



# Operations Report

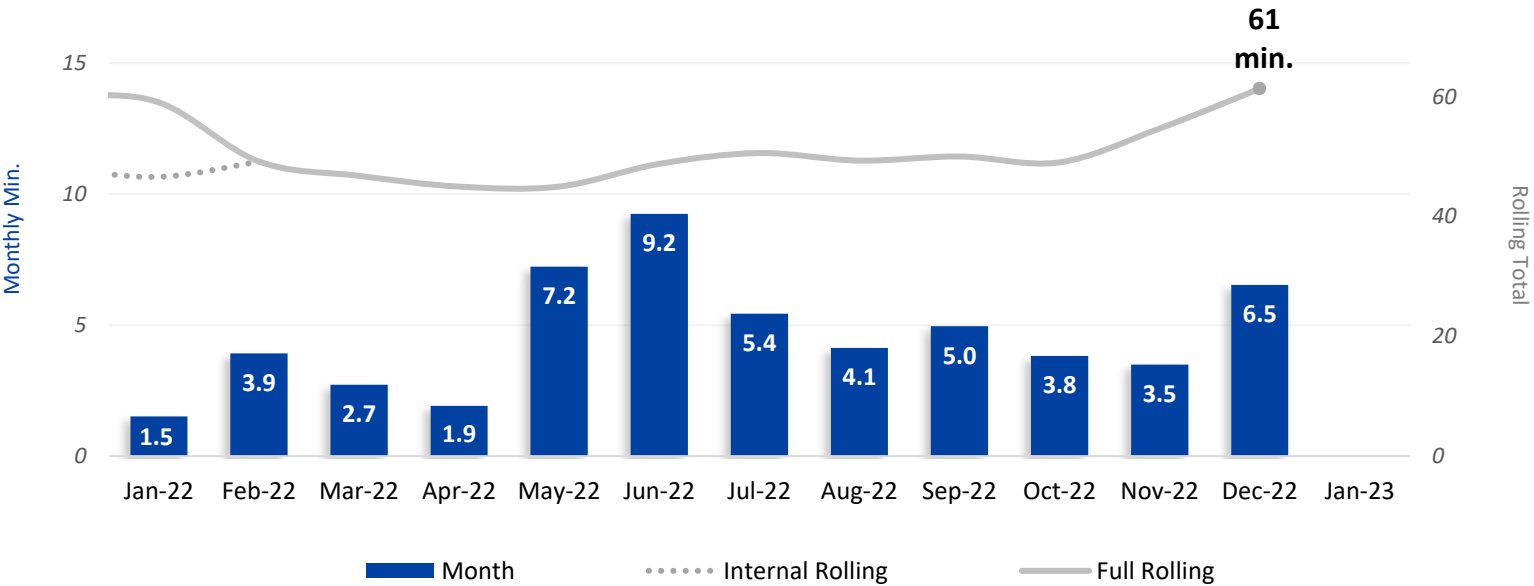
Eddie Dauterive | Chief Operations Officer

February 17, 2023

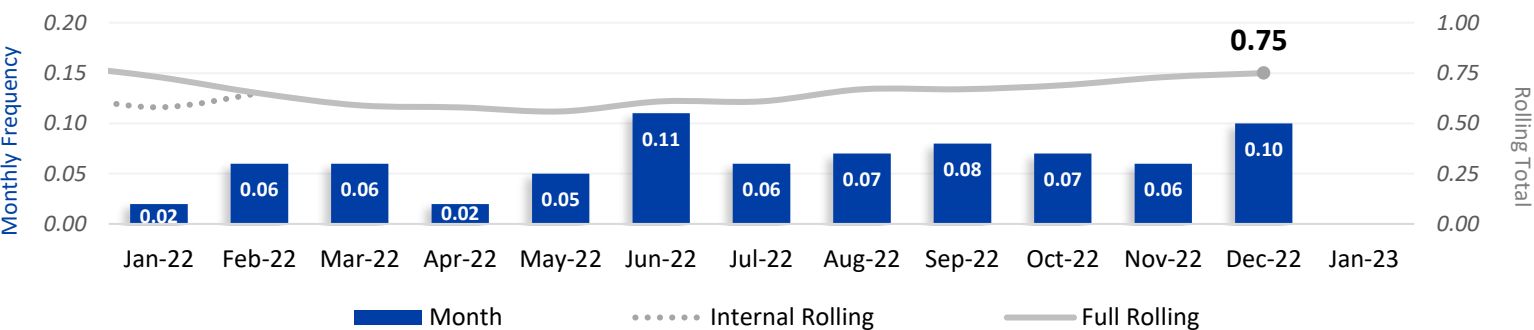
January update to be provided at Board Mtg.

# Reliability

### System Average Interruption Duration Index (SAIDI)



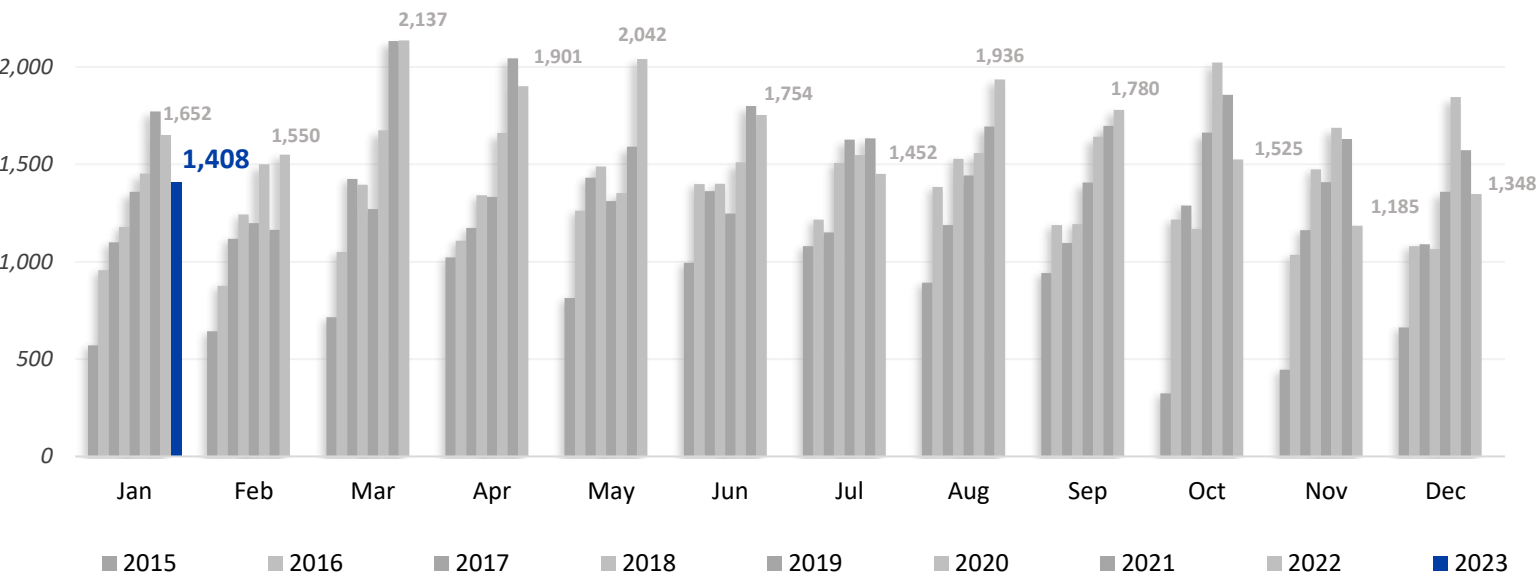
### System Average Interruption Frequency Index (SAIFI)



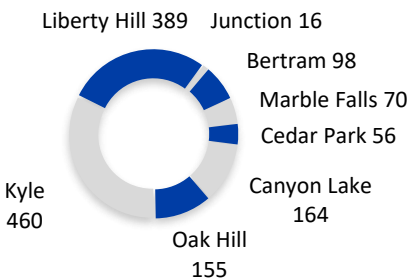
# System Growth

## Line Extensions Completed

2019: 16,640    2020: 19,458    2021: 20,592    2022: 20,262    2023 YTD: 1,408



## Line Extensions Per District (1,408)

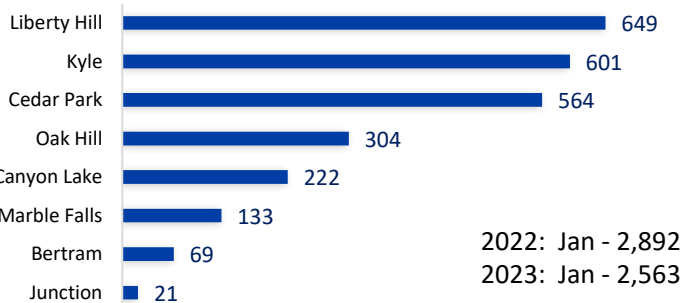


## Miles of Distribution Line:

Underground: 6,809 (28%)  
Overhead: 17,615 (72%)  
Total: 24,424

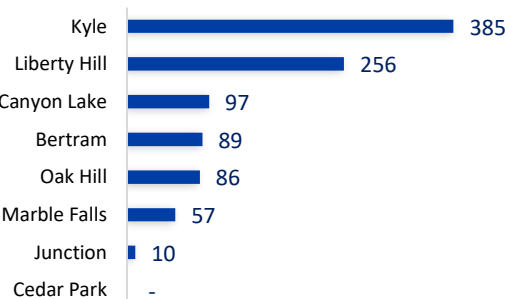


## Member Applications (2,563)



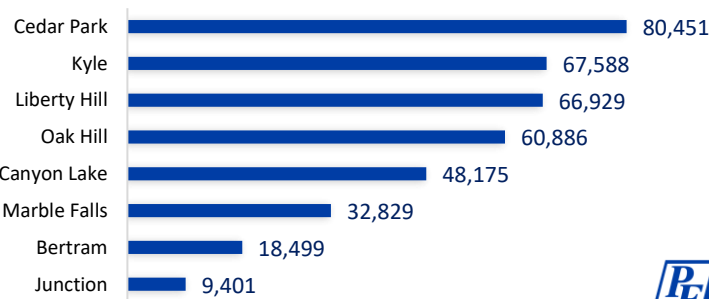
2022: Jan - 2,892  
2023: Jan - 2,563

## Meter Growth (903)



2022: Jan - 1,404  
2023: Jan - 903

## Meter Totals (384,758)

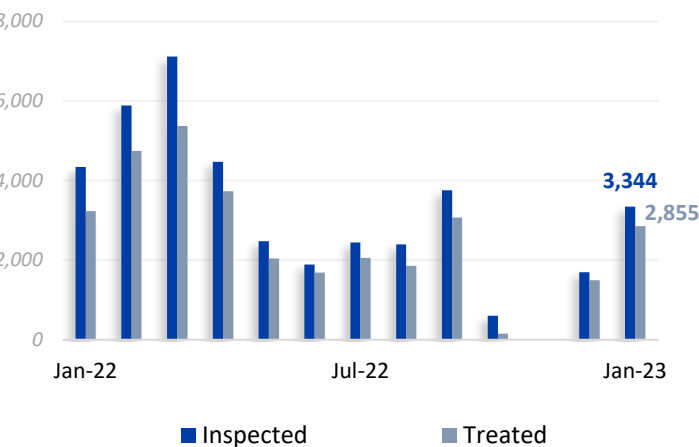


# Distribution Maintenance

## Pole Testing & Treatment (PTT)

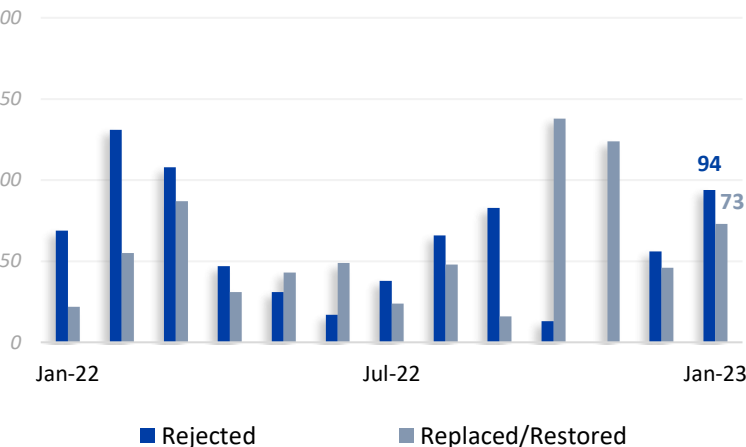
### Poles Inspected & Treated

2022 YTD: Inspections - 4,331      Treated - 3,231  
2023 YTD: Inspections - 3,344      Treated - 2,855



### Poles Rejected & Replaced/Restored

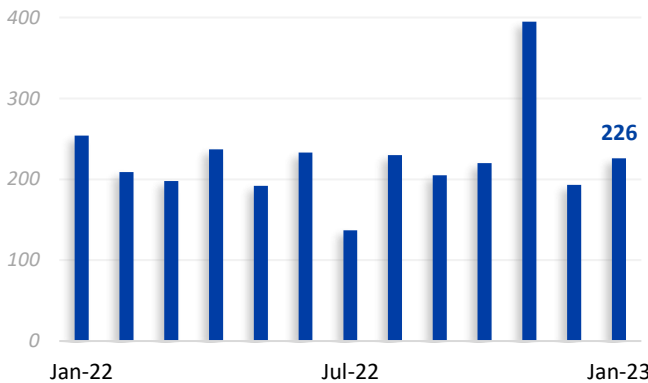
2022 YTD: Rejected - 69,      Restored - 22  
2023 YTD: Rejected - 94,      Restored - 73



## Underground Equipment

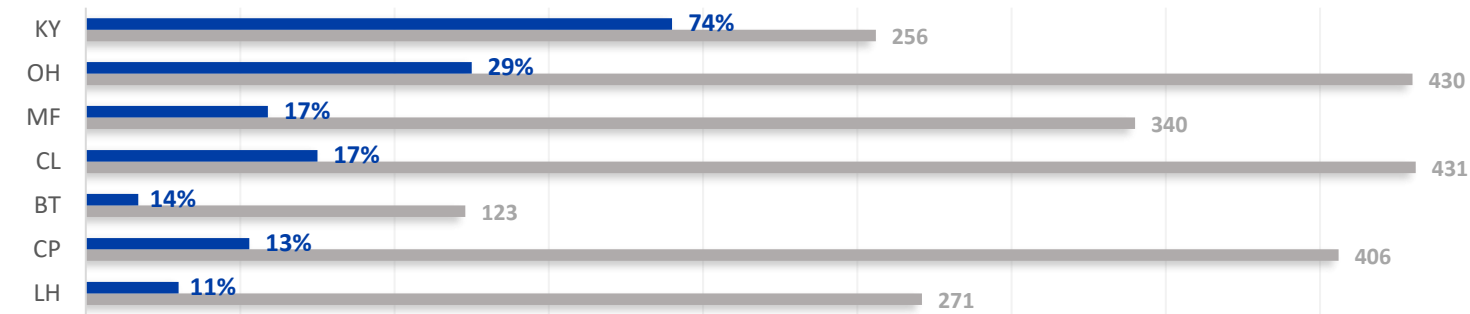
### URD Pad Restorations

2022 YTD: Restorations - 254  
2023 YTD: Restorations - 226



## Vegetation Management

### Wildland Urban Interface (WUI) Audits - Locations Identified for Service with % Audits Completed:

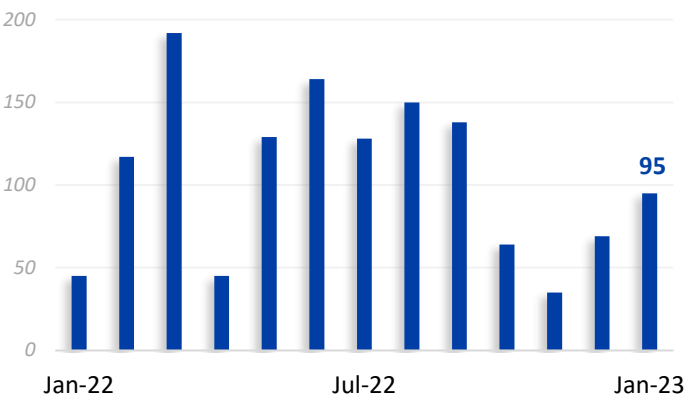


# Distribution Maintenance

## Technical Services

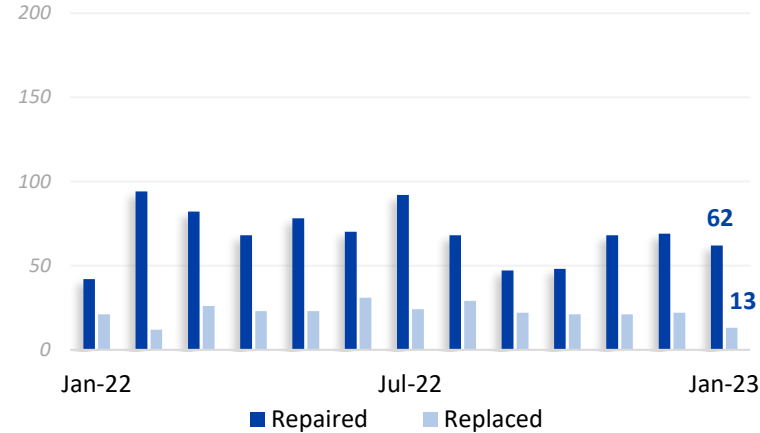
### Equipment Inspections

2022 YTD: 95  
2023 YTD: 45



### Equipment Repaired & Replaced

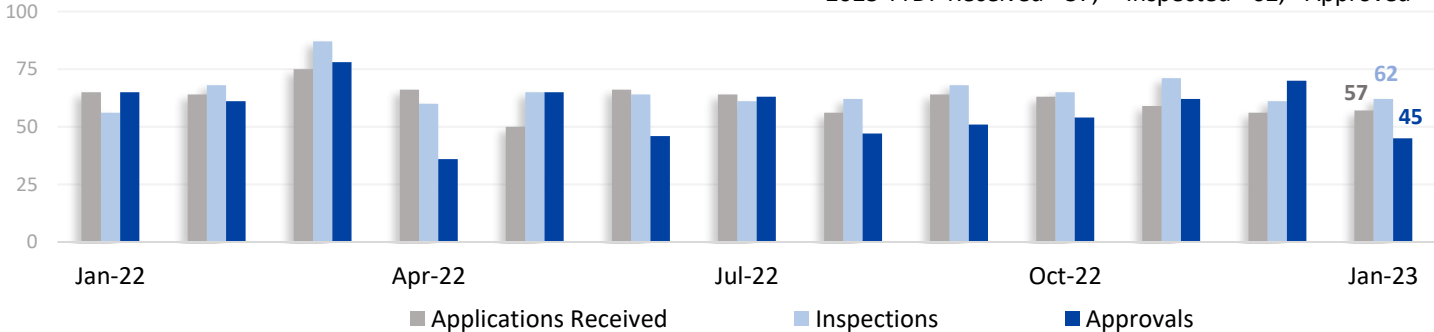
2022 YTD: Repaired - 42, Replaced - 21  
2023 YTD: Repaired - 62, Replaced - 13



## Pole Contacts

### Applications Received & Permits Issued

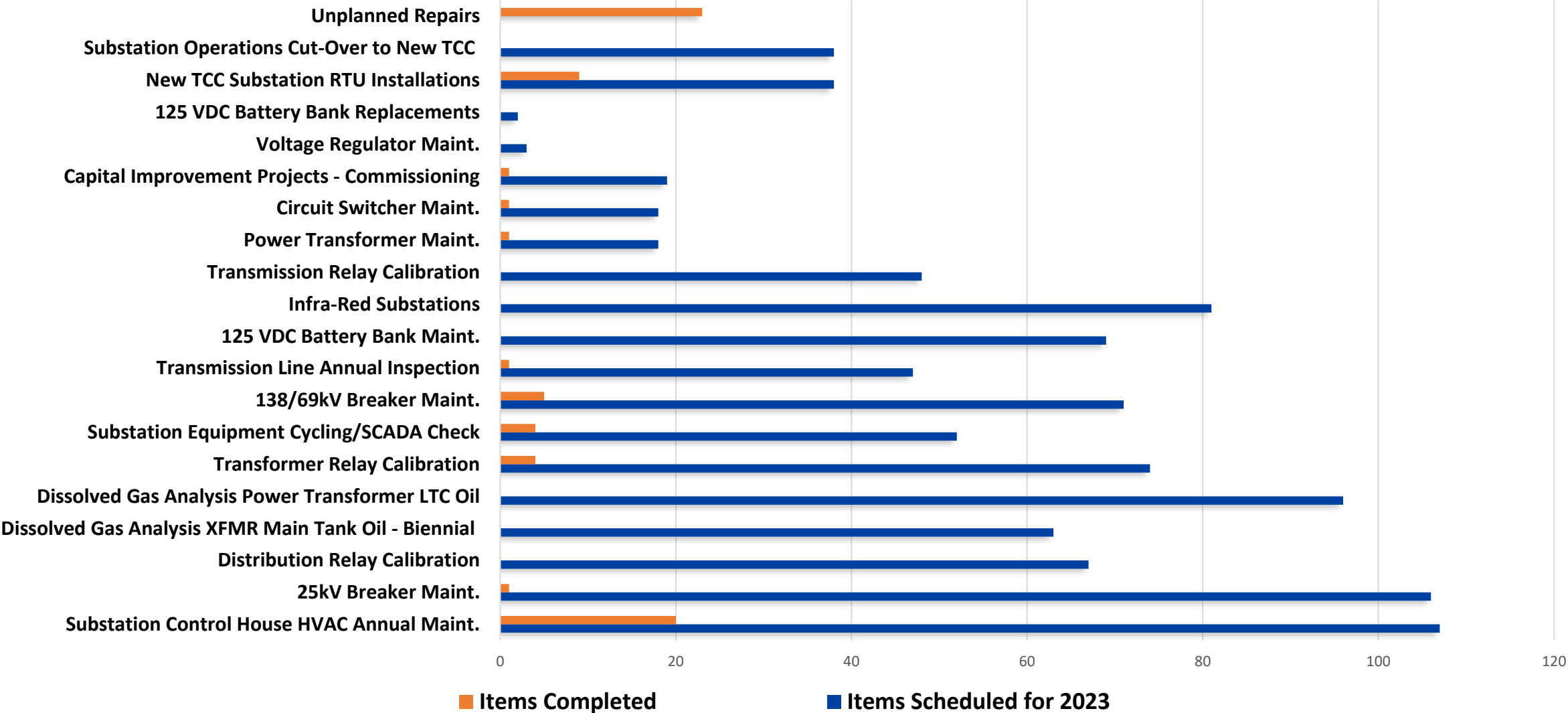
2022 YTD: Received - 65, Inspected - 56, Approved - 65  
2023 YTD: Received - 57, Inspected - 62, Approved - 45





# Substation & Transmission Maintenance

## 2023 Itemized Maintenance By Equipment



# Planning Engineering Projects

## Overall Status

Project	Completion Date	Percent Complete
Load Projections Study	Jan 2023	100%
2023 CIP Project Maps	Feb 2023	30%
Capacitor Settings	Mar 2023	0%
20 Year Plan	Apr 2023	92%
4CP Study	Apr 2023	0%
Summer Contingency	May 2023	0%
UFLS Study	May 2023	0%
CIP (1st draft) Study	Jun 2023	0%
CIP Study Completed	Aug 2023	0%
Mock UFLS Study	Dec 2023	0%
Winter Contingency	Dec 2023	0%
2 Year System Protection Coordination Review	Dec 2023	65%

# Substation Engineering Projects

## Overall Status

District Project	Project Phase	Description	Completion Date	Percent Complete			
Cedar Park	Construction	Upgrade bus to double-breaker	Apr-23	90%			
Cedar Park	Engineering	Make improvements to ground grid for reliability	Apr-23	78%			
Kyle	Construction	Add third power transformer	May-23	72%			
Liberty Hill	Construction	Add third power transformer	Jun-23	70%			
All Districts	Construction	Upgrade circuit switchers and relay protection on three mobile substations	Jun-23	76%			
All Districts	Engineering	Develop transmission protection philosophy for protective settings	Sep-23	11%			
Bertram	Engineering	Upgrade power transformer	Sep-23	54%			
Junction	Engineering	Upgrade transformer and add line breakers	Oct-23	72%			
Liberty Hill	Engineering	Construct new substation	Dec-23	0%			
All Districts	Engineering	Develop configuration for engineering to have access to RTU settings/events	Dec-23	57%			
Oak Hill	Construction	Upgrade line protection relay panels	May-24	60%			
Liberty Hill	Engineering	Upgrade power transformer	May-24	0%			
Cedar Park	Engineering	Add third power transformer	Nov-24	0%			
Kyle	Engineering	Construct new substation	Dec-24	1%			
Oak Hill	Engineering	Upgrade power transformers	Jan-25	0%			



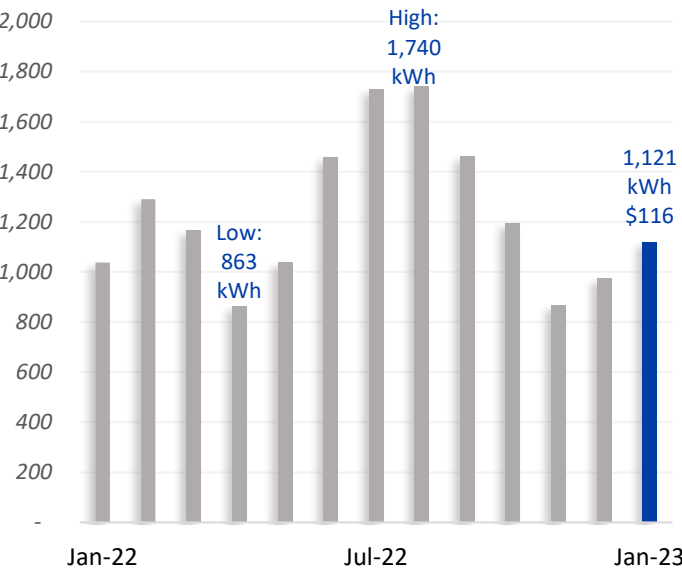
# Transmission Projects

## Overall Status

District Project	Project Phase	Description	Completion Date	Percent Complete
Canyon Lake	Construction	Increase clearance to meet USACE requirements	Dec 2022	99%
Marble Falls and Oak Hill	Construction	Respacing shield wire and conductor to reduce outage vulnerability during extreme weather	Jan 2023	99%
All Districts	Planning	NERC required annual planning assessment	Feb 2023	60%
Kyle	Engineering	Harden transmission line to meet severe weather requirements	Apr 2023	49%
Oak Hill	Construction	Harden transmission line to meet severe weather requirements	May 2023	87%
Oak Hill	Engineering	Developer funded transmission line relocation	Dec 2023	25%
Liberty Hill	Engineering	Add Fiber to existing transmission line	Dec 2023	15%
Liberty Hill	Engineering	Harden transmission line to meet severe weather requirements	Dec 2023	40%
Liberty Hill	Engineering	Harden transmission line to meet severe weather requirements	May 2024	40%
Oak Hill	Engineering	Harden transmission line to meet severe weather requirements	Dec 2024	25%
Marble Falls and Cedar Park	Construction	Reconductor (Phase 1)	Dec 2024	15%
Cedar Park	Engineering	Harden transmission line to meet severe weather requirements	Dec 2025	20%
Marble Falls and Cedar Park	Engineering	Overhaul (Phase 2)	Dec 2025	20%

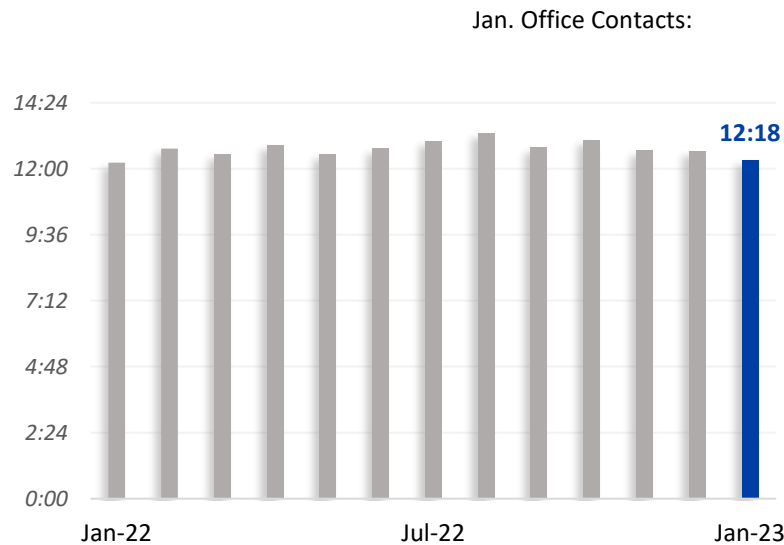
# Member Relations

## Average Residential Usage



## Member Contacts

### Average Handle Time



Jan. Phone Contacts: 22,997  
Jan. Office Contacts:

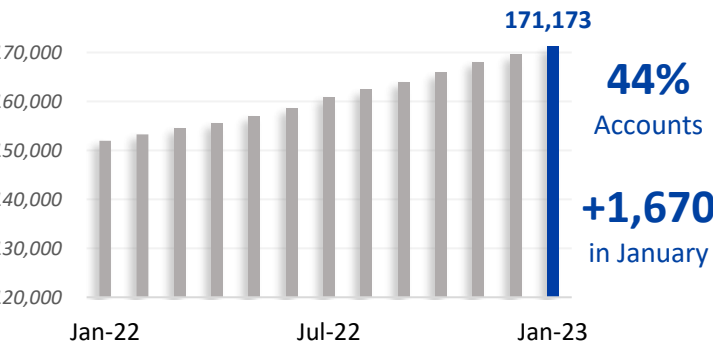


## Contact Types

2022: 376,659 Contacts

Main Contact Types	Jan. Totals	
Service Request	6,957	29%
Billing Inquiry	4,858	21%
Payment Arrangement	1,752	7%
Account Update	1,378	6%
Outage	1,365	6%
Payment	1,326	6%

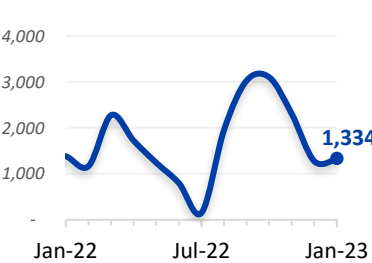
## Paperless Enrollments



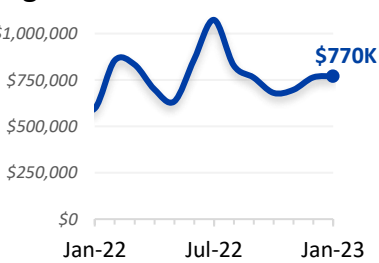
## Collections

9 days with no collection activity.

### Remote Disconnects



### Aged Balances

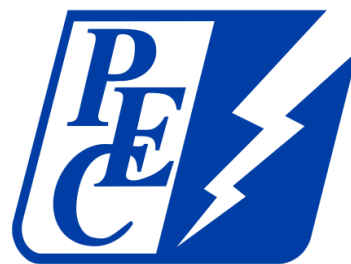


## Energy Services

2022 YTD: Audits - 20, Insp. - 154  
2023 YTD: Audits - 16, Insp. - 218



Winter ice-storm summary to be  
provided in open session.



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