



Operations Report

Eddie Dauterive | Chief Operations Officer

February 2019

Safety

Monthly Totals

Recordable Injuries / Illnesses

0 0
Jan YTD

Lost Time & Restricted Duty Cases

0 0
Jan YTD

Preventable Vehicle Accidents

0 0
Jan YTD

Non-Preventable Vehicle Accidents

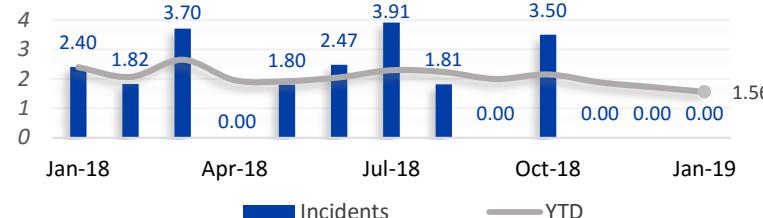
3 3
Jan YTD

Non-Preventable Vehicle Accident Notes (3):

- A member backed into a PEC vehicle while parked at a PEC office.
- A deer struck the passenger side of a PEC vehicle while traveling down a highway.
- A PEC vehicle that was caught in the mud had a chunk of mud sling onto the fender causing a small dent.

Trending

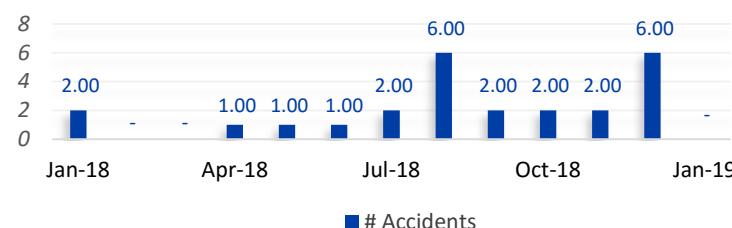
TCIR - Total Case Incident Rate



DART - Days Away Restricted Duty



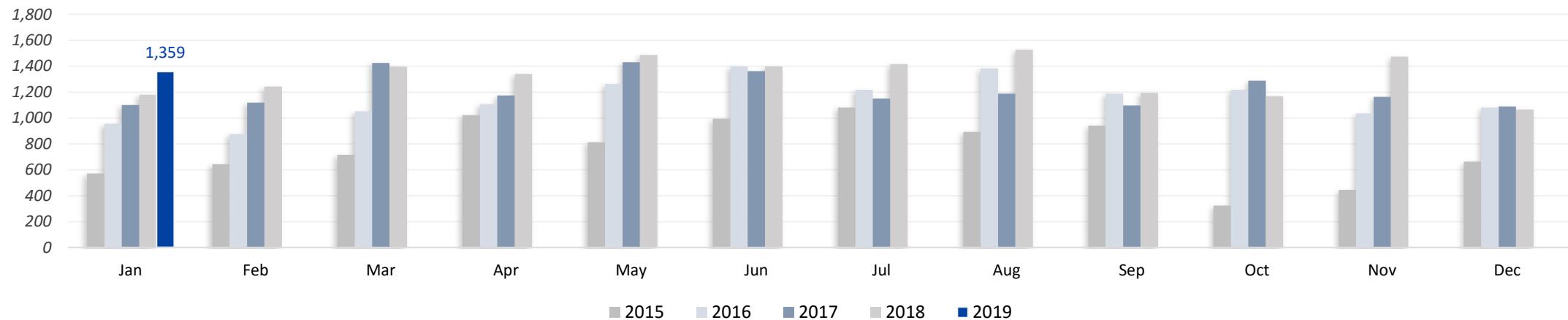
Preventable Vehicle Accidents



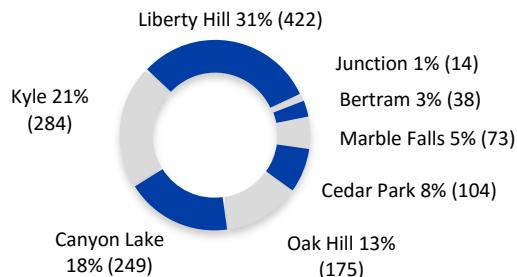
System Growth

Annual Line Extension Comparison

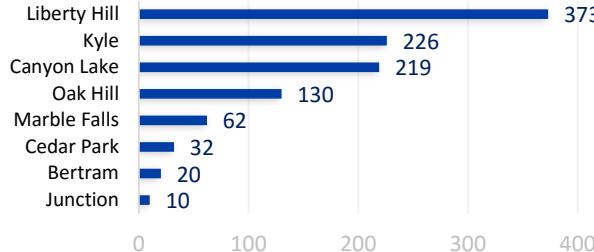
2018 Total: 15,893



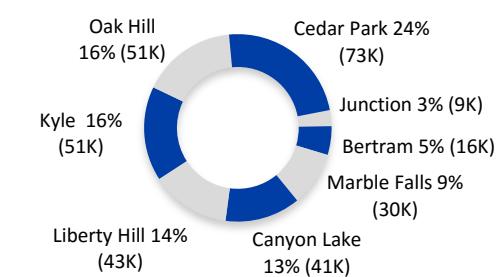
January Line Extensions by District



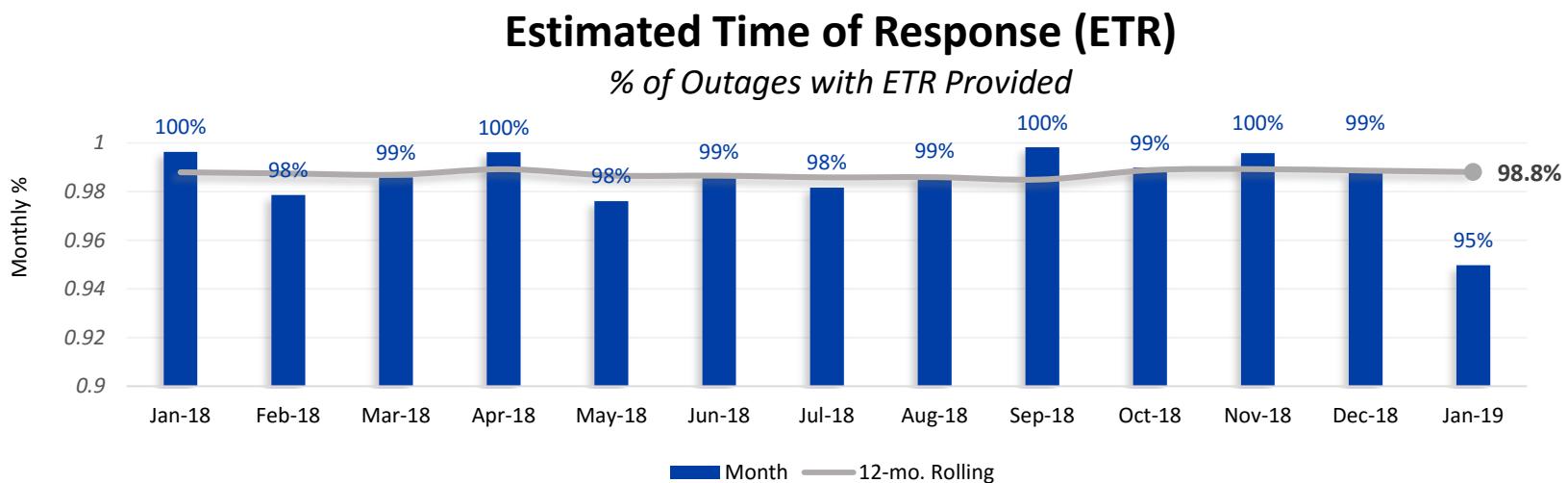
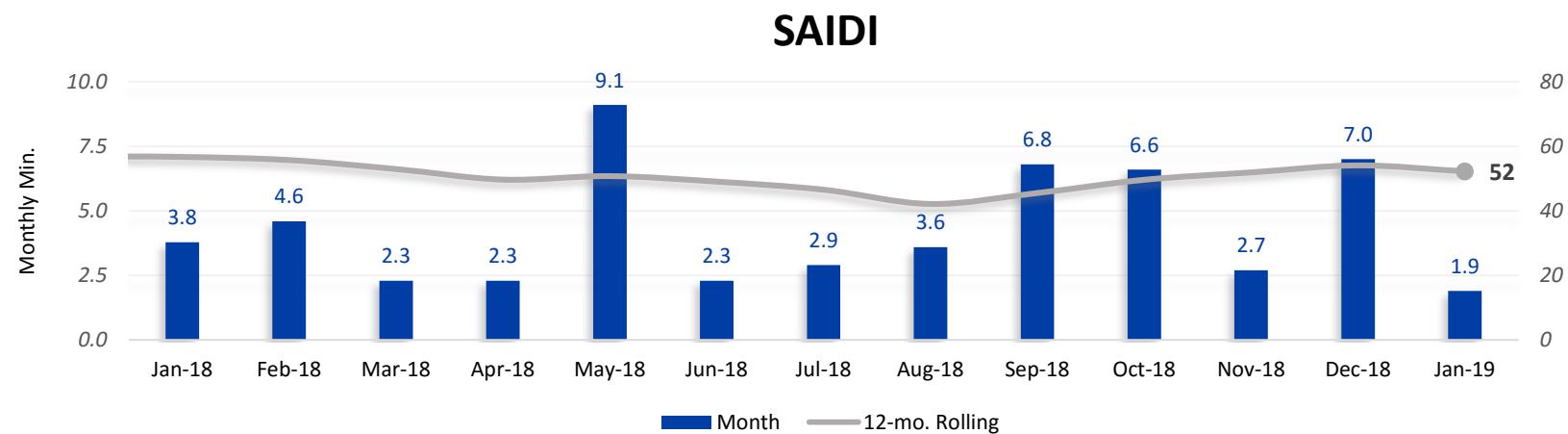
January Meter Growth by District



January Meters by District



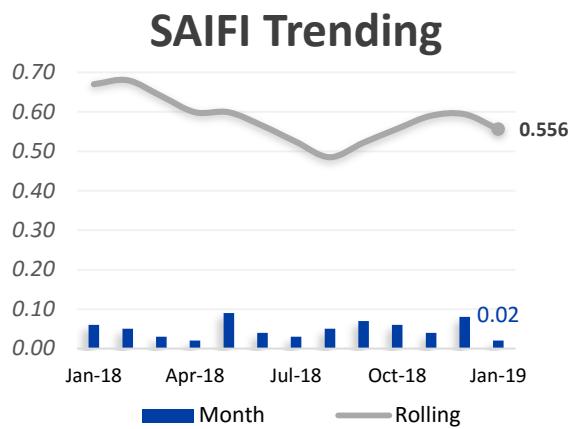
Reliability



KPI Status

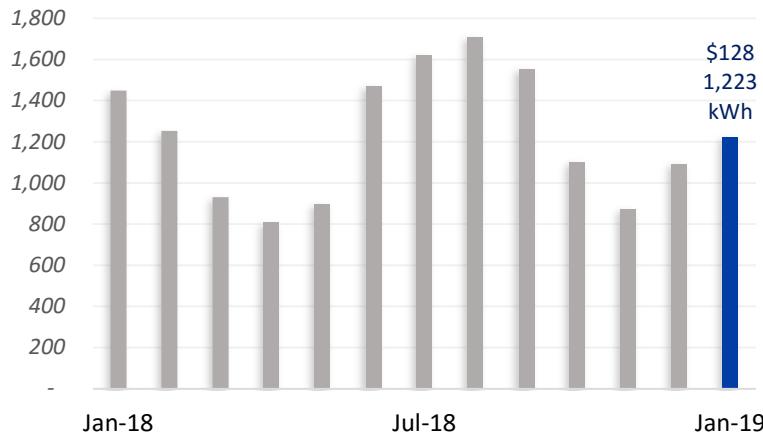
SAIDI:
52
Platinum KPI

ETR:
99%
Platinum KPI



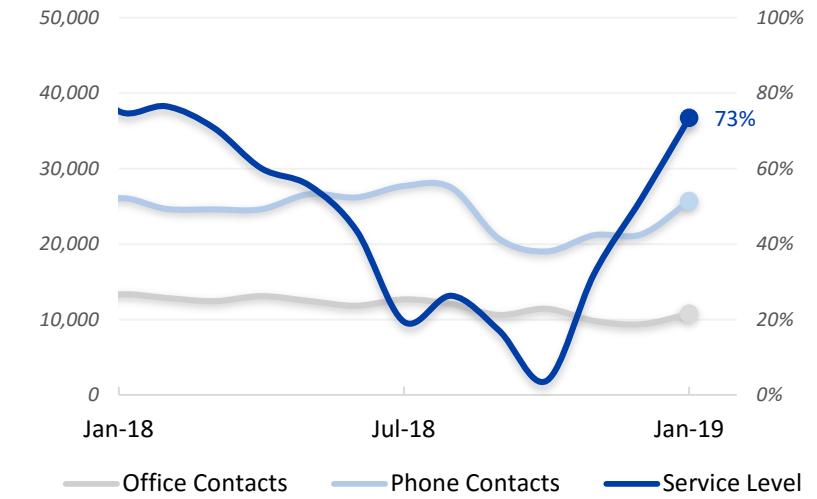
Member Relations

Avg Residential Usage

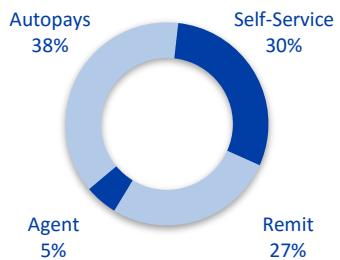


- Mild weather and staffing additions have helped improve response times, many days in January had over 90% service level
- Quick response times allow for remote disconnects to occur without delay
- Aged balances have been positively affected by the ability to perform collections

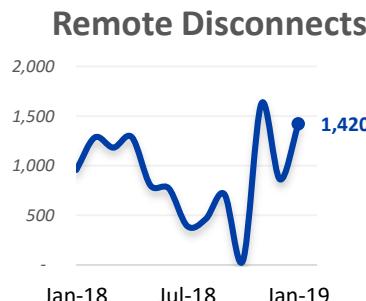
Service Level



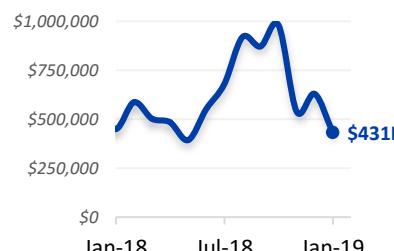
Payment Types



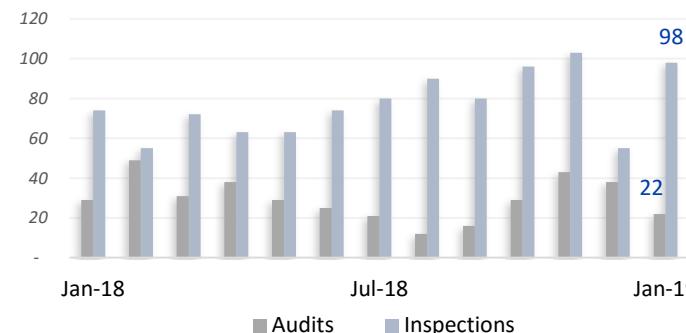
Collections



Aged Balances



Energy Services



Office Remodel Update

Dripping Springs and Cedar Park office openings:

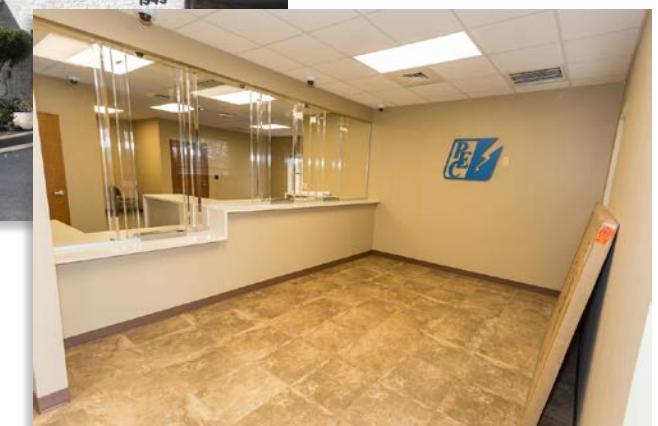
- The Dripping Springs office opened on Jan 7th:
 - Members were invited to a Member Appreciation Day on Feb 1st, to thank them for their patience during the renovation
 - Flyers and social media invitations were shared with members and the local Chamber of Commerce
 - Cookies, snacks and refreshments were available and the office received a very positive and encouraging response from the members
- The Cedar Park office is finalizing renovations and will open doors to the membership on March 4th, a similar appreciation day is being explored



Dripping Springs



Cedar Park



Government Shutdown Impact

Member Relations is working to assist those affected:

- Agents are reviewing each member's scenario and finding solutions:
 - Making payment arrangements or payment plans for balances
 - Extending due dates without penalty
 - Providing contact information for assistance agencies
 - Removing fees as necessary
- 111 payment arrangements have been set up for members (*as of Jan 29th*)
- Management is regularly reassessing the volume of requests and impact to aged balances, PEC will utilize all of our options to do what is in best interest of the membership



Scam Call Update

Member Relations successfully shut down a scammer's toll-free number:

- On January 22nd, PEC received a high volume of member reports asking about questionable scam calls:
 - PEC typically receives about 5 scam reports per month
 - On January 22nd, PEC received 49 reports over a 5-hour period
 - Each scam report is entered into a database and MR System Analysts are alerted via email
- Member Relations contacted Public Affairs to post a scam alert on pec.coop to help alert the membership
- The reporting system put in place allowed the System Analysts to spot a trend in which the scammers were providing the same toll-free call-back number
- PEC alerted SOMOS, a company that administers the assignment of toll-free numbers, and were successful in having the scammer's toll-free number shut down
- Unfortunately, 3 members did become a victim of the scam by making payments
- PEC regularly shares scam information with the Utilities United Against Scams (UUAS) for their analysis:
 - UUAS is a collaborative of over 100 utilities providing a forum, database, and other resources to combat phone scams
 - The information reported includes the scammer's phone number, call back number, and details of the conversation



Engineering

Transmission Project Updates

- Hwy 32 - Wimberley line rebuild and upgrade (*Kyle District*)
 - Easement appraisals are complete
 - All final offer letters sent by February 11th
 - 25 offers have been accepted as of February 4th
 - Pole bids received February 7th
- Blanco - Devil's Hill distribution under-build re-conductor (*Canyon Lake*)
 - Rebuild 1.75 miles of transmission line
 - Phase 1: Construction in initial phase is complete
 - Phase 2: Engineering to start in February 2019
- Wirtz - Mountain Top line upgrade (*Marble Falls*)
 - Rebuild 25 miles of 69kV line and convert to 138kV
 - Engineering is complete
 - Construction contract approved by Board in January, 2019
 - Poles to arrive in March, construction to start in March/April
- Dripping Springs - Rutherford Reroute (*Oak Hill*)
 - Relocate 5 poles for Driftwood Golf Club
 - Engineering complete in February, poles to be bid in March



Engineering

Substation Projects

- **Pipeline** (*Liberty Hill*) - Project is complete and substation is loaded, currently cleaning up the easements.
- **Bergheim T2 Addition** (*Canyon Lake*) - Adding 2nd transformer. Construction began in October, 2018, to be completed in June 2019.
- **Fischer T1 Upgrade** (*Canyon Lake*) - Fischer T1 is energized and loaded and the T2 transformer relay panel has been changed out.
- **Spanish Oak Substation** (*Liberty Hill/Cedar Park*) - LCRA to construct substation on the LCRA Round Rock - Leander Transmission line.
 - PEC to purchase distribution section of the substation
 - Construction to start in February, 2019
- **Ridgmar Substation** (*Liberty Hill*) – LCRA to construct substation on the LCRA Round Rock – Leander Transmission line.
 - PEC to purchase distribution section of the substation
 - Construction to start in April, 2019





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