The Wheat Belt Connection

WHEAT BELT PUBLIC POWER DISTRICT

NOVEMBER 2026



Keeping Pace with a Changing Industry

As we look toward the future, our commitment remains the same: providing our customers with safe, reliable, and efficient service. As technology continues to evolve, Wheat Belt Public Power District is evolving with it. We're moving to a new software system designed to continue supporting our employees and, ultimately, our customers. This investment will help us continue to provide the reliable service you count on.

On December 7, 2026, we will be transitioning to our new enterprise software system, National Information Solutions Cooperative (NISC). NISC serves many other electrical providers and is an industry leader providing "advanced, integrated IT solutions for consumer and subscriber billing, accounting, engineering and operations, as well as many other leading-edge IT solutions."[1]

Our employees have been diligently working and training with NISC to ensure a smooth transition for customers. With this transition, there are a few items we want our customers to be aware of, including the new mobile app and web portal, SmartHub, updates for customers who use Auto Pay, and other important information.

SMARTHUB

SmartHub is the customer portal where customers can stay informed about their account and learn how to save time and money on their bills.

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Customers can access SmartHub through a mobile app or web portal. SmartHub allows you to:

- Access and pay your bill anytime, anywhere, so you won't have to wait for it to arrive in the mail
- Stay informed on important account events via email or text messages

Continued on 3-C

CELEBRATING OUR ADMINISTRATIVE TEAM



Jane Bartels
Customer Operations Coordinator



Kelli Chaon
Manager of Public Relations



Brooke Darden
Employee Services & Communications Administrator



Kathryn Kratzer
Accounting Specialist



Joseph Michalewicz
Chief Executive Officer



Shelley Peterson
Customer & Community Relations Specialist



Valerie Richards
Supervisor of Accounting & Benefits Administration

At Wheat Belt Public Power District, great service depends on more than power lines and poles; it depends on the people who support our customers and employees each and every day. It takes communication, organization, and a dedicated team working behind the scenes to keep our district running smoothly.

While each of our employees is important, this month we are recognizing the Administrative team at Wheat Belt PPD, which includes our Chief Executive Officer, Joseph Michalewicz.

This team plays a key role in supporting the people and processes that keep Wheat Belt moving forward, reaching across several areas of our organization, including customer operations, public relations, human resources, and accounting.

From answering customer questions and processing payments to supporting our employees and managing the district's finances, their work helps ensure our customers receive helpful service and our employees have the support they need to do their jobs well.

Much of their work happens behind the scenes, but the impact can be felt throughout our service territory. Whether it is assisting customers, sharing important news and updates with our communities, supporting employees through hiring, training, and benefits, or keeping our books accurate and accountable, this team helps connect the pieces that make reliable service possible.

We are proud to recognize the entire Administrative team for their professionalism, dedication, and commitment to Wheat Belt PPD. Thank you for the work you do every day to support our employees, continue to strengthen our district, and serve our customers!

LUCKY DRAWING

Wheat Belt Public Power District is pleased to announce Jerry and Maryann Dickinson as our September Lucky Draw winner.

Jerry and Maryann received a $50 credit on their account for their prompt payment. If you would like to be included in our next drawing and avoid a $5 delinquent fee, please send your payment before the 16th of the month.

For your convenience, we offer several payment options. Please give us a call at 308-254-5871 or visit the Customer Engagement page on our website for more information.



VETERANS DAY

HONORING ALL WHO SERVED

This November, as we celebrate Veterans Day, we want to take a moment to honor one of our very own, Wesley Christensen, for his service in the United States Marine Corps. Your dedication, courage, and sacrifice have helped protect the freedoms we all enjoy, and we are proud to work alongside someone who has given so much for our country. Thank you for your service, your strength, and the example you set for all of us every day. We are very grateful for you!

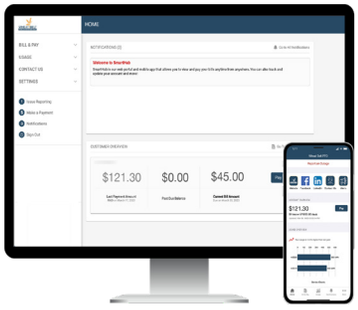
Keeping Pace cont'd from 3-A

- Stay updated on your usage so you can be in control and make decisions that can help reduce your bill
- Activate paperless billing and instantly access your bill

On December 7, 2026, you will be able to register your account on SmartHub. You will need your account number, which can be found on your most current billing statement. More information regarding SmartHub will be available on our website soon and included with your upcoming statements.

AUTO PAY

On December 7, 2026, if you are currently registered for Auto Pay with a debit or credit card, you will be required to re-register for Auto Pay in our new SmartHub payment system. You will need to register your account in SmartHub before setting up your Auto Pay. You will need your account number, which can be found on your most current billing statement. If you use Bank Draft (ACH payments), you will not be required to re-register for Auto Pay.

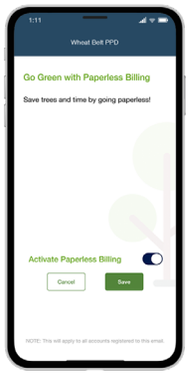


Please note that if you have any future scheduled payments set up in our current system, you will need to set them up again in SmartHub.

IMPORTANT INFORMATION

Please be aware that after 5:00 p.m. on December 4, 2026, no payments will be able to be made via debit or credit card on the website during the transition period to NISC. Some payment options will be available during this transition time. Cash and check payments can still be made at our headquarters or checks can be mailed or left in our drop box. Payments will not post to your account until the new system is in place. We will have a grace period regarding late fees as we transition to NISC.

Along with these changes, customers will also notice a different look to our billing statements, which will include more information regarding your account and any important messages from Wheat Belt PPD. We will send information on how to read our new bills with the upcoming billing statements and post it on our website.



For more information, please keep an eye out for our new SmartHub page on our website, coming soon! This page will have all of the information regarding this transition and what customers need to do on their end. If you have any questions, please feel free to contact our office, and we will be more than happy to help you. We know that with this transition come changes for our customers, so please reach out to us for help during this time. We appreciate your patience and understanding as we navigate our new software system!

1.National Information Solutions Cooperative. (2026). About us. https://www.nisc.coop/about/

BEHIND THE POWER: QUESTIONS THAT MATTER

How do regulatory issues affect electricity costs?

Federal, state, and regional regulations influence how electric resources are planned, connected, operated, and credited for reliability. Requirements involving emissions, renewable energy requirements, resource adequacy, and transmission can add compliance or capital costs, while some policies may also provide funding or tax benefits. Certain states' regulatory requirements can affect Wheat Belt PPD and our customers due to their compliance requirements, generation needs, and governance. Wheat Belt PPD and power suppliers evaluate each change carefully and advocate for practical approaches that protect reliability, make good use of available benefits, and avoid unnecessary costs to our customers.

How do events outside Nebraska influence our energy costs?

Wheat Belt PPD is connected to a broader electric system; extreme weather, fuel disruptions, generator outages, transmission congestion, large new loads, and policy changes outside Nebraska can influence the price and availability of power here. That regional connection also gives us access to more resources and strengthens reliability but can also cause increased costs due to regional states' regulatory requirements. Wheat Belt PPD closely monitors changing conditions, plans for a range of scenarios, and works to reduce their effect on customers whenever possible.

Energy Efficiency Tip of the Month

Adjust your water heater settings to save energy. As cooler weather arrives, your water heater may be working harder to keep up with longer, hotter showers. Check its temperature setting and consider lowering it to 120°F, which the U.S. Department of Energy recommends for most households. Lowering the temperature can reduce energy use while also helping prevent scalding. Always check the owner's manual before making adjustments.

Source: U.S. Dept. of Energy

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OUR MISSION

Deliver electricity safely, reliably and efficiently.