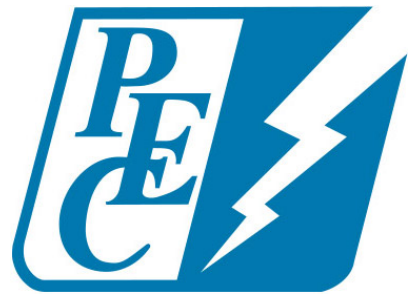


# Appendix



# Senate Business & Commerce Committee Hearing

Julie Parsley, Chief Executive Officer

May 1, 2018

# PEC at a glance.



Member owned. Not for profit.

**302,653**

Active accounts (3/31/18)

**1,000,000**

People served (approx.)

**4.46%**

Growth in accounts (2017)

**18,139**

Miles of line (3/31/18)

**6,078,038**

Megawatt-hours purchased (2017)

**8,100**

Square miles

**45**

Cities served

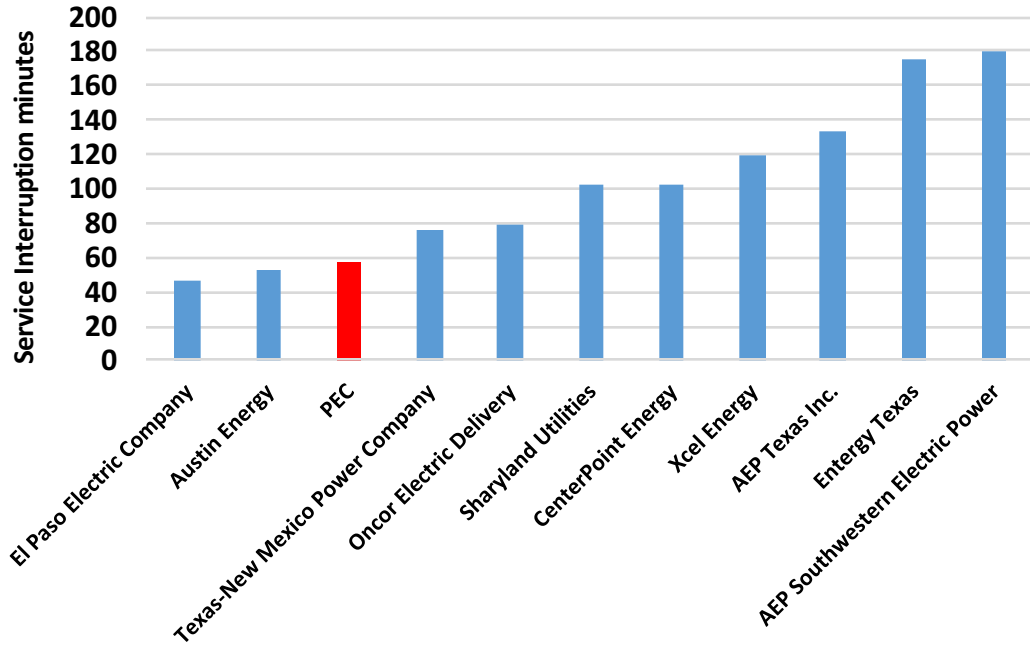
**24**

Counties served



# Strong reliability. Low cost.

2017 SAIDI for Texas Utilities\*



\* Annual Forced Interruptions for SAIFI & SAIDI; Reports filed in PUCT Project No. 47924, 2017 Electric Service Quality Reports Pursuant to 16 TAC §§25.52 and 25.81

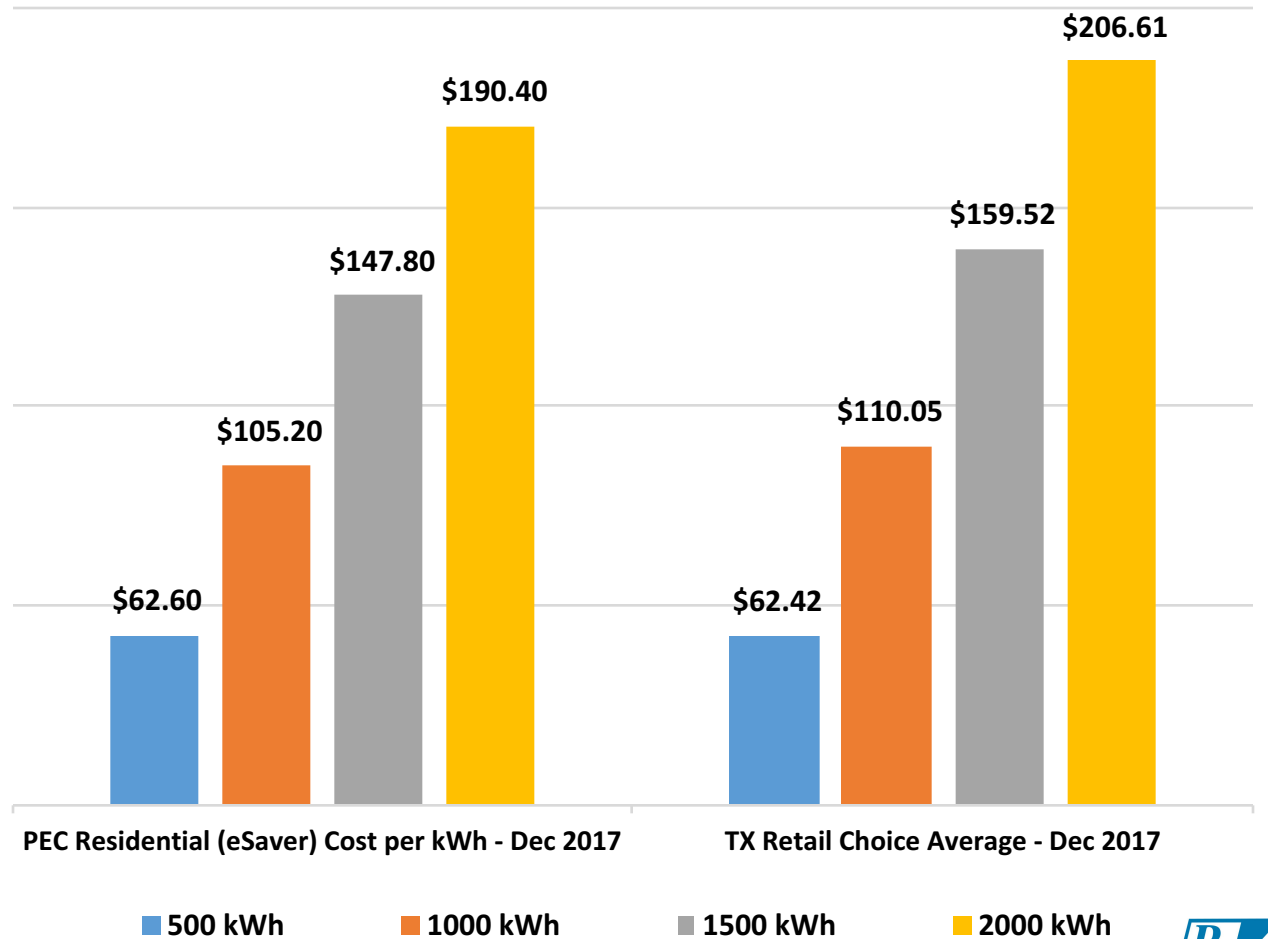
**1.5 years**

On average, how often a PEC member experiences an outage

**< 60 minutes**

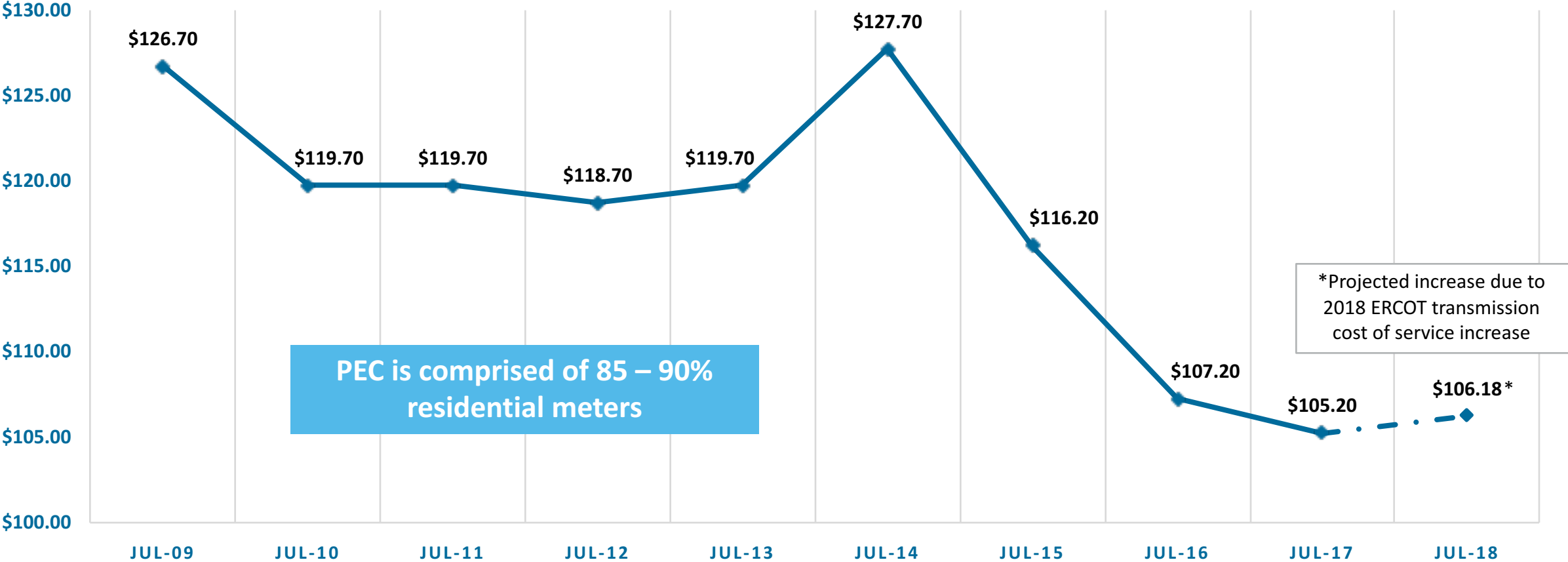
Average duration of service interruption

PEC's rates are competitive with the average residential cost of electricity in areas of retail choice in Texas.



# Downward trending residential rates.

Cost per 1,000 kWh



## Democratic governance.

- Utilize single-member districts where members within a geographic district vote for a single board member
- PEC Board members are elected by the members they serve
- The PEC Board guides the coop's dedicated and professional staff, positioned across all business units, to meet members' needs
- 18 board meetings held in 2017 where PEC members could attend and provide comments to the PEC Board

## Transparent and open.

- Open and live streamed board meetings
- Posted agendas and supporting materials
- Member satisfaction studies/research
- Multiple documents posted on website, including bylaws, policies and procedures and other governing documents:
  - Annual reports
  - Form 990 (non-profit tax return)
  - Financials
  - Election results
  - Rates and cost-of-service studies
  - Key ratio trend analysis reports



**\$8.3M**

Capital credits distributed  
to members (2017)

**\$105M**

Capital credits distributed  
to members (lifetime)

**\$267,355**

Member and employee  
community donations (2017)

**13,200**

In-office member  
interactions per month

**29,400**

Phone calls answered  
per month

**< 20 sec.**

Average phone  
wait time

# The cooperative difference.

## **J.D. POWER**

J.D. Power ranked\* PEC No. 10 in the nation for overall residential customer satisfaction, and No. 8 for residential customer price satisfaction among all electric utilities and cooperatives surveyed that serve more than 100,000 customers.

\*Study year to date: 7/1/17 – 3/31/18





Questions?