

Nebraska – PSC Presentation

COVID-19 Response



COVID-19 Response

Customer efforts

- Interactive Voice Response Updated
- COVID-19 – Customer questioning
- Orders limited to essential work
- Turn-Off Process
- Disconnects/Payment Arrangements/Budget Billing
- Waiving payment fees at pay locations
- Contractor partnership
- Media release

COVID-19 Response

Employee efforts

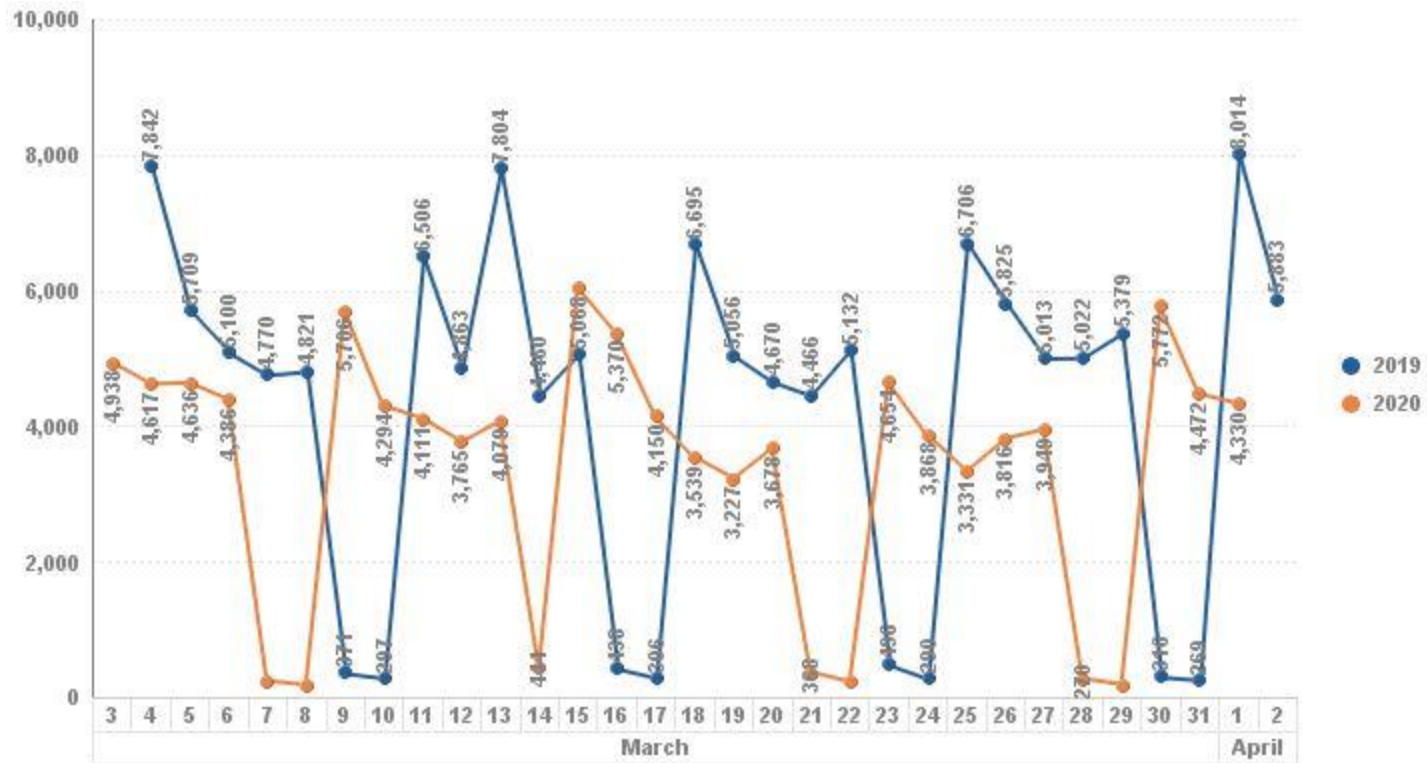
- Employee work from home plan implemented
- Personal Protective Equipment
- Field Questioning



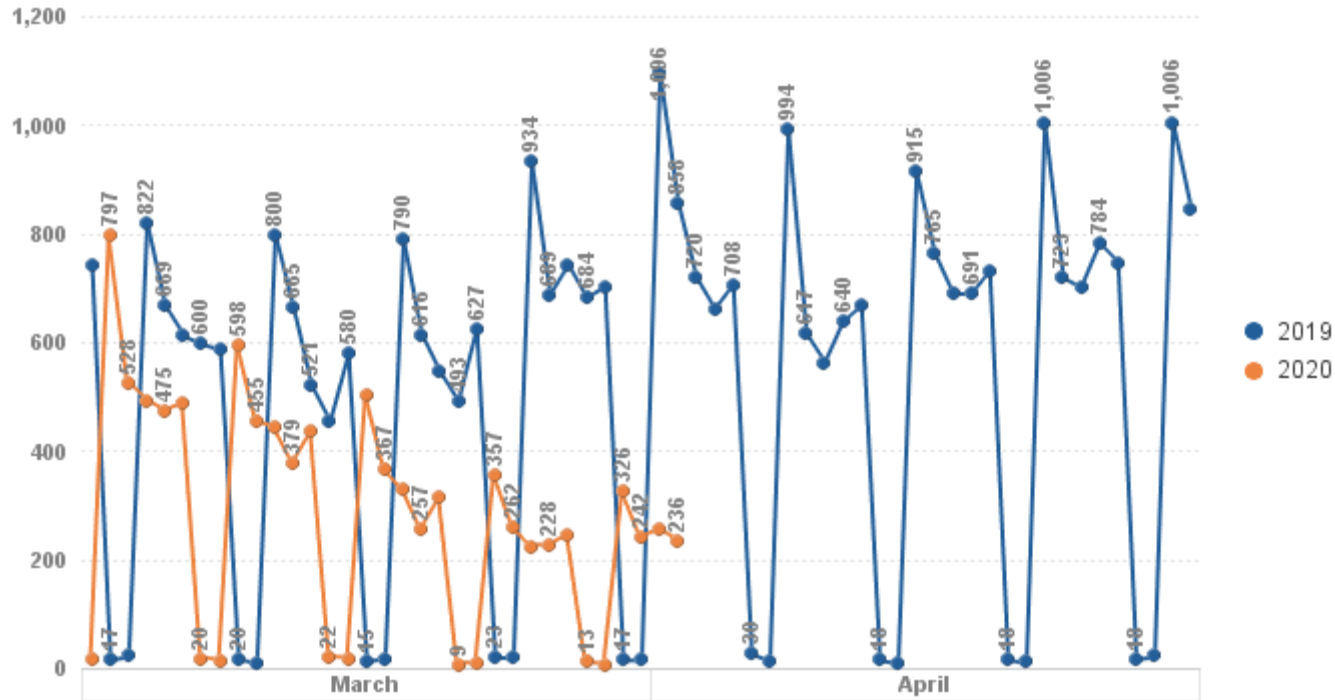
Customers Through Data



COVID-19 Data-Call Volume



COVID-19 Data-Payment Arrangement Data

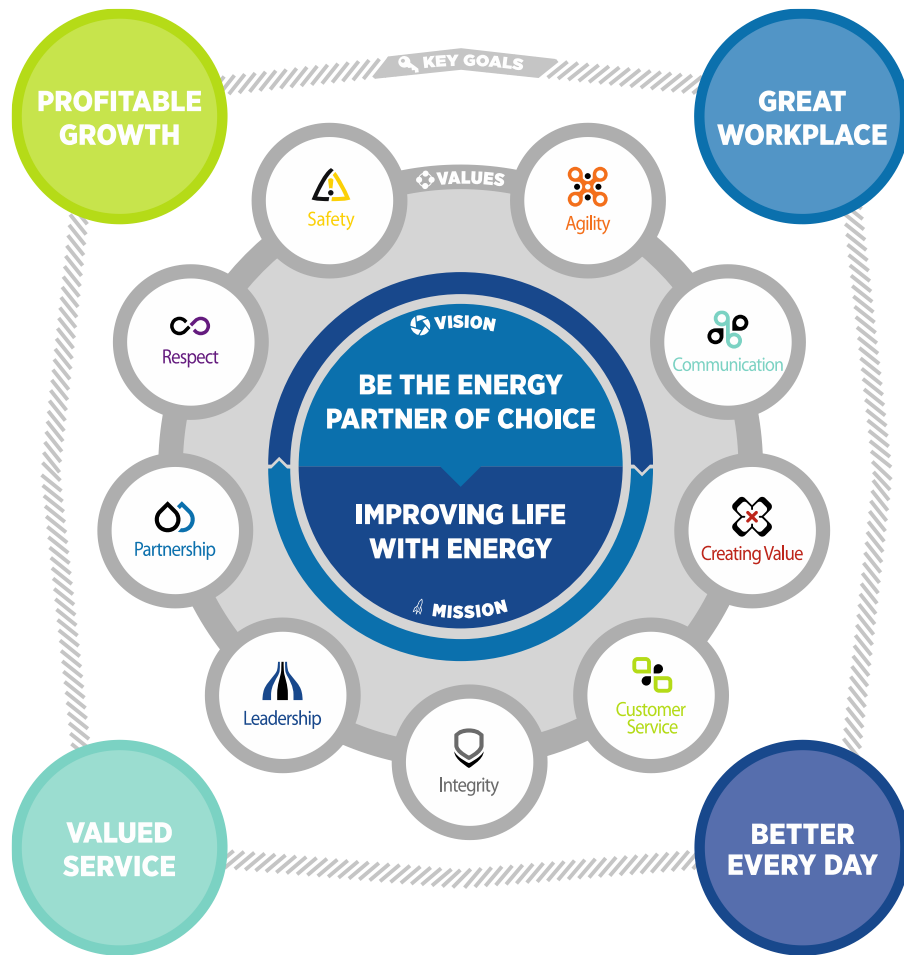


COVID-19 Data-Cancelled Autopay

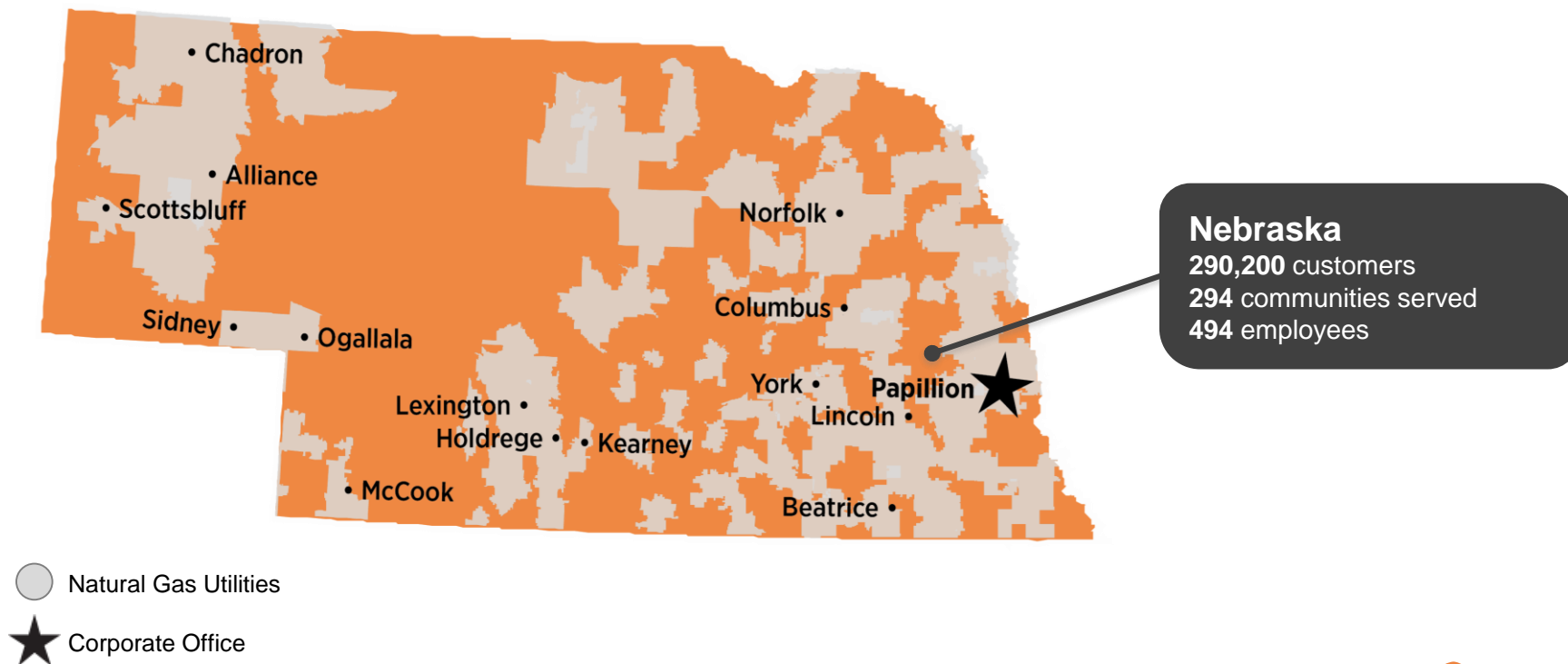


BHE Customer Care-COVID-19

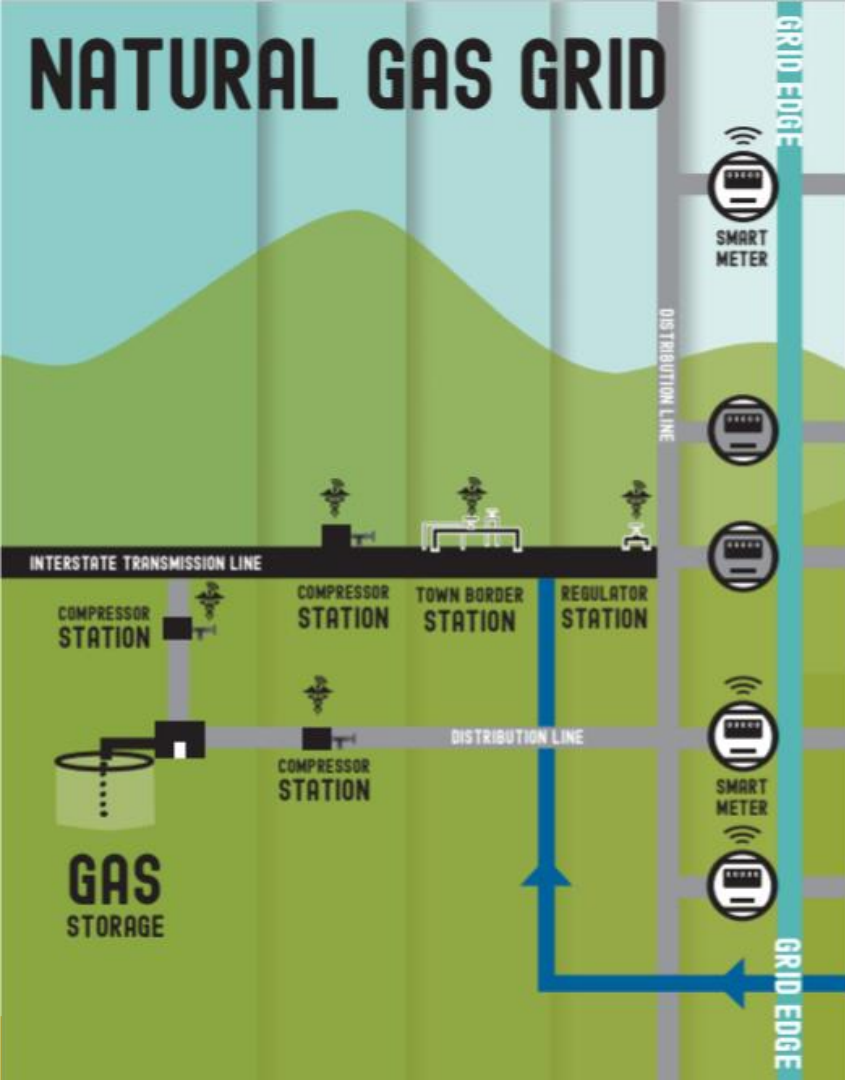
- Financial Relief
- Safety Measures
- Customer analytical review
- Customer/Community Awareness
- Emergency Response



Black Hills Energy – Nebraska Gas



NATURAL GAS GRID



SARAH

Residential customer

What's important to her:

- Cost
- Convenience
- Reliability
- Safety



DAN

Agriculture customer

What's important to him:

- Cost
- Carbon footprint
- Convenience
- Safety
- Reliability



JAFAR

Commercial customer

What's important to him:

- Reliability
- Safety
- Cost
- Carbon footprint
- Convenience

CUSTOMER ASSETS



PRODUCTS

LIQUEFIED
NATURAL
GAS



DUAL
FUEL KIT



FUEL
CELL



COMBINED
HEAT/POWER



RENEWABLE
NATURAL
GAS

SERVICES

ENERGY
EFFICIENCY



BLACK HILLS
ENERGY
SOLUTIONS
PARTNER



VS

3RD
PARTY
ENERGY
SOLUTIONS
PARTNER



ENERGY
INSIGHTS



BLACK HILLS
ENERGY
TECH
SERVICES



VISION

Be the Energy Partner of Choice.

MISSION

Improving Life with Energy.

COMPANY VALUES



Agility

We embrace change and challenge ourselves to adapt quickly to opportunities.



Customer Service

We are committed to providing a superior customer experience every day.



Partnership

Our partnerships with shareholders, communities, regulators, customers and each other make us all stronger.



Communication

Consistent, open and timely communication keeps us focused on our strategy and goals.



Integrity

We hold ourselves to the highest standards based on a foundation of unquestionable ethics.



Respect

We respect each other. Our unique talents and diversity anchor a culture of success.



Creating Value

We are committed to creating exceptional value for our shareholders, employees, customers and the communities we serve...always.



Leadership

Leadership is an attitude. Everyone must demonstrate the care and initiative to do things right.



Safety

We commit to live and work safely every day.