



# CEO Update

Julie C. Parsley, Chief Executive Officer















**Eddie Dauterive**  
Chief Operations  
Officer



**Don Ballard**  
General Counsel



**Randy Kruger**  
Chief Financial  
Officer



**Mike Viesca**  
Executive Vice President  
for Public Affairs







# Ascension Seton

1800



Ascension  
Seton  
Midline Falls  
Health Center  
1800 North M-52 - Box 9  
Midline Falls, MN 56551  
www.ascension.org  
Please wear a face  
covering that covers  
your nose and mouth  
Seton  
Highland Lakes  
Imaging  
Laboratory  
Rehabilitation

Pursuant to Section  
(trespass by lic  
concealed handgun  
under Subchapter  
Government Code  
law), may not ente  
concealed handgun.  
Conforme a la Se  
Penal (prevenciac  
licencia con una  
persona con licenc  
H. Capítulo 411, C  
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Pursuant to Secti  
(trespass by lic  
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411, Governme  
licensing law),  
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Penal (prevenciac  
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realizado abiert  
con licencia ba  
Capítulo 411, Cód  
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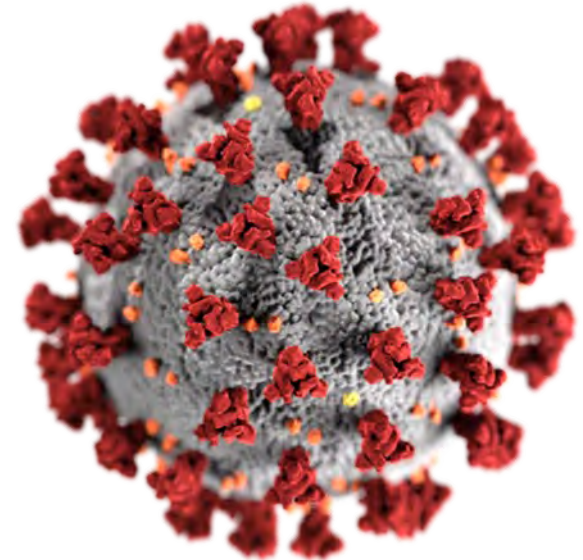
# PEC's Response to COVID-19

Activation of our Emergency Operations Plan

Closed offices to member interactions

Reduced in-office staff to promote social distancing and limit in-person interaction

- Full-time remote from home
- Rotating remote
- Dispatch from home
- Essential employees continuing to report to offices and in the field
  - Critical employee acknowledgement form
  - Health screenings



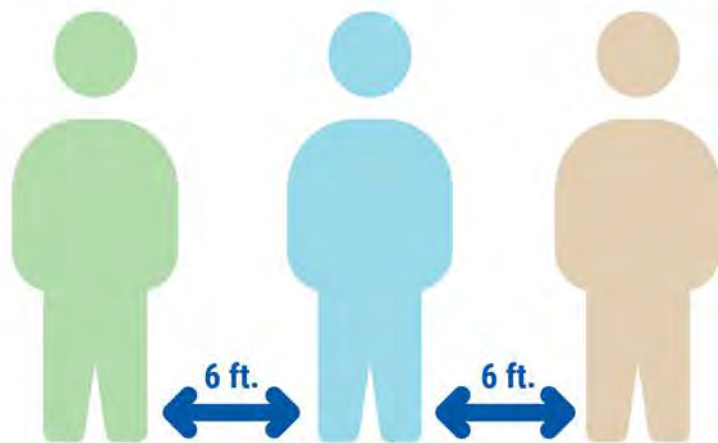
# DO YOUR PART



WEAR A  
**FACE COVERING**  
IN COMMON AREAS AND WHEN  
MOVING AROUND THE BUILDING



# DO YOUR PART



Practice  
**SOCIAL DISTANCING**



# DO YOUR PART

If you are sick or have COVID-19 symptoms,



**STAY HOME**

Remember to complete your  
daily health self-assessment.





# Office temporarily closed

As part of PEC's commitment to the safety of our employees and members, our offices are not open to the public. However, staff are present to serve the membership. To speak with an agent, please call 888-554-4732.

## Convenient ways to pay



Through PEC's secure payment line at 844-886-9798, or to pay with a check, contact a PEC agent at 888-554-4732.



Online at [pec.smarthub.coop](http://pec.smarthub.coop).



Through the SmartHub mobile app.



By using the payment kiosk located in the drive-thru lane or the payment drop box located outside this building.



Pay at MoneyGram retail locations found online at [moneygram.com](http://moneygram.com).

To report a service interruption, call 888-883-3379 or visit [outages.pec.coop](http://outages.pec.coop).

[pec.coop](http://pec.coop)



# PEC's Response to COVID-19



Keeping employees informed

- Updates on the intranet, all user and manager emails, signage in common areas

# PEC's Response to COVID-19

## Comprehensive internal communication

- Videos from the CEO
- All user, manager, and targeted employee emails
- HR resources, health and wellness benefits
- Tools and tips for working remotely
- Routinely survey employees and managers for feedback

The screenshot displays the PEC website's internal communication hub. At the top, a navigation bar includes links for HOME, DEPARTMENTS, MY WEBSITES, HUMAN RESOURCES, SAFETY, TOOLS & SUPPORT, TRAINING, and EOP. The main banner features the PEC logo and a message dated March 30, 'Uniting together in response to COVID-19', with a link to check for updates. Below the banner is a grid of quick links for Success Factors, Policies, Wired, KPI, Ethics, Certify, IT Self Service Portal, Safety, and Weather. An 'EMPLOYEE NEWS' section lists updates on healthcare, COVID-19 orders, new employees, promotions, and wellness resources. Other sections include 'A message from your CEO' with a 'Watch now' button, 'Media and legislative inquiries' with contact information for Mike Viesca, 'Employee health and wellness resources' with a 'A guide for benefits you need now' link, and 'Working remotely?' with a 'See the IT resource guide' link.

# Supporting Our Members

- Suspended disconnects and late fees, returned deposits, and implemented payment plans
- Developed COVID-19 Relief Fund and Small Power Assistance program
  - **More than \$87,000 fundraised** by PEC members, employees, and our Central Texas communities
- Provided assistance for Small Power users from unclaimed funds
- Collected **more than 6,000 masks** with “Masks for Members” donations

## COVID-19 Resources

The impact of the COVID-19 pandemic has affected us all on different levels. We know many of our members are spending more time at home to help protect themselves, their families, and their communities. Rest assured, PEC will continue to deliver the reliable power you depend on. Check this page regularly for the most up-to-date information on your cooperative and our COVID-19 response.



### Member assistance

Every member's situation is unique. We're here to help if you need to make a payment arrangement or need payment assistance.

[Learn more >](#)



### Small power assistance

Supporting our local economies is important. If your small business has been impacted, we can help.

[Learn more >](#)



### Local resources

We have strong communities, and there are many resources in place to help those in need. Find an organization that can help you.

[Learn more >](#)



### You can help

(Coming soon)

Your neighbor may be experiencing financial hardships. Help your fellow members by donating to the PEC COVID-19 Relief Fund today.



# Increasing Services

- Performed more than **360 energy audits** — more than **80% completed during pandemic**
- Redesigned bill to give members more information at their fingertips
- Expanded residential rebate programs for energy efficiency
- Launched [commercial.pec.coop](https://commercial.pec.coop), a site targeting new large-power members

**PEC** 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

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

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

### Monthly energy use

kWh Monthly Use Monthly High Monthly Low Temp

Month	Monthly Use (kWh)	Monthly High (kWh)	Monthly Low (kWh)
Aug 2019	1300	1600	1000
Sep 2019	1400	1700	1100
Oct 2019	1300	1600	1000
Nov 2019	1000	1300	700
Dec 2019	1100	1400	800
Jan 2020	1000	1300	700
Feb 2020	1100	1400	800
Mar 2020	1000	1300	700
Apr 2020	1100	1400	800
May 2020	1200	1500	900
Jun 2020	1300	1600	1000
Jul 2020	1400	1700	1100
Aug 2020	1695	1900	1300

### Energy comparison

Category	Value
Total energy use this month	1695 kWh
Total energy use last month	1514 kWh
Total energy use this month last year	1386 kWh
Average daily use this month	55 kWh/day
Average daily use last year	\$5.38 /day

**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.

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

**PEC** 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

Kiosk barcode 

Mail payment to:  
Pedernales Electric Cooperative, Inc.  
PO Box 1 27  
Johnson City, TX 78636-0001

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

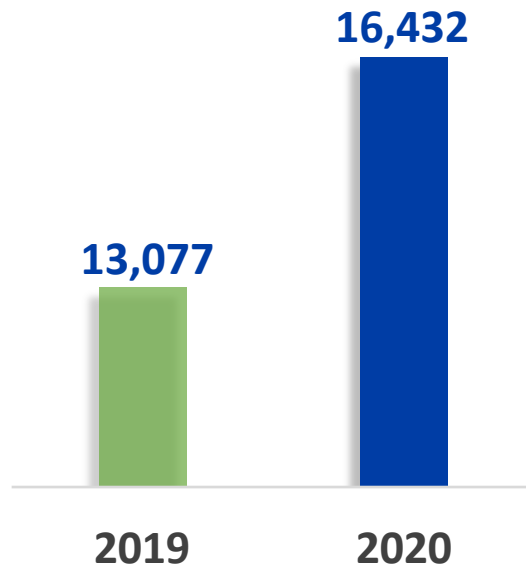




# 2020 System Growth



Net Member Additions



2019

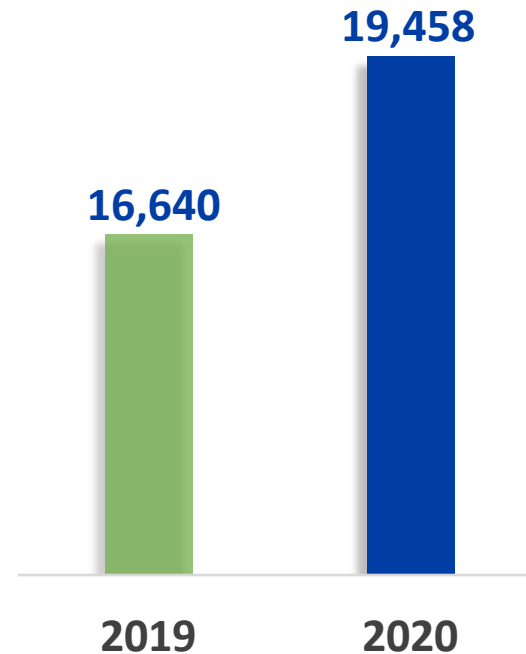
2020

**3,355**

additional new members



Line Extensions Completed



2019

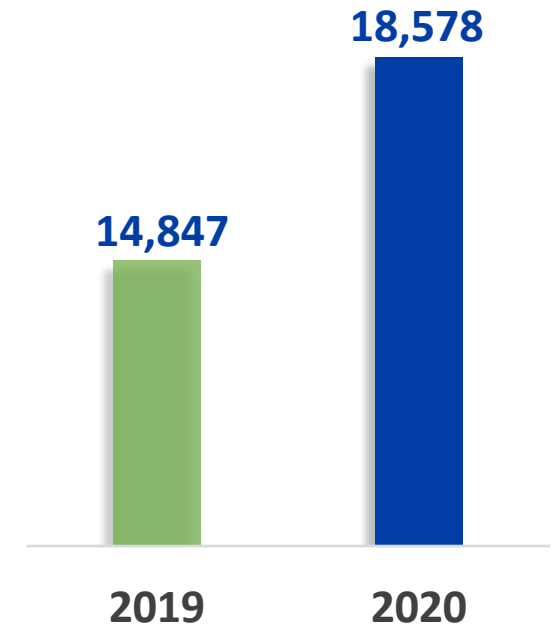
2020

**2,818**

additional line extensions



Net Meter Additions



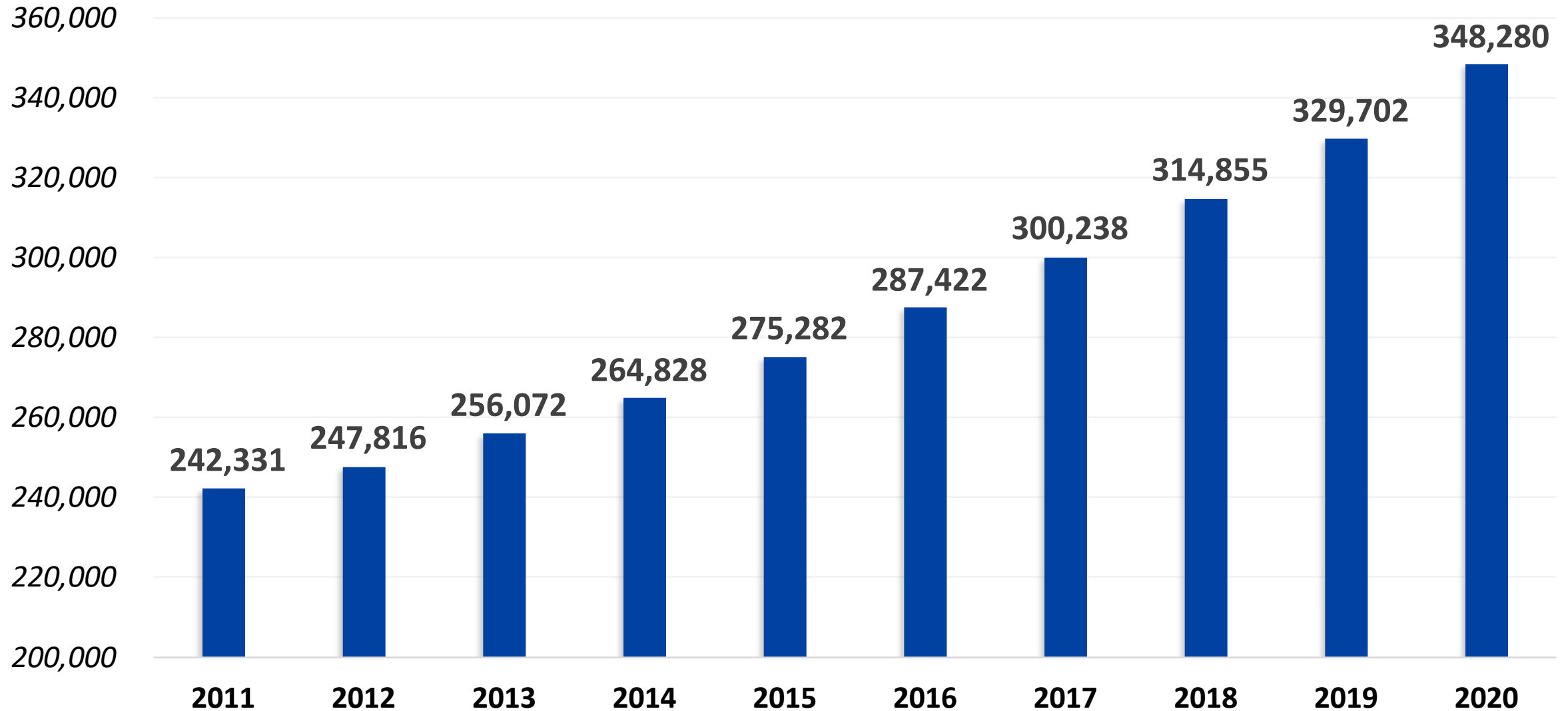
2019

2020

**3,731**

additional new meters

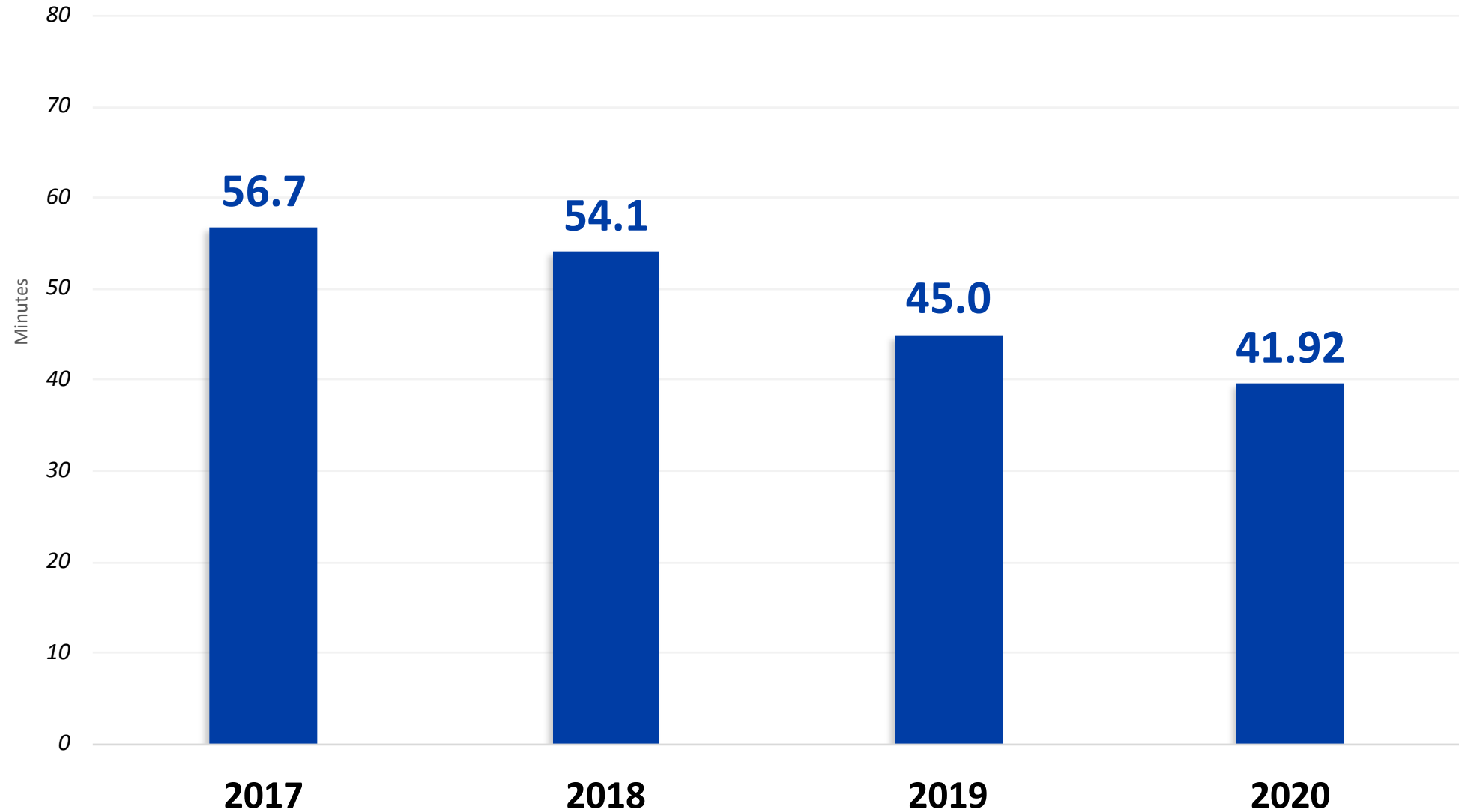
# Total Accounts by Year







# System Average Interruption Duration Index (SAIDI)





TDS

NO PCB

NO PCB

19

NO PCB

11A











50

NO  
PCBS

Texas Electric  
Cooperatives

WARNING

HYSTER 100  
Forklift



# The Senate of The State of Texas

## SENATE RESOLUTION NO. 85

**WHEREAS**, The Senate of the State of Texas is pleased to recognize the electrical utility line and generation workers of Texas for their heroic efforts during the catastrophic 2021 winter storm; and

**WHEREAS**, When the winter storm struck the State of Texas on the weekend of February 13 and 14, arctic blasts dropped temperatures to single digits across the state, and by late Sunday night, problems with the state's power grid had left millions of Texans without electrical power; and

**WHEREAS**, Electrical utility line and generation workers throughout Texas responded by working tirelessly around the clock in extremely adverse conditions to restore power to the state's communities; and

**WHEREAS**, Due to their courage, hard work, and fortitude, lives were saved and facilities and homes eventually were restored to order; it is truly fitting that the line and generation workers receive special recognition for the vital role they played in helping Texans to recover from this devastating event; now, therefore, be it

**RESOLVED**, That the Senate of the State of Texas, 87th Legislature, hereby pay tribute to the electrical utility line and generation workers of Texas and extend to them sincerest gratitude for their perseverance and success in restoring electrical power to the people of Texas; and, be it further

**RESOLVED**, That a copy of this Resolution be prepared in honor of their outstanding service.

### Schwertner

Alvarado  
Bettencourt  
Birdwell  
Blanco  
Buckingham  
Campbell  
Creighton  
Eckhardt  
Gutierrez  
Hall

Hancock  
Hinojosa  
Huffman  
Hughes  
Johnson  
Kolkhorst  
Lucio  
Menéndez  
Miles  
Nelson

Nichols  
Paxton  
Perry  
Powell  
Seliger  
Springer  
Taylor  
West  
Whitmire  
Zaffirini

Patrick, President of the Senate



*Dan Patrick*  
\_\_\_\_\_  
President of the Senate

I hereby certify that the above Resolution was adopted by the Senate on February 23, 2021.

*Patsey Spaw*  
\_\_\_\_\_  
Secretary of the Senate

*C. Schwertner*  
\_\_\_\_\_  
Member, Texas Senate



# Member Appreciation

“I really do thank God for you! And I thank you all for your service during the ‘Ice Age’.”

- Oak Hill Member who brought cookies to staff to show her appreciation



We are grateful in Brushy Bend Park, Round Rock, an in Shady Lakes, Georgetown for each of you as we know you and your families had to manage hardships at your own homes at the same time.



2-19-21

To: All PEC Employees  
To: All concerned



Thank you, Thank you, Thank you! TO all that had a hand in keeping our power going in this terrible freezing snow storm. We are so blessed to be out here with such great customer service. Those of you that have to go out all hours of the day & night have a special place in my heart. My Dad worked like that for 52 years climbing freezing poles & working storm jobs in lots of bad weather at the Fayette Electric Coop. in La Grange. Now my nephew is doing the same in Robertson County. Can't thank you all enough! Be Safe!



\* Please copy & share with all the electrical linemen



Thank you All  
for the Hard  
work you do, to  
keep families warm  
and safe.  
God Bless You All

Dear Federnales-

Thank you for working hard to keep power in our homes and stores. I'm sure there have been extra work hours. And, probably, terribly cold days. Your efforts are appreciated. Thank you for communicating time frames to expect outages. That has been very helpful.

A sincere Thank you  
to everyone at PEC  
who worked so many  
hours and at peril  
with road & weather  
conditions, to make sure  
power was available or  
restored as quickly as  
possible last week.

You are appreciated!!  
Thank you -



BE  
Padernales  
Safety Equipment Co.

NO  
PCB  
75

NO





**STRONG**