OPERATIONS REPORT

Eddie Dauterive, Chief Operations Officer

SAFETY

Personal Injuries	April 2018	YTD
Recordable Injuries/Illnesses	0	2
Lost Time & Restricted Duty Cases	0	2
Non-Preventable Vehicle Accidents	2	8
Preventable Vehicle Accidents	1	2
Man-Hours Worked	107,695	409,537

KPI Metrics	2018 KPI P1	Platinum KPI
TRIR - Total Recordable Incident Rate	0.97	≤ 1.0
DART - OSHA Days Away Restricted or Transferred	0.97	≤ 0.3
Preventable Vehicle Accidents	2	0

April Incident Descriptions

- One of two PEC vehicles parked at entrance of job site pulled away to exit the drive. The driver turned too sharply resulting in damage to the other vehicle cab door. [Preventable]

- PEC driver was negotiating off-road terrain pulling a trailer loaded with poles. The weight shifted on the trailer resulting in trailer rolling on its side. Minor damage. [Non-Preventable]

- PEC driver entering drive was struck by vehicle exiting driveway. [Non-Preventable]
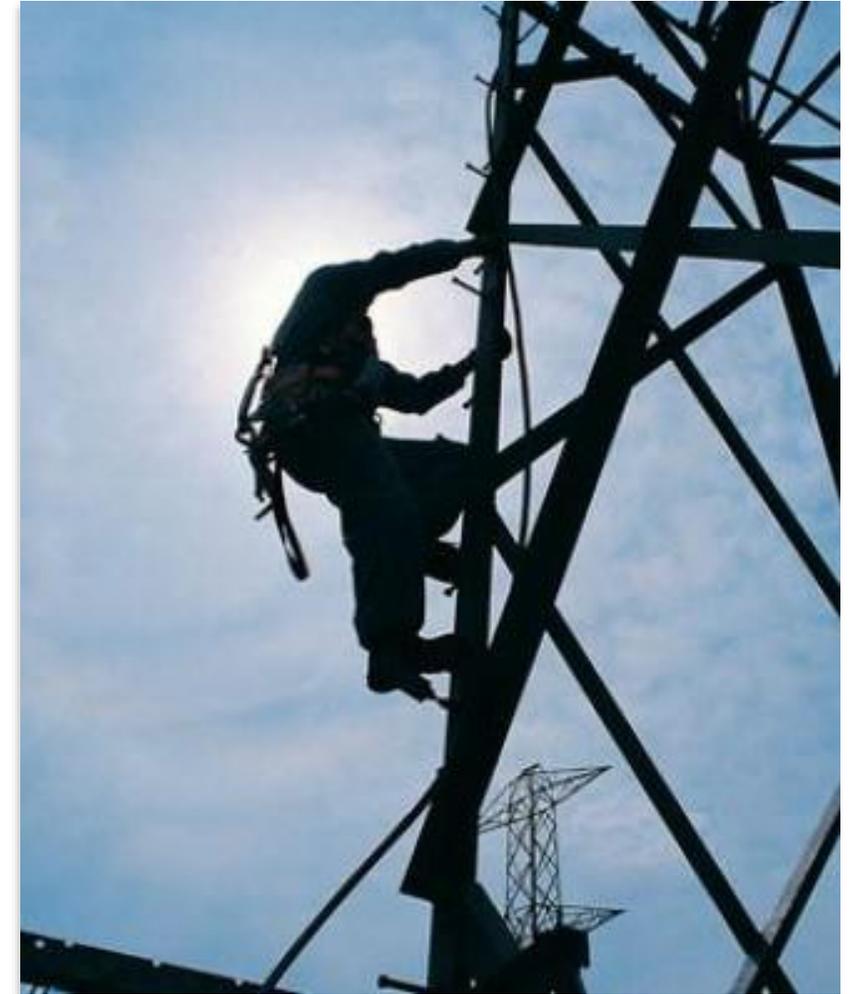
RELIABILITY

Understanding SAIDI & SAIFI

SAIDI – System Average Interruption Duration Index - Indicates the ***total duration*** of interruption for the average customer during a predefined period of time.

SAIFI – System Average Interruption Frequency Index - Indicates ***how often*** the average customer experiences a sustained interruption over a predefined period of time.

Calculation

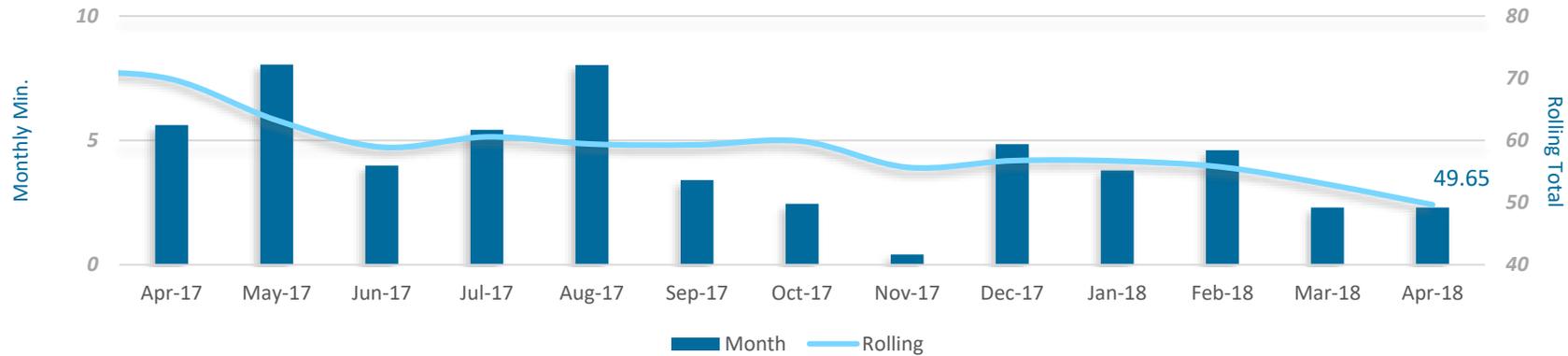$$\text{SAIDI} = \frac{\text{Sum of all customer interruption durations}}{\text{Total number of customers}} \qquad \text{SAIFI} = \frac{\text{Total number of customer interruptions}}{\text{Total number of customers}}$$

- Events included - forced outages

- Not included - planned outages, transmission outages, major events
  - Major events defined by IEEE Standard 1366-2012 calculation
  - Widely used across the nation, providing consistent determinations across various sized utilities
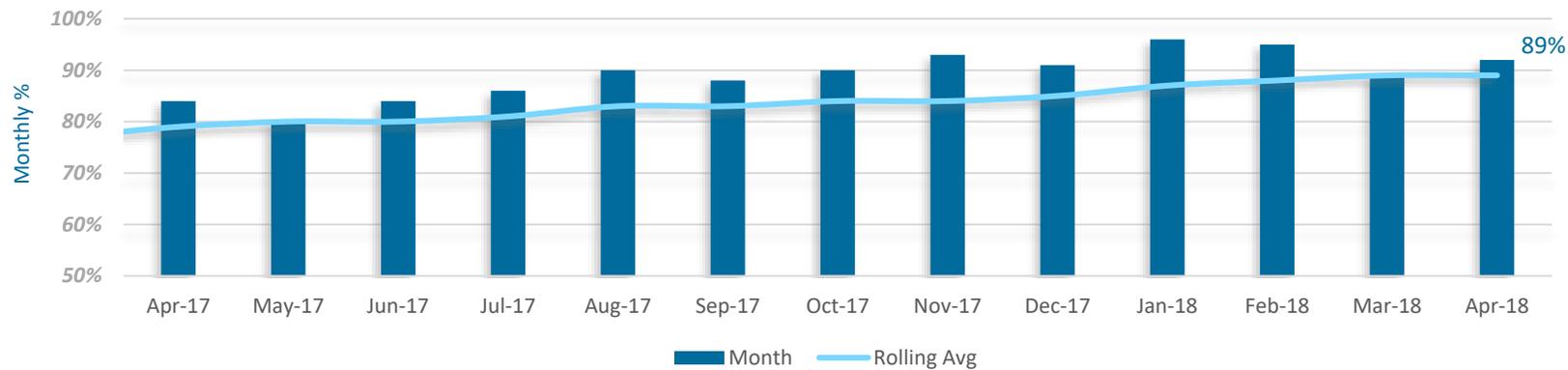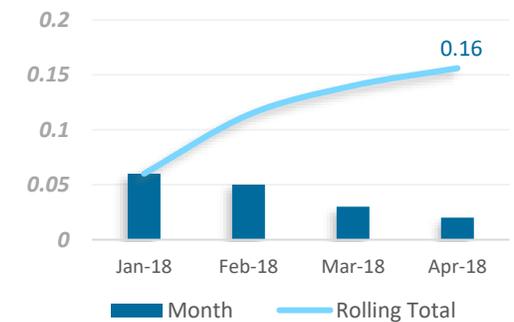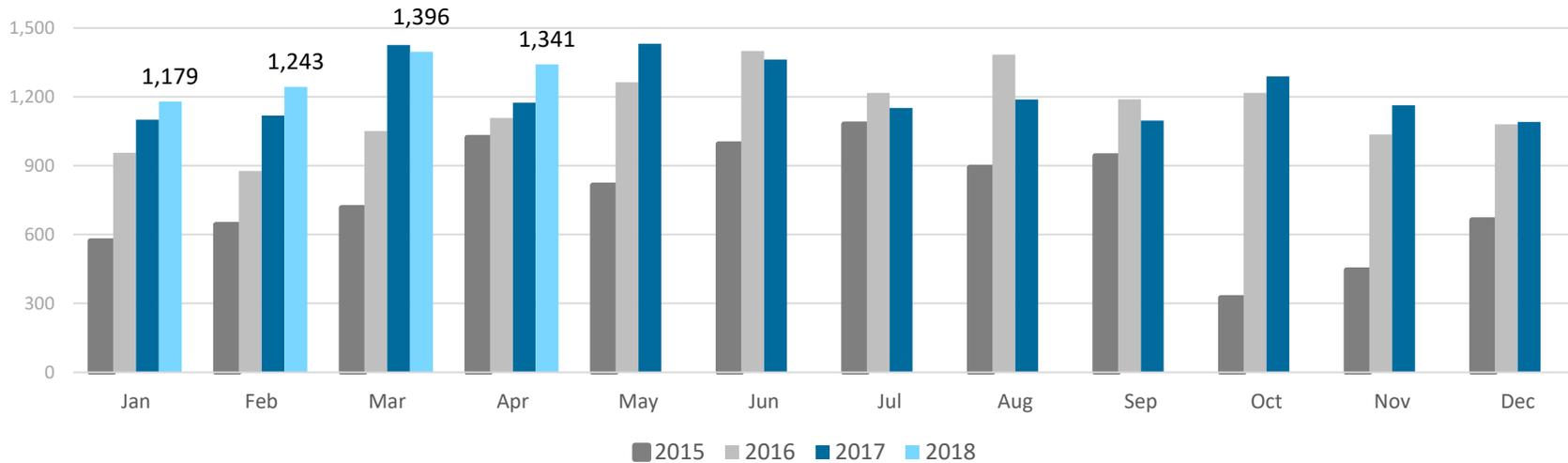
RELIABILITY

SAIDI

Monthly Min. (left axis: 0, 5, 10)
Rolling Total (right axis: 40, 50, 60, 70, 80)

Apr-17, May-17, Jun-17, Jul-17, Aug-17, Sep-17, Oct-17, Nov-17, Dec-17, Jan-18, Feb-18, Mar-18, Apr-18

49.65

■ Month — Rolling

KPI Status

SAIDI:

▼ **49.7**

Platinum

ARCOS:

▲ **89%**

Platinum

ARCOS Availability

Monthly % (50%, 60%, 70%, 80%, 90%, 100%)

Apr-17, May-17, Jun-17, Jul-17, Aug-17, Sep-17, Oct-17, Nov-17, Dec-17, Jan-18, Feb-18, Mar-18, Apr-18

89%

■ Month — Rolling Avg

2018 SAIFI

(0, 0.05, 0.1, 0.15, 0.2)

Jan-18, Feb-18, Mar-18, Apr-18

0.16

■ Month — Rolling Total

SYSTEM GROWTH

Annual Line Extension Comparision

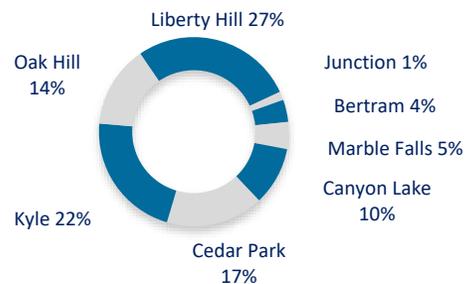Legend: 2015, 2016, 2017, 2018

Miles of Line

March Total:
22,211

UG to OH Construction Ratio:
1.7 : 1

UG to OH System Ratio:
1 : 5

April Line Extensions by District (1,396)

- Liberty Hill 27%
- Oak Hill 14%
- Kyle 22%
- Cedar Park 17%
- Canyon Lake 10%
- Marble Falls 5%
- Bertram 4%
- Junction 1%

April Meter Growth by District

- Liberty Hill 341
- Kyle 239
- Oak Hill 150
- Cedar Park 135
- Canyon Lake 115
- Marble Falls 63
- Bertram 38
- Junction 8
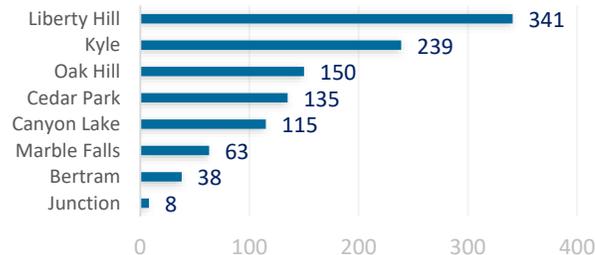
April Meters by District

- Cedar Park 24% (72K)
- Oak Hill 16% (50K)
- Kyle 16% (48K)
- Canyon Lake 13% (39K)
- Liberty Hill 13% (39K)
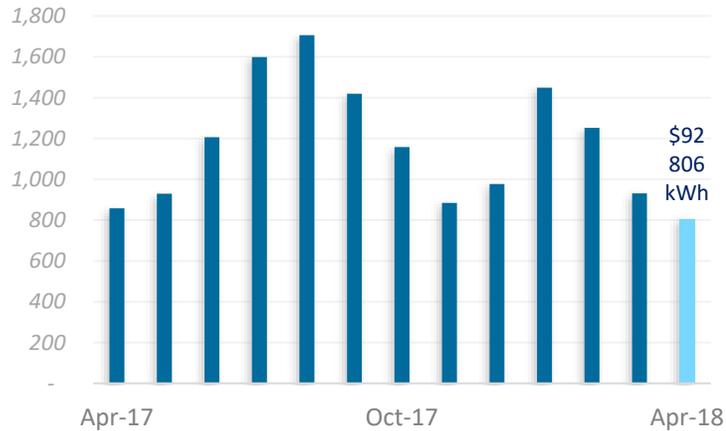- Marble Falls 10% (29K)
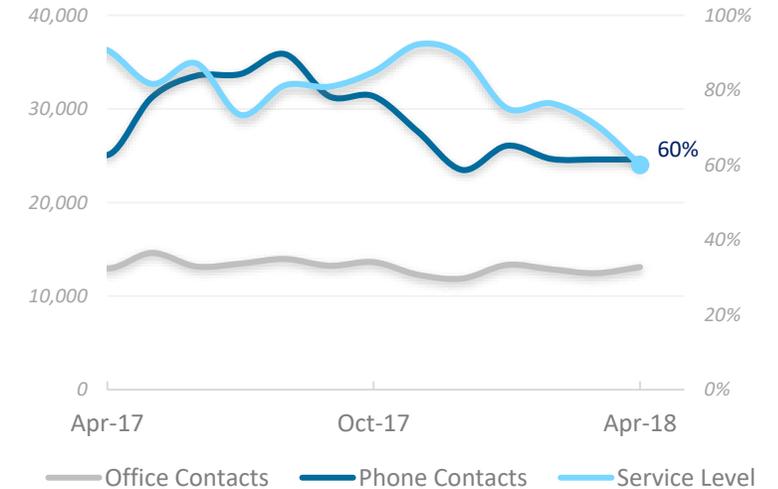- Bertram 5% (15K)
- Junction 3% (9K)
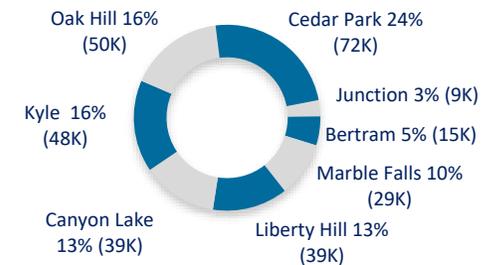
MEMBER SERVICES

## Avg Residential Usage

$92
806
kWh

- Gearing up for summer usage increases and impact to contact metrics

- Staffing plan in place to replenish vacancies and improve response times

- Additional process improvements underway to reinforce quality service

Service Level

60%

Office Contacts — Phone Contacts — Service Level

Payment Types

Autopays 37%
Self-Service 29%
Agent 7%
Remit 28%
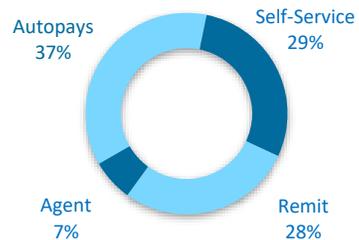
- Continue to see steady increases in autopay and eSaver enrollments

- **Two-thirds** of all payments utilize efficient autopay and self-service options

Collections

741
Remote Meters Set

1,289
Remote Disconnects

- 1 day of restricted collections

- Aged balances remain in manageable range

- Remote collection processes continue to operate smoothly

Aged Balances

MEMBER SERVICES

Hours of Phone Operation

Calls will transfer to CRC at 6pm beginning June 1

- Benefits
  - To support staffing needs through time periods with higher traffic
  - The 6p - 7p period receives low call volume
  - Member impact should be minimal while enforcing busier hours
- Processes
  - CRC (3rd party call center) will begin receiving calls one hour earlier, 6pm
  - Emergency call and notification processes remain in place
- Communications
  - June bill message
  - *Texas Coop Power* mention
  - Updating website

SOLAR COMMUNITY

Operations

- Currently operating with 11 MW capacity

- Working with vendor on initial equipment failures


Pending Development

- Additional 4 MW capacity at Junction (1MW) and Copperas Cove (3MW) under review

- Evaluating next steps for long-term success of the program

ENGINEERING

Transmission Projects

- **Hwy 32 - Wimberley** line rebuild and upgrade *(Kyle District)*
  - Order/Settlement Route approved by PUC
  - Schneider Engineering has been contracted to complete Engineering work
  - Survey/Easement Acquisition in progress

- **Wirtz - Paleface** structure replacements *(Marble Falls District)*
  - 75 structures are being replaced
  - Scheduled February – June 29 2018

- **Blanco - Devil's Hill** distribution under-build re-conductor *(Canyon Lake)*
  - Rebuild 1.75 miles of line
  - Pole bids have been evaluated and pole contract has been signed
  - Construction scheduled August – November 2018

- **Wirtz– Mountain Top** Line Upgrade *(Marble Falls)*
  - Rebuild 25 miles of 69kV line and convert to 138kV
  - Engineering in progress
  - Construction scheduled February – December 2019
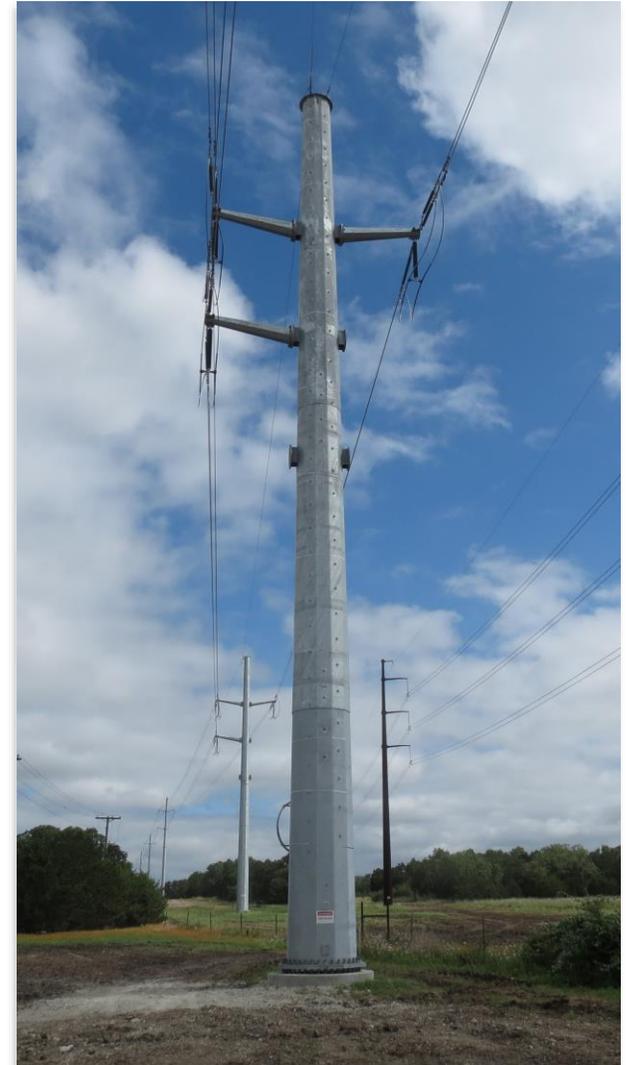
ENGINEERING

Substation Projects

- **Sherwood Shores** *(Marble Falls)* - Material delivery delay. T1 complete 7/1/18. T2 complete 8/15/18.

- **Manchaca** *(Oak Hill)* - Complete 6/5/18

- **Turnersville T1** *(Kyle)* - Complete 6/29/18

- **Pipeline** *(Liberty Hill)* - Project delayed until September due to outage constraints. Currently, load served from temporary transformer.
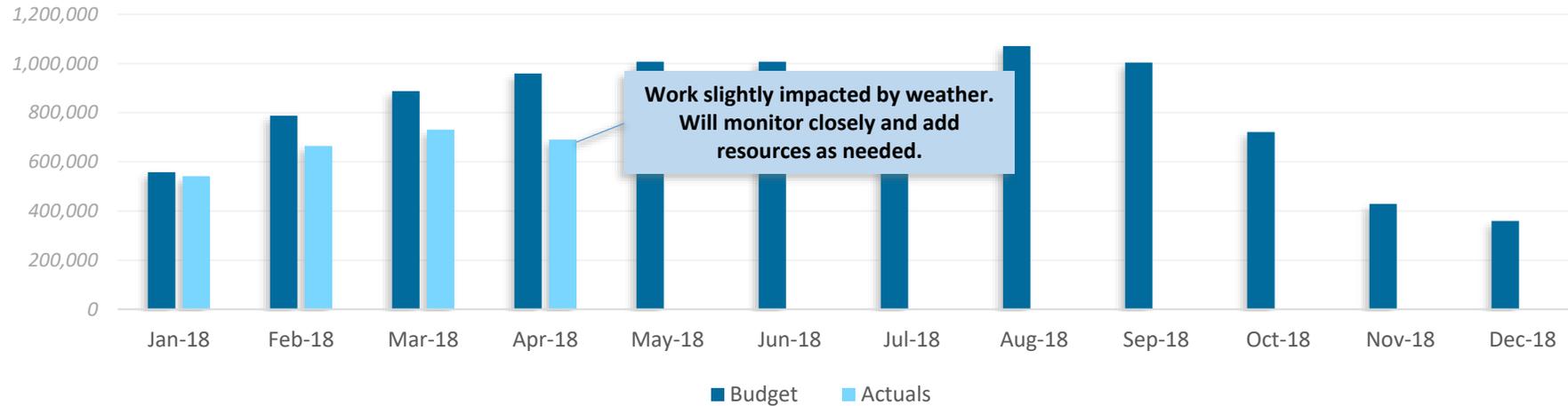
Other Initiatives

- Automated Metering Infrastructure (AMI) - Evaluating RFPs and planning site visits

- Geographical Information System (GIS) upgrade - Go-Live delayed until June/July timeframe

- Contractor onboarding - Implementing vendor training

- Implementing more consistent application of resolving member-connected devices

VEGETATION & POLE MANAGEMENT

Vegetation Management

Work slightly impacted by weather. Will monitor closely and add resources as needed.

Legend: ■ Budget ■ Actuals

2018 Totals

2,384
Miles Planned

20%
Miles Completed

27%
Budget Completed

2018 Totals

16,991
Poles Inspected

13,685
Poles Treated

812
Poles Replaced

Pole Maintenance

Legend: ■ Inspected ■ Treated ■ Replaced
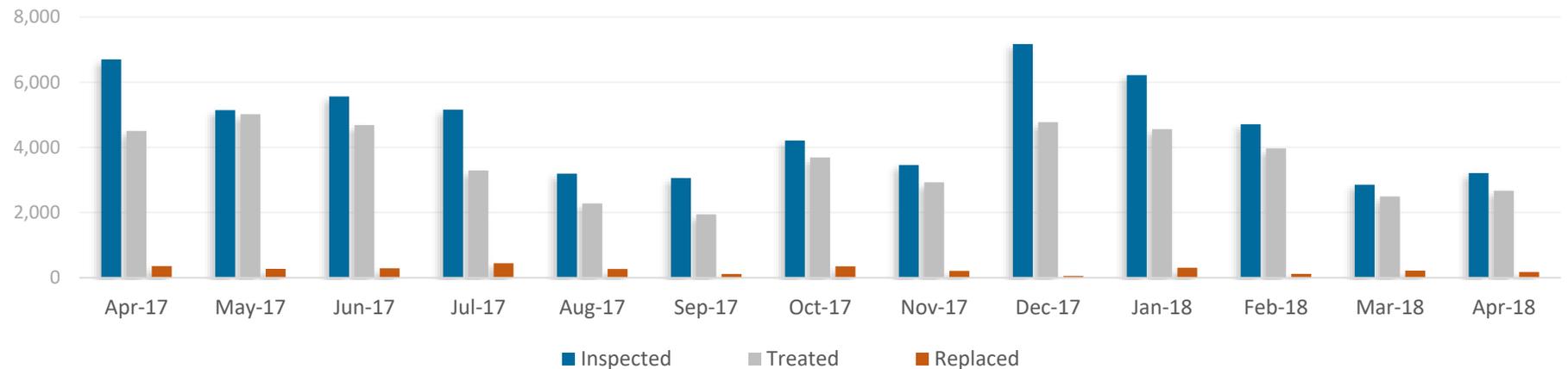
LINE EXTENSION POLICY REVIEW

Solutions Under Review

- Member credit adjustment

  - Previous audit/review 2008

  - Update needed for equipment costs / inflation

  - Looking at 30 year ROI calculation including 15 yr service / maintenance

- Segmenting Tariff for distinct scenarios

  - Apartment complex applications

  - Subdivision plans

- Member contribution consideration for service upgrades

  - Options; consider as new line extension or apply new pricing/fee

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