



# Operations Report

Eddie Dauterive | Chief Operations Officer

# 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

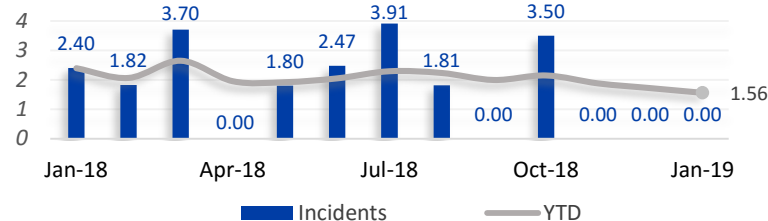
3 3  
Jan YTD

Non-Preventable Vehicle Accident Notes (3):

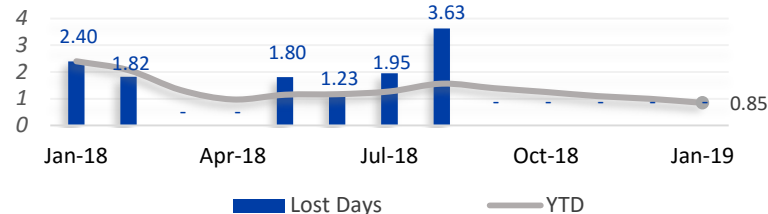
- A member backed into a PEC vehicle while parked at a PEC office.
- A deer struck the passenger side of a PEC vehicle while traveling down a highway.
- A PEC vehicle that was caught in the mud had a chunk of mud sling onto the fender causing a small dent.

## Trending

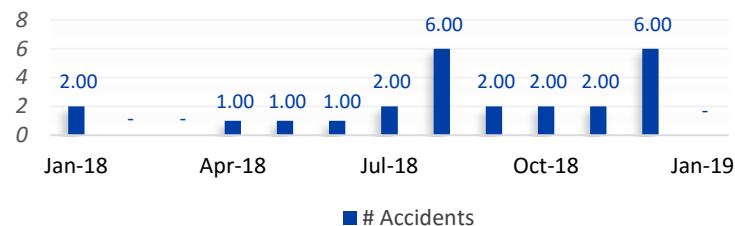
TCIR - Total Case Incident Rate



DART - Days Away Restricted Duty



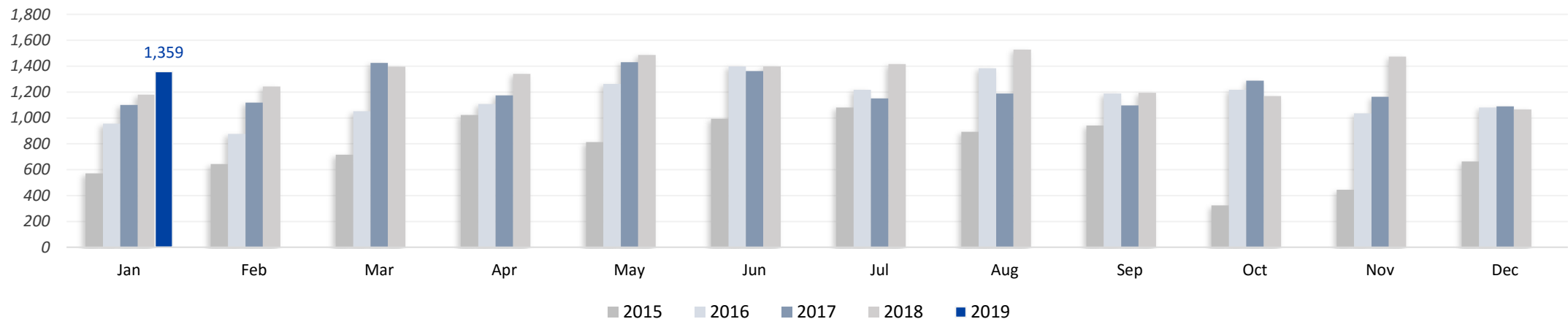
Preventable Vehicle Accidents



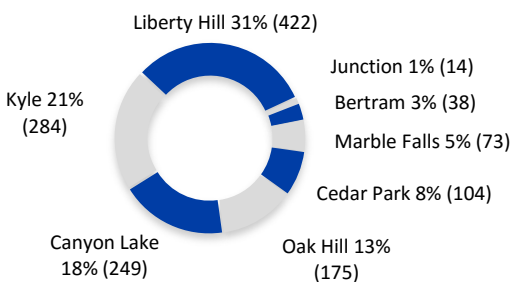
# System Growth

## Annual Line Extension Comparison

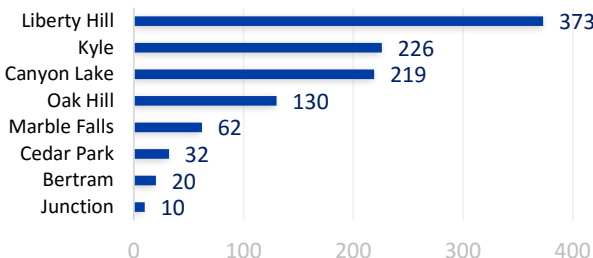
2018 Total: 15,893



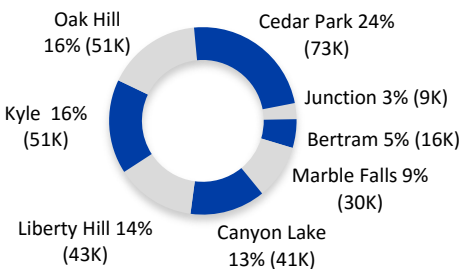
## January Line Extensions by District



## January Meter Growth by District

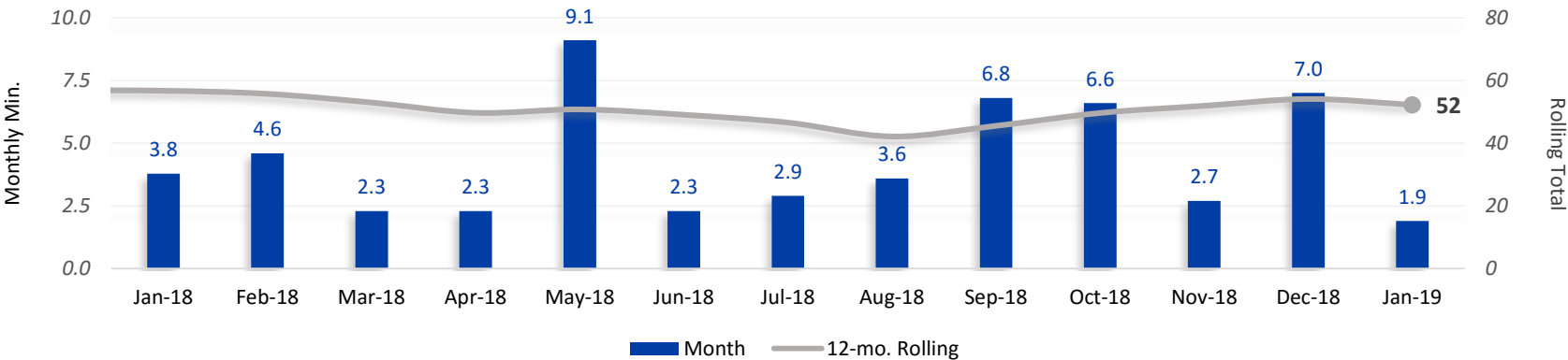


## January Meters by District

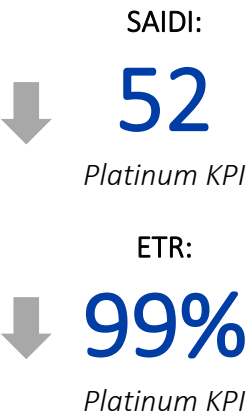


# Reliability

## SAIDI

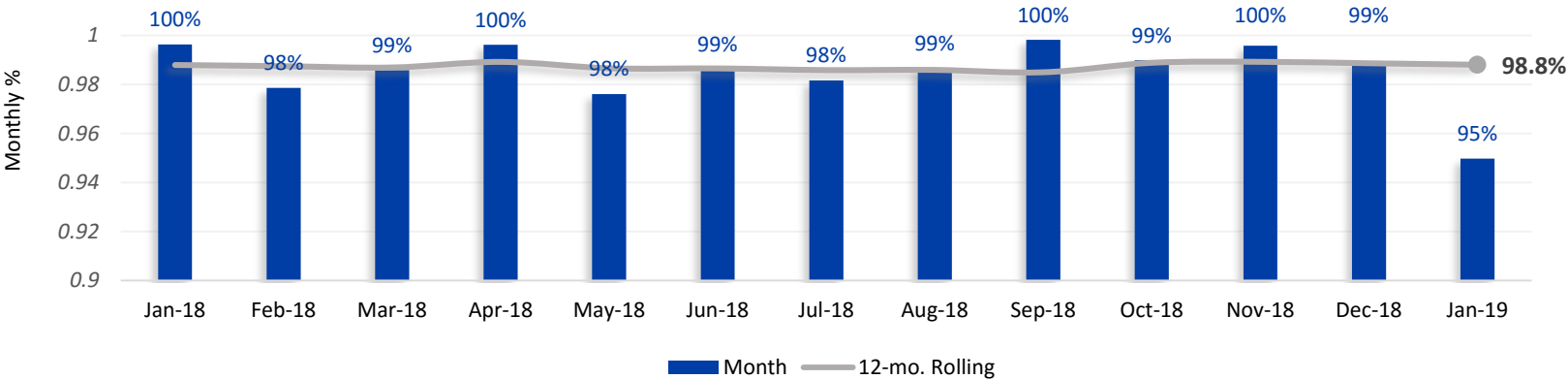


## KPI Status

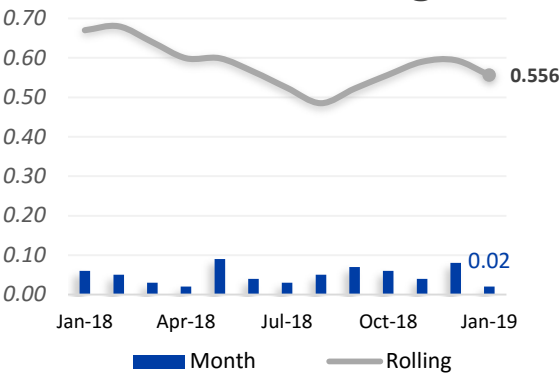


## Estimated Time of Response (ETR)

% of Outages with ETR Provided

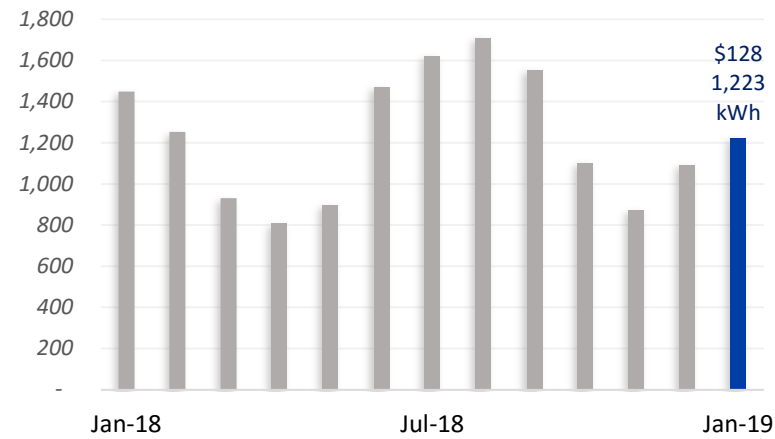


## SAIFI Trending



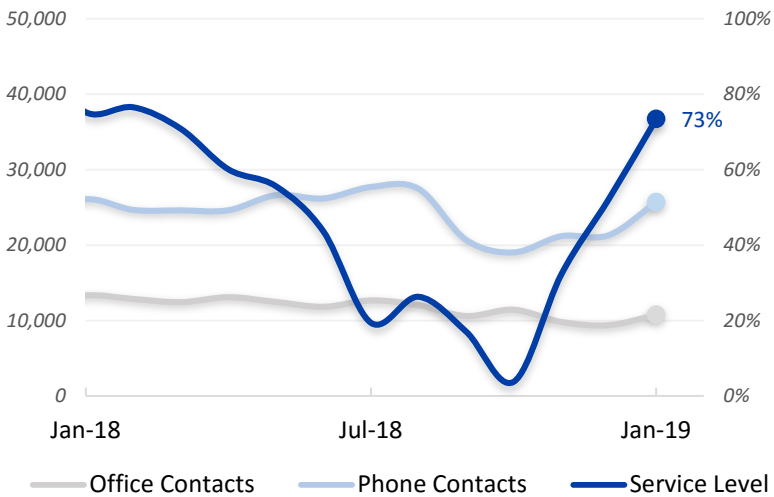
# Member Relations

### Avg Residential Usage

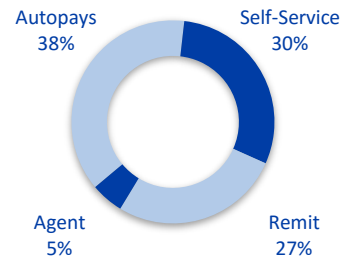


- Mild weather and staffing additions have helped improve response times, many days in January had over 90% service level
- Quick response times allow for remote disconnects to occur without delay
- Aged balances have been positively affected by the ability to perform collections

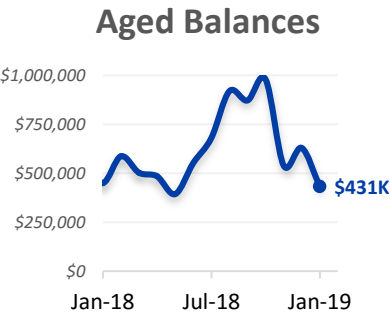
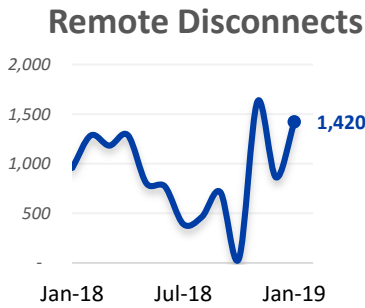
### Service Level



### Payment Types



### Collections



### Energy Services



# Office Remodel Update

## Dripping Springs and Cedar Park office openings:

- The Dripping Springs office opened on Jan 7<sup>th</sup>:
  - Members were invited to a Member Appreciation Day on Feb 1<sup>st</sup>, 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 4<sup>th</sup>, 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 29<sup>th</sup>*)
- 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 22<sup>nd</sup>, PEC received a high volume of member reports asking about questionable scam calls:
  - PEC typically receives about 5 scam reports per month
  - On January 22<sup>nd</sup>, 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](http://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 11<sup>th</sup>
  - 25 offers have been accepted as of February 4<sup>th</sup>
  - Pole bids received February 7<sup>th</sup>
- **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 2<sup>nd</sup> 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





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