



Cooperative Update

Tracy Golden, Chief Financial Officer

July 17, 2017

Co-op Snapshot

39.03%

Equity
(June 2017)

\$31.1M

Margin
(June 2017)

727

Employees
(As of July 5)

295,158

Active Accounts
(As of July 5)



87.2%

June
service level

00:17

Average phone
wait time

13,159

Members served
in offices

35,535

Phone calls
answered

Member Satisfaction

As of July 5, 2017



2017 PEC Annual Meeting



J.D. Power Gains

2016

- PEC score: 719
- 10th highest co-op
- Two-way tie for 15th highest utility in the nation
- Most improved list

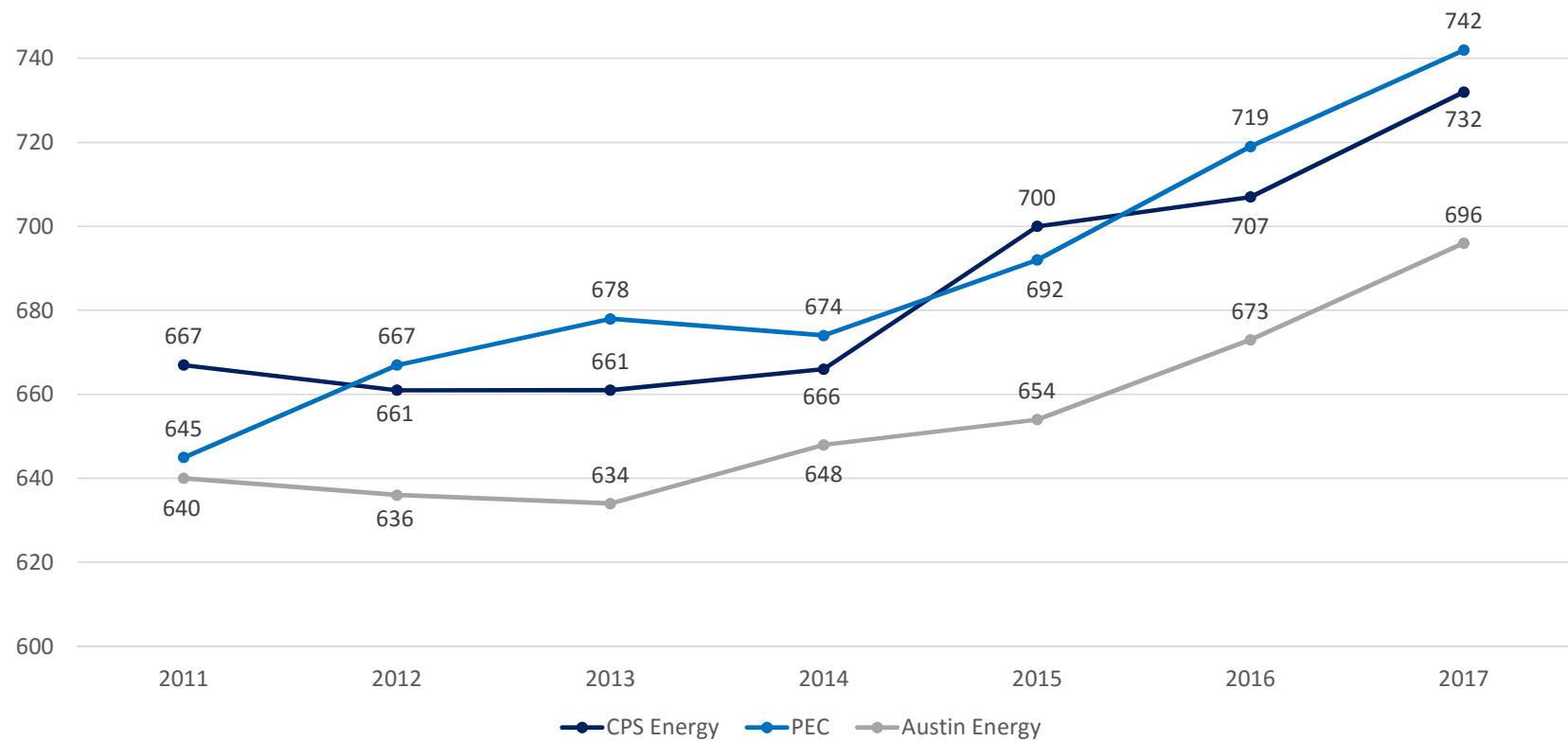
2017

- PEC score: 742
- 13th highest co-op
- Two-way tie for 30th highest utility in the nation

J.D. POWER



J.D. Power Customer Satisfaction Ranking



Workplace Survey Results

PEC's survey was conducted from May 2, 2017 to May 16, 2017



630

Total Responses
of 729 invited



930

Comments and
Improvement Ideas

Response Rates:

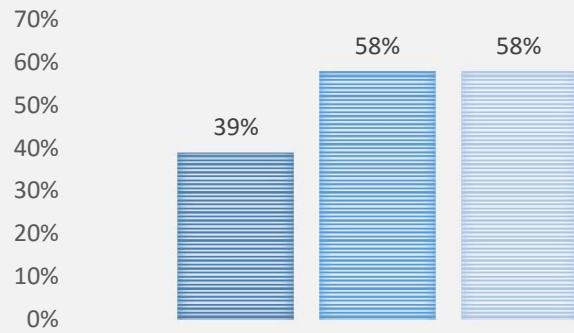
86% Pedernales Electric Cooperative - 2017

89% Pedernales Electric Cooperative - 2016

61% Utilities & Telecommunications: Electricity - 2017

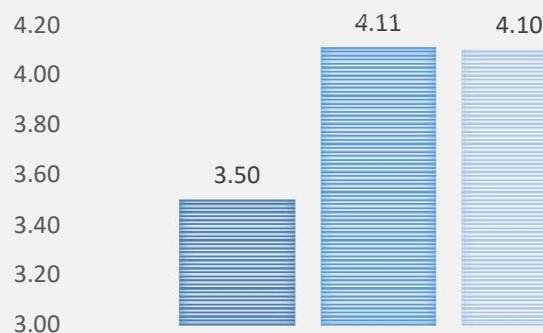
ENGAGEMENT

■ 2015 ■ 2016 ■ 2017



SATISFACTION

■ 2015 ■ 2016 ■ 2017





pec.coop