



# Operations Report

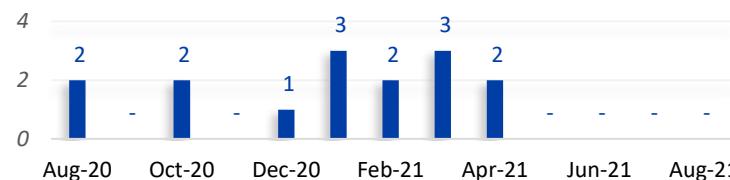
Eddie Dauterive | Chief Operations Officer

September 17, 2021

# Safety & Technical Training

## Personal Incidents

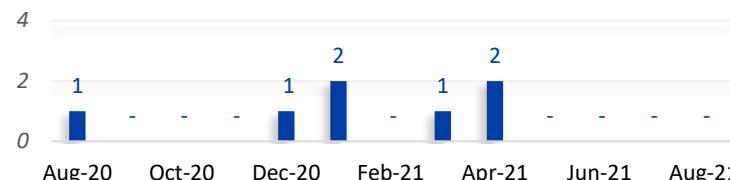
**Reportable Incidents (TCIR)** - All work-related injuries or illnesses.



Aug: 0

YTD: 10

**Days Away, Restricted, or Transfer (DART)** - Incidents causing restricted duty where the employee can perform another activity without missing days.

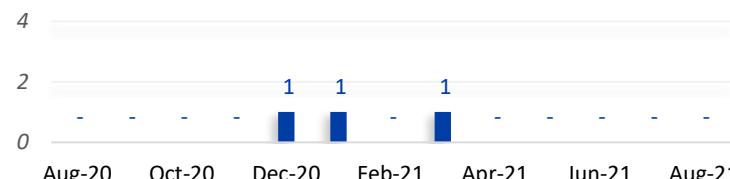


Days Restricted: 2020 YTD - 194 2021 YTD - 272

Aug: 0

YTD: 5

**Lost Time** - Incidents that result in an employee missing work due to an injury.



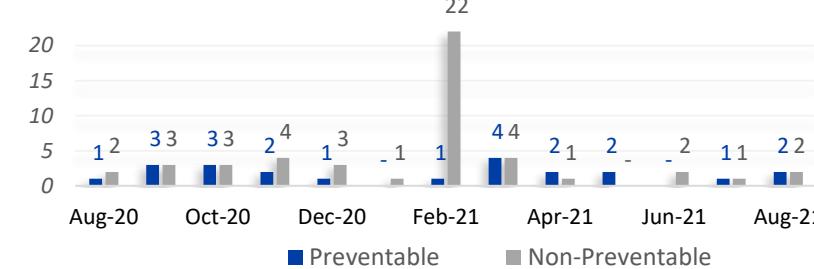
Lost Time Days: 2020 YTD - 0 2021 YTD - 138

Aug: 0

YTD: 2

## Vehicle Incidents

**Preventable & Non-Preventable Vehicle Accidents**



Preventable:

Aug: 2

YTD: 12

Non-Preventable:

Aug: 2

YTD: 33



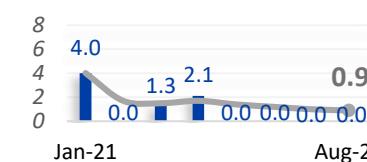
## KPI Progression

**TCIR**



Platinum:  $\leq 2.0$

**DART**



Platinum:  $\leq 0.6$

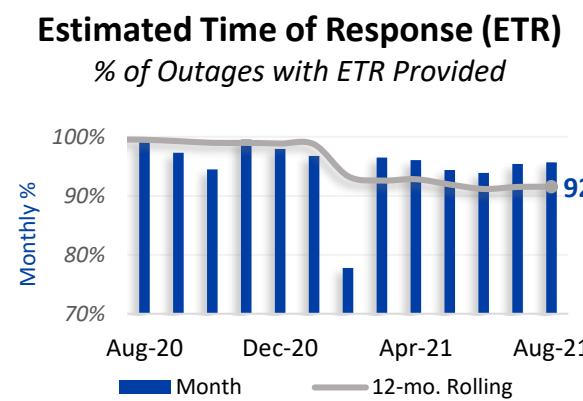
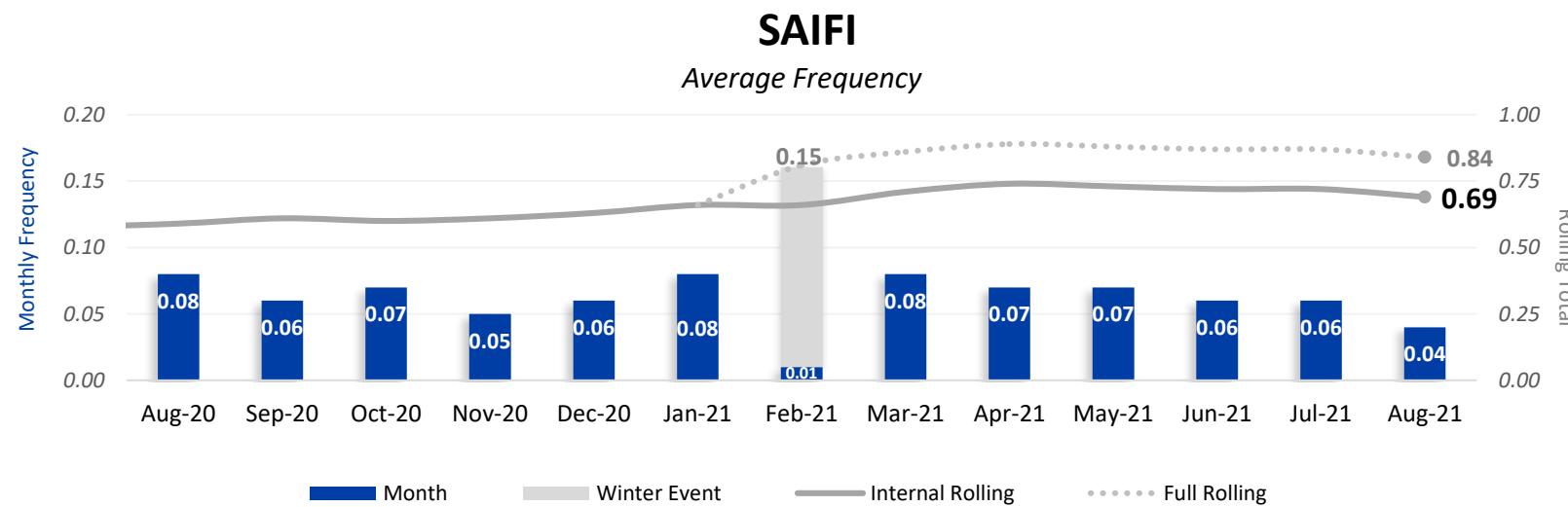
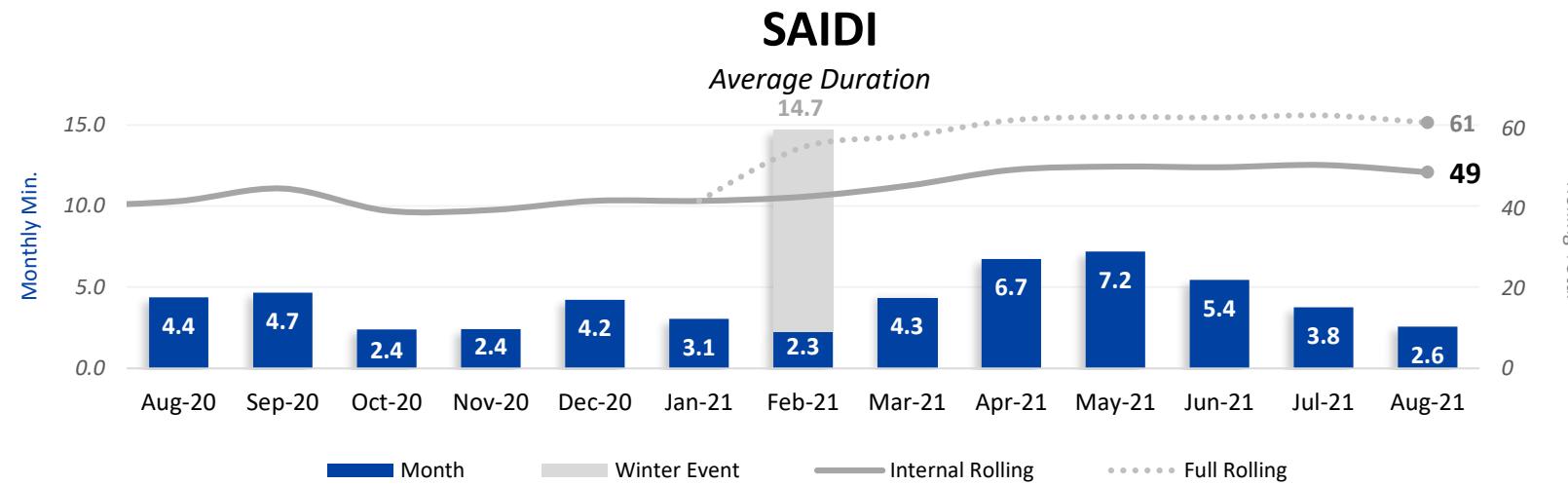
**Vehicle Incident Rate**



Platinum:  $\leq 1.0$



# Reliability



# Emergency Operations (EOP) Update

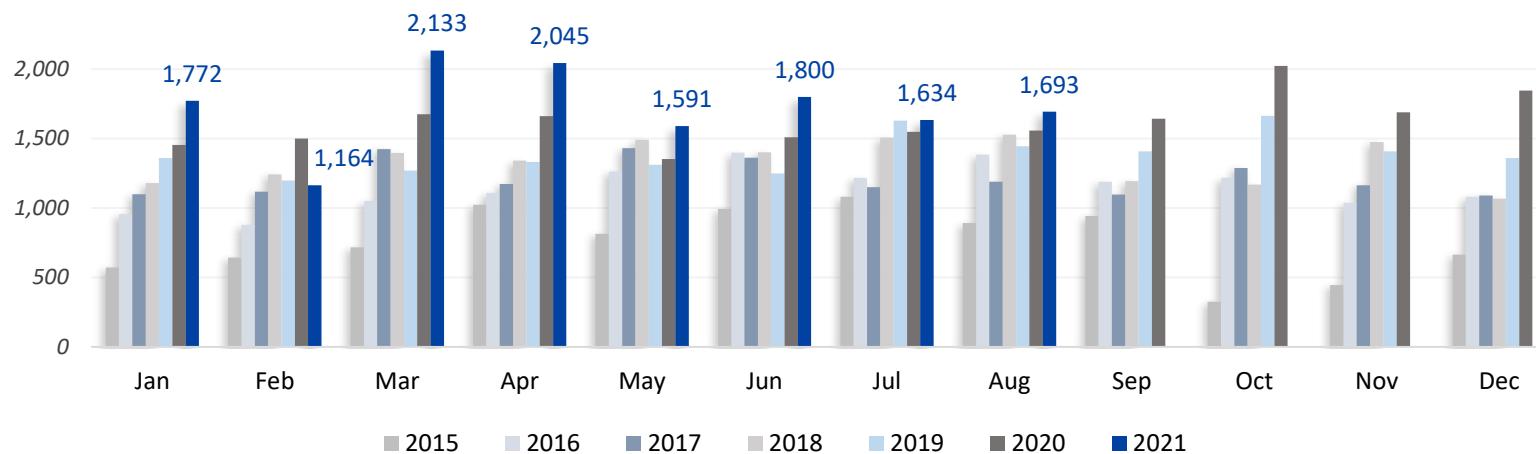
## No Major Updates in 2021:

- Revisions to the EOP document will apply only to reference material and procedures for EOP drills, no changes to the EOP in 2021.
- The Critical Load Registry (appendix item “G.”) has been updated with an ongoing effort from Public Affairs and Markets to continue promoting and extending the registry with locations unidentified during the 2021 Winter Event.
- Based on recommendations from the Utilicast Report, annual EOP drill procedures are being enhanced with descriptive communication flows and messaging exercises from the Emergency Operations Center (EOC).
- After the significant updates in 2020 to the Pandemic Planning and Flood Operations sections, no additional updates or renewed filing with the Public Utility Commission will be required this year.

# System Growth

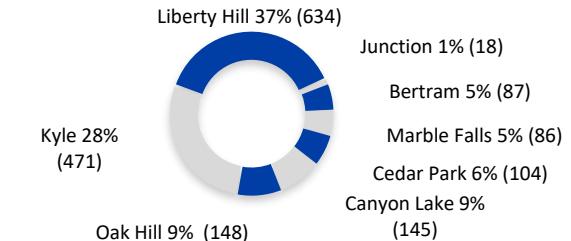
## Monthly Line Extensions

2019: 16,640 2020: 19,458 2021 YTD: 13,832



## Line Extensions by District

1,693

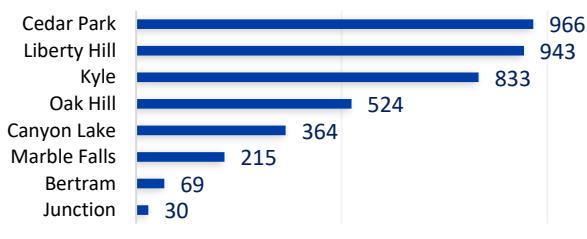


## Miles of Distribution Line:

Underground: 6,218 (26%)  
Overhead: 17,418 (74%)  
Total: 23,637

## New Member Applications

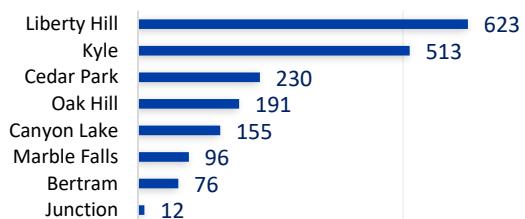
2021: Aug – 3,944, YTD – 28,342



2020: Aug – 3,593, YTD – 23,211

## Meter Growth

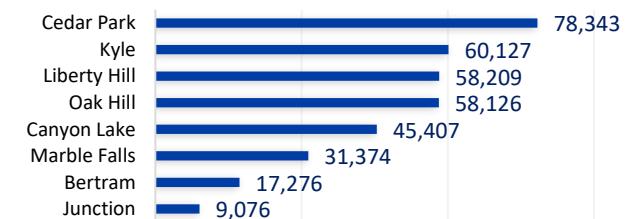
2021: Aug – 1,897, YTD – 11,850



2020: Aug – 1,490, YTD – 10,973

## Meter Totals

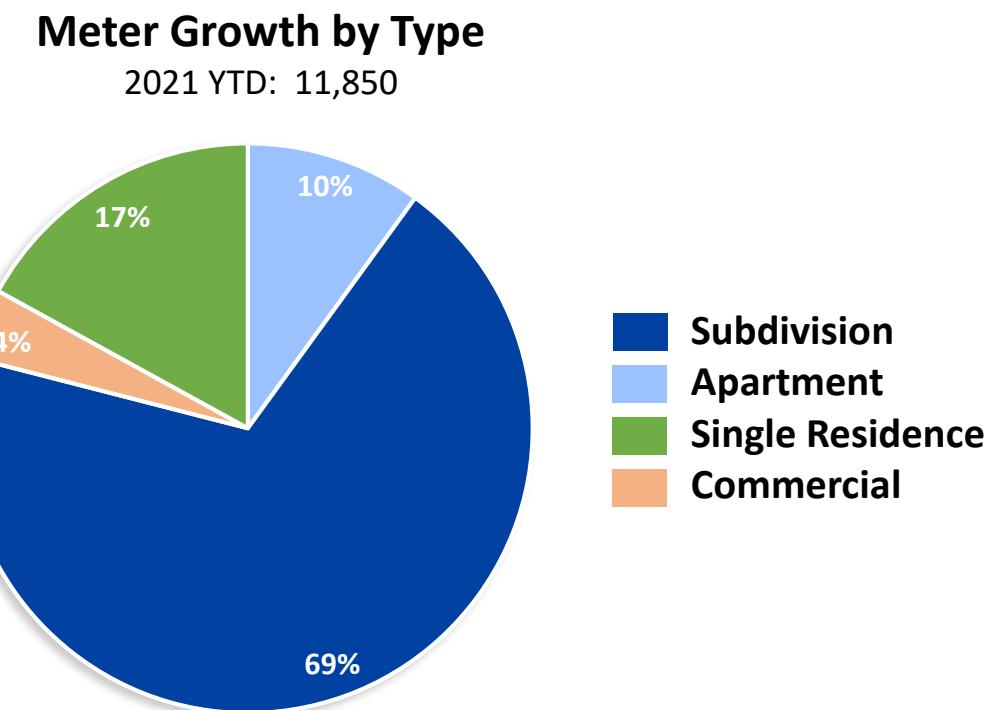
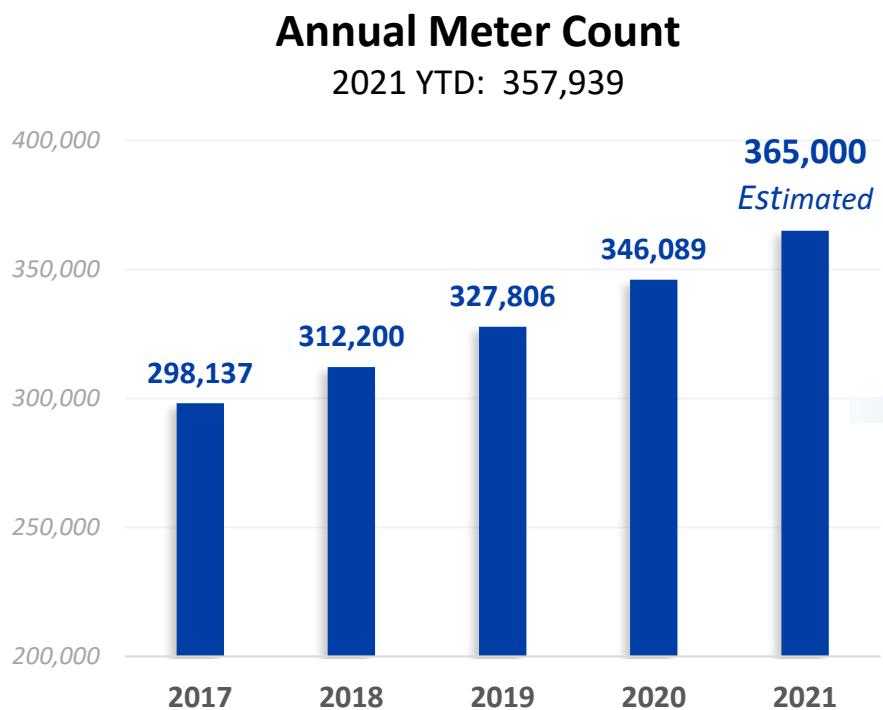
2021: Aug – 357,939



2020: Aug – 338,779

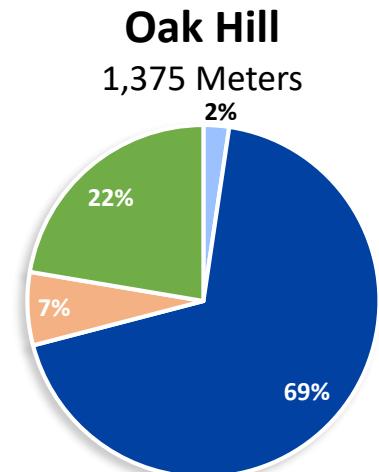
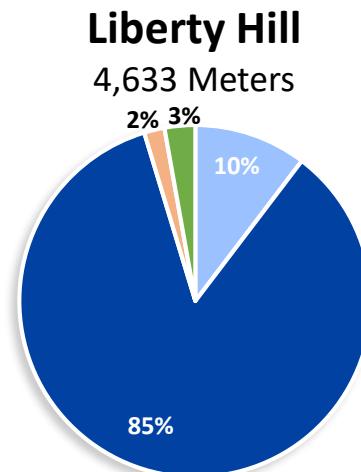
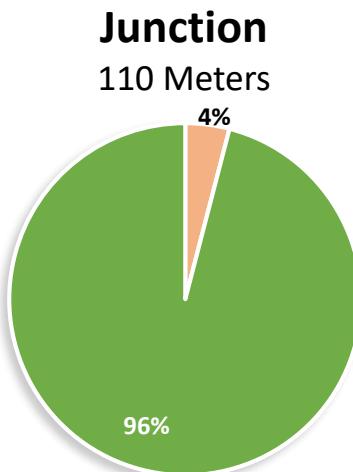
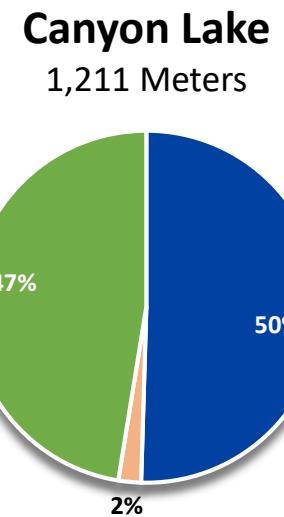
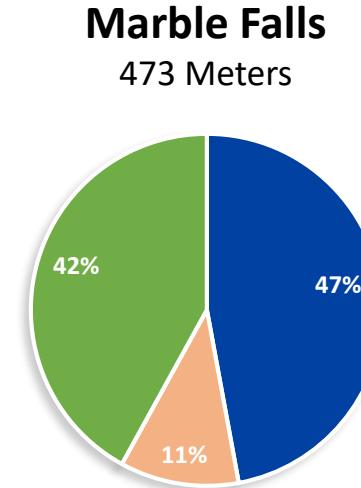
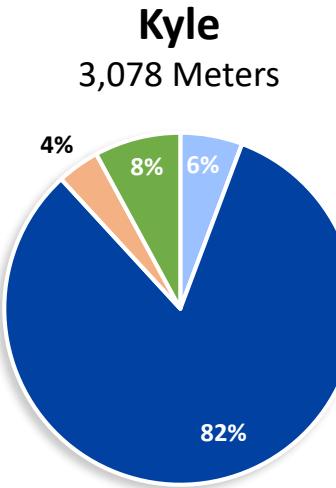
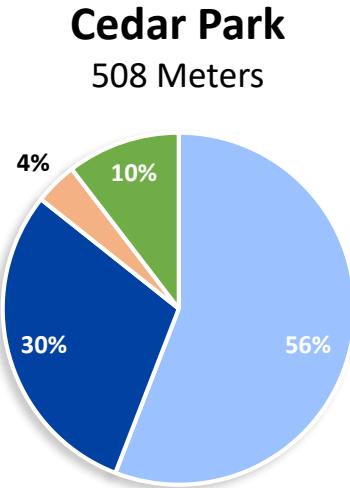
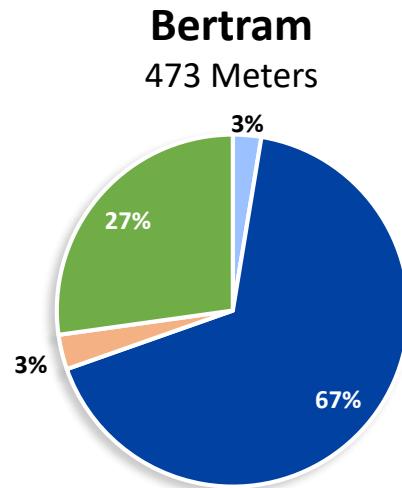
# Growth by Location Types

Meters Connected in 2021 Segmented by Location Type



# Growth Types by District

Subdivision  
Apartment  
Single Residence  
Commercial

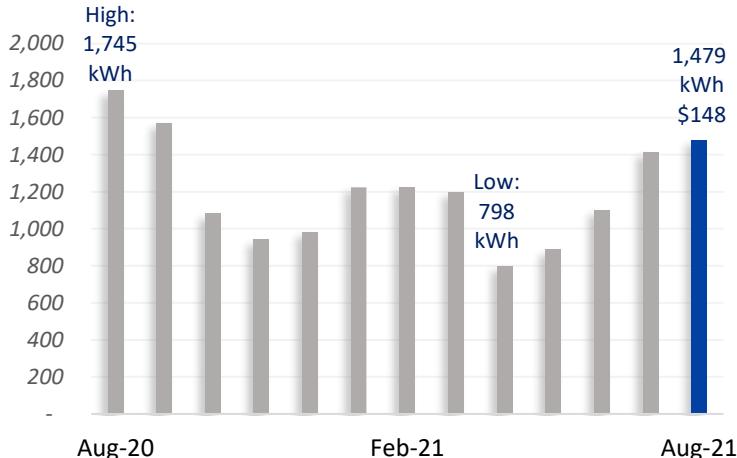


# Member Relations

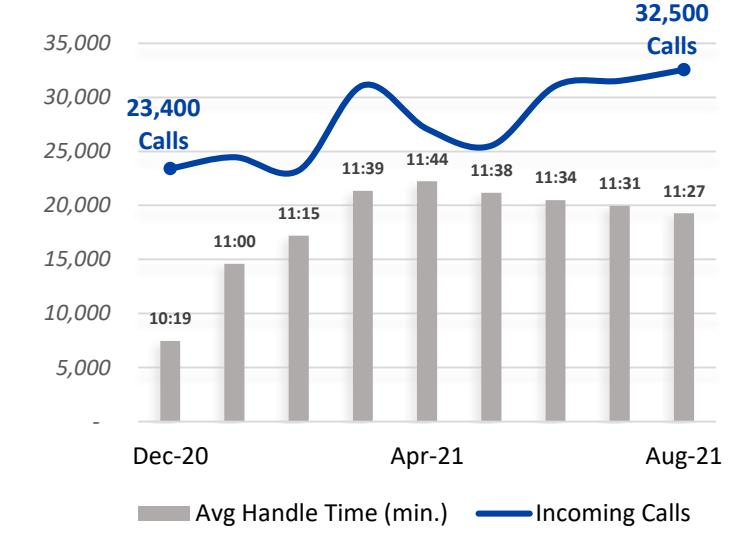
## Notes:

- Winter storm rate letters were distributed in late August, support phone queues were set up to manage a large member response, received less than 200 calls in the 1<sup>st</sup> week.
- Preparing for a larger response once billing is received in October.
- Billing Inquiry contact types were up 13% from July and phone volumes remain heavy.
- Aged Balances are performing well due to the mild summer and active collection activity.

## Avg Residential Usage



## Call Volumes

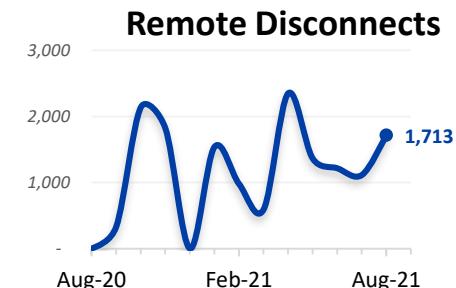


## Contact Types

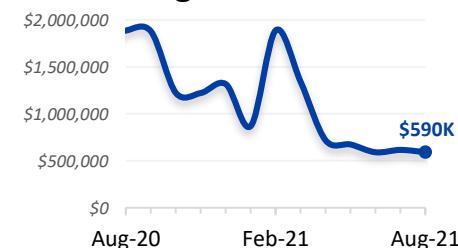
Main Contact Types	Aug. Totals	
Service Request	11K	29%
Payment	7K	18%
Billing Inquiry	5K	13%
Account Update	3K	7%
Payment Arrangement	2K	6%
Autopay Deposit Waiver	2K	5%

## Collections

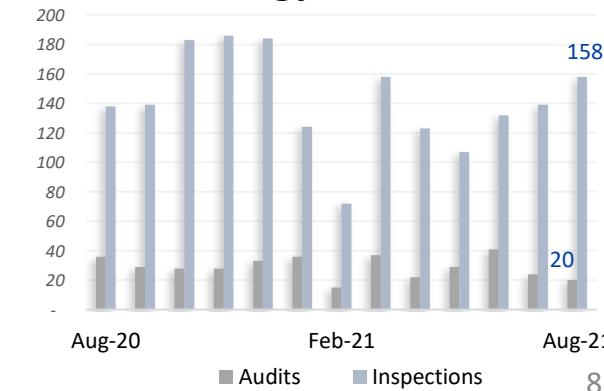
0 Days of No Collection Activity



## Aged Balances



## Energy Services



# Think Like a Member Campaign

## How It Started

- Member Relations has always stressed the importance of "the cooperative difference" and what it means to be a member-owner.
- Over time, this concept developed into "Think Like A Member" (TLAM) with the dual intent to help staff relate to the needs of our member base and also to educate our members of the responsibilities and opportunities of participating in a cooperative.

## Milestones

2018 - First introduced to staff via the MR newsletter, *Beyond the Calls*.

2019 - Dedicated a section of *Beyond the Calls* to TLAM concepts.  
- Added a TLAM section to employee performance reviews for soft-skills.

2020 - Created decals, training room material, and sharepoint site promotions  
- Announced an official Trademark of the slogan for PEC.

2021 - Received official Notice of Allowance from the US Trademark Office granting PEC the registered trademark for the slogan.

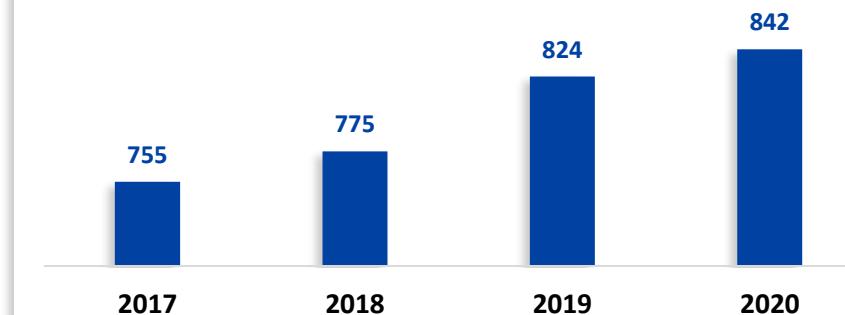
## Application

- Management teams are diligent about sharing member compliments received to all staff as examples of how this approach is making a difference.
- It is at the heart of our service and infused through all training and performance improvements, and is being demonstrated in our member survey results.



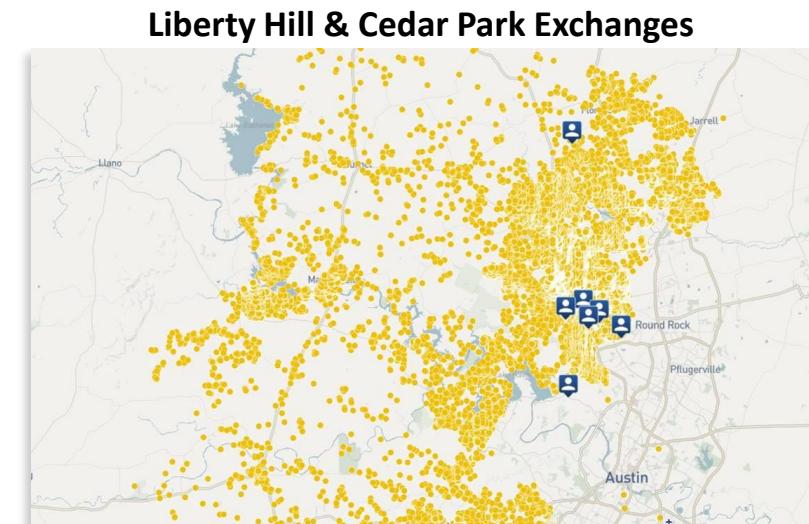
A collage of images and text related to the Think Like a Member campaign. It includes a portrait of a woman, a quote from her, and another quote from a different staff member. The text discusses the importance of being compassionate, understanding, and having a positive attitude.

## JD Power Customer Satisfaction Scores



# AMI Distribution Update

- Project is 23% complete overall.
- Currently beginning meter exchanges in the Cedar Park district.
- Nearly completed meter exchanges in the Liberty Hill district, 96% complete with less than 2K accounts remaining.
- Completed large power meter exchanges coop-wide.
- The Member Communication Plan remains effective, with 5-week advanced notice to members. As of Sep 1:
  - Over 80,000 meters have been exchanged, roughly 5,000 per week
  - Over 110,000 meters have been delivered or shipped
  - Over 89,000 letters and 73,000 emails have been delivered
  - Approx. 76,000 robo-calls have been completed
  - Members opting out: 33 since project launch, 90 prior to project
- Meter supply delay from Sep. 21 – May 22 due to global component shortages.
  - Will utilize current inventory and reduce exchange pace through delay period.



# Engineering

## Transmission Project Updates

- **Wirtz to Flatrock to Paleface (Marble Falls):**
  - 17 miles, increases clearance over Lake Marble Falls, completes the overhaul begun in 2018, and increases capacity of transmission line to 440 MVA as part of Wirtz RAS exit strategy.
  - Provided structure coordinates to Engineer for highway bridge design.
  - Supplemental easement rights being acquired Q2 through Q3 2021.
  - Foundation installs started on weekly outages—construction to continue through Spring 2022.
- **Buda - Turnersville line Relocation for TxDot (Kyle):**
  - Relocating two structures for FM2001 extension.
  - Construction in Sep. 2021.
- **Andice to Pipeline to Seward Junction Fiber Addition (Liberty Hill):**
  - 8.4 miles, replaces Shield Wire with OPGW in coordination with breaker addition at Pipeline.
  - Engineering identified 1 pole to replace in addition to the existing shield wire with OPGW.
  - Construction expected to begin in Q3 2021.
- **Whitestone - Blockhouse - Leander line upgrade (Cedar Park):**
  - 5.25 miles, rebuild existing 138 kV line to 440 MVA capacity.
  - Construction awarded to Volt Power, LLC.
  - Working with members and landowners for construction access.
  - Contractor mobilized, construction starting.
  - Finalizing supplemental easements.
  - Completion scheduled for Q2 2022.



# Engineering

## Transmission Project Updates

- **McCarty Lane to Hunter (Kyle):**
  - Conductor upgrade in conjunction with LCRA TSC upgrade of McCarty Lane to RR12.
  - Removing existing conductor in Oct. 2021.
  - Construction anticipated for Q4 2021.
- **Marshall Ford to Trading Post to Cedar Valley to Friendship to Rutherford (Oak Hill):**
  - 15.41 miles, structural analysis shows a need to replace structures to meet current NESC requirements. Investigating alternative conductors to limit scope of structure replacement.
  - Power Engineers began detailed design for Marshall Ford to Trading Post section in Apr. 2021.
  - Construction expected to begin in Q3 2022.
- **Dripping Springs - Rutherford** relocation (*Oak Hill*):
  - Construction on hold.
- **Lago Vista to Nameless to Leander Transmission Overhaul** (*Cedar Park and Liberty Hill*):
  - Engineering continuing.
  - Coordinating with Substation Design for cut-in to Hero Way Substation.



# Engineering

## Substation Project Updates

- **Wirtz to Flatrock to Paleface (Marble Falls)** – Substation construction at each location to support transmission line upgrade project.
  - **Wirtz** - 138KV breaker replacements, line relay and breaker failure panel replacements.
  - **Flatrock** - 138KV breaker and line relay panel additions.
  - **Paleface** - 138KV Bus reconfiguration, 138KV switch replacements and new line relay panels.
  - Construction begins in Sep. 2021.
  - Substation Maintenance commissioning at all locations begins Mar. 2022.
  - Completion in Apr. 2022.
- **Andice to Pipeline to Seward Junction (Liberty Hill)** — Substation construction at each location to support transmission line upgrade project.
  - **Andice** - Line relay panel will be converted to line differential scheme.
  - **Pipeline** - 138KV Ring Bus, breaker and line relay panel additions.
  - **Seward Junction** – Line relay panel upgrade to line differential scheme.
  - 138KV Ring Bus at Pipeline construction begins Sep. 2021.
  - Substation Maintenance commissioning at all locations begins Nov. 2021.
  - Project complete by Dec. 2021.
- **Sattler (Canyon)** — 138KV switch replacement/upgrade to 2000 amps.
  - Substation Maintenance will install PEC mobile to support load during project.
  - Construction scheduled to start on Sep. 2021.
  - Scheduled to complete Oct. 2021.



# Engineering

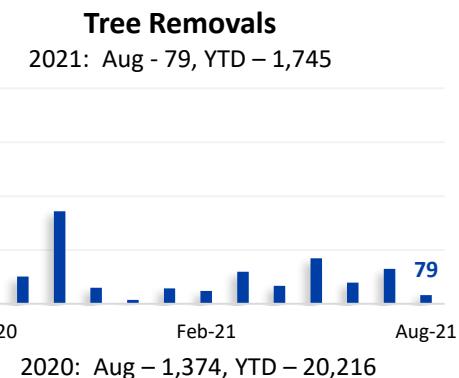
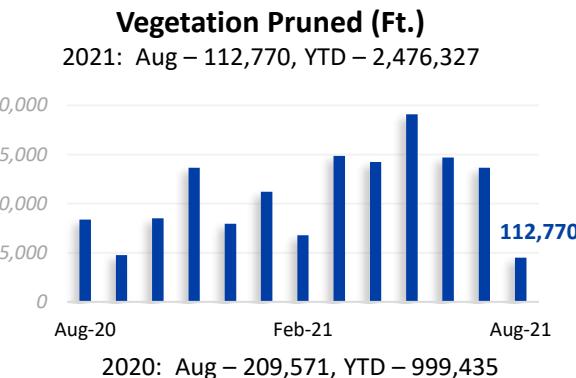
## Substation Project Updates

- **Whitestone to Blockhouse to Leander (Cedar Park)** — Substation construction at each location to support transmission line upgrade project.
  - **Whitestone** – 138KV Bus upgrade to 2000 amps, 138KV switch replacements and line relay panel replacements for line differential implementation.
  - **Blockhouse** – 138KV switch replacements and line relay panel upgrade to line differential scheme.
  - **Leander** – Line panel will be converted to line differential scheme.
  - Construction begins in Dec. 2021.
  - Substation Maintenance commissioning at all locations begins in Mar. 2022.
  - Scheduled completion in Apr. 2022.
- **Bergheim (Canyon)** — Upgrade 22.4 MVA power transformer to 46.7 MVA:
  - Construction began in Jul. 2021.
  - Substation Maintenance commissioning begins in Oct. 2021.
  - Complete in Nov. 2021.
- **Graphite Mine** — Fall 2021 LCRA project to install new 138KV switch yard adjacent to PEC substation consisting of new 138KV Ring Bus & Breakers (*Bertram*):
  - During LCRA's project PEC will replace T1 circuit switcher.
  - PEC mobile will support load during the project.
  - Completion of PEC's portion in Dec. 2021.

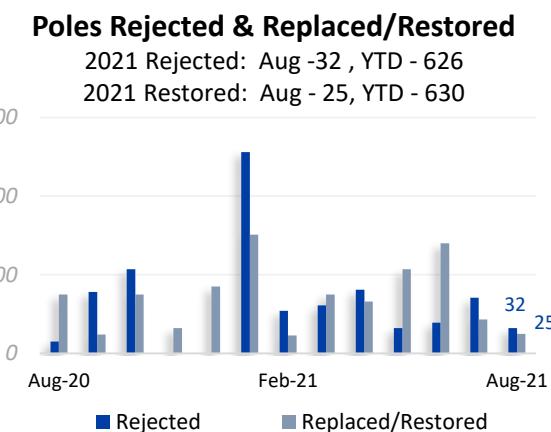
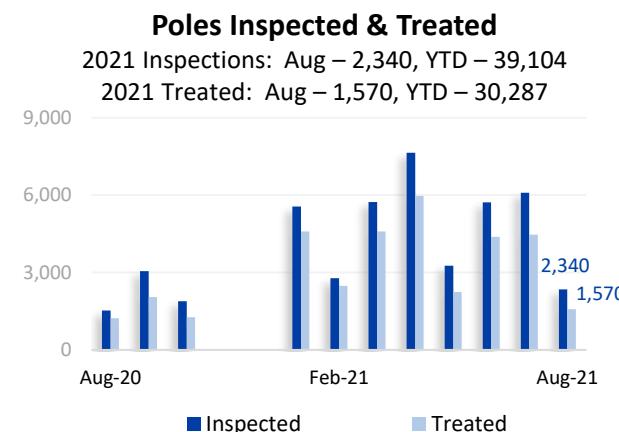


# System Maintenance

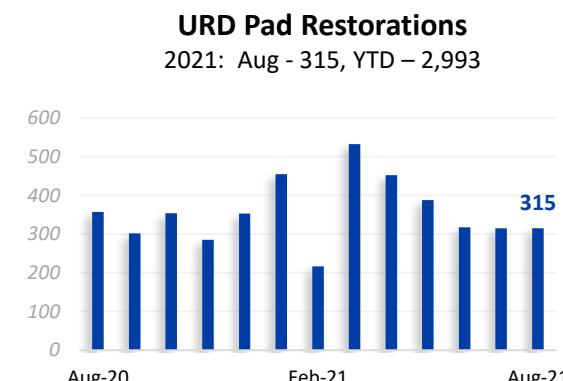
## Vegetation Management



## Pole Testing & Treatment (PTT)



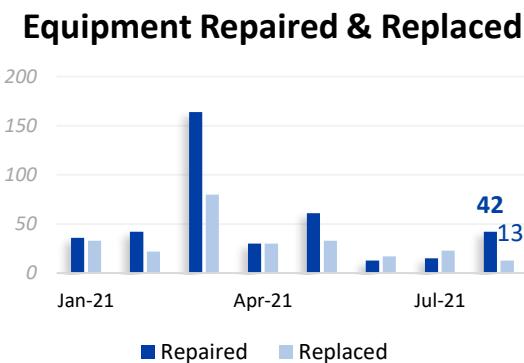
## URD Pad Mount Restorations



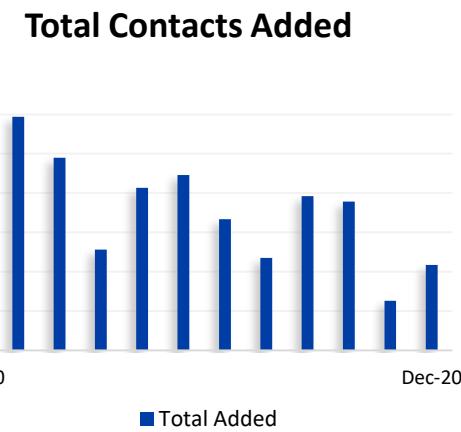
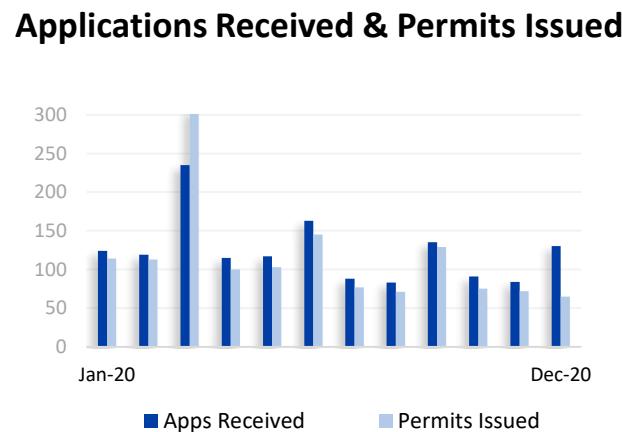
2020: Aug – 357, YTD – 3,009

# System Maintenance

## Technical Services



## Pole Contacts



### Notes:

- Equipment inspections include; reclosers, regulators, air break switches, capacitors, switchgears, and radio frequency issues.
- A pilot, cost-saving process for pole contact applications is underway utilizing Osmose Utilities Services. Received 1,484 permit applications in 2020.

# Facilities Update

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## **Cedar Park**

The new plat documents have been signed and submitted for the city to issue a permit. The new shed has been installed for TxDOT as per the agreement. PEC has responded to comments from the city and expects the permit within 45 days. PEC issued payment for an irrigation meter and tree mitigation per the permit approval.

## **Coop-wide Secondary Containment**

Bertram, Cedar Park, Oak Hill, and Canyon Lake are complete. Junction and Haley Rd. are in planning.

## **Kyle**

Fleet Building is 98% complete, waiting on new breakers for space heaters. \ Warehouse building is dried-in and mechanical/electrical work has been roughed-in, and the tile is complete. Expecting substantial completion by Dec. 1, 2021. The Fuel Island canopy is complete, fuel tank is set, and the permit is approved. Now waiting for dispensers to be delivered and installed.

## **Leander**

Development of site and building plans are ongoing, pending permits from the city.

## **Marble Falls**

Planning for additional restrooms at the Technical Training Center.



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