



# 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

13,159

Members served  
in offices

00:17

Average phone  
wait time

35,535

Phone calls  
answered

# Member Satisfaction

As of July 5, 2017





# 2017 PEC Annual Meeting



## J.D. Power Gains

**J.D. POWER**

2016

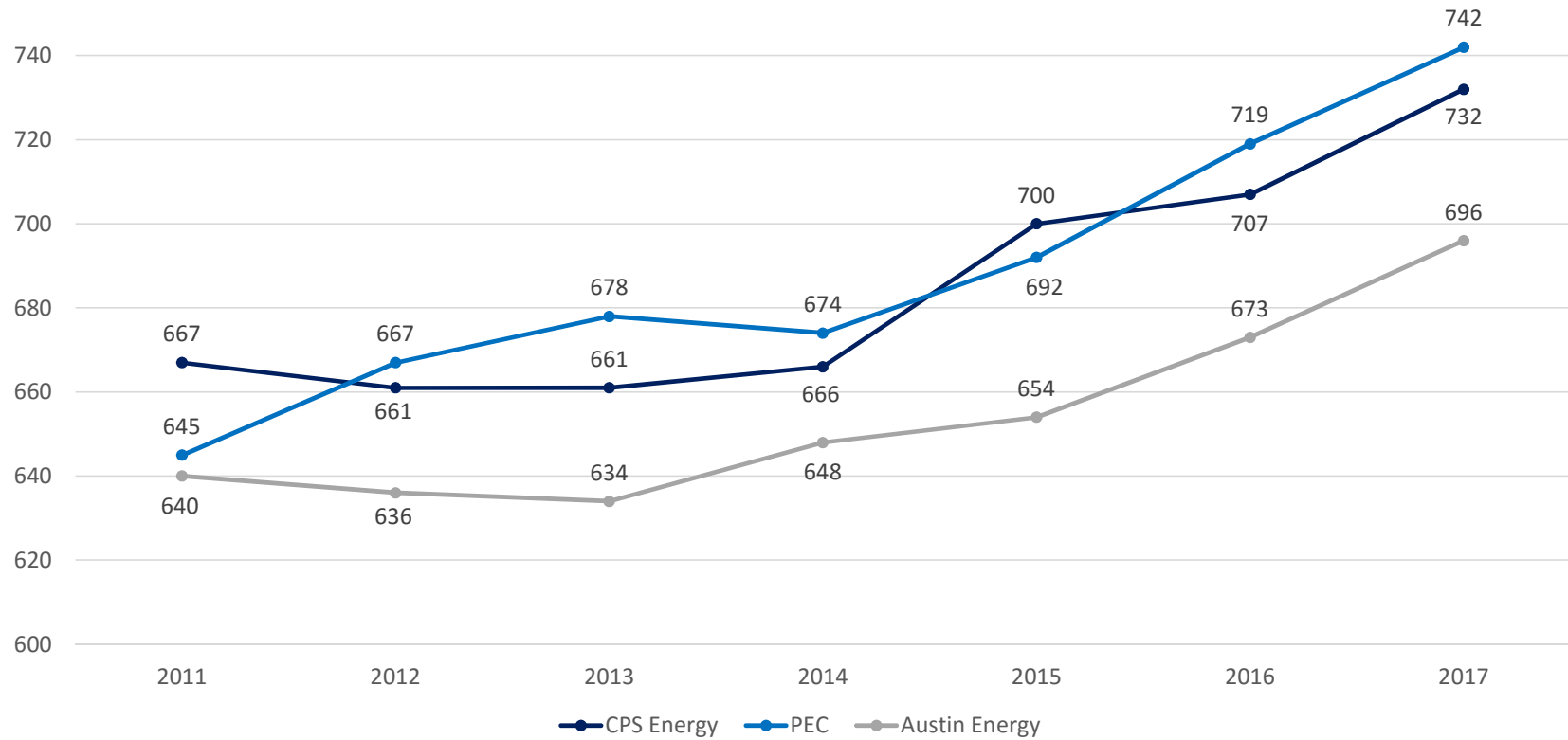
- PEC score: 719
- 10<sup>th</sup> highest co-op
- Two-way tie for 15<sup>th</sup> highest utility in the nation
- Most improved list

2017

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



# J.D. Power Customer Satisfaction Ranking



# Workplace Survey Results

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



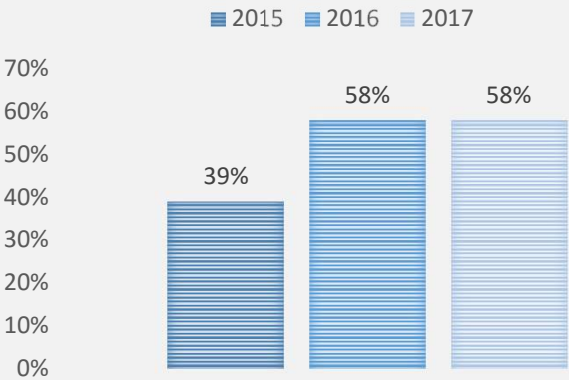
Response Rates:

**86%** Pedernales Electric Cooperative - 2017

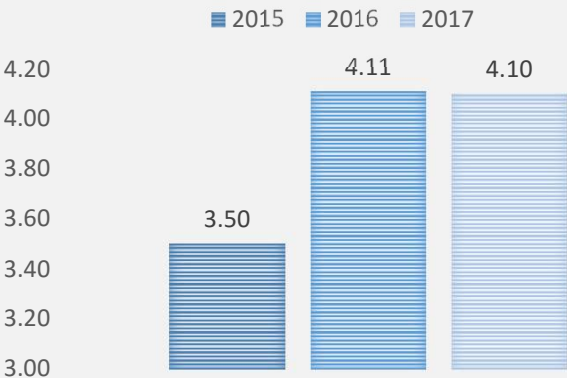
**89%** Pedernales Electric Cooperative - 2016

**61%** Utilities & Telecommunications: Electricity - 2017

## ENGAGEMENT



## SATISFACTION





pec.coop