



# Operations Report

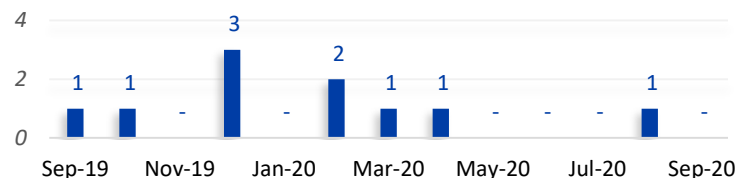
Eddie Dauterive | Chief Operations Officer

October 16, 2020

# Safety & Technical Training

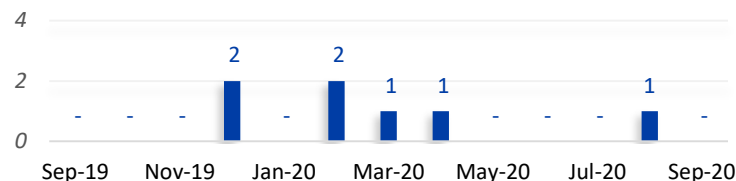
## Personal Incidents

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



Sep: 0  
YTD: 5

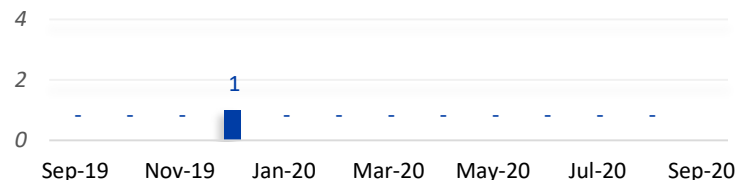
**Days Away, Restricted, or Transfer (DART)** - Incidents causing restricted duty where the employee can perform another activity without missing days.



Sep: 0  
YTD: 5

Days Restricted: 2019 YTD - 28    2020 YTD - 276

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



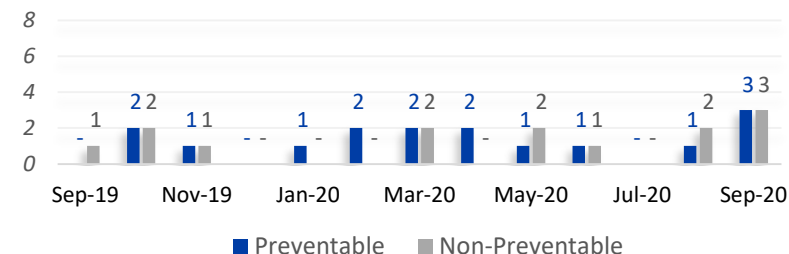
Sep: 0  
YTD: 0

Lost Time Days: 2019 YTD: 0    2020 YTD: 31



## Vehicle Incidents

**Preventable & Non-Preventable Vehicle Accidents**



Preventable:  
Sep: 3  
YTD: 13

Non-Preventable:  
Sep: 3  
YTD: 10

## Incident Notes:

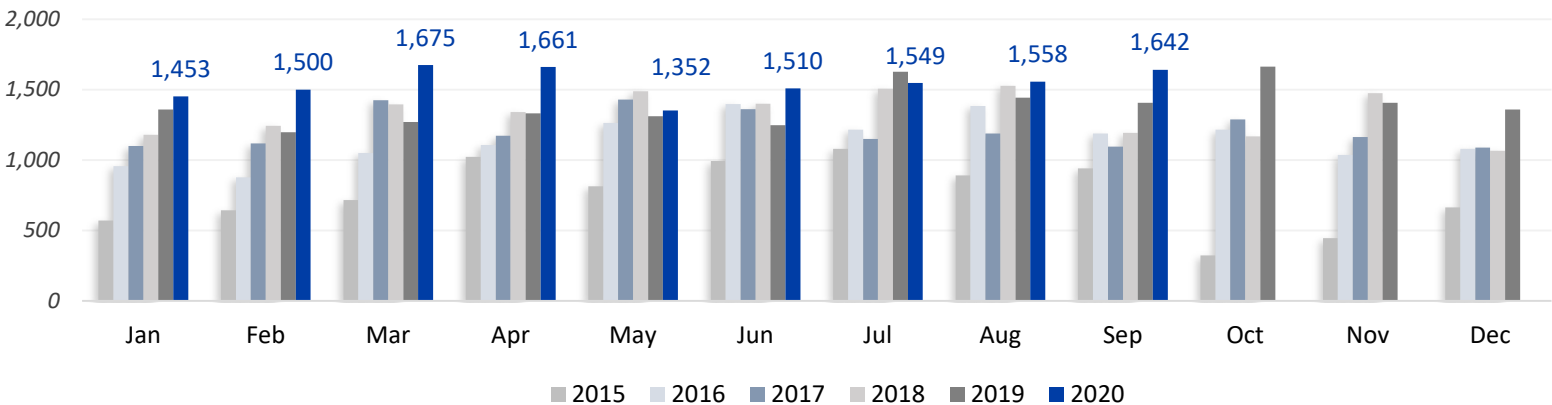
### Vehicle Incidents:

- 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.

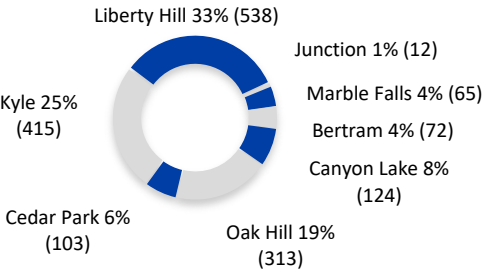
# System Growth

## Monthly Line Extensions

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



## Line Extensions by District (1,642)

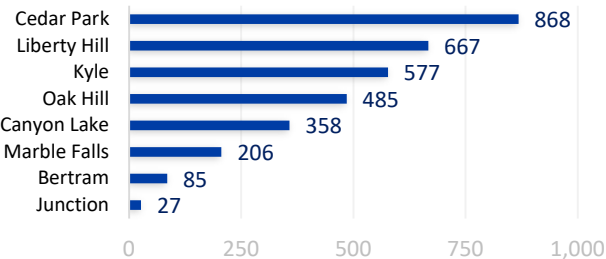


## Miles of Distribution Line:

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

## New Member Applications

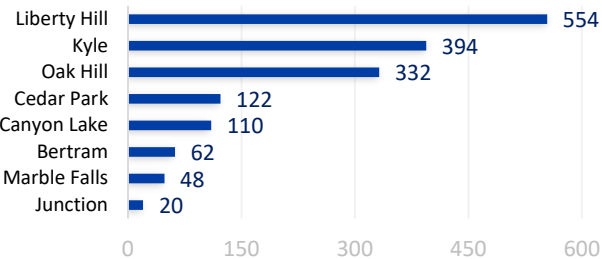
2020: Sep - 3,273, YTD - 26,484



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

## Meter Growth

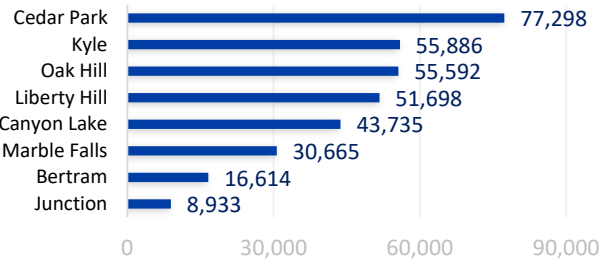
2020: Sep - 1,642, YTD - 12,615



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

## Meter Totals

2020: Sep - 340,421

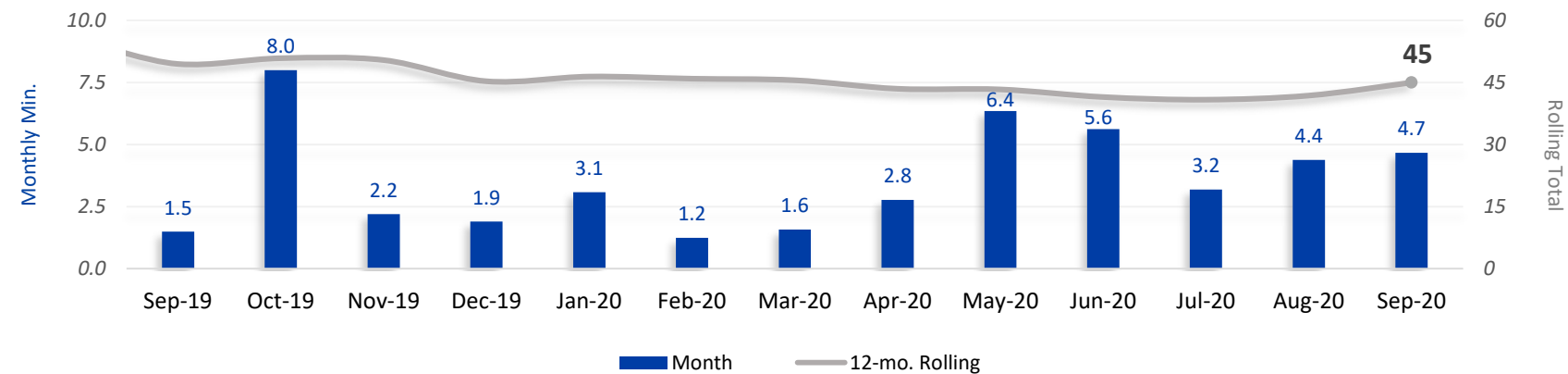


2019: Sep - 323,553



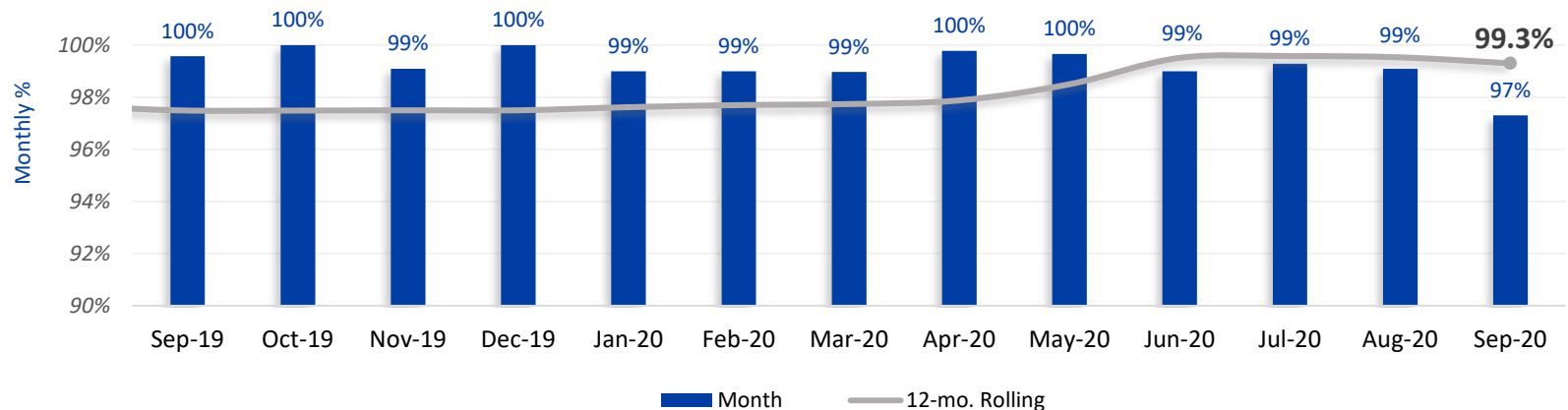
# Reliability

## SAIDI

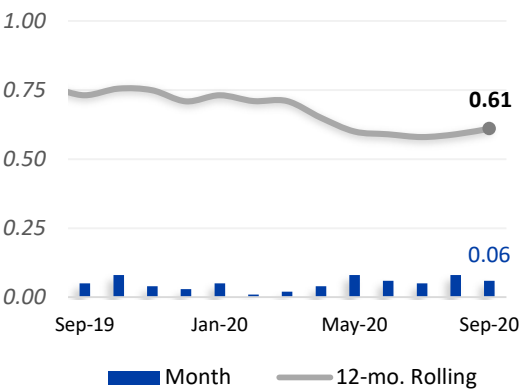


## Estimated Time of Response (ETR)

% of Outages with ETR Provided



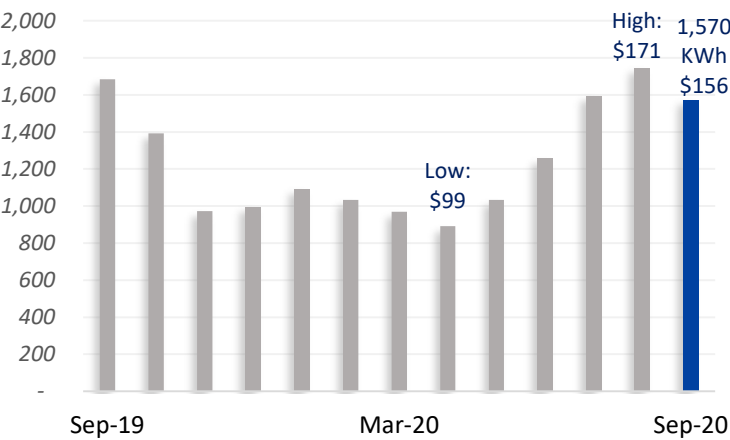
## SAIFI Trending



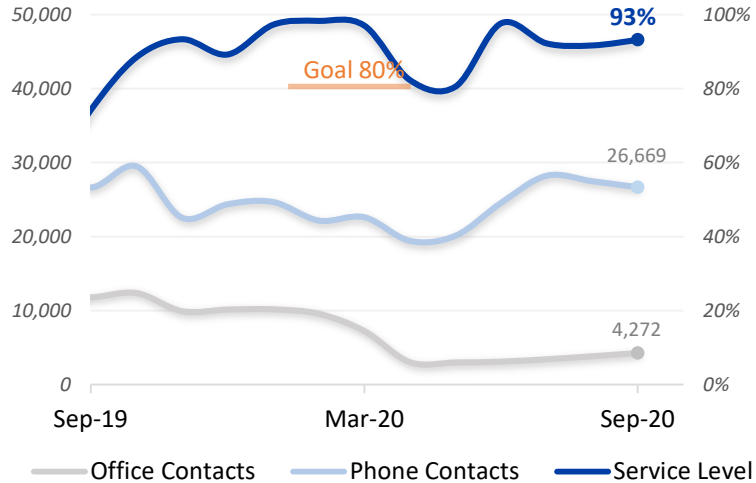
# Member Relations

- 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

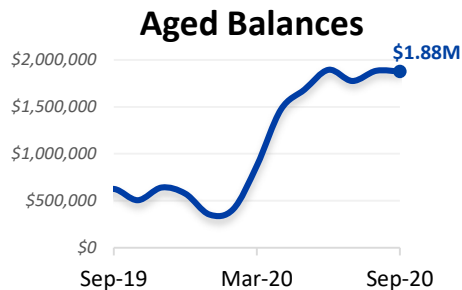
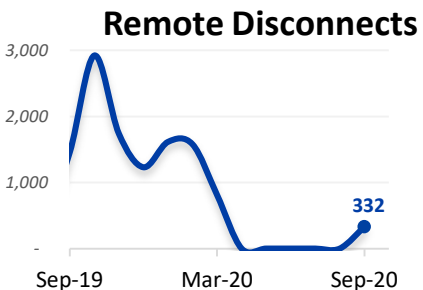


### Contact Types

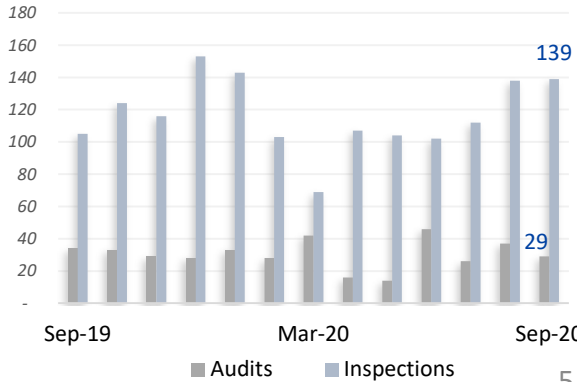
Main Contact Types	Sep Totals	
Service Request	9K	27%
Payment	5K	16%
Billing Inquiry	5K	15%
Payment Arrangement	3K	9%
Autopay Deposit Waiver	2K	6%
Account Update	2K	5%
Autopay Inquiry	2K	4%

### Collections

Focused collection activity began Sep. 16<sup>th</sup>



### 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.

**Questions?** Call 1-888-554-4732  
Monday through Friday, 8 a.m. – 6 p.m.  
Report an outage: 1-888-883-3379  
pec.coop Se habla Español

Member-owned since 1938  
Not-for-profit

Account #: 999999999  
Member Name: JOHN A DOE  
Director District: 5  
Bill Date: 08/08/2020

This bill does not reflect payments after 08/08/2020.  
Charge detail found on the back of this page.

**1** **TOTAL AMOUNT DUE**  
**\$166.88**  
Due Date 08/27/2020

**2** **Monthly energy use**  
kWh Monthly Use Monthly High Monthly Low Temp  
Aug 2019 Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug 2020

**3** **Energy comparison**  
Total energy use this month: 1695 kWh, \$166.88  
Total energy use last month: 1514 kWh, \$151.47  
Total energy use this month last year: 1386 kWh, \$141.95  
Average daily use this month: 55 kWh/day, \$5.38/day

**4** **IMPORTANT MEMBER INFORMATION**  
With the hot summer months in full swing, you can save big by focusing on your HVAC system. Keep things cool and efficient with our tips at pec.coop/HVAC.

**5** **Kiosk Barcoding Account Access**  
Kiosk barcode: [Barcode]  
QR code: [QR Code]

**Service address:** 1234 N Main Street  
Residential & Farm/Ranch

Meters Present	Meter Multiplier	kWh Usage	Rate Type
55791	1	1,695	Residential & Farm/Ranch

**Current Activity**  
Service Availability Charge: 1,695 kWh @ 0.027120 = \$45.97  
Delivery Charge: 1,695 kWh @ 0.045500 = \$77.12  
Base Power Cost: 1,695 kWh @ 0.012560 = \$21.29  
**Current Charges** **\$166.88**

**TOTAL AMOUNT DUE** **\$166.88**  
DUE DATE 08/27/2020

KEEP THIS STATEMENT FOR YOUR RECORDS  
PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT - WHEN PAYING IN PERSON BRING ENTIRE STATEMENT

**Pedernales Electric Cooperative**  
PO Box 1 • Johnson City, TX 78636

Account # 999999999  
Current charges due 08/27/2020 \$166.88  
Late amount after 08/27/2020 \$186.88

☐ Check this box to opt in to PEC Power of Change!  
☐ One time donation ☐ Recurring donation

6963 1 AB 0.416 5 6963  
JOHN A DOE C-31 P-60  
JANE B DOE  
1234 N MAIN ST  
JOHNSON CITY TX 78636-9999

**Powering your account:**  
How to report a power outage: SmartHub mobile app 1-888-883-3379 pec.smarthub.coop  
Update your contact information: 1-888-554-4732 Monday-Friday 8 a.m. – 6 p.m. pec.coop "Contact Us"  
Together, our change can change lives! Pledge to round up your bills for local nonprofits! Sign up for Power of Change on our bill stub or visit pec.coop/power-of-change.

**MoneyGram**  
Pay at MoneyGram retail locations using code 15808. Find one near you at moneygram.com.

**In-Person/Kiosk**  
Your nearest office is Liberty Hill Mon - Fri 8:00 a.m. - 5:00 p.m. Kiosks at select offices.

# Engineering

## Transmission Project Updates

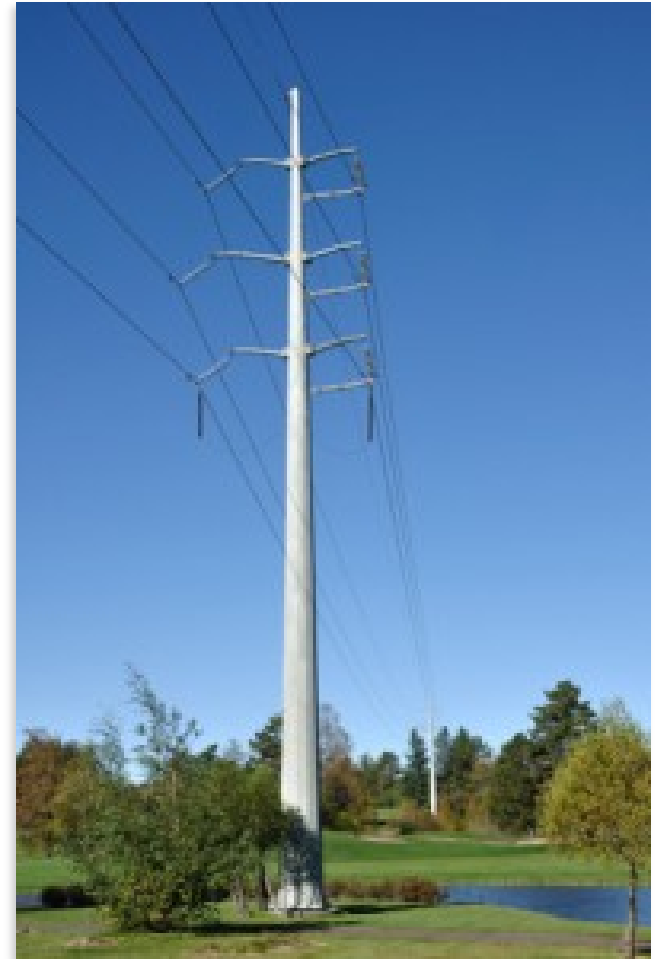
- **Blanco - Devil's Hill** distribution under-build re-conductor (*Canyon Lake*):
  - Rebuild 1.75 miles of transmission line.
  - Phase 2: Construction completed, clean up completed in Sep. 2020.
- **Dripping Springs - Rutherford** relocation (*Oak Hill*):
  - Construction on hold.
- **Whitestone - 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

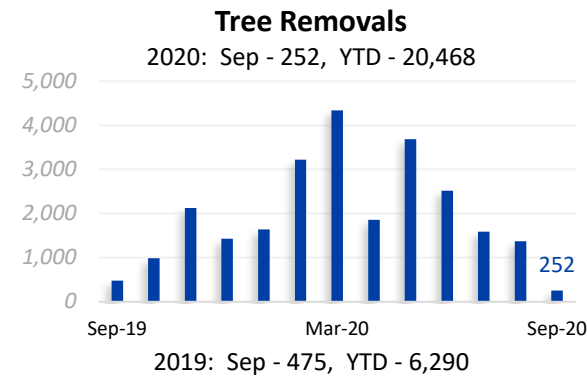
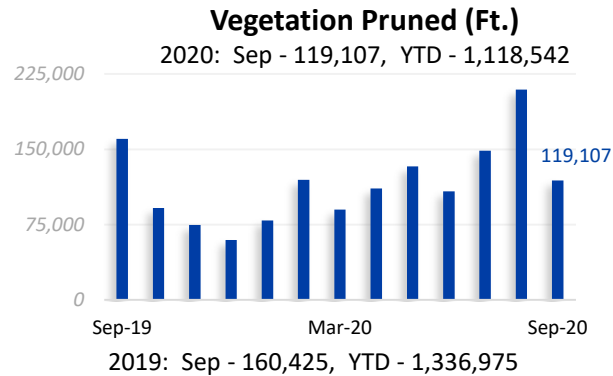
## Substation Projects

- **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.

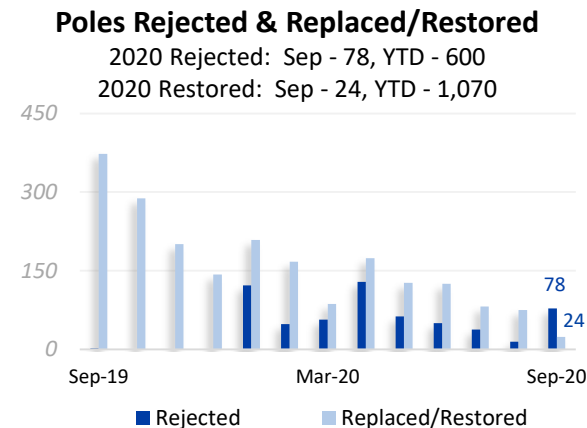
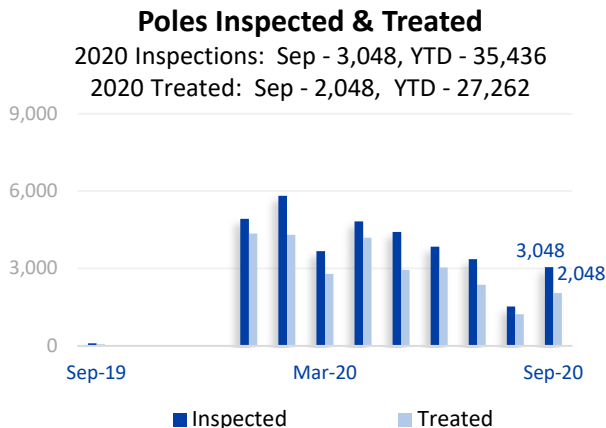


# System Maintenance

## 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.

2019 Inspections: Sep - 92, YTD - 40,849  
2019 Treated: Sep - 56, YTD - 32,427

2019 Rejected: Sep - 2, YTD - 1,589  
2019 Restored: Sep - 373, YTD - 1,421



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