



Winter Preparedness & EOP

JP Urban | Chief Administrative Officer

Nathan Fulmer | Chief Operations Officer — Distribution

Winter Preparedness Overview

PEC is proud to operate in a “stay ready” posture 24/7/365

To understand improvements made this year and expectations for capabilities into the coming winter season, this review will cover:

1. System Improvements
2. Member Messaging
3. Operational Preparedness
4. Workforce Preparedness



1. System Improvements

AMI Meter Visibility

PEC's AMI meter exchange program is complete, with full deployment in PEC's Eastern service area.

Our Distribution Operations Control Center now has improved condition visibility and is less reliant on predictive modeling.

Damage assessments from boots-on-the-ground crews will always be critical for understanding localized damage and the full extent of restorations, including estimated restoration times.



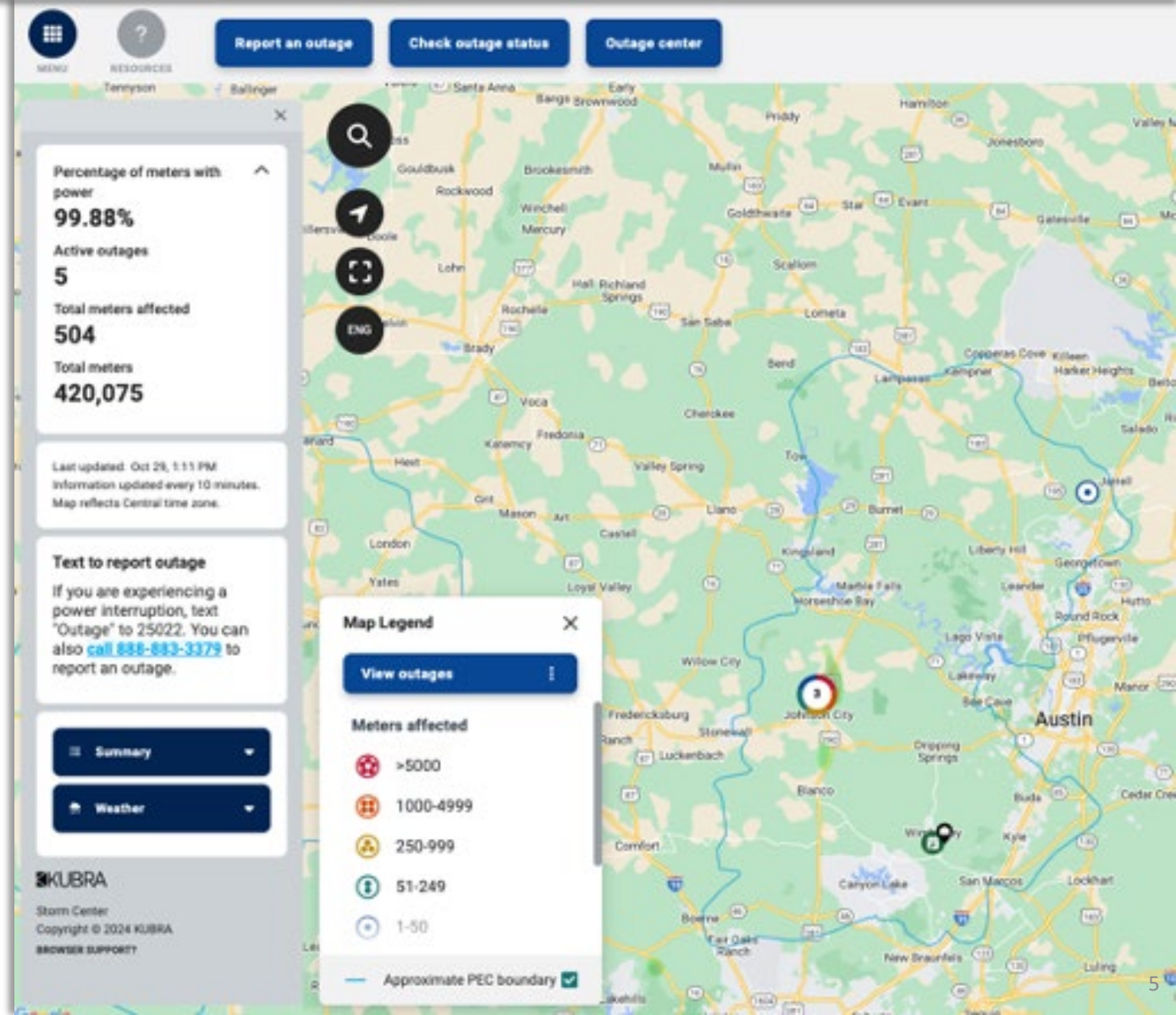
New Outage Map

Earlier this spring, PEC launched a new and improved KUBRA outage map.

The new map and online outage center provides outage details and provides additional opportunities to communicate critical information.

Members can also quickly and easily report an outage online without having to log into SmartHub or call PEC.

The KUBRA map is both desktop and mobile device friendly.



Streamlined Outage Reporting



Texting

Benefits:

- Report/confirm outage
- ETR updates
- Restoration updates

Notes:

- 88% of accounts with # on file
- 21,000 mobiles added in 2024
- 340,000 unique #s in system



KUBRA Map

Benefits:

- Report without login
- Check outage report status
- Desktop and mobile



Dedicated Outage Line

Benefits:

- Automated High Volume Call Answering system with 500 lines
- Report/confirm outage
- Option to escalate to live agent



SmartHub

Benefits:

- Outage reporting only

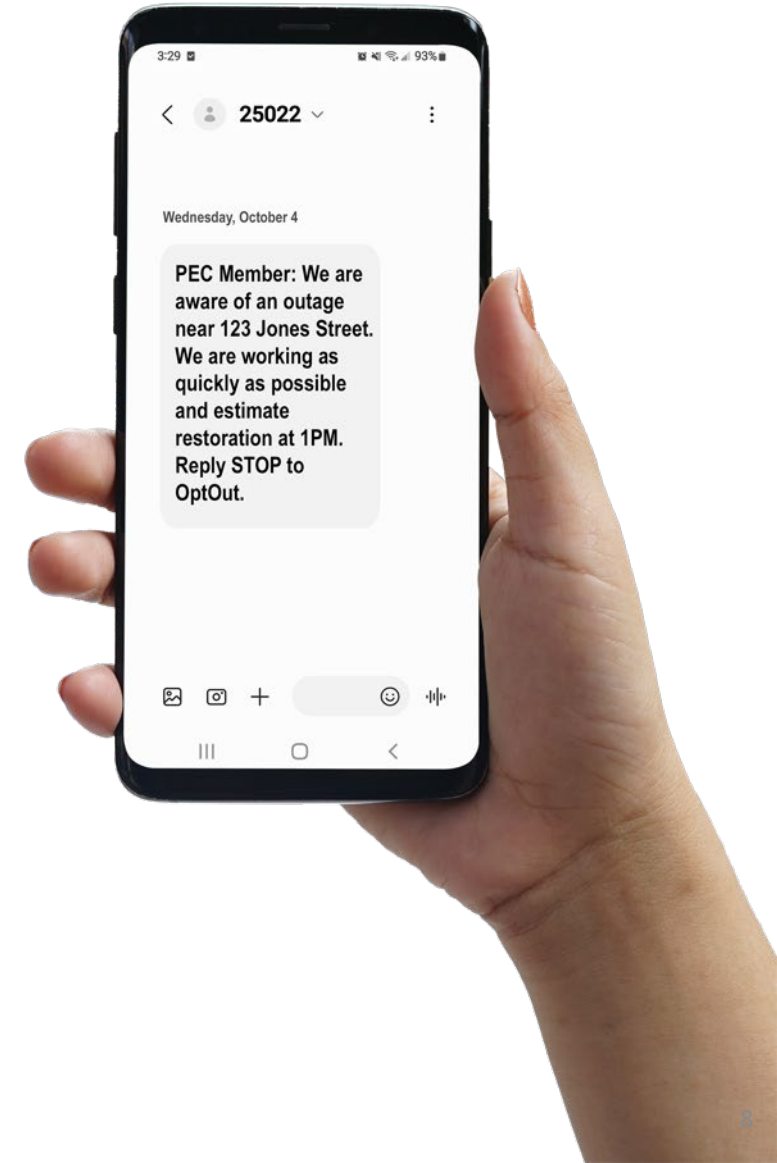


2. Member Messaging

Proactive Member and Public Messaging

PEC continues to evaluate and enhance our emergency communications cadence to improve messaging accuracy and timing. The Cooperative has also reviewed best practices to communicate during inclement weather.

- External Relations team has reviewed communications workflows twice — in the spring and again in August.
- Prepared to issue communications to PEC members, employees, and the media and public well before inclement weather hits.
- Strengthened relationships with local radio stations and television news desks to quickly amplify PEC's messages.

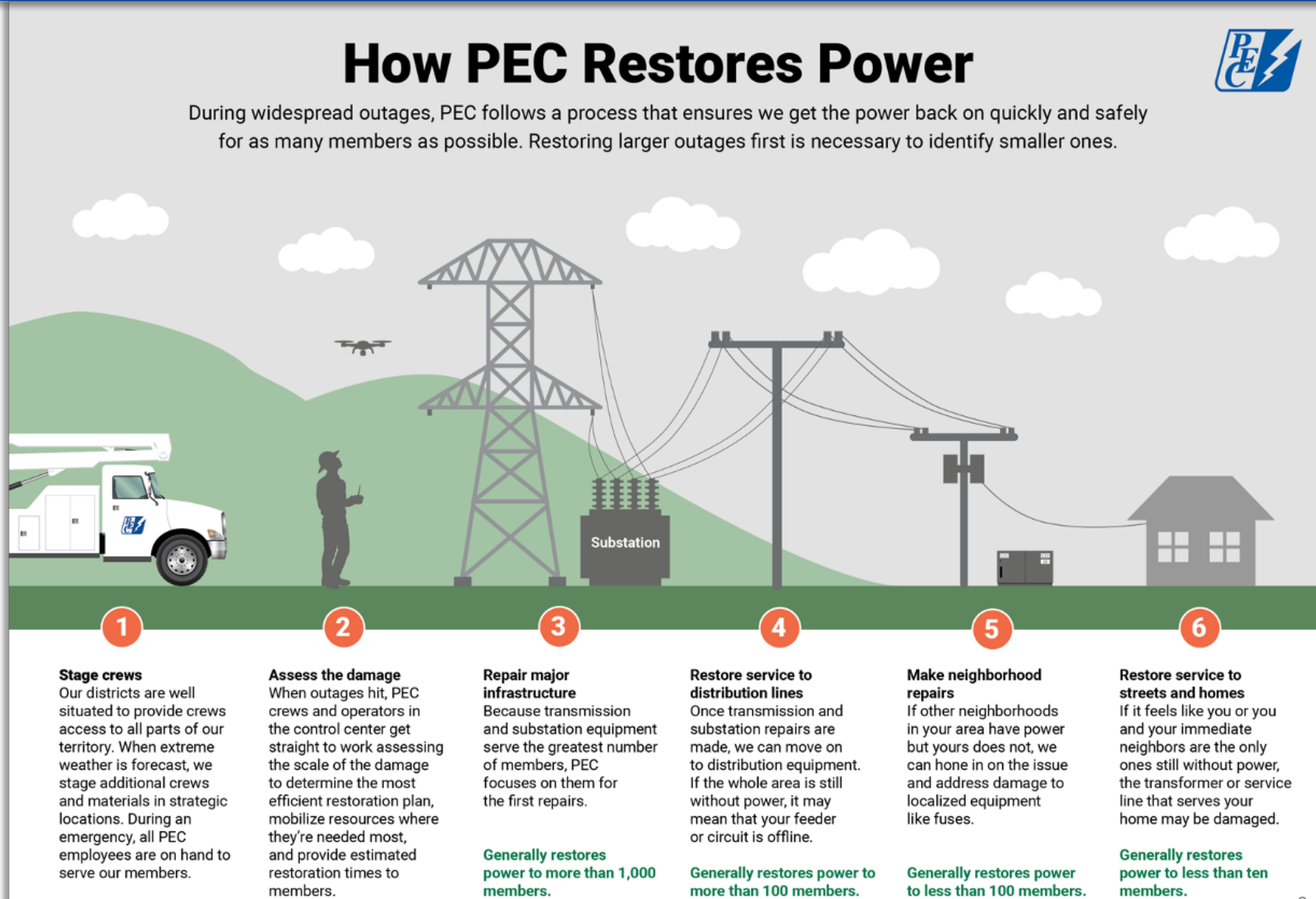


Key Steps to Restoration

New graphics and communications focus on how PEC restores power.

Simplified communications have been created and are beginning to roll out.

PEC will lean on infographics and improved data reporting to offer twice daily updates to PEC staff, members, and media and public officials.



Municipal and Community Outreach

In advance of winter, PEC's Community Relations team has proactively hosted training events with county and municipal leadership, plus roadshows at senior activity centers.

- Power Connections hands-on training and roundtable discussions with Burnet County, plus seven cities.
 - Very popular; will continue to offer these throughout the year.
- Four presentations to over 300 senior members.





3. Operational Preparedness

Facilities & Fleet

Facility Planning

- Emergency provisions and inventories checked.
- Block heaters installed at warehouse yards.
- Generators have been tested.

Fleet Preparations

- Abundant tire chains available.
- Secured reserve fuel supply and arranging extra fuel deliveries.
- Fuel additives ordered.
- Block heaters installed on diesel trucks.



Distribution Operations Control Center

- Completed two drills this fall.
- Additional technical positions now help with outage flow and management.
- Two new supervisor positions provide better floor leadership, guidance, and better direct communications in and out of the control center.
- Processes introduced to proactively monitor system conditions and make appropriate/needed changes before significant weather events.



Distribution Maintenance

Pole Testing & Treatment (PTT)

- Over 30K poles treated to extend life and prevent decay.
- 2,700 poles replaced or restored with C-Truss supports that bring poles back to 100% of design strength.

Vegetation Maintenance

- From PEC's LiDAR assessments, addressed 8,700 critical locations in Wildlife Urban Interface areas.
- Addressed 240 spans in the Balcones Canyonland Preserve.
- Completed 226 spans of transmission proximity clearing.

Technical Services

- Completed switchgear inspections throughout, including DGA samples on oiled-filled units, setting verifications, and an infrared scan of terminations at each location.



2024 YTD Inspections	
Maintenance Program	Completions
PTT	41,457
Vegetation Spans (C&D)	18,429
Technical Services	1,406



4. Workforce Preparedness

Emergency Staffing Plan

PEC leadership is preparing all PEC employees for potential calls-to-action this winter. Employees can safely support emergency response efforts through several options:

- Support member escalations and communications.
- Support outage verifications and phone queues at nearby offices.
- Support district office logistics by providing employees with food, water, bedding, supplies, etc.
- Support travel arrangements if capable of safely traversing winter road conditions.

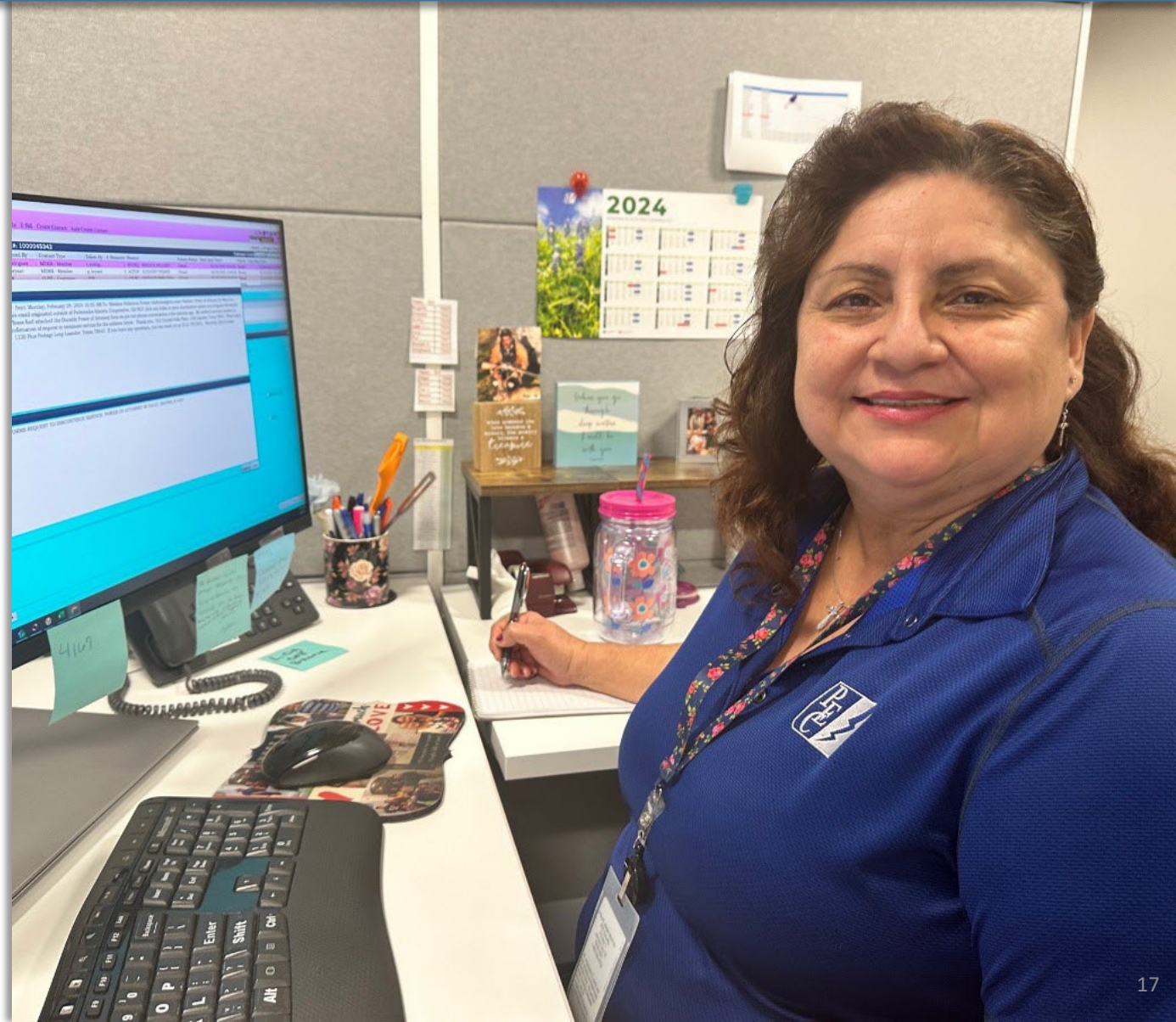
In advance of the winter season, it is critical that our employees prepare themselves for another multi-day event that will require all-hands-on-deck.



Agent Remote Work Program

Member Relations Agents have flexibility to work remotely and are prepared to take calls and enter outages from home, if needed.

- Approximately 47 agents are currently eligible for non-EOP remote work.
- Preparing for winter season, further training, availability, and equipment will be reviewed for EOP scenarios.



PEC's Commitment

Despite all efforts for preparedness, PEC members may still experience outages during a storm event.

What PEC Can Control

PEC understands our members depend on our services and timely communication.

Our responsibility to the membership is also balanced with our responsibility to employee safety.

What PEC Cannot Control

Transmission services, falling trees, vehicle accidents, high winds, lightning, pole failure, downed lines, equipment failure, and rotating load-shed can cause service outages of any size across the service territory.

Despite designations for critical load or medical necessity, these sites cannot be guaranteed an uninterrupted, regular, or continuous power supply.

PEC personnel will endeavor to promptly and safely respond to the membership, as well as help educate the membership of their need for preparedness for emergency events.



PEDERNALES ELECTRIC COOPERATIVE