



Operations Report

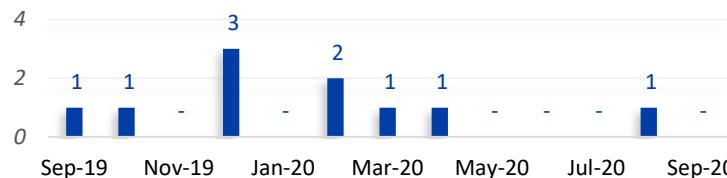
Eddie Dauterive | Chief Operations Officer

October 16, 2020

Safety & Technical Training

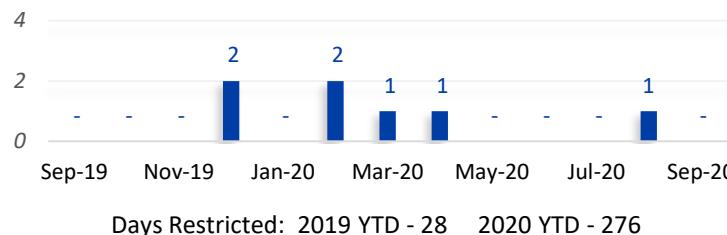
Personal Incidents

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



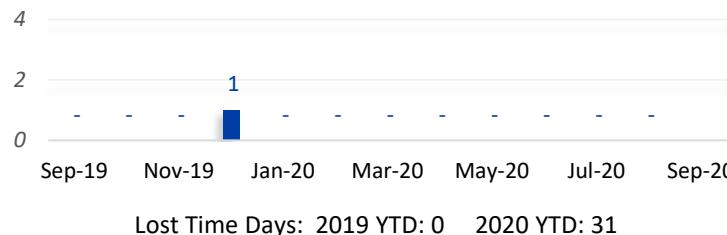
Sep: 0
YTD: 5

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

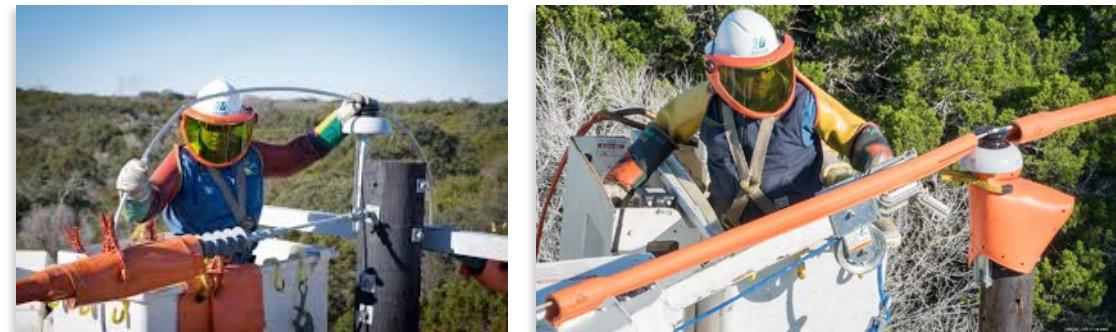


Sep: 0
YTD: 5

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

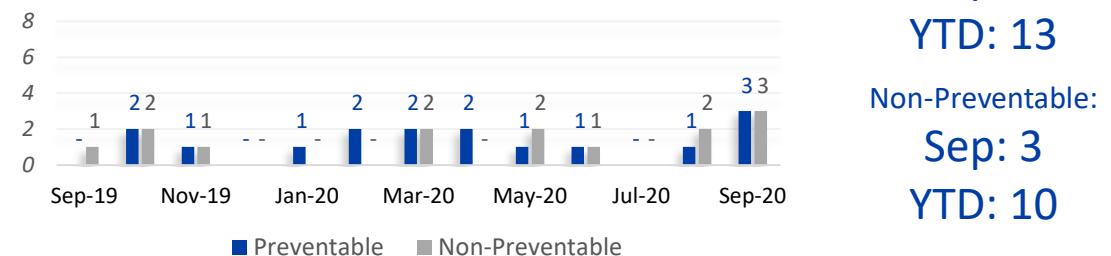


Sep: 0
YTD: 0



Vehicle Incidents

Preventable & Non-Preventable Vehicle Accidents



Preventable:

Sep: 3

YTD: 13

Non-Preventable:

Sep: 3

YTD: 10

Incident Notes:

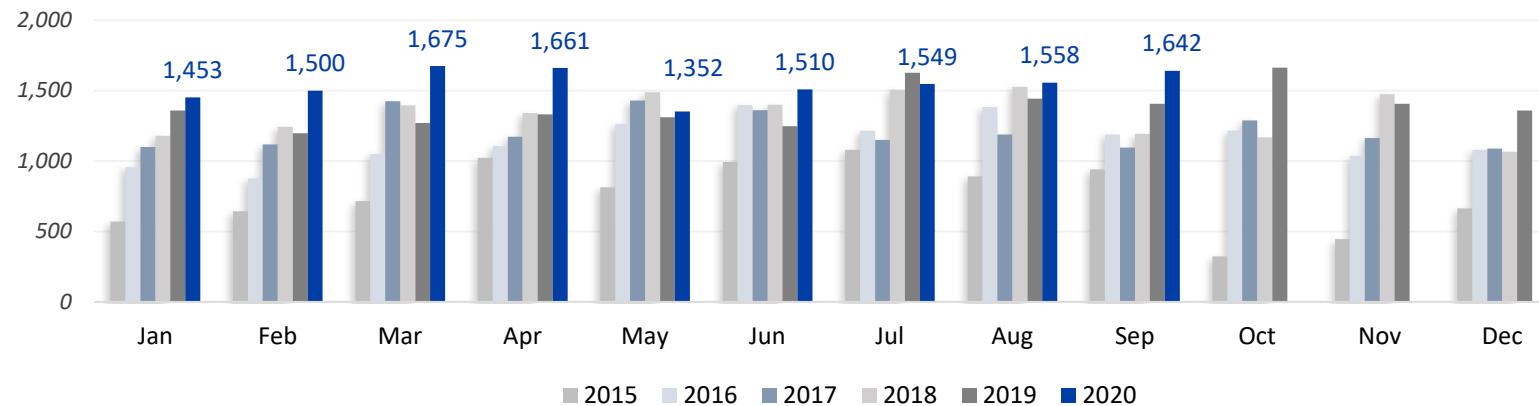
Vehicle Incidents:

- Preventable (3): Each incident was a minor traffic collision causing little-to-no damage.
- Non-preventable (3): Each incident was caused by animal or road debris striking PEC vehicles.

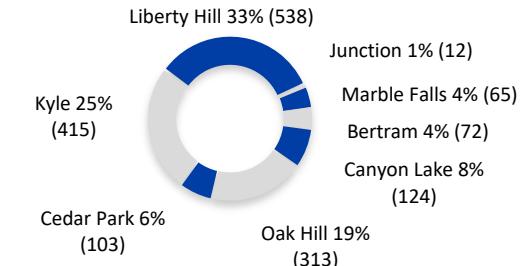
System Growth

Monthly Line Extensions

2018: 15,896 2019: 16,640 2020 YTD: 13,900



Line Extensions by District (1,642)

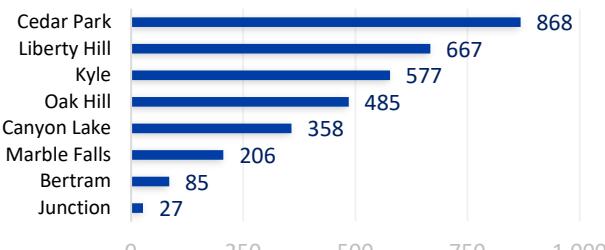


Miles of Distribution Line:

Underground: 5,834
Overhead: 17,274
Total: 23,108

New Member Applications

2020: Sep - 3,273, YTD - 26,484



2019: Sep - 2,515, YTD - 23,713, Total - 30,662

Meter Growth

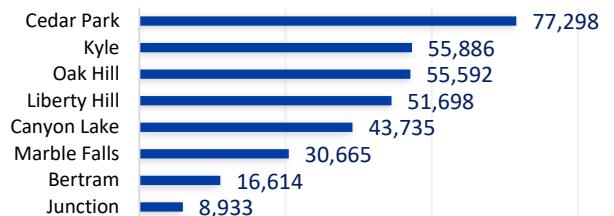
2020: Sep - 1,642, YTD - 12,615



2019: Sep - 1,260, YTD - 11,353, Total - 15,606

Meter Totals

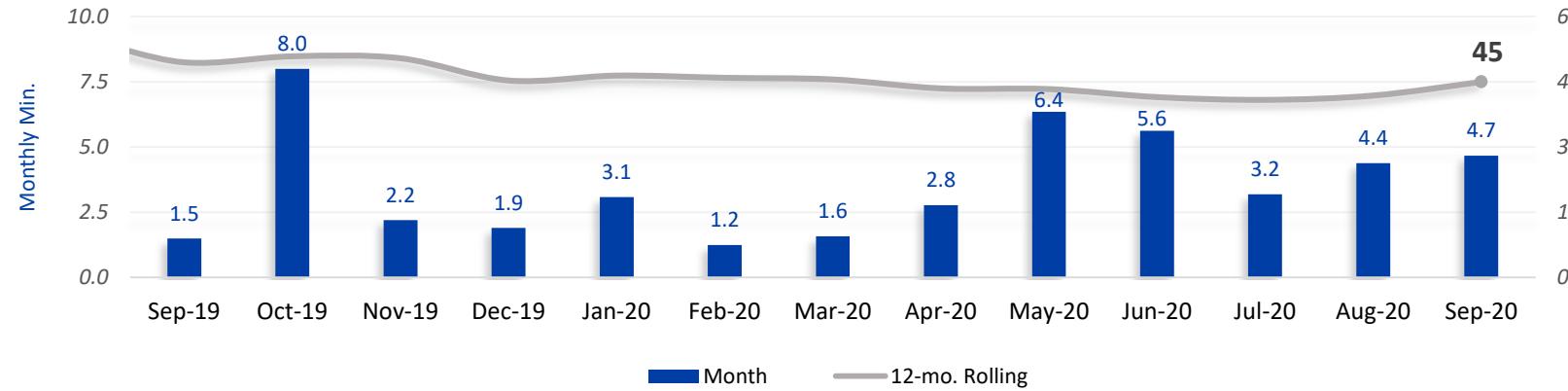
2020: Sep - 340,421



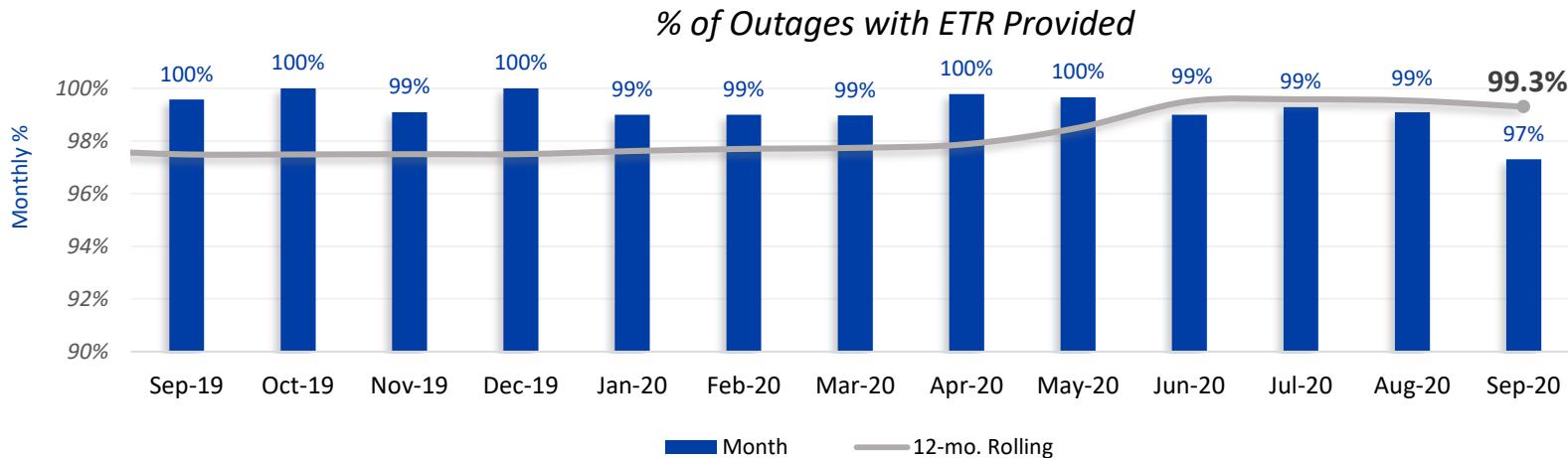
2019: Sep - 323,553

Reliability

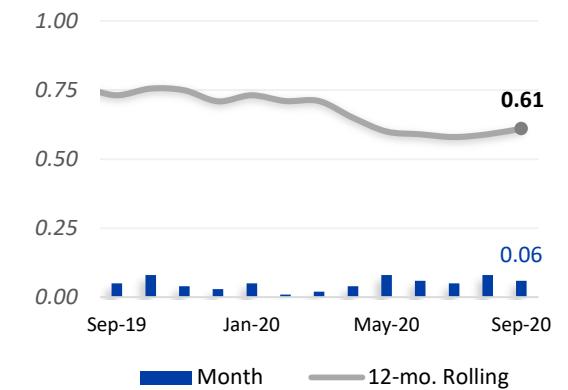
SAIDI



Estimated Time of Response (ETR)



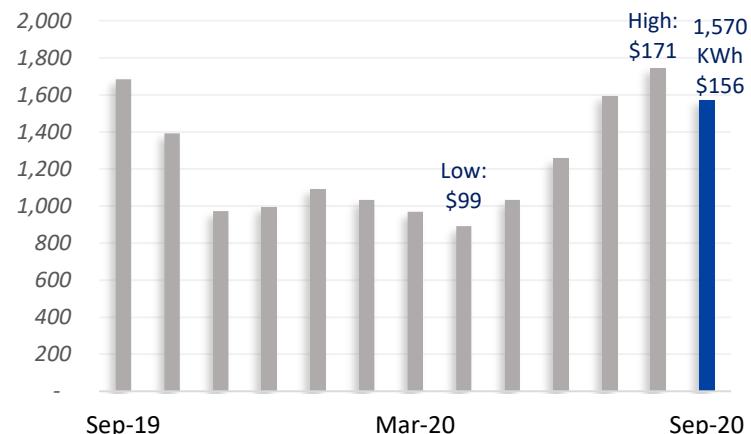
SAIFI Trending



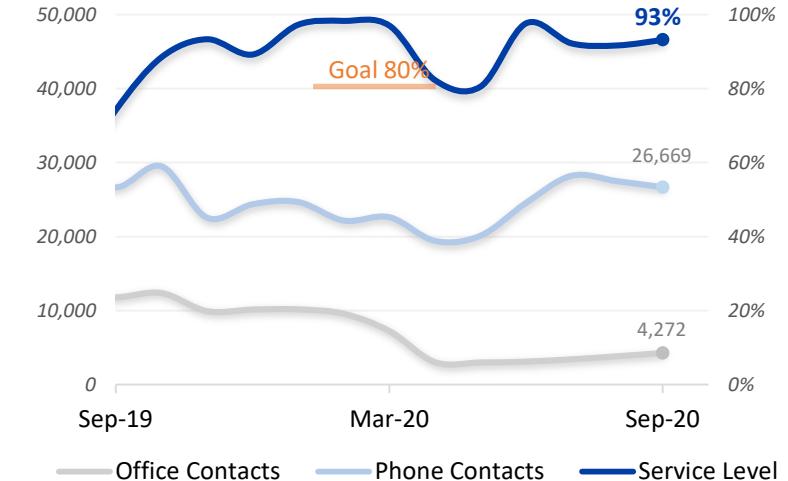
Member Relations

- Following a planned notification process over several months, staff began a focused collection effort on large, outstanding balances in mid-September.
- Due to this effort, AR balances have been significantly reduced on accounts 90-days past due. Average account balances are also improved.
- Members are encouraged to contact PEC to discuss solutions and work with agents as collections efforts continue.

Avg Residential Usage



Service Level



Contact Types

| Main Contact Types | Sep Totals | |
|------------------------|------------|-----|
| Service Request | 9K | 27% |
| Payment | 5K | 16% |
| Billing Inquiry | 5K | 15% |
| Payment Arrangement | 3K | 9% |
| Autopay Deposit Waiver | 2K | 6% |
| Account Update | 2K | 5% |
| Autopay Inquiry | 2K | 4% |

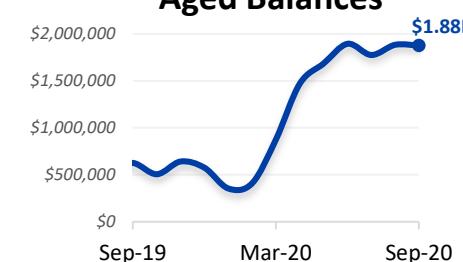
Collections

Focused collection activity began Sep. 16th

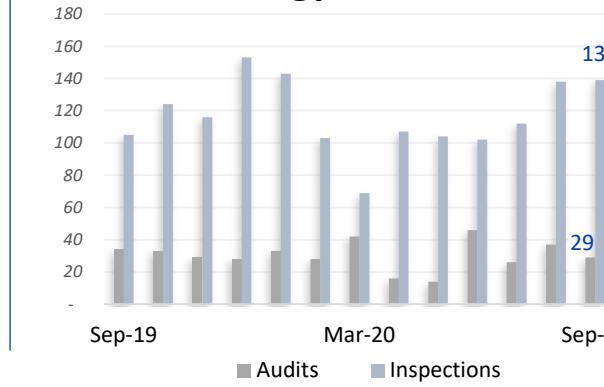
Remote Disconnects



Aged Balances



Energy Services



Member Bill Redesign

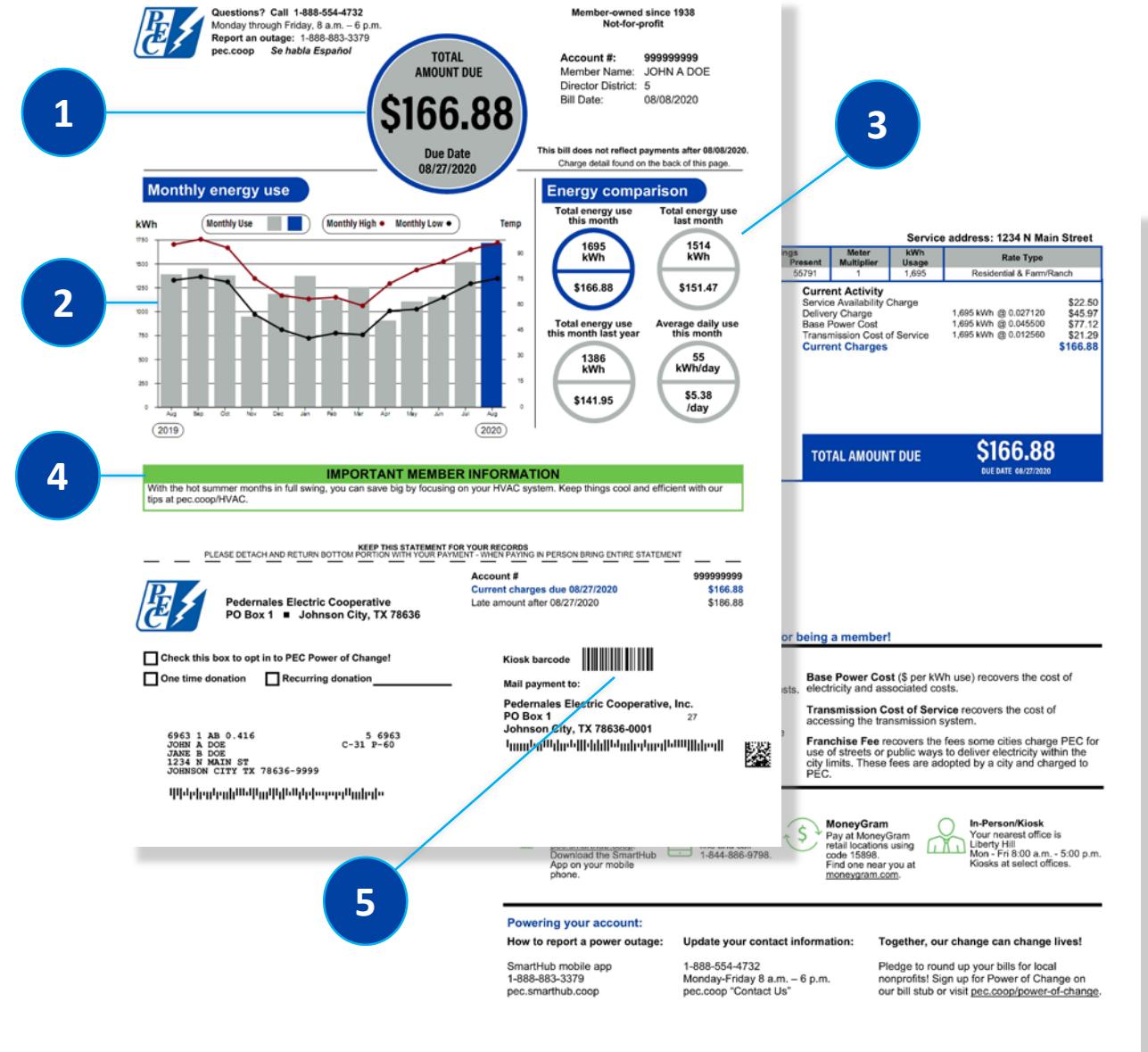
Fresh new design includes highlighting key areas:

1. Amount Due
2. Monthly Energy Use
3. Energy Comparison
4. Important Member Information
5. Kiosk Barcoding Account Access

Redesign Goal: To provide members with easy-to-read and commonly asked information.

The redesign process included feedback from 100 members and staff from across the cooperative, then PEC worked closely with NISC to customize options.

The new bills will be generated on November 2, 2020.



Engineering

Transmission Project Updates

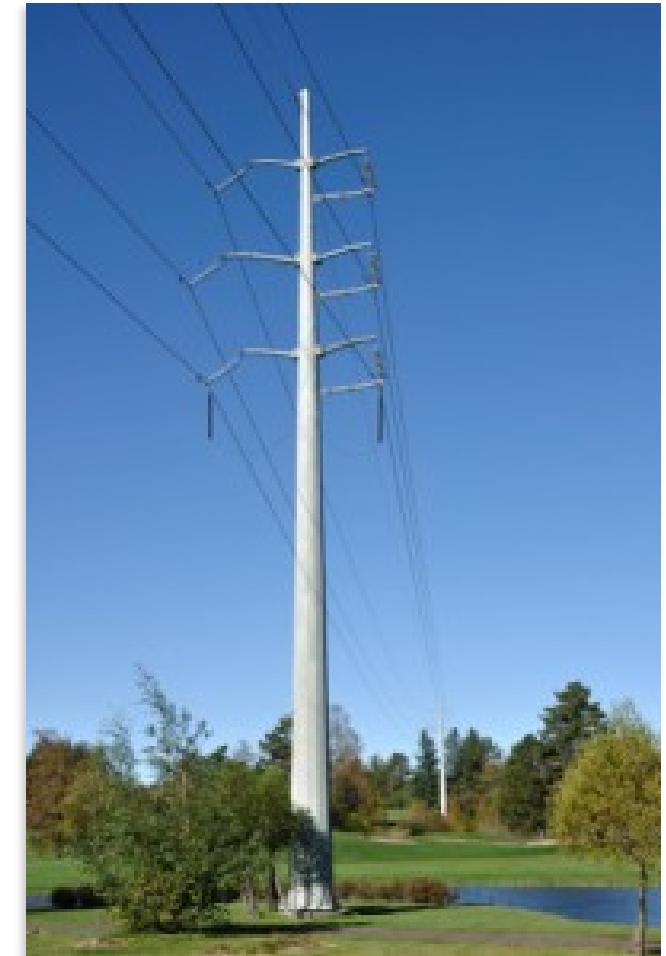
- **Blanco - Devil's Hill** distribution under-build re-conductor (*Canyon Lake*):
 - Rebuild 1.75 miles of transmission line.
 - Phase 2: Construction completed, clean up completed in Sep. 2020.
- **Dripping Springs - Rutherford** relocation (*Oak Hill*):
 - Construction on hold.
- **Whitestone - Blockhouse - Leander** line upgrade (*Cedar Park*):
 - 5.25 miles, rebuild existing 138 kV line to 440 MVA capacity.
 - Construction awarded to Volt Power, LLC.
 - Construction started between Leander and Blockhouse in Sep. 2020.
 - Completion scheduled for Q2 2021.
- **Burnet - Bertram - Andice** line upgrade (*Bertram*):
 - 23 miles, rebuild of 69 kV line to 138 kV.
 - Construction awarded to Volt Power, LLC.
 - Construction started between Bertram and Andice.
 - Completion scheduled for Q2 2021.
- **Buda Substation Upgrade** (*Kyle*):
 - Design completed to include two new structures on the Buda - Rutherford transmission line.
 - Construction expected to begin in Q1 2021.



Engineering

Transmission Project Updates

- **North Fork Generation Interconnection (Liberty Hill):**
 - Connects 100 MW Battery at Andice Substation.
 - Updating Full Interconnect Study for the ERCOT Stability Study before project can begin.
 - PEC to own line terminal at Andice to a POI located outside of the substation.
- **Andice to Pipeline to Seward Junction Fiber Addition (Liberty Hill):**
 - 8.4 miles, replaces existing Shield Wire with OPGW in coordination with breaker addition at Pipeline.
 - Engineering identified 2 poles to replace in addition to the existing shield wire with OPGW.
 - Construction expected to begin in Q1 2021.
- **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.
 - Design complete, structures awarded to vendor in Sep. 2020.
 - Construction expected to begin in Q2 2021.
- **Marshall Ford to Trading Post to Cedar Valley to Friendship to Rutherford (Oak Hill):**
 - 15.41 miles, structural analysis shows need to replace structures to meet current NESC requirements. Investigating alternative conductors to limit scope of structure replacement.
 - To be submitted for ERCOT Tier 3 review in Fall 2020.
 - Construction expected to begin in Q4 2021.



Engineering

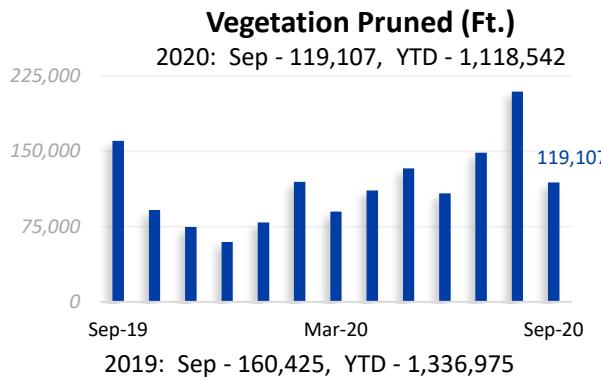
Substation Projects

- **Buttercup Substation** (*Cedar Park*) — Upgrade 22.4 MVA power transformer to 46.7 MVA and improve 138 kV bus:
 - Construction started Jan. 2020.
 - Initial phase to replace T3 and switches on T1 and T2 will be completed in Nov. 2020.
- **Burnet - Bertram - Andice Remote Ends** (*Bertram, Liberty Hill*) — Substation construction to support transmission line upgrade:
 - Construction crews at Andice were mobilized on Aug. 3, 2020, completion by Dec. 31, 2020.
 - Construction at Bertram is scheduled from Aug. 2020 to Jan. 2021.
 - Construction at Burnet is scheduled from Jan. 2021 to May 2021.
- **Buda Breaker-and-a-Half Upgrade** (*Kyle*) — Construction of improved transmission bus:
 - Construction outage scheduled from Sep. 24, 2020 to May 16, 2021.
- **Pipeline Feeder Breaker and Ring Bus Upgrade** (*Liberty Hill*) — Construction of additional feeder breakers and improved transmission bus:
 - Feeder breaker construction in progress at Pipeline, completion in Oct. 2020.
- **Trading Post Line Breaker Addition** (*Oak Hill*) — Install transmission breakers:
 - Construction started Jul. 6, 2020, projected completion in Dec. 2020.
- **Blockhouse - Whitestone Remote Ends, Blockhouse T3** (*Cedar Park*) — Substation construction to support transmission line upgrade and transformer addition:
 - Construction in progress at Blockhouse, completion in Dec. 2020.
 - Construction at Whitestone to start in Jan. 2021 and completion in May 2021.

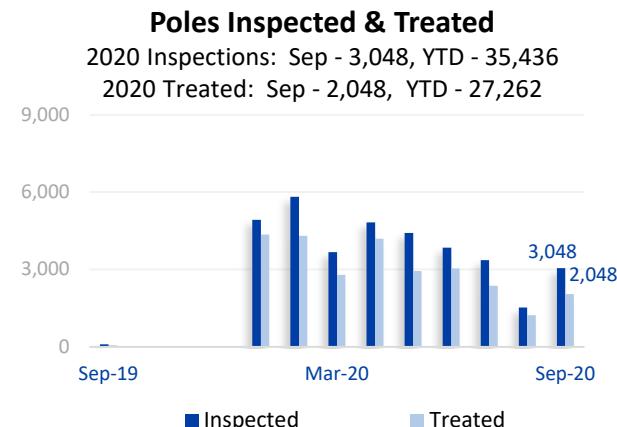


System Maintenance

Vegetation Management



Pole Testing & Treatment (PTT)



Notes:

- 119,107 feet of vegetation pruned equal to 23 miles.
- Crews are currently being more selective with tree removals due to remaining budget restrictions. A budget amendment is being presented for additional funding.
- PTT Replacement crews were away for hurricane support during most of September (Hurricanes Laura & Sally).
- PTT Program remains on pace with production and budget expectations.



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