



Cooperative Update

Tracy Golden, Chief Financial Officer

Sept. 18, 2017

Co-op Snapshot

August 2017

39.28%

Equity

\$46.4M

Margin

717

Employees
(As of Sept. 11)

296,742

Active Accounts



81.3%

Service level

13,969

Members served
in offices

00:18

Average phone
wait time

35,858

Phone calls
answered

Member Satisfaction

August 2017



Milestones and Staff Focus

Information Technology

- iVUE 2.38/2.39 Upgrade completed
- SharePoint 13 upgrade complete

Legal Services

- Compliance Program Implementation
- Task Tracking Management
- ERM Risk Assessment Strategies

Financial Services

- Teams collaborating on the development of the 2018 Operating and Capital Improvement Plan Budget



Energy Services

28.8% ↑

Home energy audits

277 this year
215 last year

78.3% ↑

Interconnections

328 this year
184 last year

75% ↑

Commercial rebates

14 this year
8 last year

400% ↑

Empower Loans

10 this year
2 last year



Community Events

Promoting the Power of Change



Hill Country Community Cupboard

Junction Membership Dinner

- Tuesday, Sept. 26
- Coke R. Stevenson Memorial Building

2017 Hill Country Solar Tour

- Saturday, Sept. 30
- Oak Hill office



Apprenticeship Program



Leadership Academy



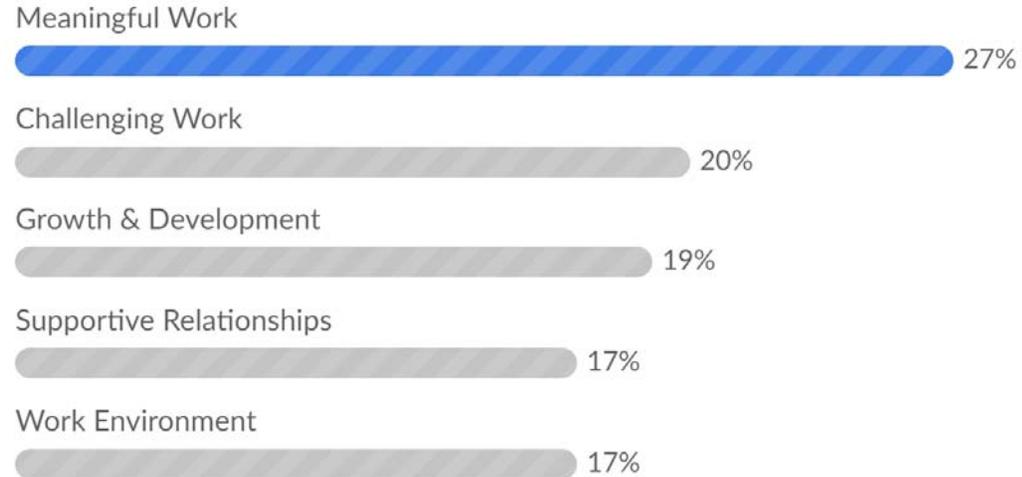
Employee Engagement



Join at
slido.com
#Engage17

What engages you most at work?

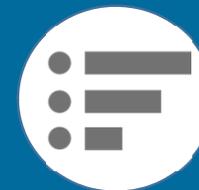
064



Active Users – 609



Questions – 465



Poll Votes – 1032



Hurricane Harvey and Irma

Helping neighboring cooperatives with restoration efforts



Member Services

Storm Impact

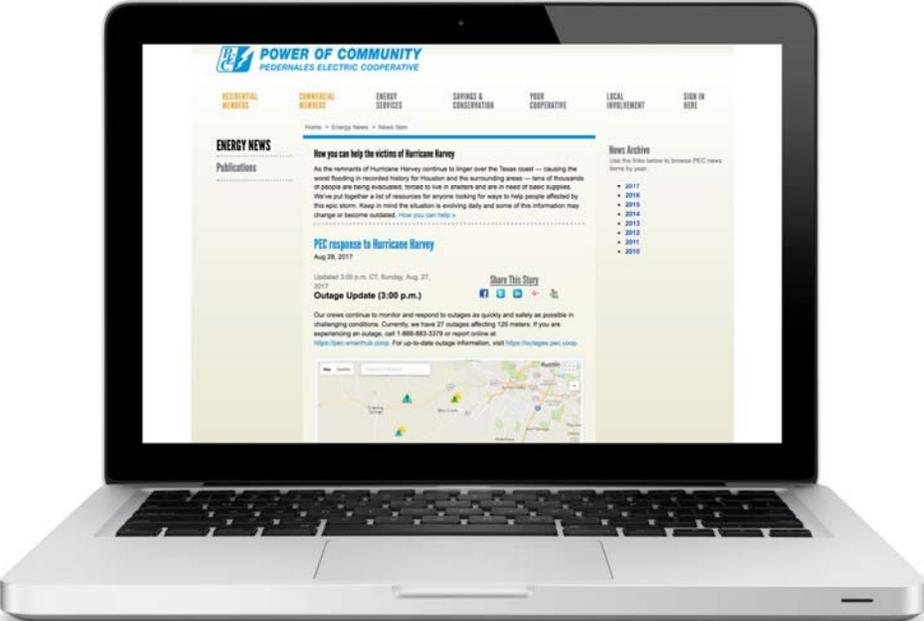
- Staff was in place Saturday Aug 26th assisting with outage support
- Members were very understanding and appreciative
- Enacted disaster relief assistance to evacuees
 - Waives application fees and deposits to those needing to relocate to PEC
 - 8 New members have utilized this assistance

Performance

- Contact volumes peaked in August, staff maintained an **81%** Service Level
- Now back to normal operations as cooler temperatures arrive
 - Call volumes are lowering
 - Collections have resumed



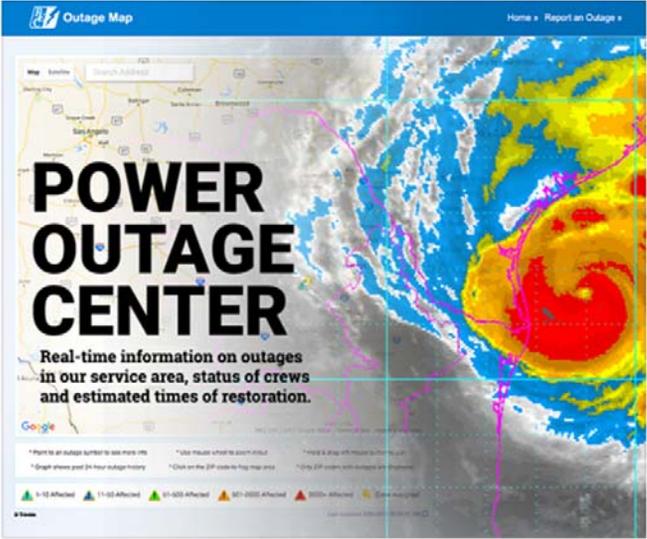
Getting ahead of the storm online



pec.coop/harvey

 **Pedernales Electric Cooperative**
August 25 at 12:30pm

INTERACTIVE OUTAGE MAP: Be prepared for the storm with PEC's interactive outage map, which provides members with real-time information on outages in our service area, status of crews and estimated times of restoration. Visit <https://outages.pec.coop>.



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Statewide Harvey impact

Texas Co-ops Affected by Hurricane Harvey	Total Meters	Peak Storm-Related Outages	Remaining Storm-Related Outages
Bluebonnet EC	94,000	12,760	
Deep East Texas	41,807	8,230	
Fayette EC	14,156	6,547	
GVEC	79,796	17,000	
Jackson EC	15,258	15,258	250
Jasper-Newton EC	22,548	22,548	1,100
Karnes EC	19,349	850	
Mid-South Synergy	27,895	4,200	
Nueces EC	18,548	5,907	
PEC	292,809	19,599	
Sam Houston EC	71,938	32,000	2,100
San Bernard EC	25,397	16,092	
San Patricio	11,259	9,458	62
Victoria EC	22,467	22,467	2,347
Wharton EC	6,206	500	





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