



Appendix



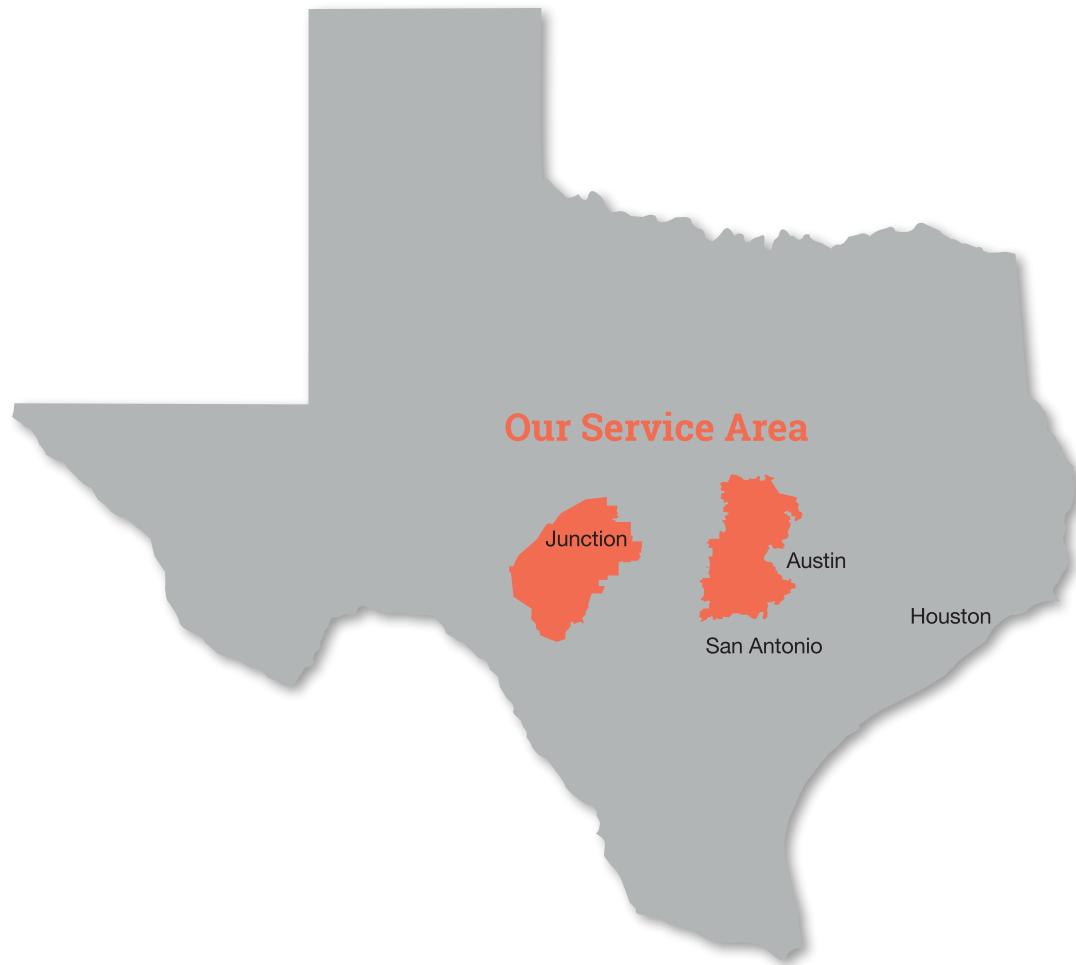
Senate Business & Commerce Committee Hearing

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

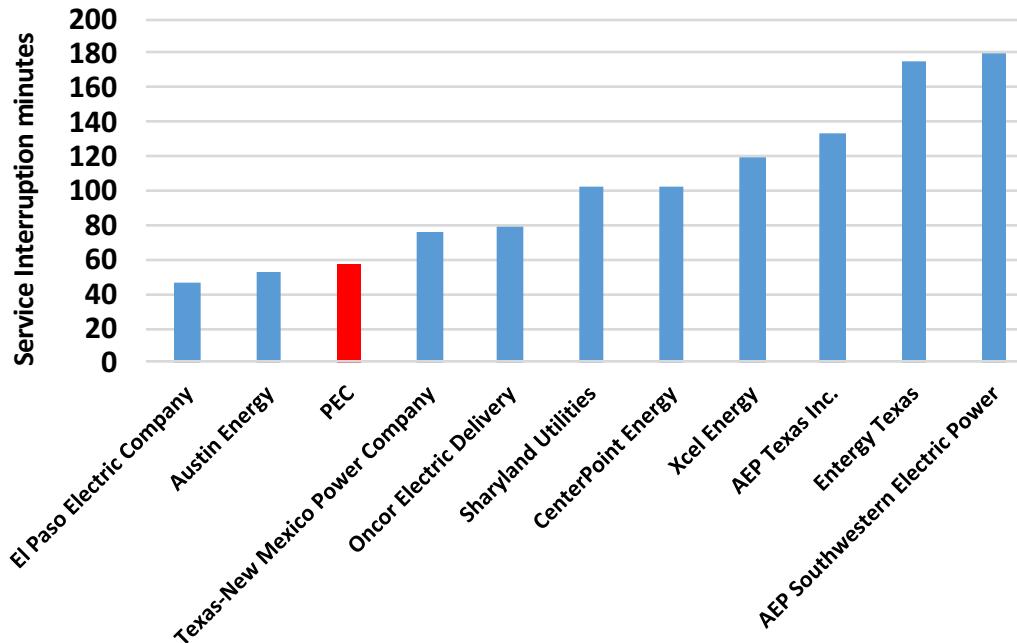
24

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

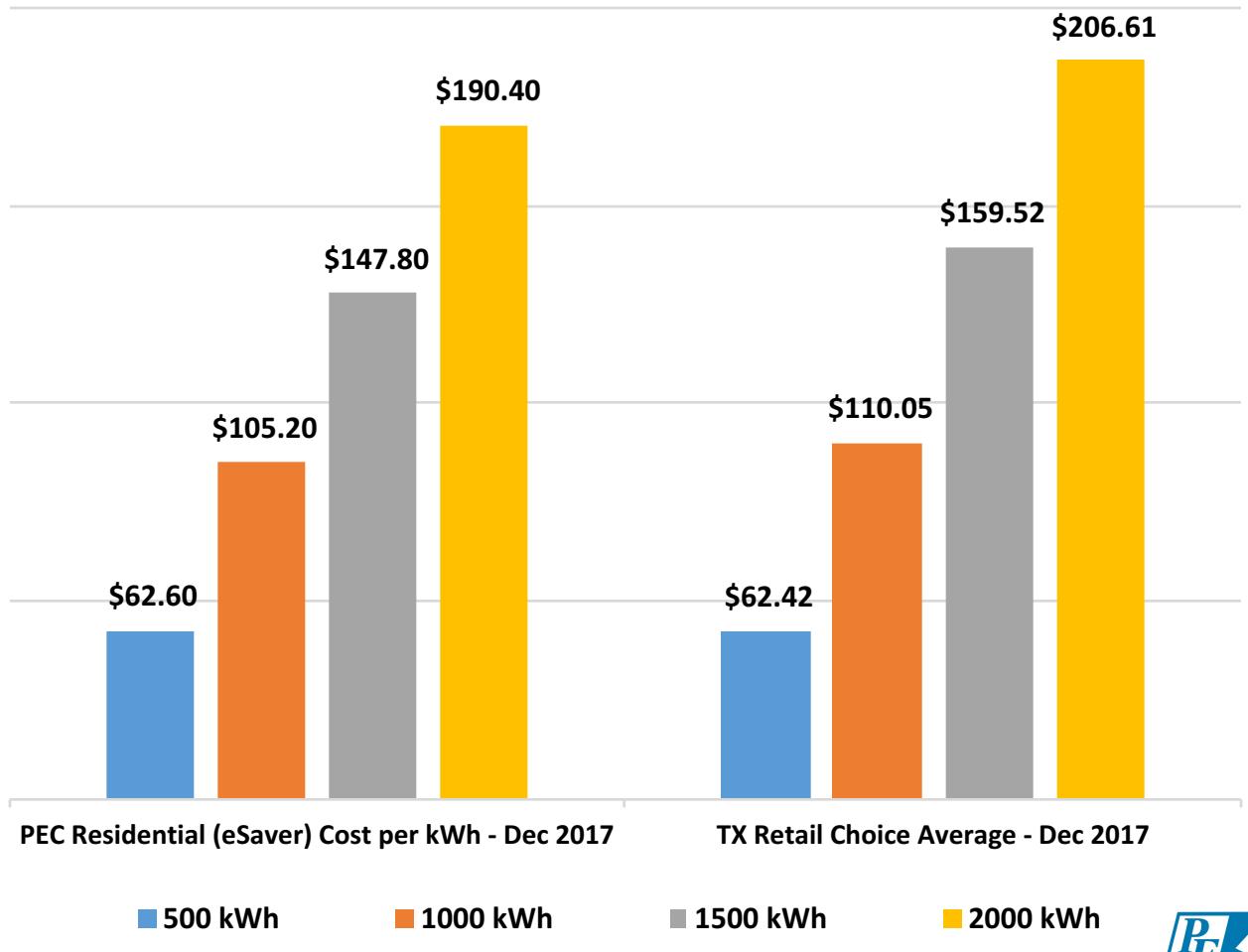
1.5 years

On average, how often a PEC member experiences an outage

< 60 minutes

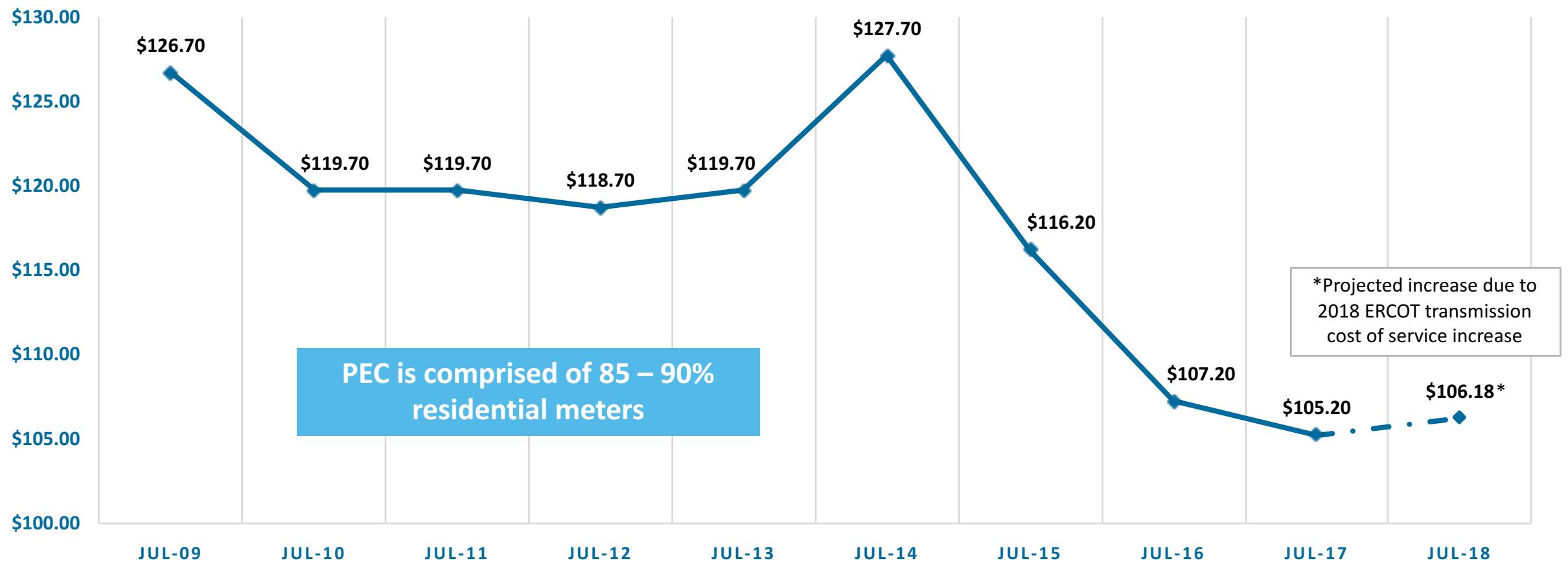
Average duration of service interruption

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?