

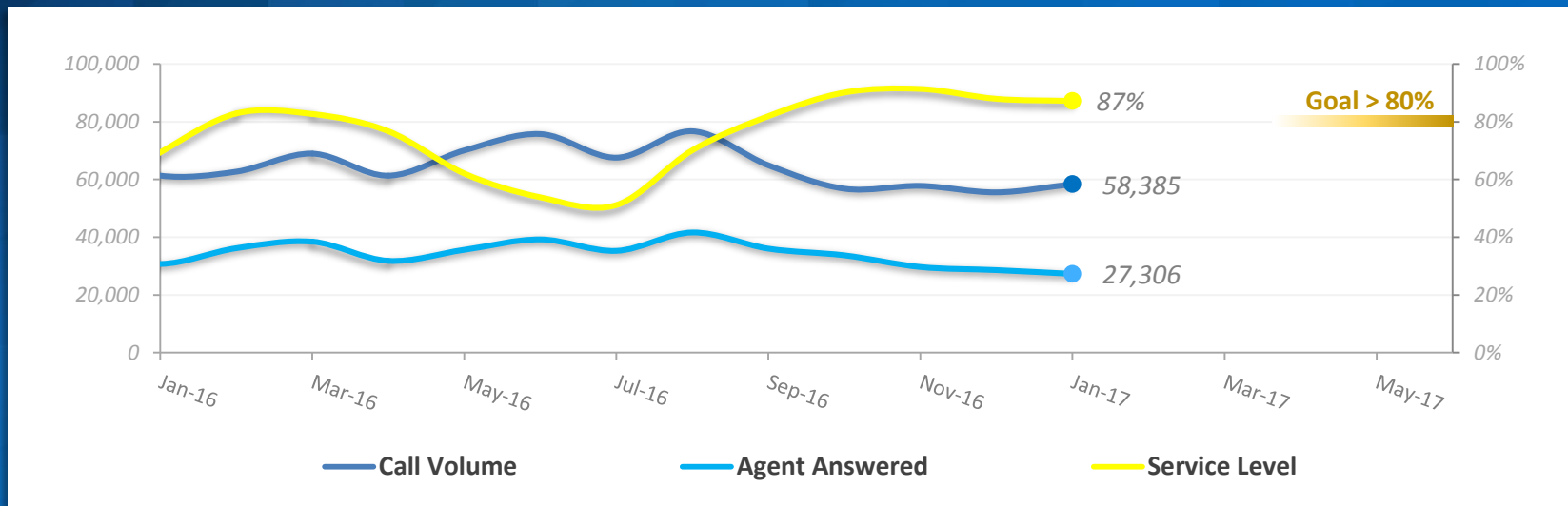


PEDERNALES ELECTRIC COOPERATIVE

MEMBER SERVICES

EDDIE DAUTERIVE

SERVICE LEVEL & CALL VOLUME



- Maintaining excellent member responsiveness, Service Level at **87%** in January
- In addition to **27K** phone calls, Agents also managed **15K** office contacts

BILLING & PAYMENTS

Billing Rates

eSaver

Discount	Accounts
\$2.50	18,649

eDraft

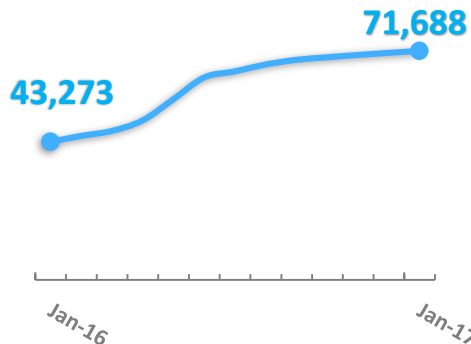
Discount	Accounts
\$1.50	26,156

eBilling

Discount	Accounts
\$1.00	49,770

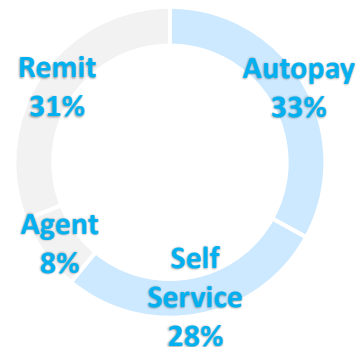
New residential rate options are reducing monthly billing fees for the membership **\$135K**

Paperless Billing



Paperless enrollments continue to rise, saving over **\$40K** monthly in billing costs for the Coop.

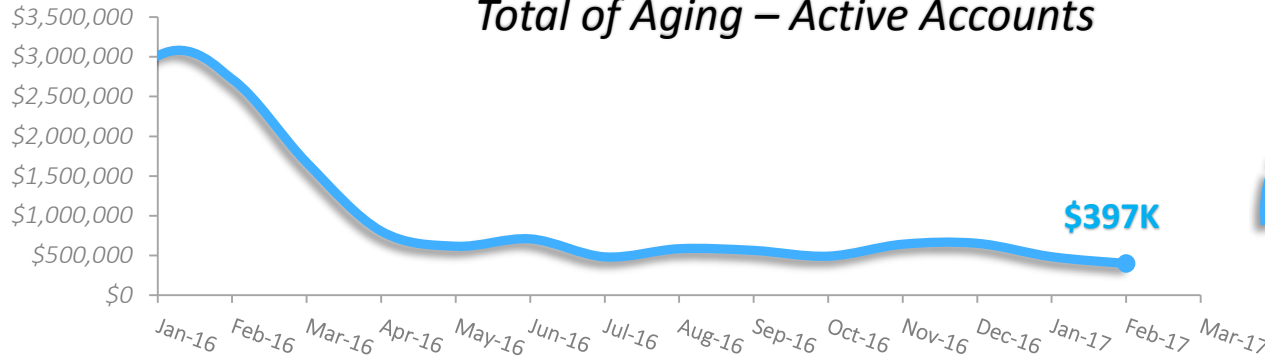
Payments



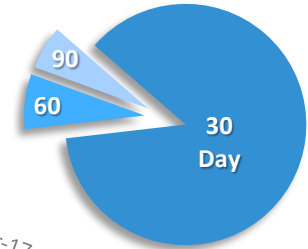
Cost-efficient autopays and self-service payments account for **61%** of all payments.

COLLECTIONS

Total of Aging – Active Accounts



Aging Length Breakdown



- MSFR's managed **670** field orders, including many activities:
 - Collecting payments – **41**
 - Setting remote cutoff (RCC) meters – **915**
 - Placing Door Knob Notices – **631**
 - Light audit assessments – **83**
- Staff completed **569** remote disconnects requiring no assistance to reconnect
- **3** days were restricted from field collection activity due to holidays and training