



# Corporate Services

## Julie Beggs, VP Corporate Services

# Safety

# Safety Performance

The Safety Department monitors trends and responds to potential safety hazards in the workplace. The two industry standards utilized to measure safety performance include the DART and TCIR:

Total Man-hours worked **YTD** (01/01/2017 – 09/30/2017): **996,451.25**

Total Man-hours worked in **September**: **108,497**

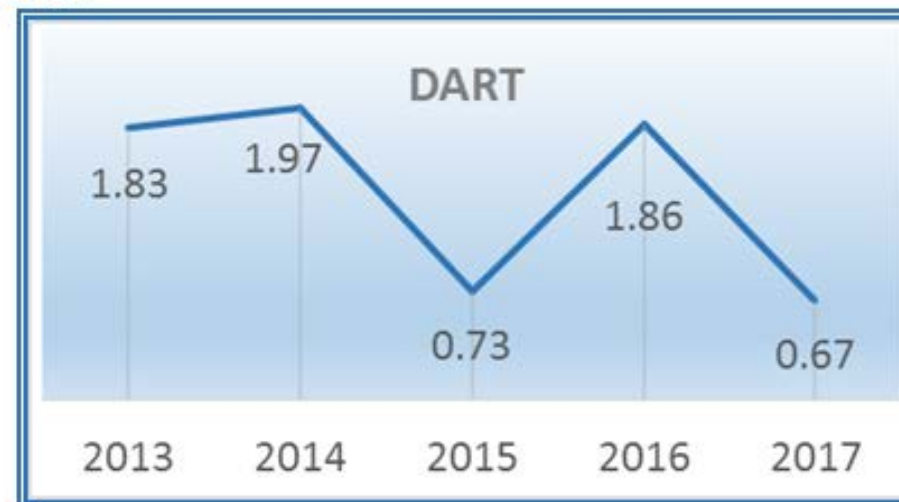
ALL Recordable injuries/illnesses YTD  
(01/01/2017 – 09/30/2017): **7**



<b>TCIR</b>	TCIR ending 9/30/2016	TCIR ending 9/30/2017	2017 KPI P2 TCIR Goal
Total OSHA-recordable injuries/illnesses	2.79	1.40	Platinum $\leq 1.0$ Gold $\leq 1.2$ Silver $\leq 1.5$

<b>DART</b>	DART ending 9/30/2016	DART ending 9/30/2017	2017 KPI P2 DART Goal
Total lost time and restricted duty injuries/illnesses	1.86	0.67	Platinum $\leq 0.3$ Gold $\leq 0.6$ Silver $\leq 0.9$

### PEC Five Year Trending: Jan 2013 – Sept 2017



September Statistics		2016 Thru September 30	2017 Thru September 30
OSHA Days Away, Restricted or Transfer Incidents	Month	0	0
	Year to Date	8	3
OSHA Recordable Injury Incidents	Month	2	1
	Year to Date	12	7
Number of Non-Recordable First Aid Incidents	Month	0	3
	Year to Date	2	8
Vehicle Accidents (both preventable, and non-preventable)	Month	1	2
	Year to Date	11	14

## September Incidents

### Lost Time:

- None

### Restricted Duty Injury:

- None

### Recordable Injury:

- Employee tripped and fell resulting in a fractured finger

### Non-Recordable First Aid:

- Employee experienced heat stress while on jobsite
- Employee was struck by equipment
- Employee experienced minor strain to lower back

## September Vehicle Incidents

- Minor damage to service truck while restoring power

# Human Resources

# Performance of Initiatives

- Successful transition planning of Employee Defined Benefit and Defined Contribution Plans
- Implementation of the Multilingual Language Incentive for employees demonstrating proficiency in second languages



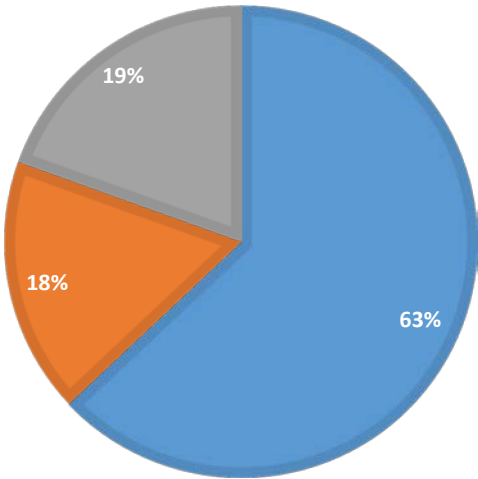
**Foreign language incentive update**

- Continued successful implementation of the Human Resources Information System, which now includes all PEC Job Descriptions, competencies for job descriptions, and “job families”

# Recruitment & Talent Management YTD

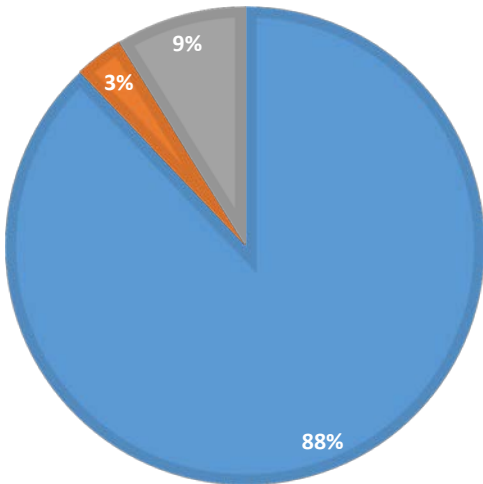
2017 HEADCOUNT

■ Operations ■ Member Services ■ Administration



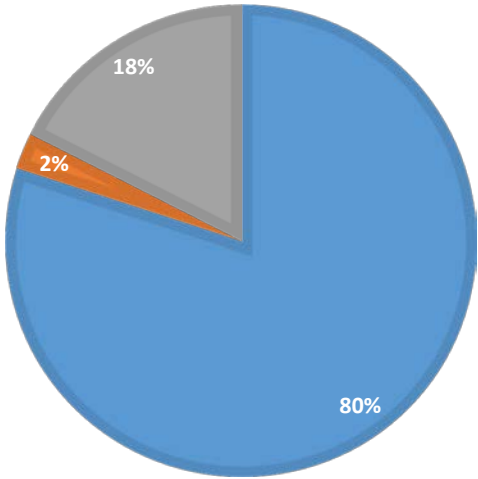
2017 PROMOTIONS

■ Operations ■ Member Services ■ Administration



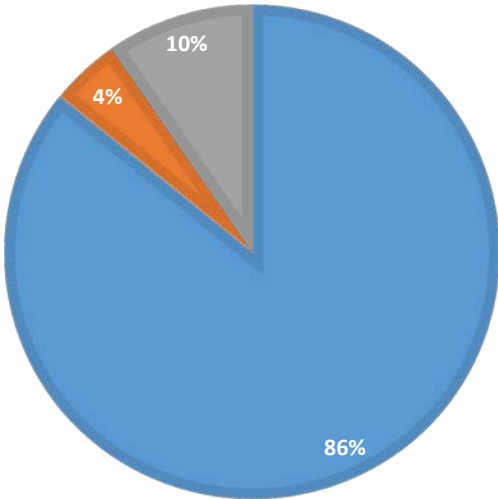
2017 HIRES

■ Operations ■ Member Services ■ Administration



2017 TRANSFERS

■ Operations ■ Member Services ■ Administration



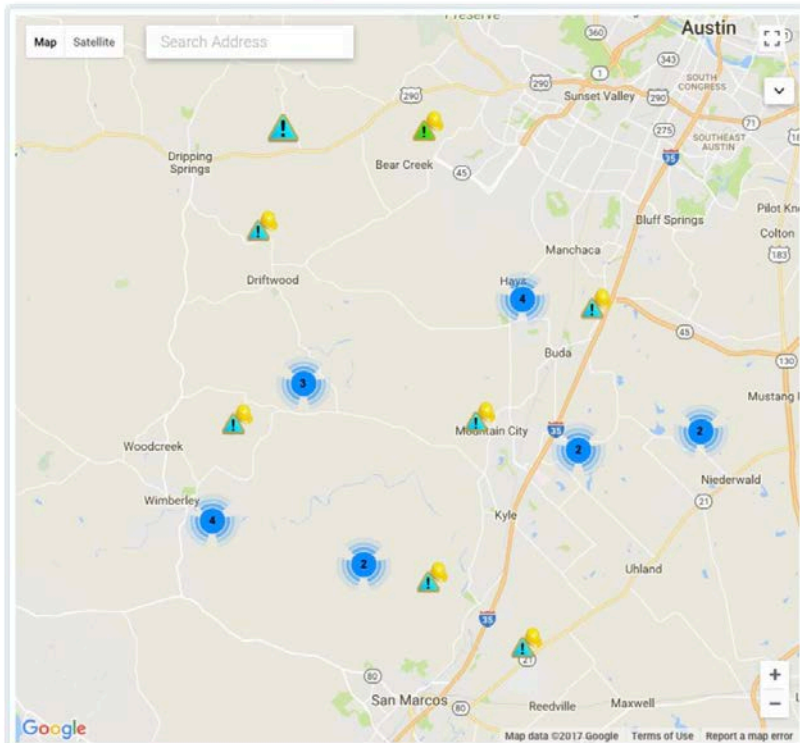
# Communications & Marketing

# Hurricane Harvey | Social media response



PEC @PedernalesCoop · Aug 27

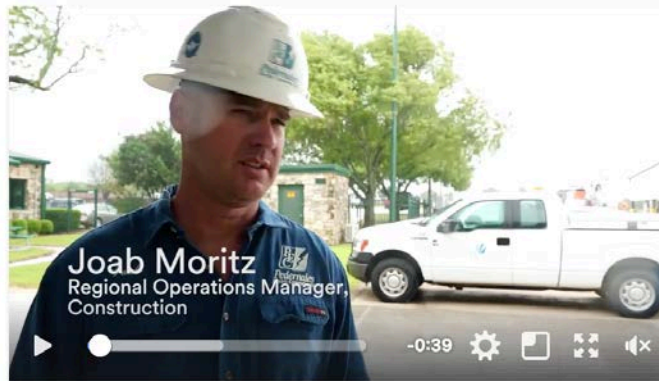
OUTAGE UPDATE (3:00 p.m.): We currently have 27 outages with approximately 126 meters affected. Visit [outages.pec.coop](http://outages.pec.coop) for updates.



Pedernales Electric Cooperative

August 27 at 11:39am · 🌐

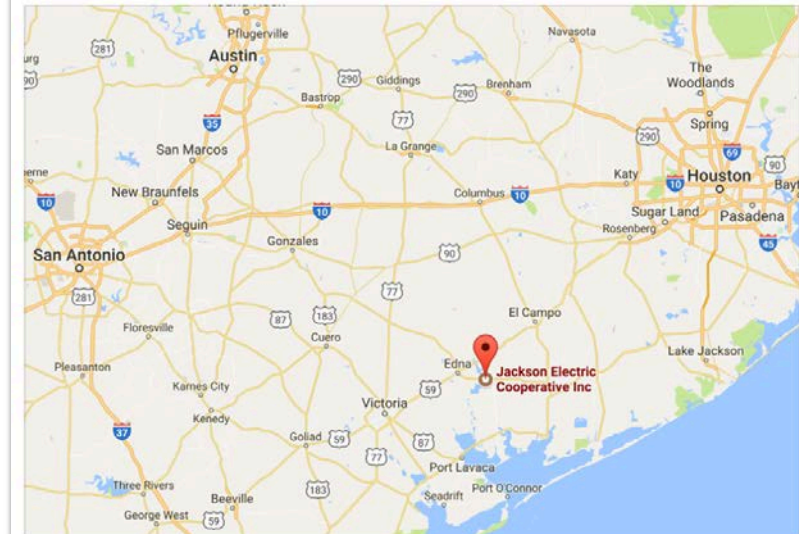
PEC Regional Operations Manager Joab Moritz discusses the ongoing efforts to restore power to members during Hurricane Harvey.



Pedernales Electric Cooperative is in 📍 Ganado, Texas.

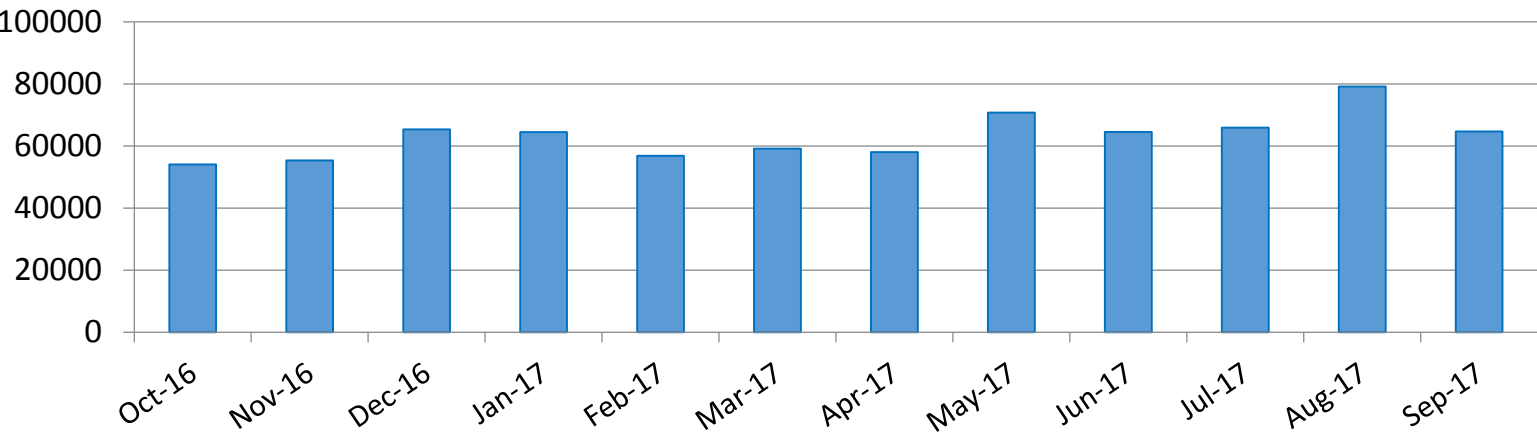
August 28 at 2:32pm · 🌐

Twenty PEC crew members and staff have arrived in Ganado, Texas, northeast of Victoria and Port Lavaca in the southeast portion of the state, to support the Hurricane Harvey restoration and recovery efforts of [Jackson Electric Cooperative](#). With line crews, drone operators and safety personnel among the PEC contingent, we are reminded of two of our core cooperative values: cooperation among cooperatives and concern for community.



# Digital Metrics

Website Visitors



Most-visited Web Pages

Year-to-date

- Outage Map
- Contact Us
- Residential Members
- Connect Service
- Billing & Payments
- Getting Started
- 'A reminder for heat pump owners'
- Reporting Outages
- 'How-to' SmartHub
- Office Locations

SmartHub Mobile App

August sessions



41,153



13,547

Social Media Reach

Likes and followers



7,306



4,731



198



# New social media platform



Neighborhood-based social media network

Very active user base

More direct engagement opportunities with members


Allows for targeted messaging by neighborhood

**134,612** active Nextdoor users in PEC service area






**94,033** households

Strategically targeted  
**99,000** Nextdoor users to promote Solar Tour

# Power of Change campaign



Online: pec.coop    Payment line: 844-886-9798    Power interruptions: 888-883-3379



## Be a **hero** in our community

For less than \$6 a year\*, you can be a Hill Country hero without lifting a car or even a finger.

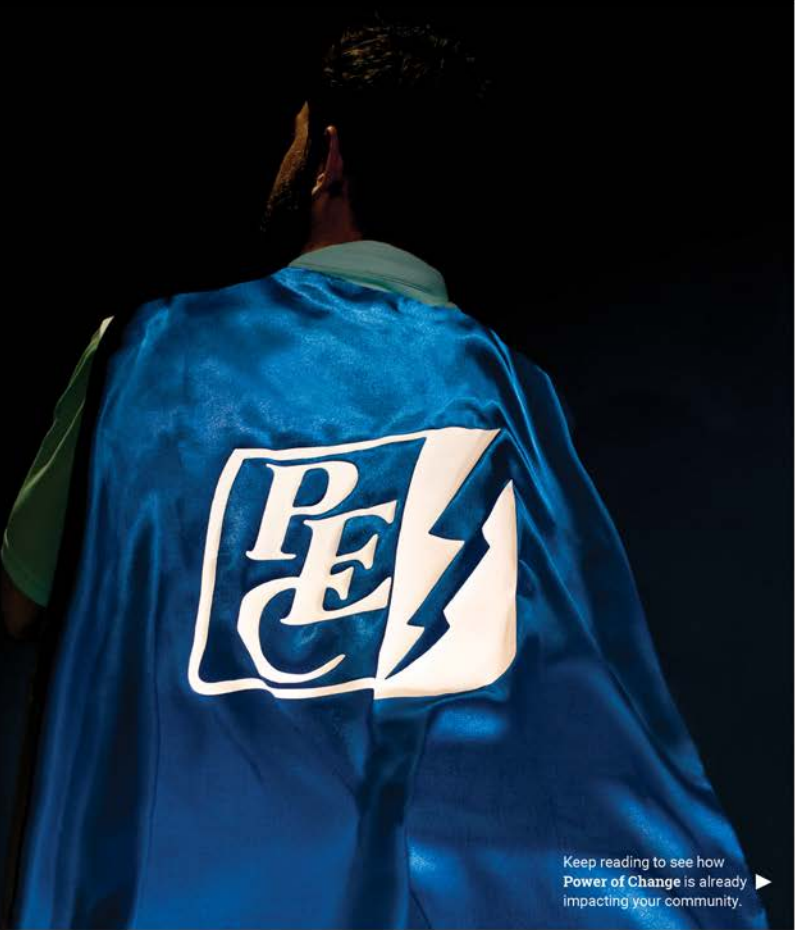
Join our Power of Change program to automatically round up your PEC bill to the nearest dollar for local nonprofits. All contributions go toward community grants and educational support, and we vet recipient organizations so you can be sure the funds will be used to make our community stronger.

**Ways to enroll**

- SmartHub
- Payment slip
- 888-554-4732
- At any PEC office

\*The average monthly contribution is \$0.49.

Keep reading to see how **Power of Change** is already impacting your community. ▶




Promotes participating members as “Hill Country heroes.”

--

◀ October issue of *Texas Co-op Power* October bill insert ▼

## Be a **hero** in our community

Join our Power of Change program to automatically round up your PEC bills to the nearest dollar for local nonprofits.



## Some heroes don't leap tall buildings.


For less than \$6 a year\*, you can be a Hill Country hero without lifting a car or even a finger.


All contributions go toward local community grants and educational support, and we vet recipient organizations so you can be sure the funds will be used to make our community stronger.


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[pec.coop/power-of-change](http://pec.coop/power-of-change)


**Ways to enroll**

  
SmartHub

  
Payment slip

  
888-554-4732

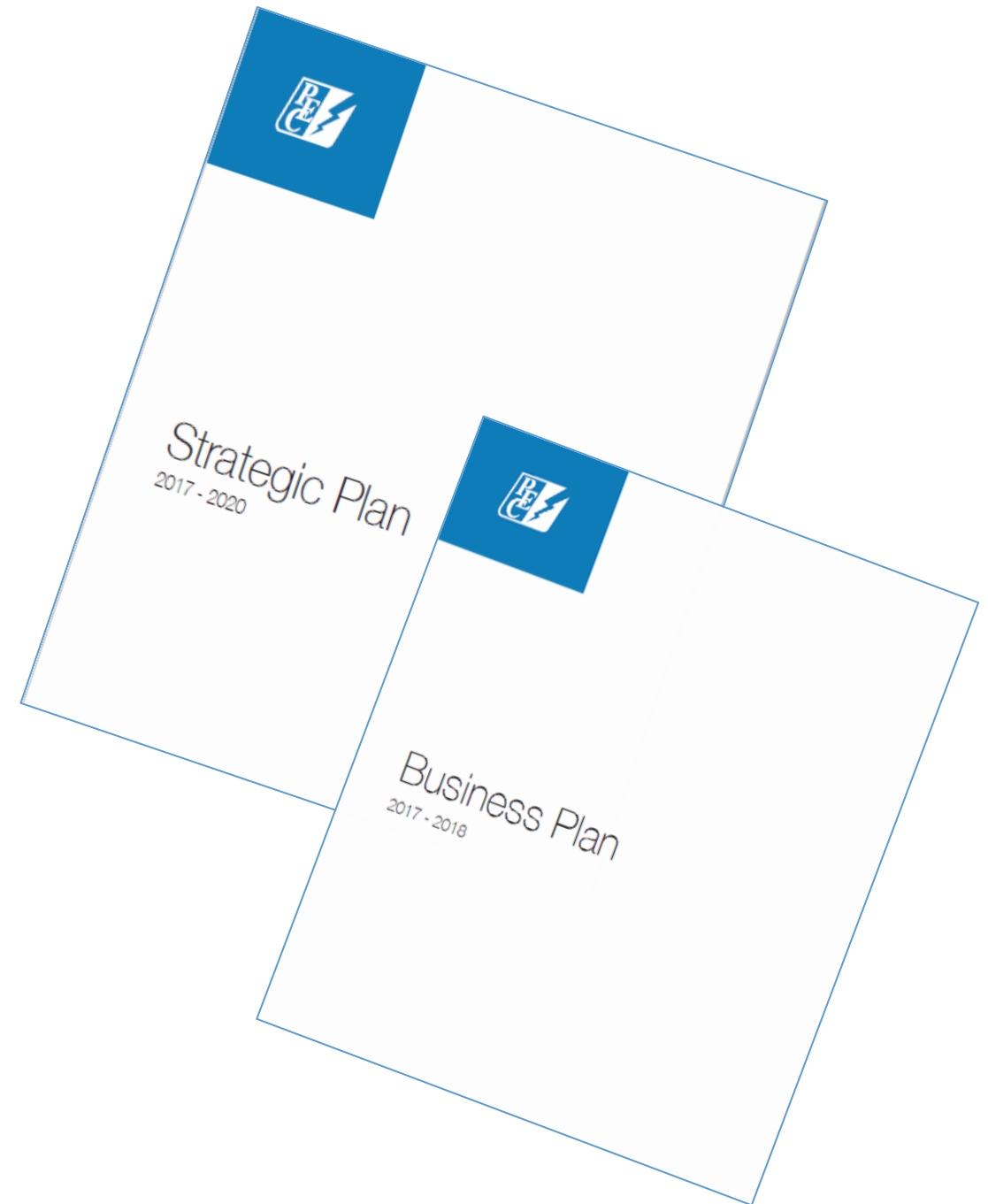
  
PEC offices





# Strategy & Performance

- 2017 JD Power Overall Customer Satisfaction score of 742,
  - **an increase of 23 points from 2016**
- Reaffirmation from the Board of Directors of the 2020 Strategic Plan
- Evaluation and prioritization of business initiatives
- Partner in development of Enterprise Risk Management Draft Policy



# Strategy & Research – Looking Forward



- Publish KPI performance dashboard
- Refresh KPI performance targets for 2018
- Launch Enterprise Risk Management program

# 2017 KPI-P2 Performance as of August 31, 2017

KPI Metric	Category Weight	Overall Category Performance	Estimated KPI Distribution
Power Quality and Reliability	20%	Silver	1.10%
Cost and Price	20%	Gold	1.56%
Billing and Payment	10%	Silver	0.60%
Corporate Citizenship	10%	Silver	0.50%
Communications	10%	Gold	0.88%
Customer Service	15%	Gold	1.20%
Safety and Security	15%	Gold	1.01%
<b><i>Estimated KPI-P1 Payout as of August 31, 2017</i></b>			<b>6.85%</b>

# Organizational Development

# Change Management

Providing weekly updates and information to affected employees who may have a scheduled facility move in the next 30 days.

We will enhance these as additional facility moves are expected.

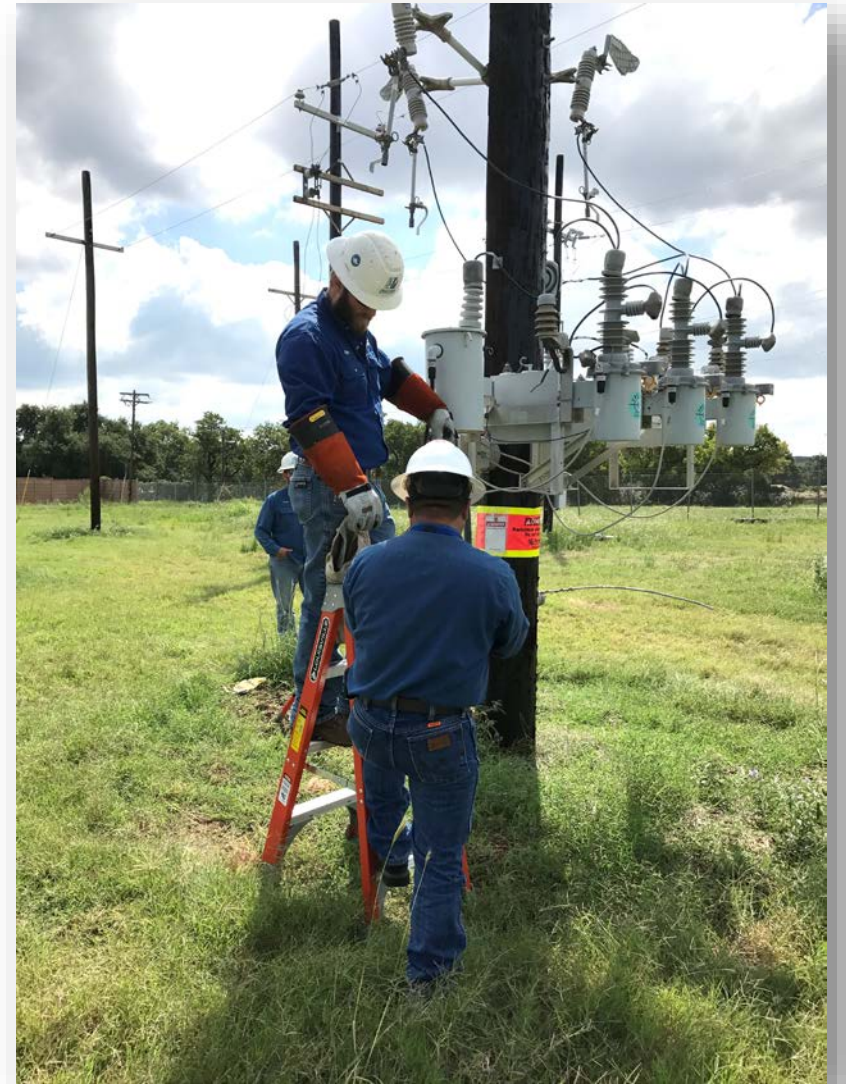




PEC is taking an integrated and strategic approach to Leadership Development that spans the entire leadership lifecycle from emerging leader to executive. Our programs include: Leadership Academy; New Supervisor Training; Online Resources; Engagement Team Meetings; Executive Team Development.

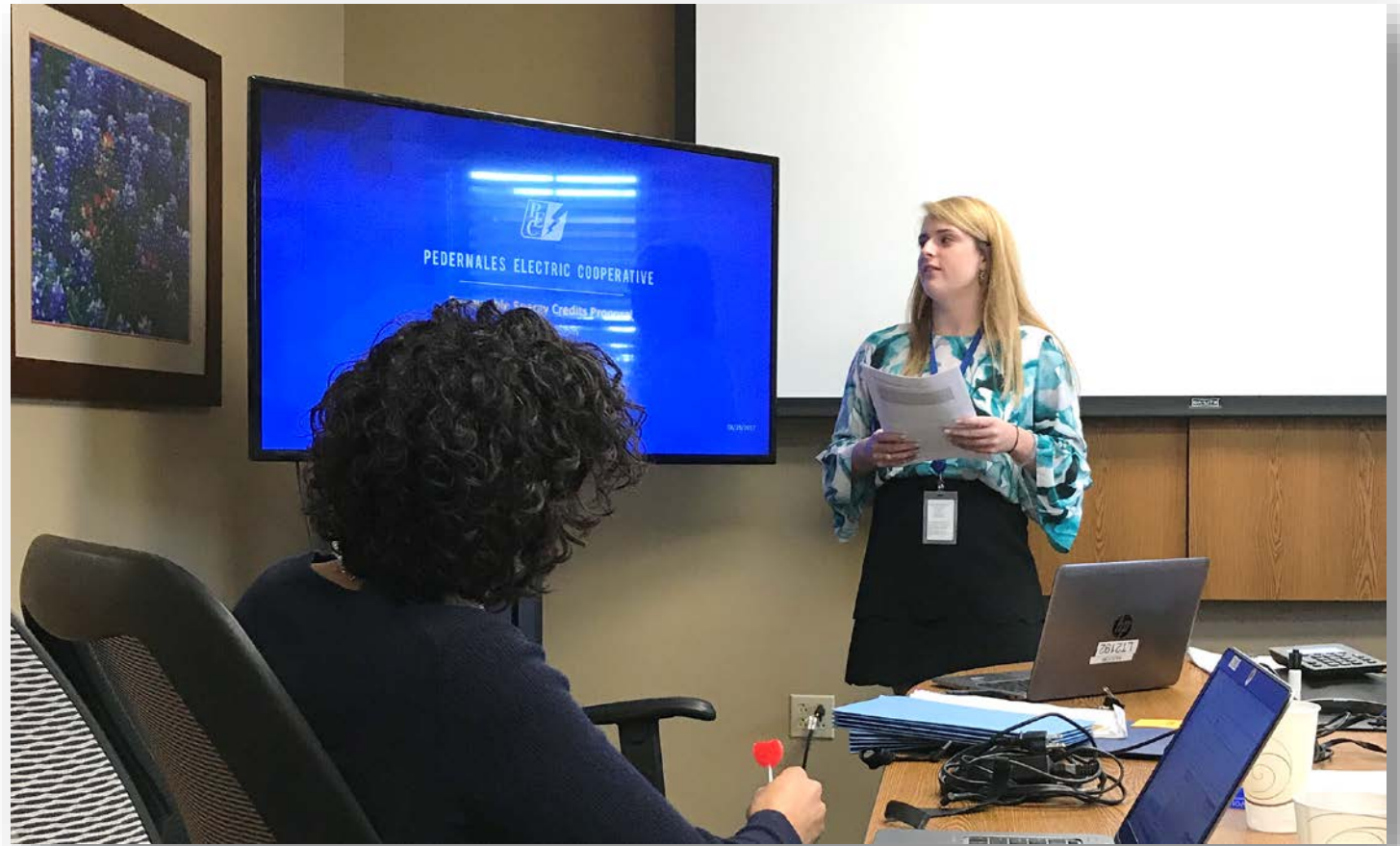
# Apprenticeship Program

<b>67</b>	Active Apprentices
<b>18%</b>	VA Program Participants
<b>11</b>	FY17 NLC Class Cohorts
<b>12</b>	FY17 Program Graduates
<b>14</b>	FY17 JW Continuing Ed Classes
<b>\$29,112</b>	FY17 Grant Funding Received



# 2017 PEC Internship Program

- Power Supply
- Key Accounts
- Engineering
- Operations
- IT



# Community Engagement

# Community Outreach & Support

## Meetings/events attended (July – Sept. )\*\*

- 42 area chamber meetings/events
- 19 economic development organization meetings
- 13 youth engagements
- 10 community partner meetings
- 2 booth events

*\*\*283 meetings/events attended Jan. 1 – Sept. 30*

## Community support program donations (Sept.)

- 16 education foundations
- 5 independent school districts
- 3 libraries

## Grant writing assistance (Funded in Sept.)

- \$25,000 awarded through the LCRA Community Development Partnership Program to Blanco Volunteer Ambulance Corps to purchase two hydraulic assist stretchers



**Aug. 5**

Cedar Park Business Expo

**Aug. 8**

San Marcos Chamber Business Expo

**Sept. 12-13**

New Braunfels Business Trade Show

**Oct. 17**

Georgetown Chamber Home & Business Expo

**Nov. 1**

Round Rock Chamber Business Forum & Expo

**TBD**

Buda Business Showcase

# Q2 & Q3 Booth Events



# About 100 attend Junction Membership Dinner | Sept. 26



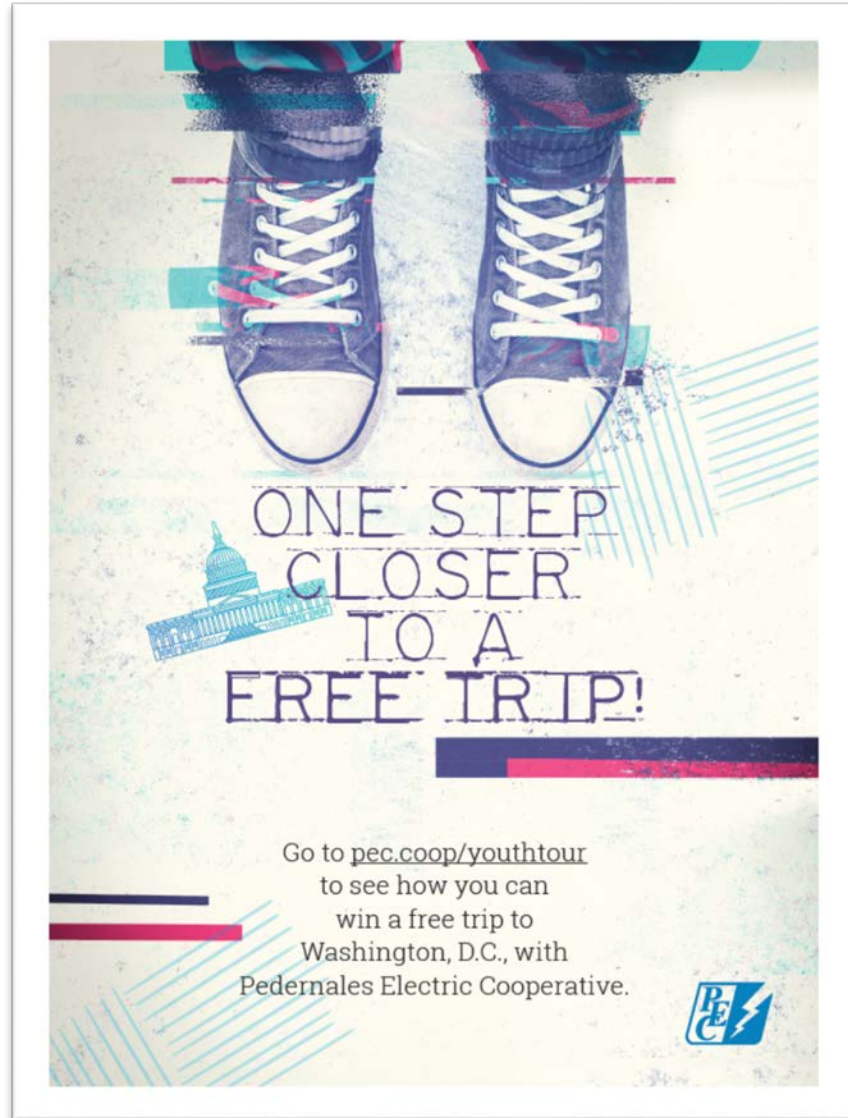
Sept. 26 at 6 p.m.

Pedernales Electric Cooperative  
invites you for a community  
dinner and business update.

Coke R. Stevenson Memorial Building  
440 Highway 83 North • Junction, Texas



# Youth Tour Essay Contest | Entries due Oct. 25



## Prompt

Based on your experience in extracurricular activities, develop a unique, fun and educational PEC program for middle or high school students.

Consider one or more in the development of your program: the seven Cooperative Principles, safety, member focus and/or responsibility for conservation of energy resources. Be sure to include the name of your program, its intended age group, a description of the program (activities, materials required, et cetera) and how it addresses the Cooperative Principles, safety, member needs and/or energy resource conservation.

Finally, explain how you would persuade your classmates and friends to participate in this program.

## Save the Date!

Winners Reception/Dinner on **Nov. 30** *Details forthcoming*



# Volunteer Participation Program | Launches Nov. 1

## Purpose

- Identify volunteer opportunities for PEC employees;
- Support and recognize volunteer activities;
- Develop a process for capturing, tracking, recording and publicizing employee volunteer activity in the community.



# Facilities Management



## Northwest Operations Center (NWOC) Marble Falls, Texas

- Occupancy Forecasted for February 2018
- Warehouse, Office Facility, and Mechanics Shop near completion
- Improved Technology Throughout the building
- Lineworker Training Space
- Ingress & Egress improvements from existing District Office

# Security

# Security

- Hired an experienced law enforcement and security professional, to manage PEC physical security systems and software
- Completed design and implementation of incident management and reporting system for security incidents and events
- Finalized draft RFP for Security Vulnerability assessment and Master Plan
- Completed project scope for installation of enhanced security in PEC facilities



pec.coop