



# Operations Report

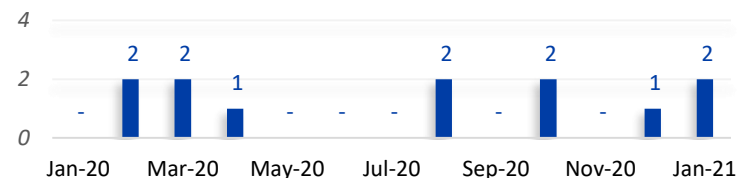
Eddie Dauterive | Chief Operations Officer

February 19, 2021

# Safety & Technical Training

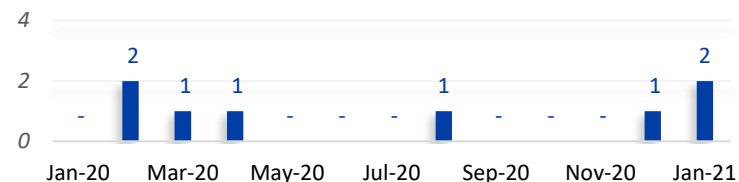
## Personal Incidents

**Reportable Incidents (TCIR)** - All work-related injuries or illnesses.



Jan: 2  
YTD: 2

**Days Away, Restricted, or Transfer (DART)** - Incidents causing restricted duty where the employee can perform another activity without missing days.



Jan: 2  
YTD: 2

Days Restricted: 2020 YTD - 0 2021 YTD - 119

**Lost Time** - Incidents that result in an employee missing work due to an injury.



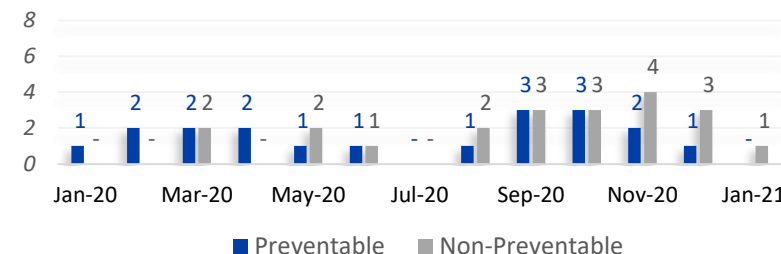
Jan: 0  
YTD: 0

Lost Time Days: 2020 Total - 0 2021 Total - 31



## Vehicle Incidents

**Preventable & Non-Preventable Vehicle Accidents**



Preventable:  
Jan: 0  
YTD: 0

Non-Preventable:  
Jan: 1  
YTD: 1

## Incident Notes:

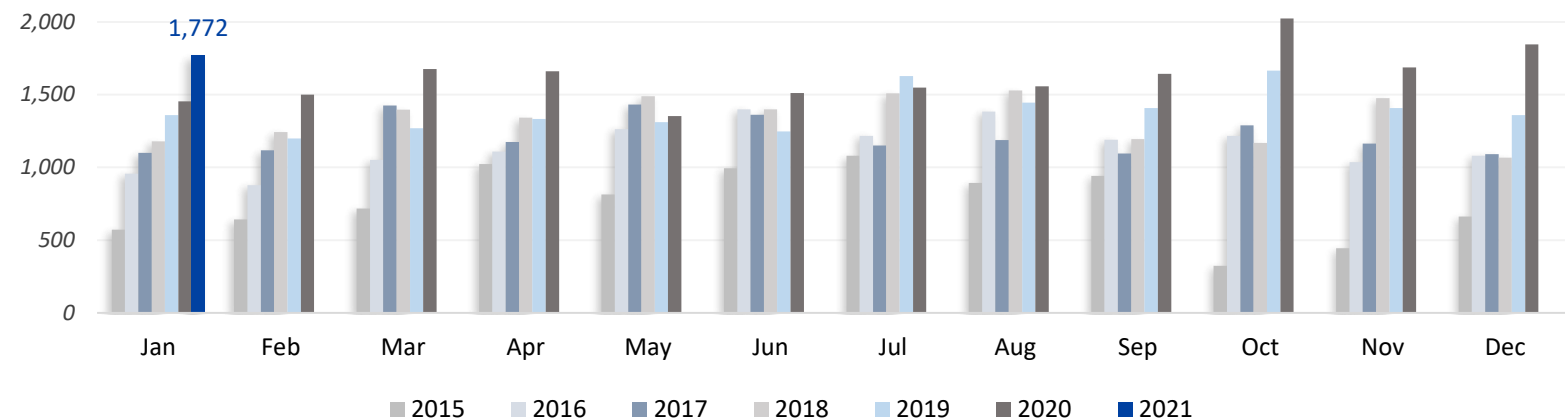
### Vehicle Incidents:

- Non-Preventable (1): Employee unable to avoid skidding during ice/snow and struck another vehicle.

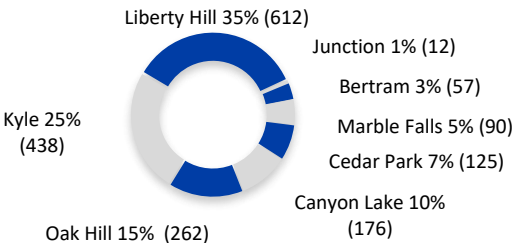
# System Growth

## Monthly Line Extensions

2018: 15,896 2019: 16,640 2020: 19,458



## Line Extensions by District (1,772)

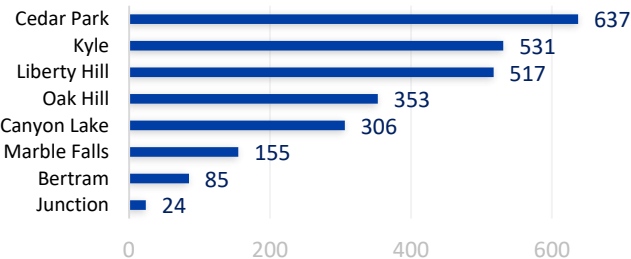


## Miles of Distribution Line:

Underground: 5,969  
Overhead: 17,317  
Total: 23,286

## New Member Applications

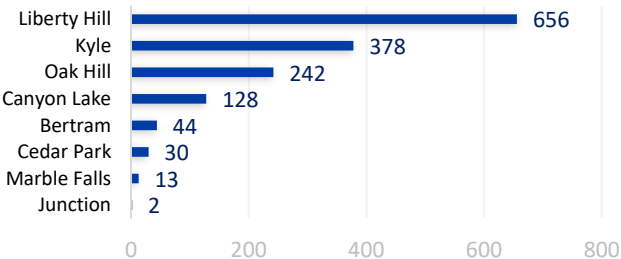
2021: Jan. - 2,608



2020: Jan. - 2,280

## Meter Growth

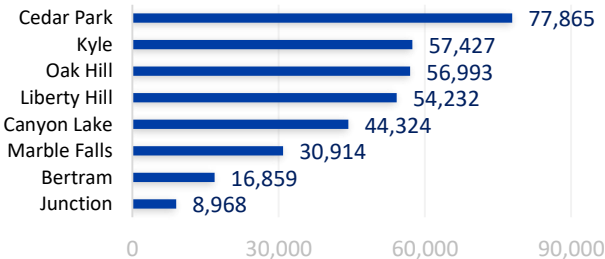
2021: Jan. - 1,493



2020: Jan. - 1,209

## Meter Totals

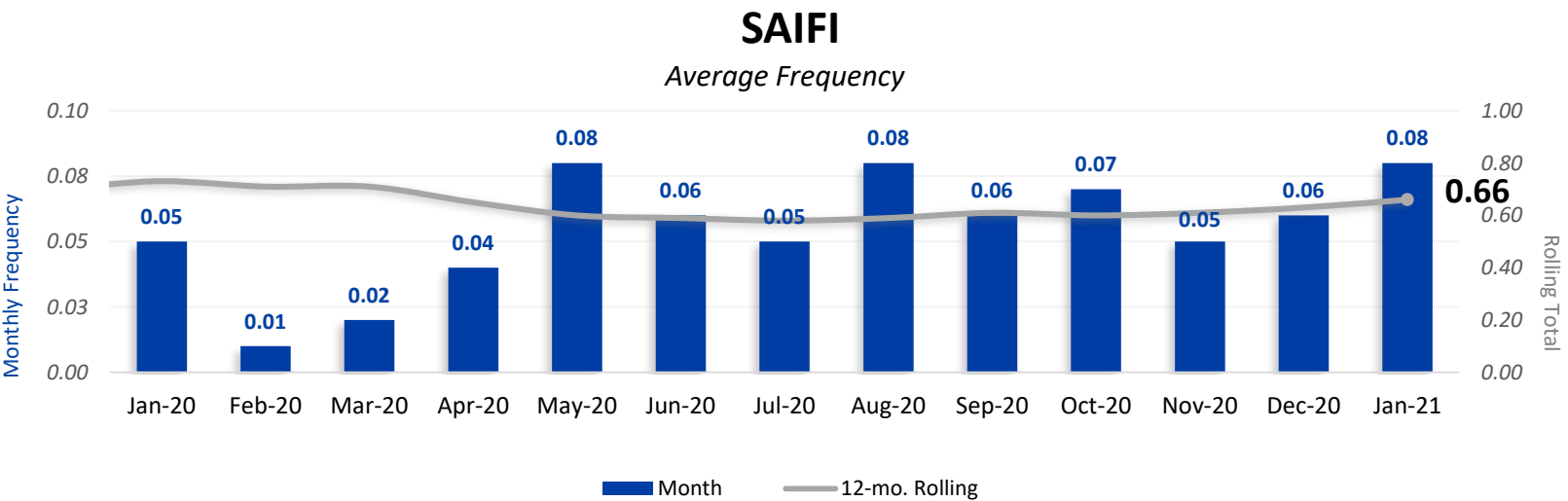
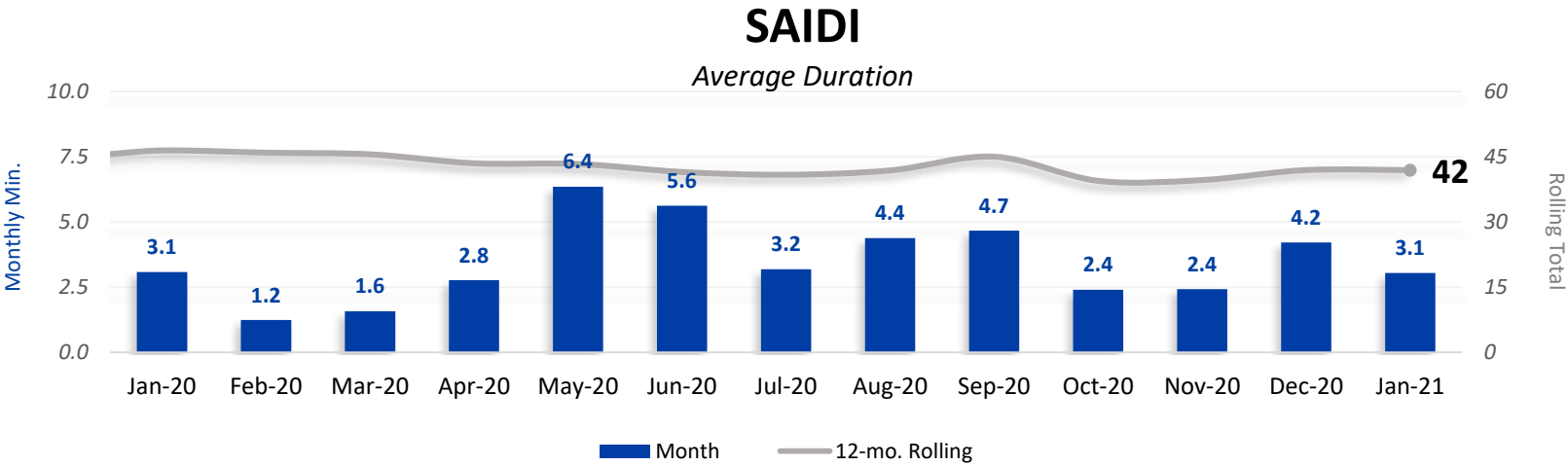
2021: Jan. - 347,582



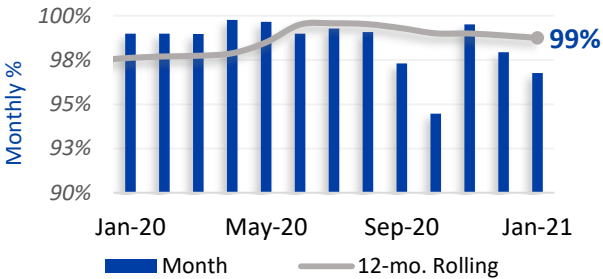
2020: Jan. - 329,015



# Reliability



**Estimated Time of Response (ETR)**  
% of Outages with ETR Provided

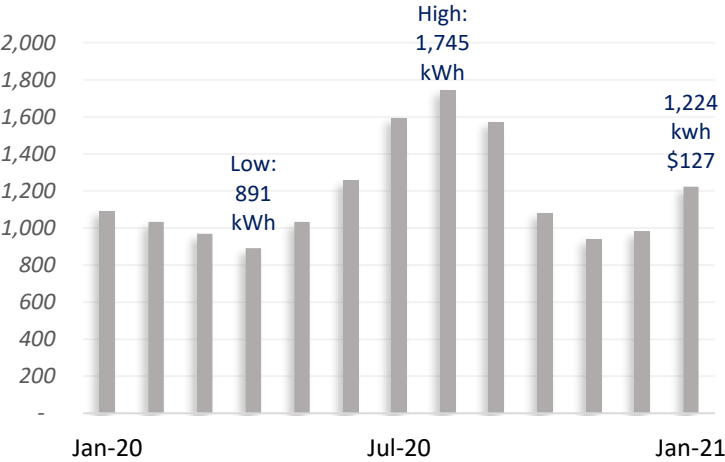


# Member Relations

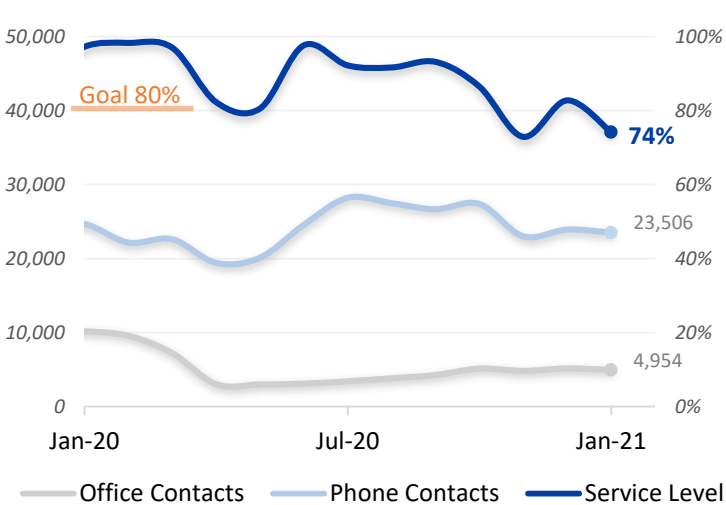
## Notes:

- Day-to-day operations continue to run smoothly.
- January holidays caused a few days of limited collection activity and high contact volumes.
- Aged balances and average past due amounts have been improved as agents continue assisting members with past due balances.

## Avg Residential Usage



## Service Level



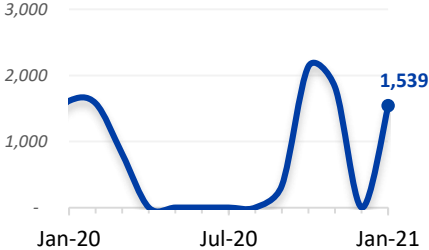
## Contact Types

Main Contact Types	Jan. Totals	
Service Request	8K	24%
Payment	6K	19%
Billing Inquiry	5K	16%
Payment Arrangement	2K	8%
Account Update	2K	5%
Autopay Deposit Waiver	2K	5%
Autopay Inquiry	1K	4%

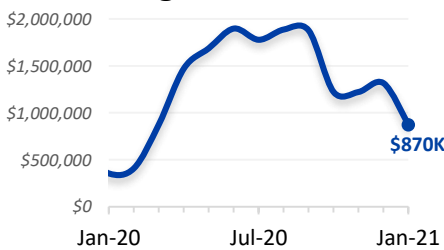
## Collections

6 Days of Limited Collection Activity

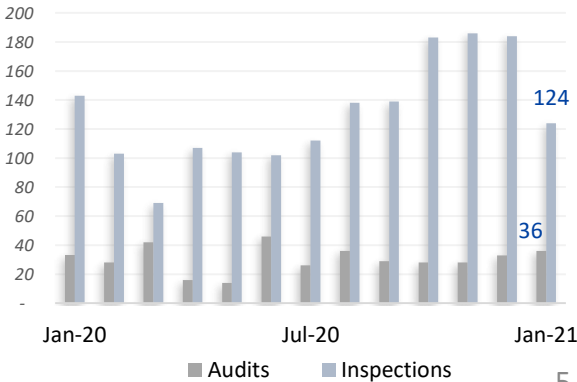
### Remote Disconnects



### Aged Balances



## Energy Services



# Think Like a Member Campaign

## How It Started

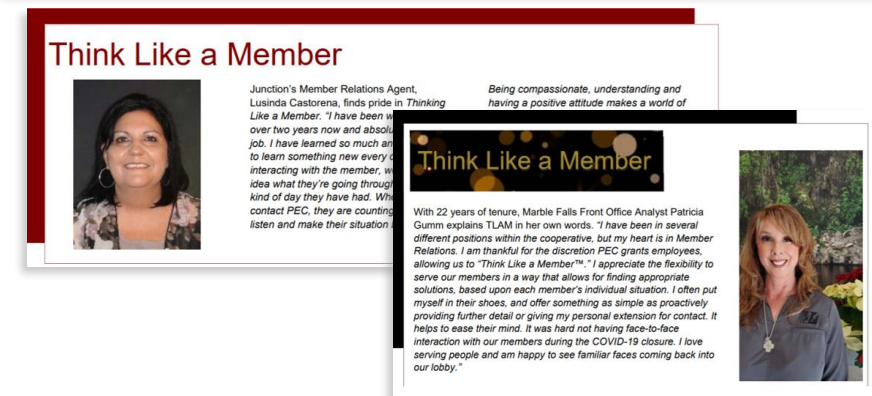
- Member Relations has always stressed the importance of "the cooperative difference" and what it means to be a member-owner.
- Over time, it has developed into this concept of "Think Like A Member (TLAM)" with the dual-intent to help staff relate to the needs of our member base and also to educate our members of the responsibilities and opportunities of participating in a cooperative.

## Milestones

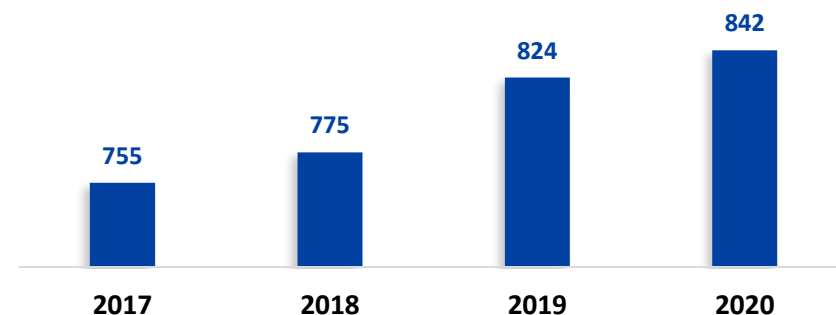
- 2018 - Terminology first introduced to staff via the MR newsletter, *Beyond the Calls*.
- 2019 - Dedicated a section of *Beyond the Calls* to TLAM concepts.
  - Added a TLAM soft-skills section to employee performance review sessions.
- 2020 - TLAM helped shape COVID-19 account management protocols.
  - Created decals and Vision Statements for training rooms.
  - Announced an official Trademark of the slogan for PEC.
  - Added TLAM banner and statement to the MR SharePoint site.

## Application

- Management teams are diligent about sharing the member compliments received to all staff as examples of how this approach is making a difference.
- It is at the heart of our service and infused through all training and performance improvements, and is being demonstrated in our member survey results.



## JD Power Customer Satisfaction Scores





# Engineering

## Transmission Project Updates

- **North Fork Generation Interconnection** (*Liberty Hill*):
  - Connects 100 MW Battery at Andice Substation.
  - ERCOT Quarterly Stability Assessment completed.
  - PEC to own line terminal at Andice to a POI located outside of the substation, LCRA will provide metering.
  - Interconnection expected to energize in Q2 2021.
- **Burnet - Bertram - Andice line upgrade** (*Bertram*):
  - 23 miles, rebuild of 69 kV line to 138 kV.
  - Construction awarded to Volt Power, LLC.
  - Andice to Bertram completed, erecting towers between Bertram and Burnet.
  - Completion scheduled for Q2 2021.
- **Buda Substation Upgrade** (*Kyle*):
  - Design completed to include two new structures on the Buda - Rutherford transmission line.
  - Construction expected to be completed in Q1 2021.
- **Johnson City to Wirtz line upgrade** (*Marble Falls*):
  - 0.75 miles, rebuild of 336 ACSR section to 440 MVA capacity.
  - Construction awarded to Volt Power, LLC.
  - Completion scheduled for Q2 2021



# Engineering

## Transmission Project Updates

- **Andice to Pipeline to Seward Junction Fiber Addition** (*Liberty Hill*):
  - 8.4 miles, replaces shield wire with OPGW in coordination with breaker addition at Pipeline.
  - Engineering identified 1 pole to replace in addition to the existing shield wire with OPGW.
  - Construction expected to begin in Q3 2021.
- **Wirtz to Flatrock to Paleface** (*Marble Falls*):
  - 17 miles, increases clearance over Lake Marble Falls, completes the overhaul begun in 2018, and increases capacity of transmission line to 440 MVA as part of Wirtz RAS exit strategy.
  - Supplemental easement rights to be acquired Q2 through Q3 2021.
  - Construction expected to begin in Q3 2021.
- **Whitestone - Blockhouse - Leander line upgrade** (*Cedar Park*):
  - 5.25 miles, rebuild existing 138 kV line to 440 MVA capacity.
  - Construction awarded to Volt Power, LLC.
  - Construction delayed to Sep. 2021 due to outage restrictions.
  - Completion scheduled for Q2 2022.
- **Marshall Ford to Trading Post to Cedar Valley to Friendship to Rutherford** (*Oak Hill*):
  - 15.41 miles, structural analysis shows a need to replace structures to meet current NESC requirements. Investigating alternative conductors to limit scope of structure replacement.
  - To be submitted for ERCOT Tier 3 review following outcome of alternative conductor analysis.
  - Construction expected to begin in Q1 2022.
- **Dripping Springs - Rutherford relocation** (*Oak Hill*):
  - Construction on hold.





# Engineering

## Substation Project Updates

- **Burnet - Bertram - Andice Remote Ends** (*Bertram, Liberty Hill*) — Substation construction to support transmission line upgrade:
  - Construction crews at Andice were mobilized in Aug. 2020 and completed in Jan. 2021.
  - Construction at Bertram was completed in Dec. 2020.
  - Construction at Burnet is scheduled from Jan. 2021 to May 2021.
- **Buda Breaker-and-a-Half Upgrade** (*Kyle*) — Construction of improved transmission bus:
  - Energization is scheduled for Apr. 2021.
- **Pipeline Feeder Breaker and Ring Bus Upgrade** (*Liberty Hill*) — Construction of additional feeder breakers and improved transmission bus:
  - Feeder breaker construction was completed in Oct. 2020.
  - Completion of ring bus will be delayed to be completed in Dec. 2021.
- **Horseshoe Bay T1 Upgrade** (*Marble Falls*) — Upgrade 22.4 MVA power transformer to 37.3 MVA:
  - Construction started in Dec. 2020 and scheduled to be completed in Jul. 2021.



# Engineering

## Substation Project Updates

- **Blockhouse - Whitestone Remote Ends, Blockhouse T3 (Cedar Park)** — Substation construction to support transmission line upgrade and transformer addition:
  - Construction for the Blockhouse T3 addition will be completed in Feb. 2021. The completion of the Blockhouse ring bus and the construction at Whitestone will be delayed until late 2021 and completed in 2022.
- **Fairland (Marble Falls)** — Upgrade 22.4 MVA power transformer to 37.3 MVA and rebuild distribution bus:
  - Construction started in Nov. 2020 and scheduled to be completed in Jun. 2021.
- **Bergheim (Canyon)** — Upgrade 22.4 MVA power transformer to 46.7 MVA:
  - Engineering to be started in Jan. 2021 and scheduled to be completed in Apr. 2021.
  - Construction scheduled to be started in Jul. 2021 and completed in Nov. 2021.

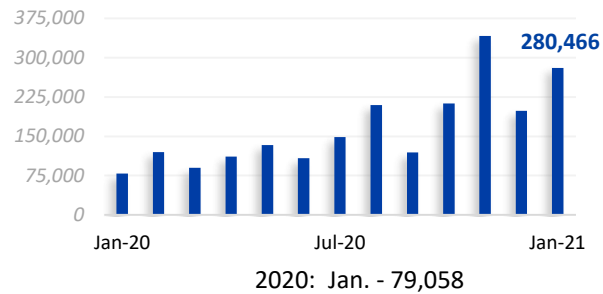


# System Maintenance

## Vegetation Management

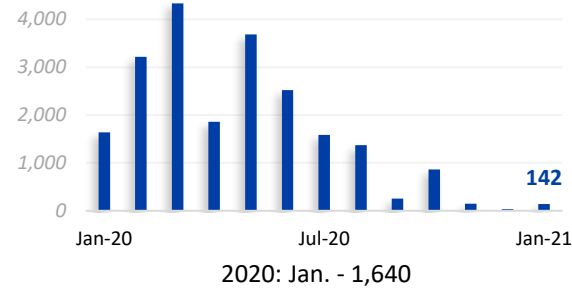
### Vegetation Pruned (Ft.)

2021: Jan. - 280,466



### Tree Removals

2021: Jan. - 142



## Pole Testing & Treatment (PTT)

### Poles Inspected & Treated

2021 Inspections: Jan. - 5,561

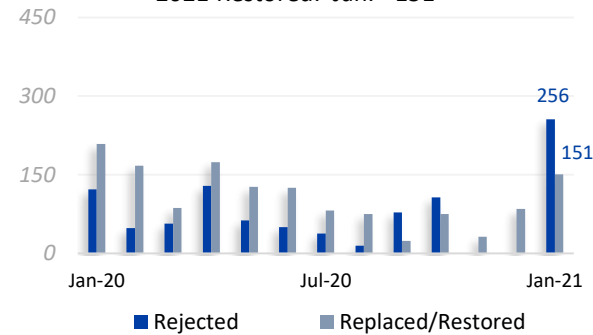
2021 Treated: Jan. - 4,587



### Poles Rejected & Replaced/Restored

2021 Rejected: Jan. - 256

2021 Restored: Jan. - 151



### Notes:

- Vegetation: 280,466 feet of pruning equal to 53 miles.
- PTT: Initiating 2021 schedule for inspections.

# Facilities Update

<b>Cedar Park</b>	Holding weekly meetings with civil engineer for permitting the driveway construction. Plat application and site development permit were submitted at end of January.
<b>Coop-wide Secondary Containment</b>	Cedar Park and Canyon Lake are complete. Oak Hill is in progress, pending a permit. Bertram, Junction, and Haley Rd. are in planning.
<b>Coop-wide Facilities Service Order System</b>	Completed QR tagging of major equipment, development of equipment life cycle tracking, implementation of inspection criteria, and finalized inspection templates. Equipment inventory and system implementation is substantially complete.
<b>Johnson City</b>	Selected a contractor and purchased materials to upgrade obsolete SCADA UPS batteries. Working on a permit for Field House parking lot upgrades.
<b>Kyle</b>	Site construction has begun, the slab for the fleet building has been laid, site utilities are 90% complete, parking lot paving is 20% complete, and the warehouse extension slab is being prepared.
<b>Leander</b>	Development of conceptual site plans are ongoing.
<b>Marble Falls</b>	Completed marquee sign for the Technical Training Center.
<b>Oak Hill</b>	Completed clean-up of adjacent 10-acre site and perimeter fencing is pending.



# Kyle Paving





# Kyle Warehouse and Fleet Slabs



Warehouse Slab Preparation



Fleet Slab



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