



Cooperative Update

Tracy Golden, Chief Financial Officer

Oct. 16, 2017

Co-op Snapshot

September 2017

39.68%

Equity

\$48.9M

Margin

717

Employees
(As of Oct. 11)

297,549

Active Accounts



81%

Service level

13,233

Members served
in offices

00:20

Average phone
wait time

31,349

Phone calls
answered

Member Satisfaction

September 2017



National Co-op Month

Voluntary
and open
membership



Democratic
member
control



Education,
training and
information



Concern
for
community



Autonomy
and
independence



Members'
economic
participation



Cooperation
among
cooperatives →

National Cooperative Bank Co-op 100



The 2017 NCB
CO-OP 100



Up from 100th in 2016

Ranked by 2016 Revenue in Millions of Dollars

Information Technology

Staff Focus / Year End Initiatives

Cyber Security Awareness Month - October

iVUE 2.40

Circle C Move-In

Cisco Contact Center



Member Services

September Performance

Contact Volumes Returning to typical amounts

Average Billing decrease of \$25 per bill

Normal Operations have returned in
collection management

Total Alternate Rate Accounts approaching 100K

JD Power 3rd Qtr. Survey Improved to Platinum Level Scores

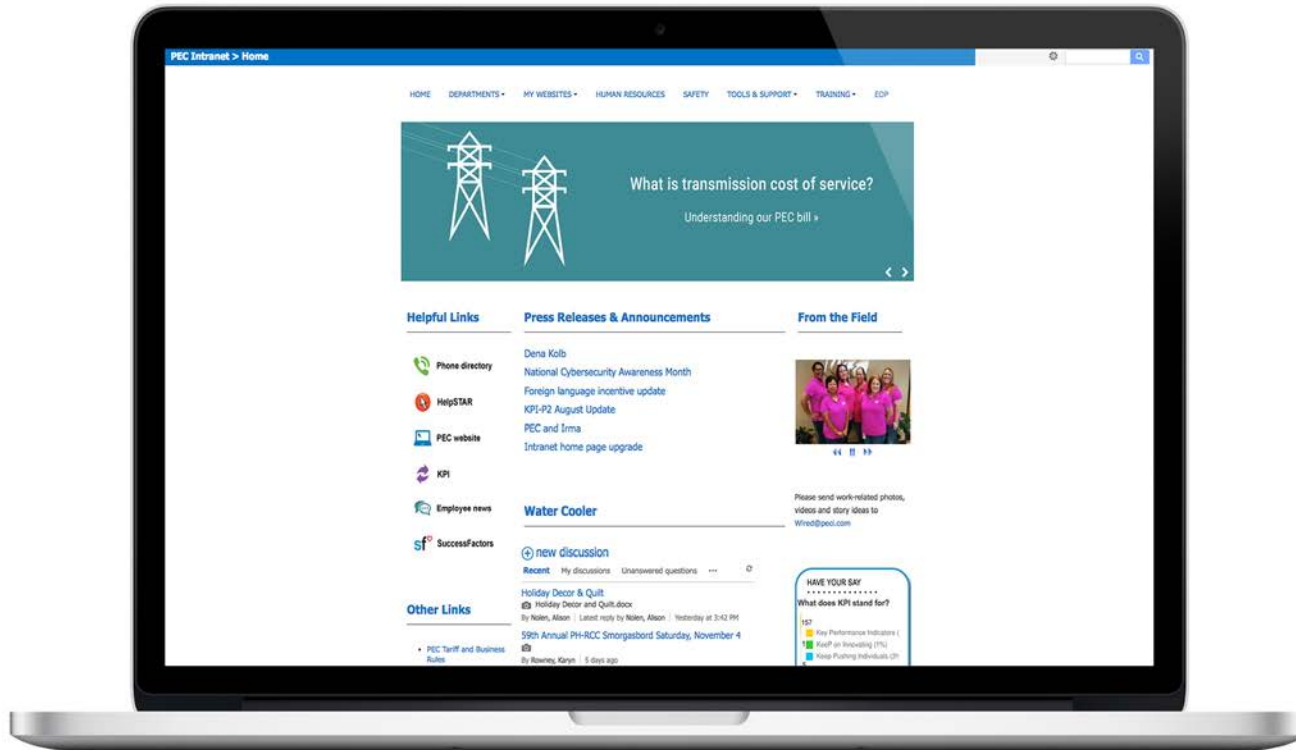


PEC's Intranet

New consistent look
and feel across all
department sites

Less clutter and easier
editing

Increased readability



Legal Services

Staff Focus

Compliance & Ethics Week – November 6-10 Actively planning for outreach and activities *“Make a difference one decision at a time”*

Continuing progress in CCN case for Wimberley upgrade

Assisting with policy development and assigning Risk Assessment Strategies to the compliance tasks

Planning for PEC Election 2018 by drafting a timeline for Board approval



2017 Hill Country Solar Tour



Engineering

Staff Focus

Highway 32 – Wimberley Transmission Line Rebuild & Upgrade

Substation Upgrade Projects Underway

Geographical Information System (GIS) Project – Phase 3

Contractor Onboarding

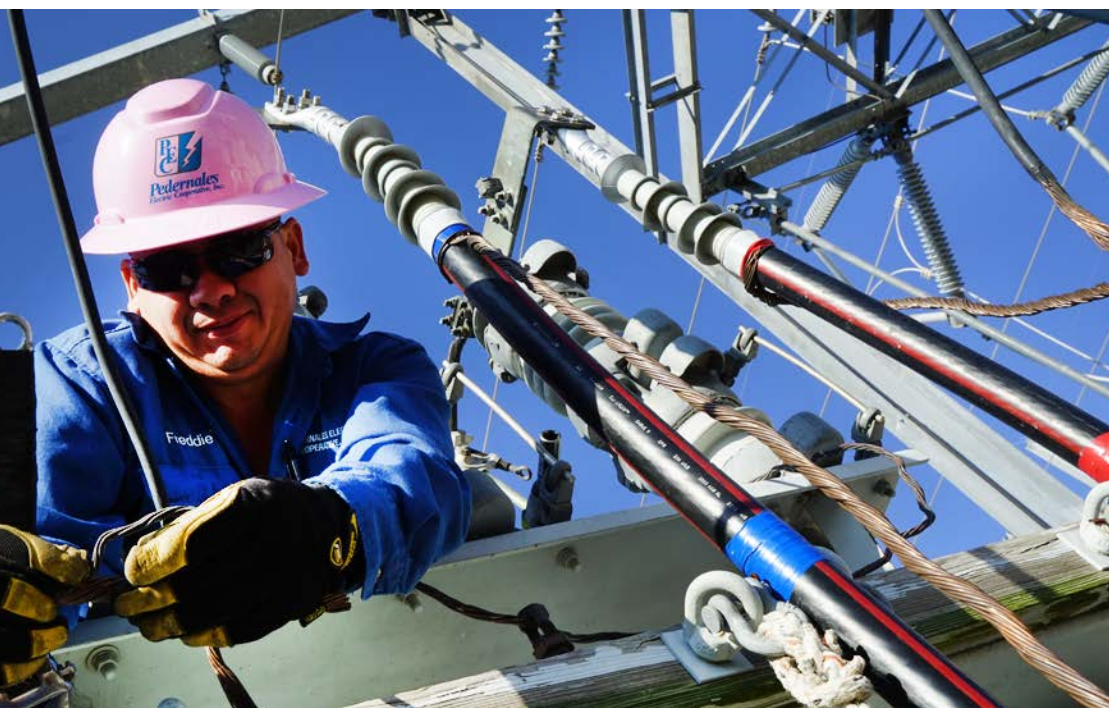
Aerial Inspection

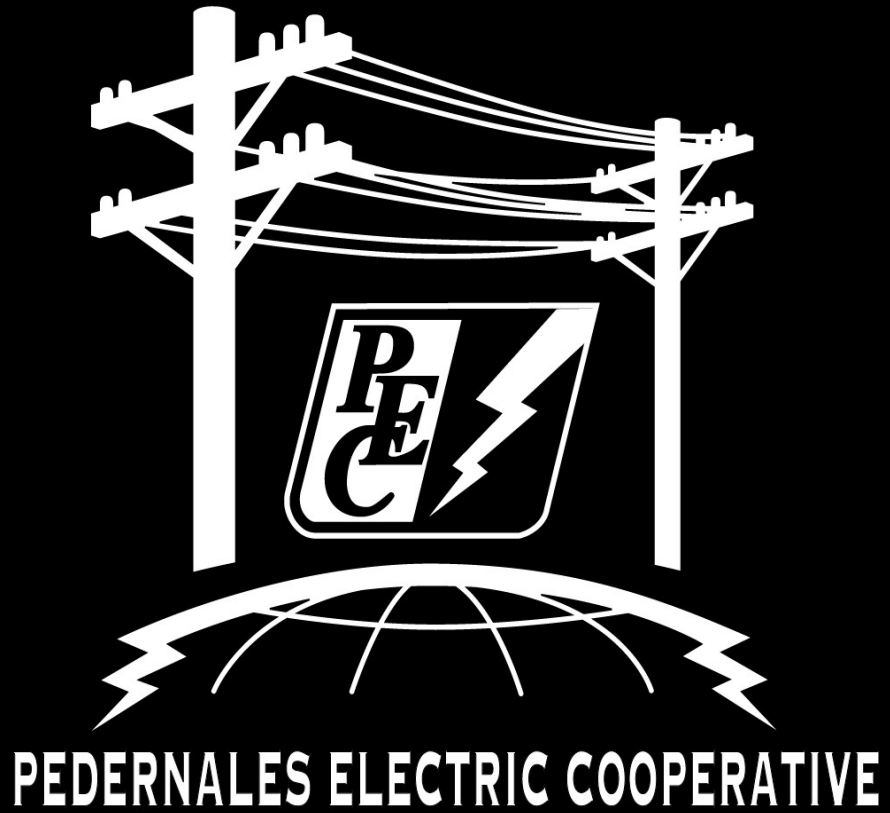
2017 Vegetation Maintenance – Completion on schedule



Breast Cancer Awareness Month







2017 International Lineman's Rodeo

Saturday, October 14, 2017 – Bonner Springs, KS

Total Participants:

- Largest Rodeo to date
- Over 1000 Linemen participated
- 238 Journeyman teams
- 313 apprentices

PEC Journeyman Teams:

- A.J. Mann, Andy Ridge and Thomas Logan of Canyon Lake
- Amos Baker, Daniel Corley and Michael Gonzalez of Oak Hill

PEC Apprentices:

- Jason King of Canyon Lake
- Justin Donovan of Oak Hill
- Nick Morris of Canyon Lake



2017 International Lineman's Rodeo

Saturday, October 14, 2017
Bonner Springs, KS

Special congratulations!

Nick Morris

Lineman Apprentice 3
Canyon Lake District

3rd place - Overall Apprentice

1st place - Cooperative Apprentice
5th place - Written Apprentice Test





pec.coop