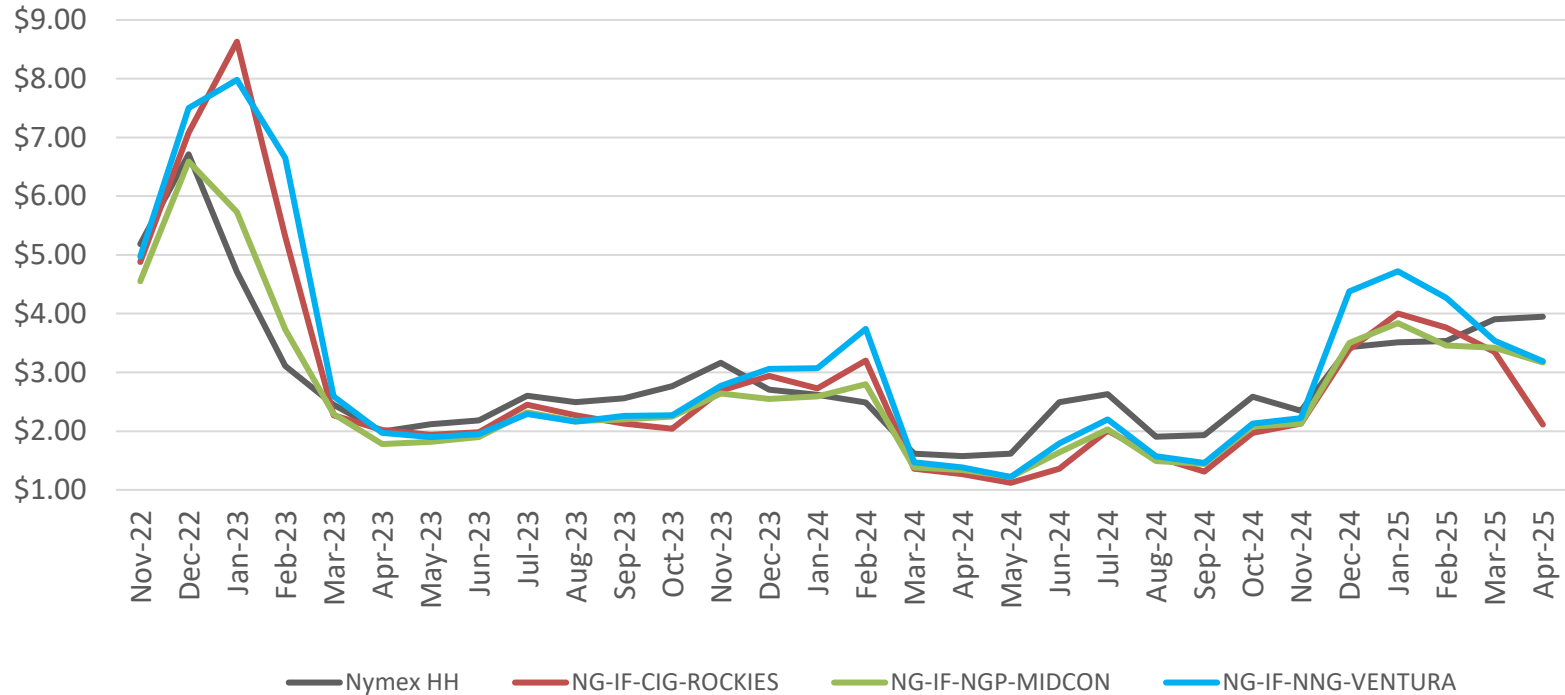
# Winter 24-25 Recap (Nebraska PSC)

## Gas Supply Update

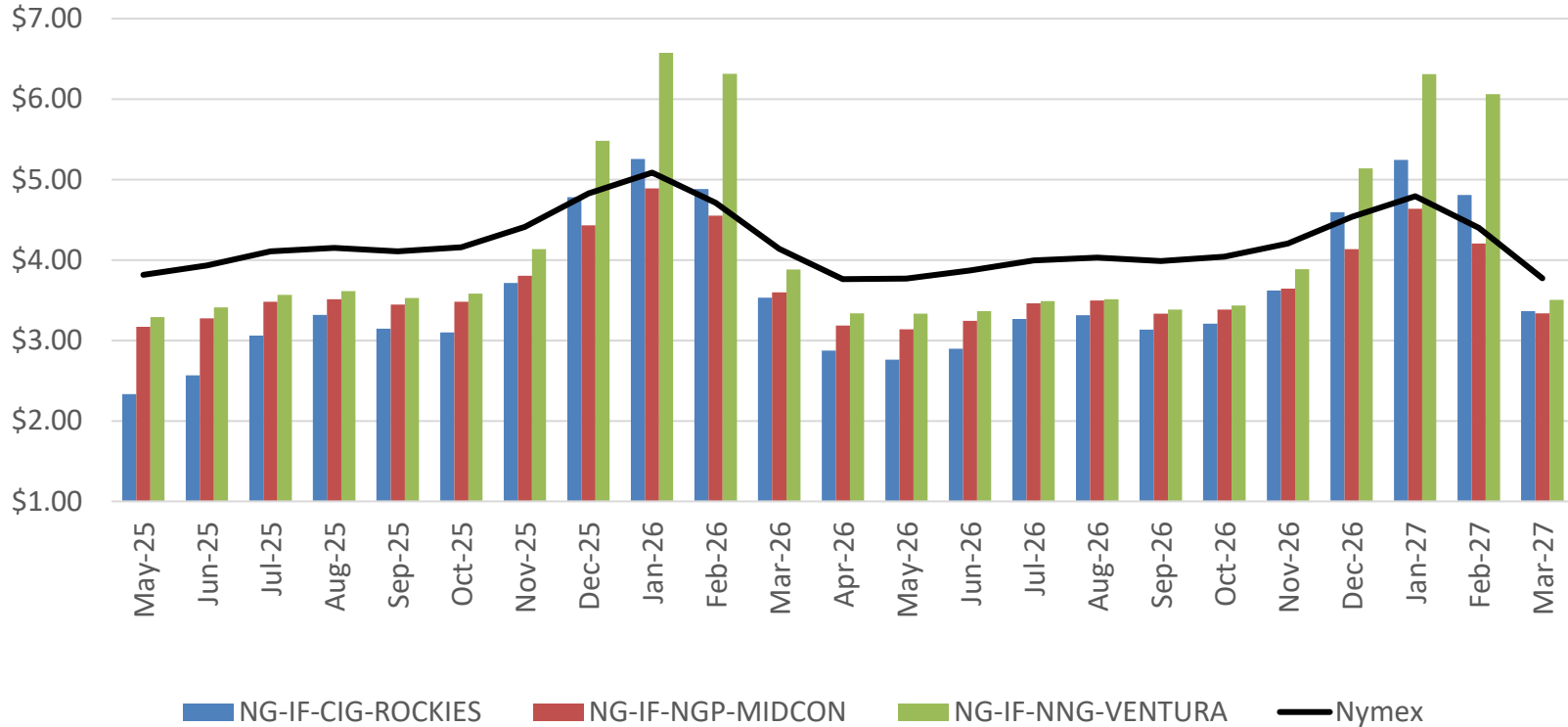
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# Natural Gas Pricing - Historical



# Future Natural Gas Pricing

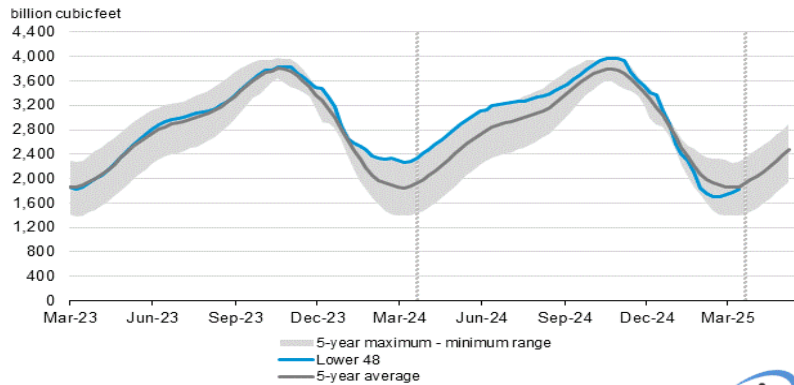


\*Forward prices for winter 2025-2026 are up about 4% since January.

# Market Update

- National production levels are near historical highs. Dry gas production is currently around 105.8 Bcf/day, about 4 Bcf/day higher than year-ago levels.
- EIA national storage report shows inventory currently 19.7% lower than year-ago levels and 2.1% lower than the five-year-average.

Working gas in underground storage compared with the 5-year maximum and minimum



Data source: U.S. Energy Information Administration



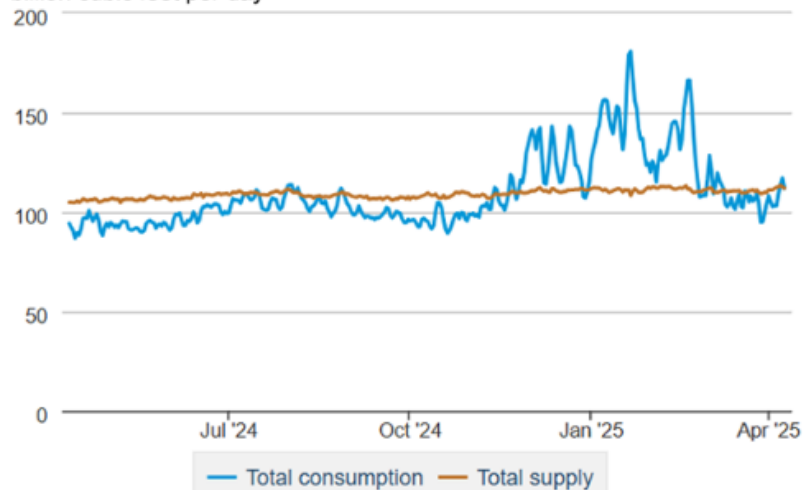
Historical Comparisons

Region	Stocks billion cubic feet (Bcf)				Year ago (04/04/24)		5-year average (2020-24)	
	04/04/25	03/28/25	net change	implied flow	Bcf	% change	Bcf	% change
East	296	284	12	12	362	-18.2	326	-9.2
Midwest	373	364	9	9	512	-27.1	422	-11.6
Mountain	165	165	0	0	165	0.0	109	51.4
Pacific	206	202	4	4	229	-10.0	174	18.4
South Central	789	758	31	31	1,011	-22.0	838	-5.8
Salt	233	218	15	15	298	-21.8	249	-6.4
Nonsalt	557	540	17	17	712	-21.8	589	-5.4
<b>Total</b>	<b>1,830</b>	<b>1,773</b>	<b>57</b>	<b>57</b>	<b>2,280</b>	<b>-19.7</b>	<b>1,870</b>	<b>-2.1</b>

# Supply - Demand

## Total supply/demand balance (last 365 days)

billion cubic feet per day



Data source: S&P Global Commodity Insights



## U.S. natural gas consumption - Gas Week: (4/3/25 - 4/9/25)

	Average daily values (billion cubic feet)		
	this week	last week	last year
U.S. consumption	78.6	71.9	77.7
Power	30.3	28.0	28.3
Industrial	23.6	23.1	23.7
Residential/commercial	24.7	20.8	25.8
Mexico exports	6.6	6.7	6.1
Pipeline fuel use/losses	7.0	6.9	6.8
LNG pipeline receipts	16.6	16.2	12.6
Total demand	108.8	101.7	103.2

Data source: S&P Global Commodity Insights

Note: This table reflects any data revisions that may have occurred since the previous week's posting. Liquefied natural gas (LNG) pipeline receipts represent pipeline deliveries to LNG export terminals.

# Winter Weather 2024-2025

- Black Hills Nebraska 2024-2025 winter weather was warmer than normal
  - Almost 6% warmer than average
  - 7% colder than previous winter
- 2025 year-to-date
  - January – March 2025 was a little over 1% warmer-than-normal and 9% colder than last year
- Balance of the year
  - ENSO-neutral conditions emerged in March and forecasted to remain in place during the summer
  - LaNina may return next winter



# Energy Assistance 2024/2025



# Energy Assistance

**Black Hills Energy**

Helping others throughout our state, Black Hills doesn't go on planned, we're ready to support you. Whether you're in charge of energy and/or water programs and, please, we're here to help you take care of your household's energy needs.

Check out a few great resources and options that may be available for you.

Select your state below to see assistance options in your community.

Arkansas Colorado Iowa Kansas  
Nebraska South Dakota Wyoming

Resources for payment assistance

**LIHEAP** **2-1-1**

**Low Income Home Energy Assistance Program**  
LIHEAP is a federally funded program that helps low-income households pay their energy bills. LIHEAP can help with energy bills for gas, electric, oil, and propane. LIHEAP can also help with energy bills for water and sewer services.

**Black Hills Cares**  
Black Hills Cares helps eligible customers in need pay their Black Hills Energy bills on emergency energy-related expenses. The program uses a variety of resources to help eligible customers pay their bills. Black Hills Cares also provides financial counseling and other services to help customers pay their bills.

**Help starts here - 211.org**  
211 is a nationwide service that connects millions of people to help each year. They provide a local source of social services available to help with utility bill payment assistance, housing options, food and nutrition programs, support groups, and much more.

Additional resources for utility bill help

**Budget Billing**  
Budget Billing is a free, stable payment plan that gives you more predictable bills by averaging the amount you pay each month.

**Payment arrangements**  
We understand that a variety of circumstances can lead to a late payment, and we're here to help you get back on track by offering payment arrangements.

**Medical Extension Program**  
This program is available to eligible customers who are unable to pay their utility bills due to a medical condition. We'll work with you to help you get back on track by offering payment arrangements.

Additional resources for utility help in Nebraska

**Emergency Rental Assistance (ERA) Program**  
This rental assistance program makes funds available to assist eligible renter households that are unable to pay past due and/or future rent and utilities, subject to income qualifications.

**Nebraska Weatherization Assistance Program**  
Weatherization enables low-income families in Nebraska to reduce their energy bills by making their homes more energy efficient.

**Budget Billing**  
Budget Billing is a free, stable payment plan that gives you more predictable bills by averaging the amount you pay each month.

**Payment arrangements**  
We understand that a variety of circumstances can lead to a late payment, and we're here to help you get back on track by offering payment arrangements.

Helping others throughout our state, Black Hills doesn't go on planned, we're ready to support you. Whether you're looking for ways to lower your energy bills or need financial help, we're here to support you. Experience targeted energy assistance programs and resources designed to help you stay safe, be prepared and save energy.

Contact us if you want to discuss support options that may be available for you.

**START HERE**

LIHEAP is a federally funded program that helps Colorado families, seniors, and individuals pay a portion of their winter heating bills. Applications are available each winter from Nov. 1 - April 30.

Check out our Black Hills Energy website checklist. This resource will walk you through the steps of how to apply for utility assistance.

Bill payment help for low-income households

After you've applied for LIHEAP, here are more resources that may be available to you.

**Black Hills Cares**  
Black Hills Cares helps eligible customers in need pay their Black Hills Energy bills or emergency energy-related expenses. The program uses voluntary donations from our customers and employees.

**Help starts here - 211.org**  
211 is a nationwide service that connects millions of people to help each year. They provide a local source of social services available to help with utility bill payment assistance, housing options, food and nutrition programs, support groups, and much more.

- Energy Assistance Awareness Campaign
- Agency Partnerships
- LIHEAP Heating Season Wrap-Up

	2023	2024	2025
<b>Accounts</b>	20,078	18,015	2,256
<b>LIHEAP \$</b>	\$ 8,771,842	\$ 5,914,496	\$ 1,111,933

# Cold Weather Rule Recap

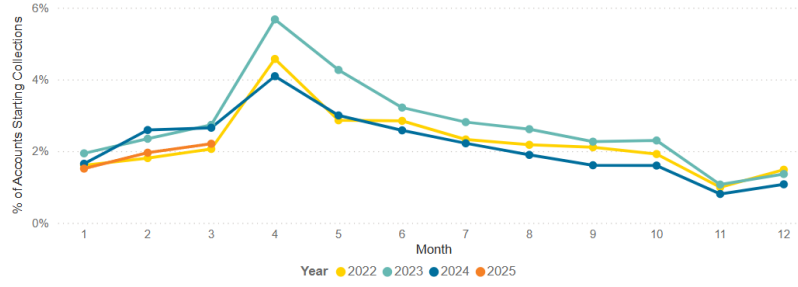


# Cold Weather Rule Recap

% of Accounts Starting Collections      Total Starting Collections

Month	2022	2023	2024	2025
1	1.81%	1.94%	1.65%	1.52%
2	1.81%	2.35%	2.59%	1.96%
3	2.06%	2.73%	2.65%	2.21%
4	4.57%	5.68%	4.09%	
5	2.86%	4.27%	3.00%	
6	2.85%	3.22%	2.58%	
7	2.33%	2.81%	2.22%	
8	2.18%	2.61%	1.90%	
9	2.11%	2.27%	1.61%	
10	1.92%	2.30%	1.60%	
11	0.99%	1.07%	0.81%	
12	1.48%	1.36%	1.08%	

% of Accounts Starting Collections - NEG

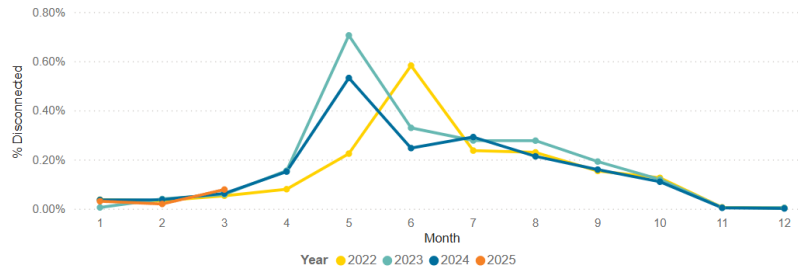


Month	2022	2023	2024	2025
March	2.06%	2.73%	2.65%	2.21%

% Disconnected      Total Disconnects

Month	2022	2023	2024	2025
1	0.04%	0.01%	0.04%	0.03%
2	0.03%	0.04%	0.04%	0.02%
3	0.05%	0.06%	0.06%	0.08%
4	0.08%	0.16%	0.15%	
5	0.22%	0.71%	0.53%	
6	0.58%	0.33%	0.25%	
7	0.24%	0.28%	0.29%	
8	0.23%	0.28%	0.21%	
9	0.15%	0.19%	0.16%	
10	0.13%	0.12%	0.11%	
11	0.01%	0.01%	0.00%	
12	0.00%	0.00%	0.00%	

% Disconnected - NEG



Month	2022	2023	2024	2025
March	0.05%	0.06%	0.06%	0.08%

- % of customers starting the collection path and disconnecting for non-payment during the 2024/2025 cold weather year are in line with prior years

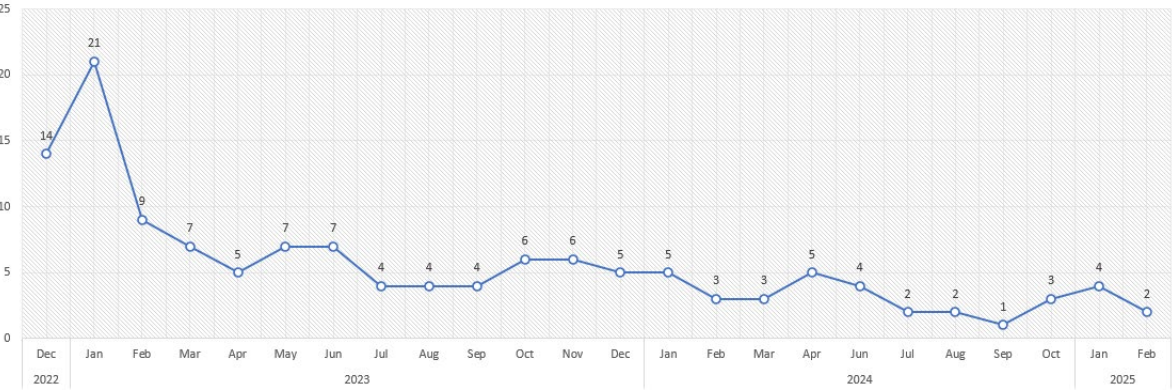
- Count of residential customers approved for LIHEAP in line with prior years

# Customer Inquiries



# Customer Inquiries in Review

Total Complaints Yearly Review

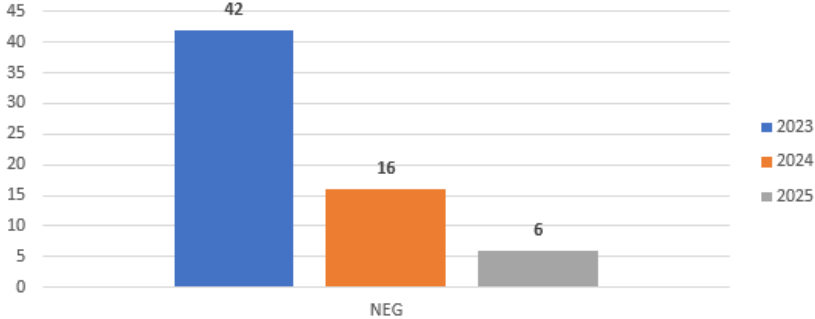


## Trends

- Meter Exchange/Rebiling
- Service Guard
- Master/Deduct
- Landlord Tenant
- Choice



Total of Inquiries received by LOE



## Improvements

- Escalation process
- Timely Trainings
- Live Lead Support

# Choice Gas Updates





Questions?