



2020 Year in Review

Julie C. Parsley, Chief Executive Officer

December 18, 2020

Board Meeting | Open Session

Children's Care-A-Van

Mission In... on

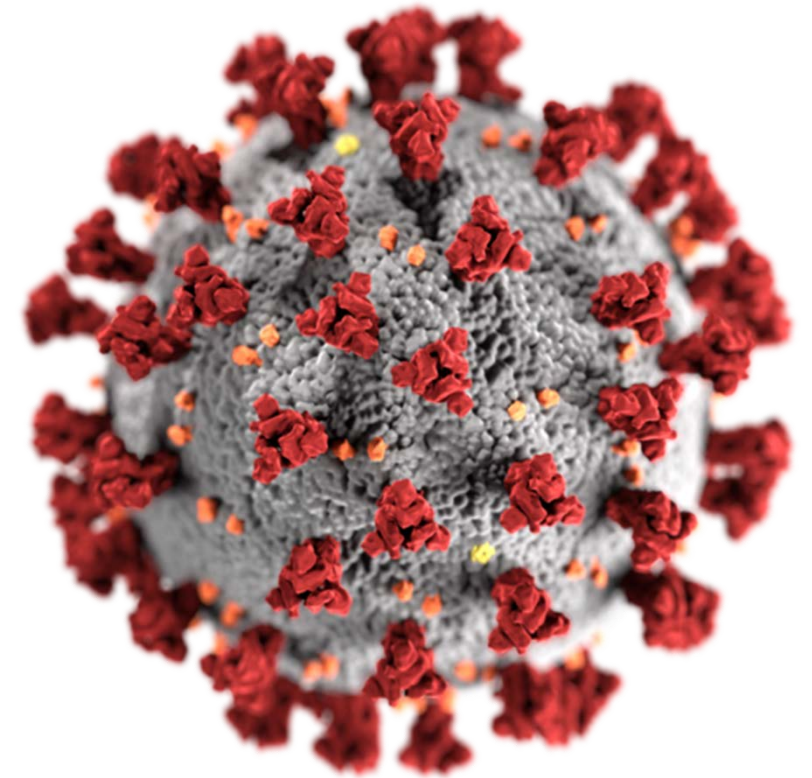
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Powering Through



Internal Response to COVID-19

- Swiftly activated Emergency Operations Plan
- Closed offices to member interactions **March 16**
 - Reopened with safety measures **September 21**
- Limited in-office staff for social distancing
- Implemented **remote working opportunities and rotating schedules**
- Disinfected all facilities regularly
- In-person health screenings



Supporting Our Members

- Suspended disconnects and late fees, returned deposits, and implemented payment plans
- Developed COVID-19 Relief Fund and Small Power Assistance program
 - **\$86,797.31 fundraised** by PEC members, employees, and our Central Texas communities
- Provided assistance for Small Power user from unclaimed funds
- Collected **more than 4,000 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.



Engaging Our Employees

- New On the Spot Performance Award – Watt Award
- Supported significant workplace change with new trainings
- Increased internal communications
- Essential worker designations for employees
- Appreciation Day during summer
- Free financial planning with CAPTRUST
- Finalizing compensation study to expand professional growth opportunities and ensure PEC salaries are competitive with the market





Growing Stronger

 **Pedernales**
Electric Cooperative, Inc.



Continued Record Growth

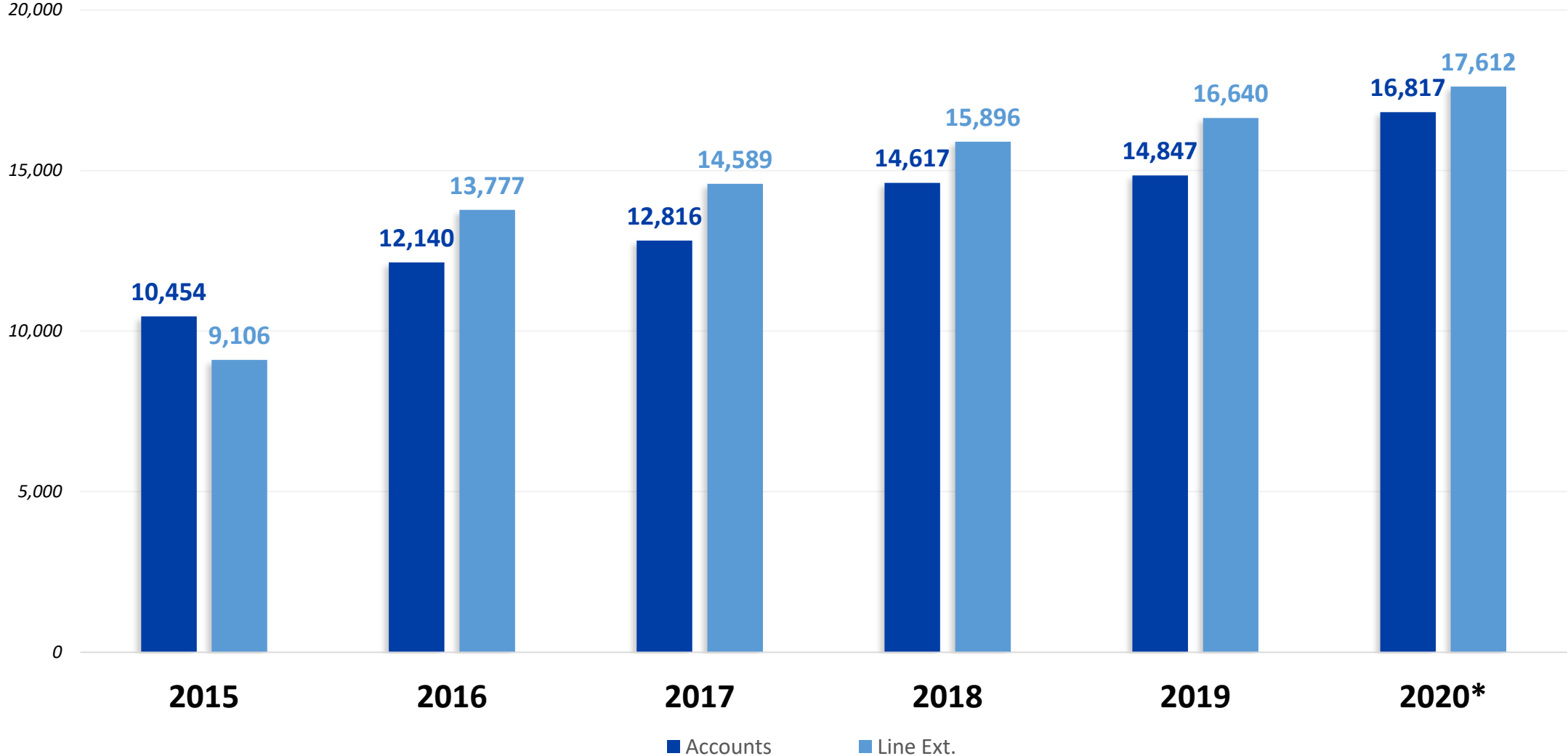
Record-breaking growth across the cooperative:

- **346,519** active accounts*
- Anticipating **18,300** additional accounts and **17,600** meters by EOY
- **1,529** average monthly account net growth*
- **31,408** new member applications processed*
- Completed **17,600** line extensions*; **19,200** expected by EOY
- Added **480** miles of line*

**As of November 30, 2020*



Additional Accounts & Line Extensions Completed



*As of November 30, 2020



Building the Next Generation



- Opened new training facility in conjunction with NLC in Marble Falls on July 6, 2020
- Apprenticeship program and new training facilities recognized by Department of Labor



Planning Wisely

Demonstrating Fiscal Responsibility

- Citing stability and strong financial health, Fitch Ratings, **reaffirmed our AA- rating**. This is an **exceptionally high bond rating**.
- Returned **\$6.1 million** in capital credits to current and former members
- Executed 2020 Cost of Service Study
- Completed a full rewrite of PEC Tariff and Business Rules
- Reviewed and revised substantive financial policies to better align processes and **improve cash flow**

AA-
Fitch Ratings

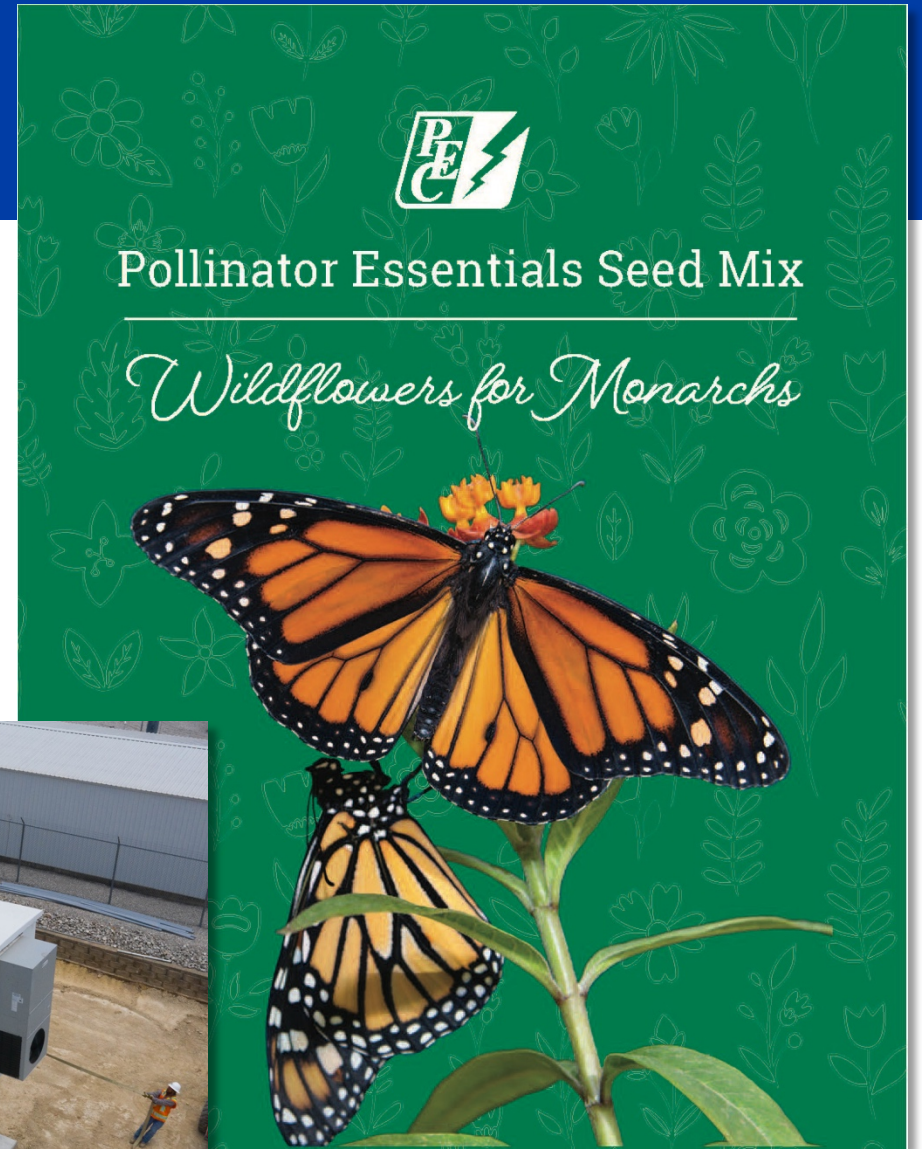


**2020 Rate
Reduction =
\$6.5² Million
Annual Savings**



Smart Conservation Efforts

- Deployed JC Battery — **first** ever for a Texas cooperative
- Secured **100 MW share** of the King Creek 1 Wind Project
- Distributed **10,000 pollinator packets** to preserve Monarchs and other pollinators across Hill Country
- “Edible Easement” programs



A white utility truck with a bucket lift is parked in a field at dusk. The truck's headlights are on, and a lightning bolt is visible in the dark, cloudy sky in the background. A blue horizontal bar is overlaid across the middle of the image, containing the text "Exceeding Expectations" in white.

Exceeding Expectations



Raising the Bar for Reliability

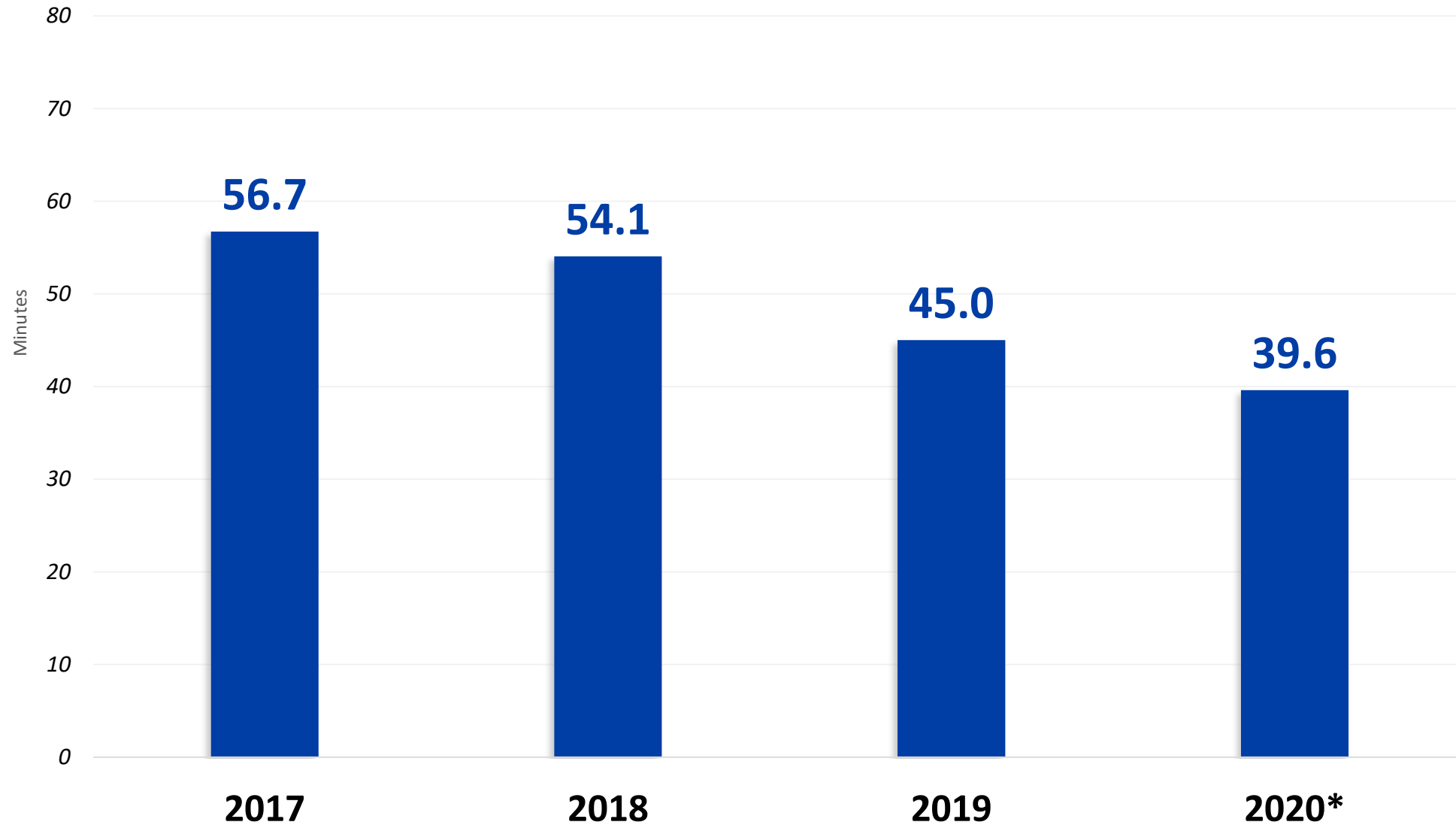
- Inspected more than **1,170** miles of distribution line by our UAS (drone) program*
- Logged more than **1,250** UAS flights*
- Pruned **317 miles** of line*
- Completed construction of **3** new substations
- Upgraded **10 substations**
- Finished switch installations at **74 substations**
- Continuing work on system map and OMS interfaces and configuration



**As of November 30, 2020*



System Average Interruption Duration Index (SAIDI)



*As of November 30, 2020





Elevating Service



Increasing Services

- Redesigned bill to give members more information at their fingertips
- Expanded residential rebate programs for energy efficiency
- Performed more than **325 energy audits — 81% completed during pandemic***
- Launched commercial.pec.coop, a site targeting new large-power members

*As of November 30, 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

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

2019 2020

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

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

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
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





[About Us](#)

[Your Service](#)

[Savings](#)

[Reliability](#)

[Our Community](#)

[Safety](#)



Welcome to the cooperative.

We're glad you're here.

The Hill Country is a special place. Your new electric utility is, too. PEC is a cooperative, meaning you're more than a customer — you're a member. We look forward to serving you.



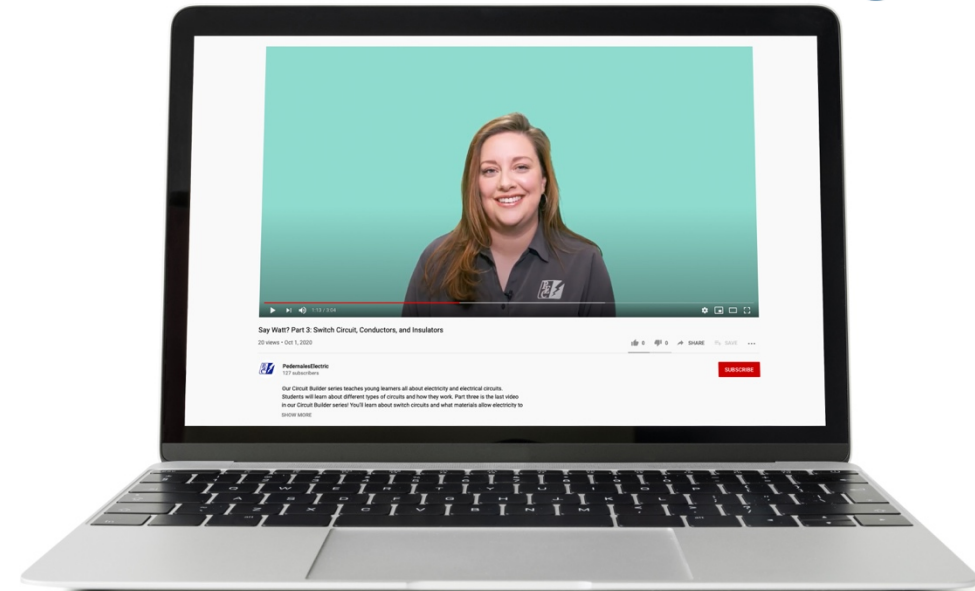
Answering the Call

- Over **16,000 virtual training sessions** were taken by employees during 2020
- Installed kiosks at all offices and completed installation of safety glass
- Proactively worked with members to create more than **13,550 payment arrangements**
- Developed training and communications tools to help mitigate sensitive member issues



Educating Young Learners

- Continued commitment to supporting schools and leading STEM opportunities for students
- **EmpowerU** provides free learning resources for teachers, students, and parents
 - Video series on building circuits
 - Lesson plans
 - Worksheets and activity books



Building Communities

Regional Electric Cooperative
Date Dec. 5, 2019

Pay to the Order of CASA of Central Texas \$ 5,000.00

Five thousand dollars and ⁰⁰/₁₀₀ _____ Dollars

For 2019 Fall Grants _____ PEC Inc.



Giving Back To Our Communities

- Continued to support PEC Youth with our educational foundation contributions and **\$100,000 in scholarships**
- \$50,000 awarded to 11 nonprofits**; fully funded by Power of Change contributions



Giving Back To Our Communities

- United Charities gave more than **\$265,300 to 236 nonprofits**
- PEC employees donated nearly **\$17,000** to assist members in need
- More than **\$12,400** for COVID-19 Relief
- **\$4,300** to help brighten holidays for local children



Celebrating Successes





PEC PROUD

**TOP
WORK
PLACES**

2020

Austin American-Statesman
statesman.com

**TOP
WORK
PLACES**

2020

San Antonio Express-News



Awards and Recognition

Winner of Greater Austin
Business Award for
**Community
Relations**



Awards and Recognition

- 5th year named among National Cooperative Bank's **Top 100 Co-ops**
- Recognized by **Texas CEO Magazine** for Exceptional Leadership in Texas during COVID-19 response
- NRECA Spotlight on Excellence **Silver Award**



Four Star Employees



Enrique Gonzalez
Member Relations
Analyst
Kyle



Michelle Hibbits
Member Relations
Agent 2
Marble Falls



John Ramon
Journeyworker
Cedar Park



Alexandra Martinez
Member Relations
Agent 2
Marble Falls



Looking Forward to 2021

Expand employee recognition program and incentives

Further strengthen employee engagement

Participate in 2021 legislative session

Continue system upgrades for increased reliability and outage response

Implement security assessment and master plan for facilities

Evaluate workplace study design



