

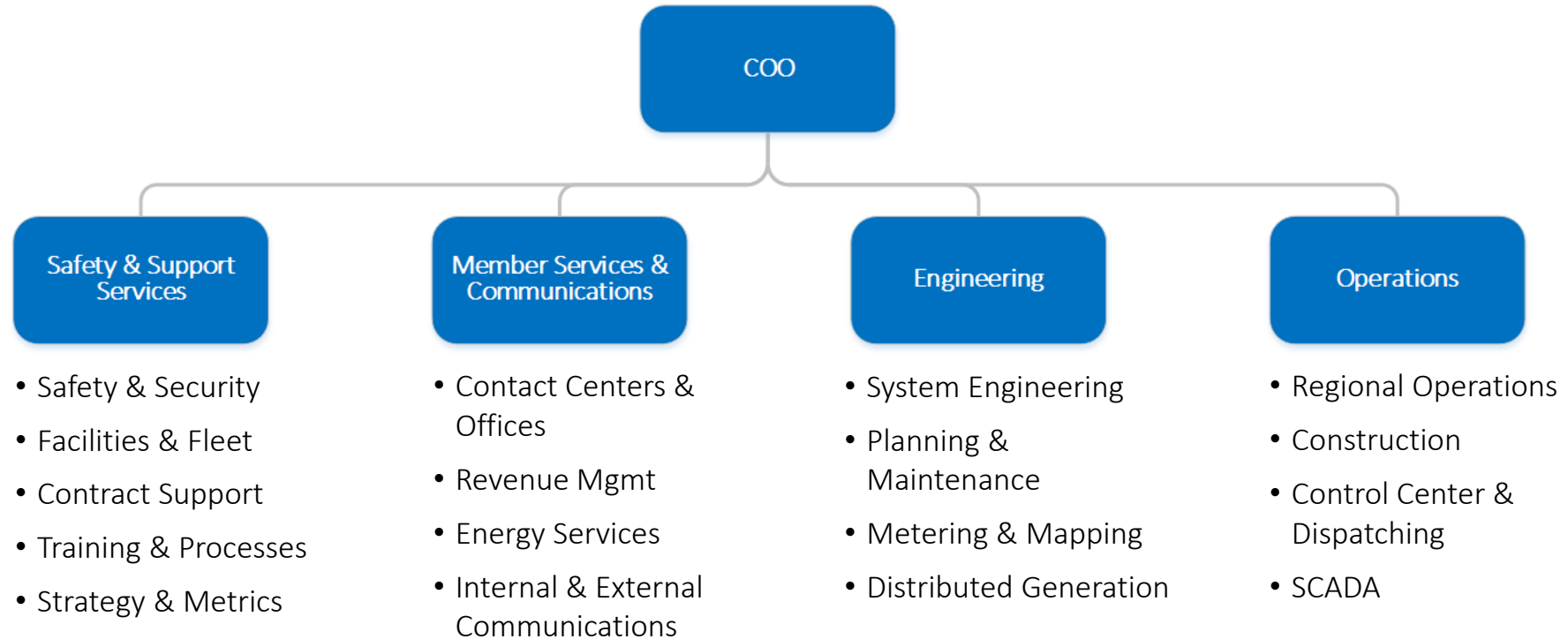


OPERATIONS REPORT

Eddie Dauterive, Chief Operations Officer

February 2018

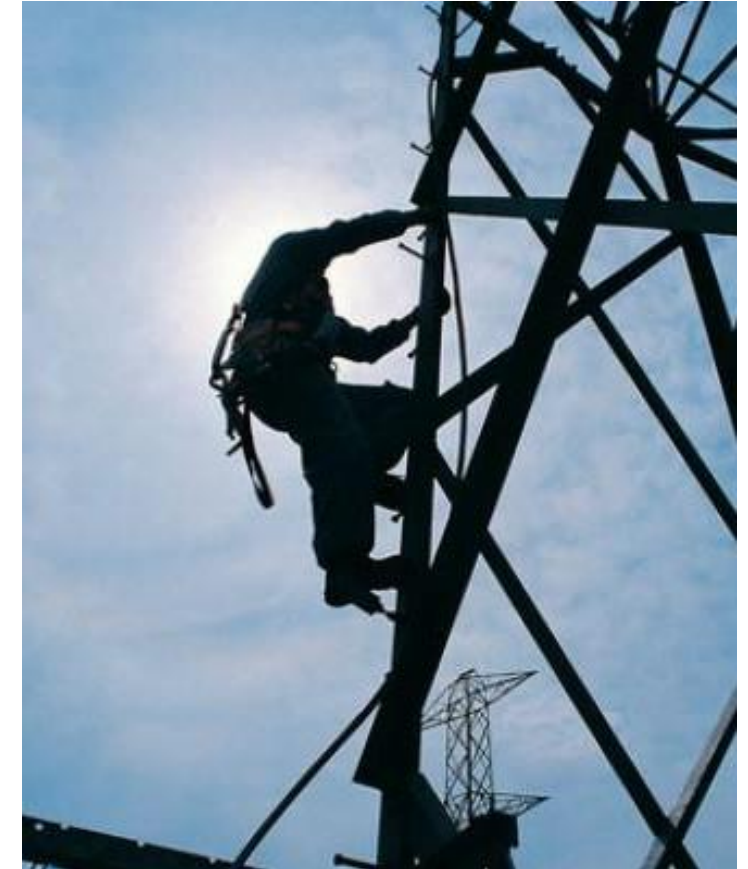
UTILITY OPERATIONS FUNCTIONAL AREAS



SAFETY

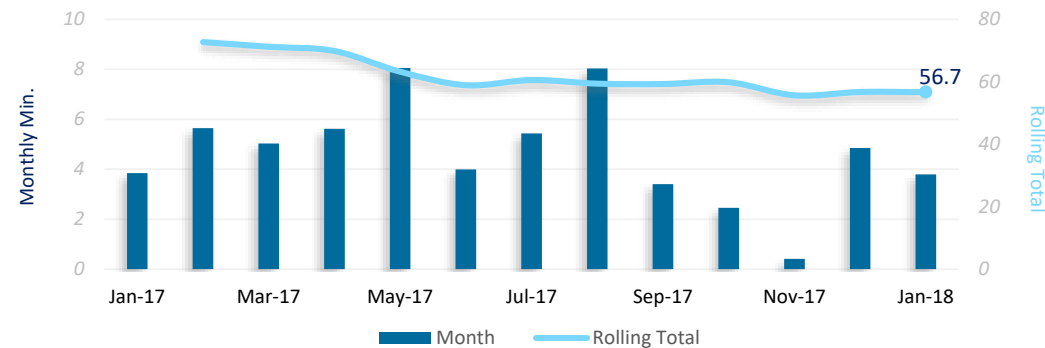
Total Injuries YTD 2018	January 2018	
Recordable Injuries/Illnesses	0	
Lost Time & Restricted Duty Cases	0	
Man-Hours Worked	83,446.50	
KPI Metrics	January 2018	Platinum KPI
TRIR - Total Recordable Incident Rate	0	≤ 2.0
DART - OSHA Days Away Restricted or Transferred	0	≤ 0.6
Preventable Vehicle Accidents *	1	0
% of Incidents Reported w/in 48 Hours	NA	85%
Security Training Hours per Employee	NA	≥ 4
% Employees w/ Cybersecurity Training	NA	100%

* Minor vehicle accident while merging lanes, no injuries to either party

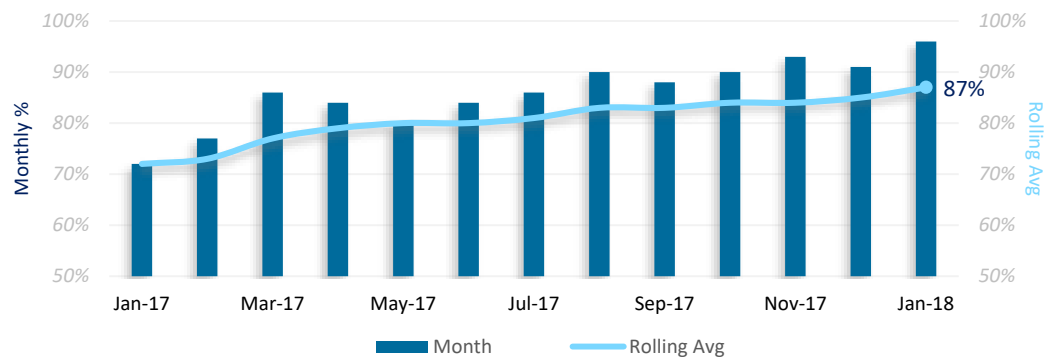


OPERATIONS - RELIABILITY

2017 SAIDI



ARCOS Availability



Emergency Operations Event

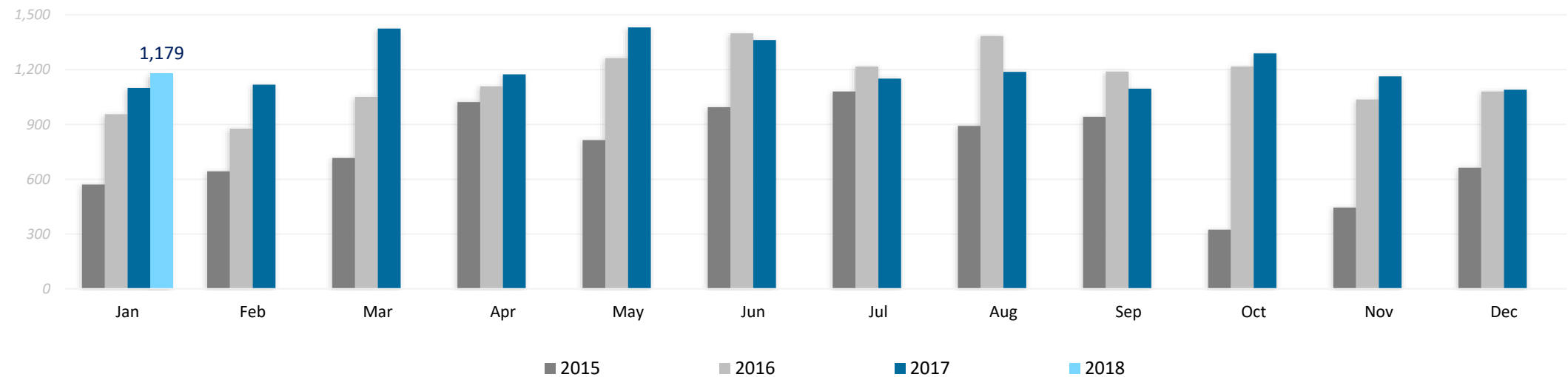
Winter Storm, January 15-16, 2018

Districts affected:	System-wide
Forecasted conditions:	Freezing rain up to 0.25 inches, temperatures of 28 – 33 degrees
Actual conditions:	No measurable conditions
Total outages:	16
Total members affected:	1,066
Total crews available:	<ul style="list-style-type: none">• Service - 15• Construction - 5 (overnight)• Tree trimming - standing by• Foresters - standing by
Staffing 10p – 7a:	<ul style="list-style-type: none">• Distribution Dispatchers - 2• System Operators - 2• Control Room Mgr - 1
Staffing 7a – 7p:	Regular staffing
District staffing:	Varied by district

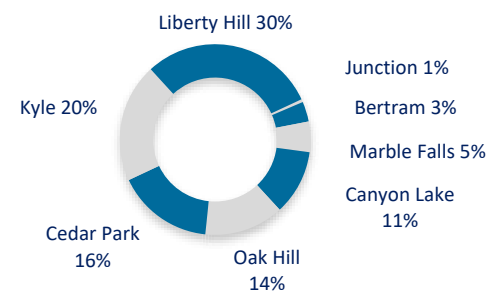


OPERATIONS - SYSTEM GROWTH

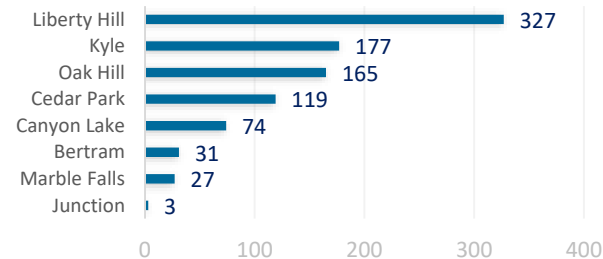
Annual Line Extension Comparison



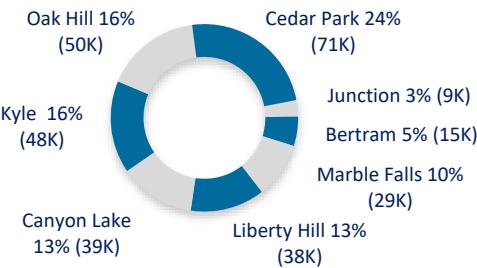
January Line Extensions by District (1,179)



January Meter Growth by District

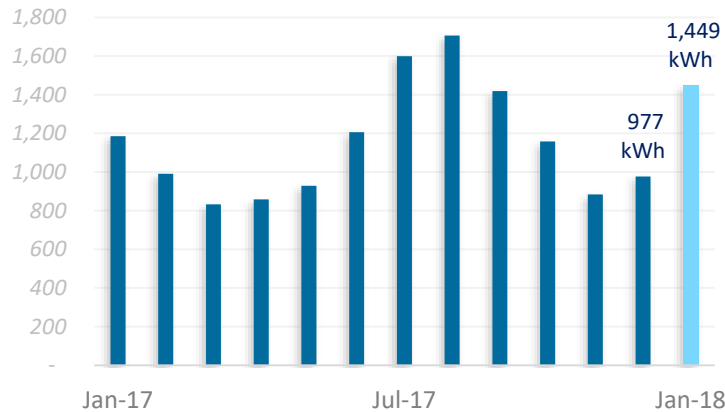


January Meters by District



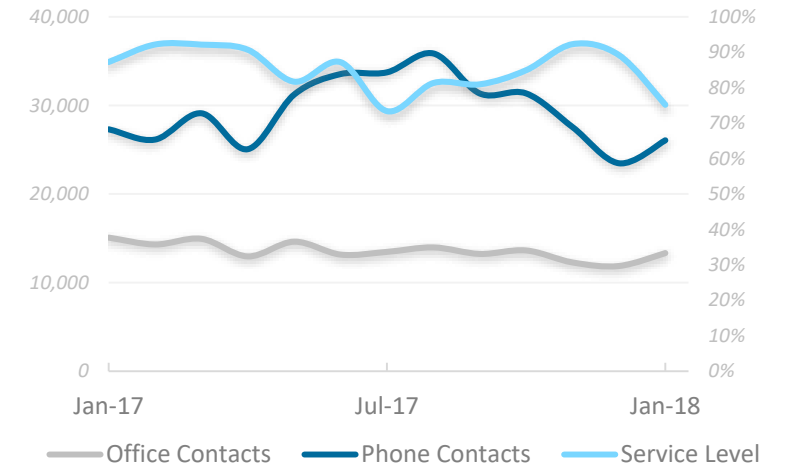
MEMBER SERVICES

Avg Residential Usage

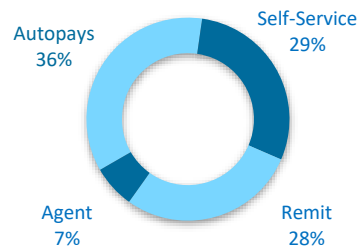


- Avg. monthly usage increased **48%** in January from December
- Contact volumes increased **11%**
- Attrition is also impacting Service Level, staffing for office coverage is becoming a daily challenge

Service Level



Payment Types



- Processed over **303K** payments, **8%** higher than Jan. 2017
- **65%** of all payments utilize efficient autopay and self-service options

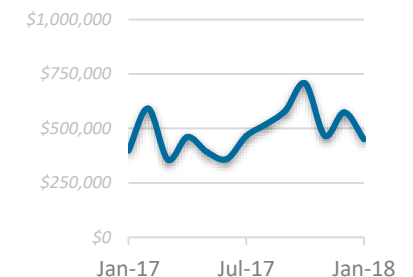
Collections

538
Remote Meters Set

958
Remote Disconnects

- Considerable activity with **11** days of restricted collections
- Aged balances are in good position during high-use, cold weather months

Aged Balances



COMMUNICATIONS

2018 PEC Election campaign launched

- Election details and nomination petition information
- Website updates and press release
- Bill insert developed (Feb. bills)



◀ February bill insert



▲ Website update (pec.coop/election)

Press release ▲

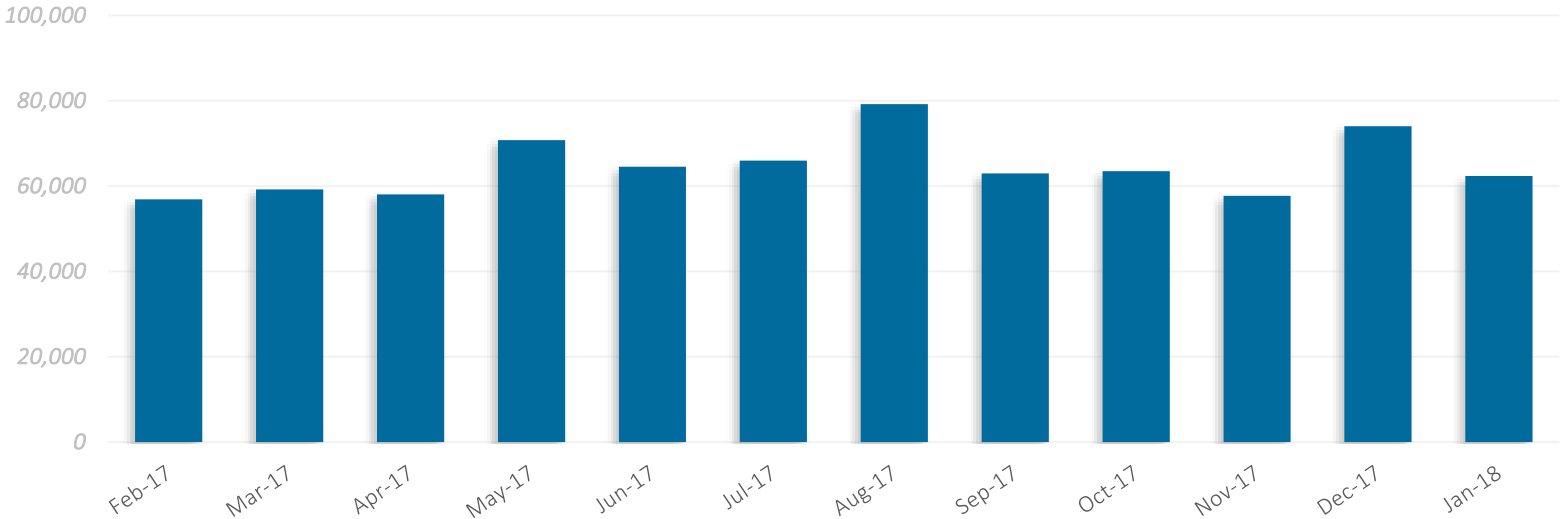


COMMUNICATIONS

January 2018 Digital Metrics

Website Visitors

January 2018 – 62,358 *

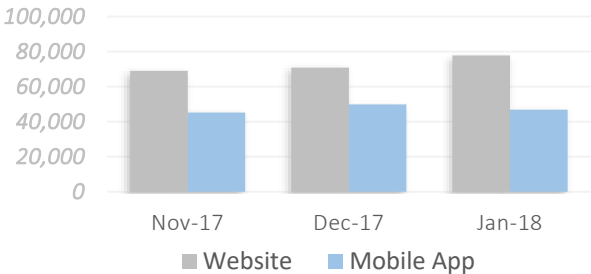


Most-visited Pages

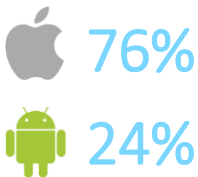
1. Home
2. Contact Us
3. Your Service
4. Billing & Payments
5. Outage Center
6. Connecting Service
7. PEC News
8. SmartHub
9. Cooperative Solar Rate
10. About Us

* Estimation due to reinstall of monitoring software after launch

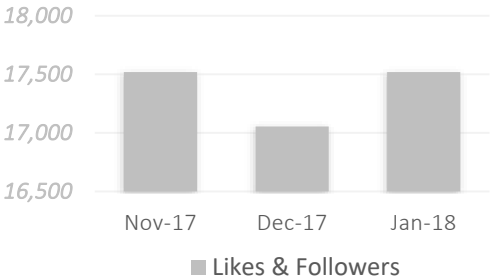
SmartHub Visitors



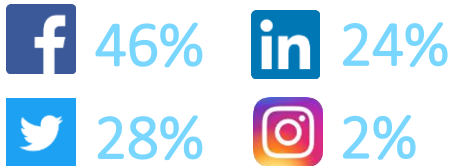
Mobile App %



Social Media Visitors



Social Media %



ENGINEERING

Transmission Projects

- **Hwy 32** (*Kyle District*) - Wimberley transmission line rebuild and upgrade
 - Proposed Order filed January 30th
 - Docket to be considered at March PUC Mtg
- **Wirtz** (*Marble Falls District*) - Paleface structure replacements
 - 75 structures are being replaced
 - Scheduled February – August 2018
- **Blanco** (*Canyon Lake District*) - Devil's Hill distribution under-build re-conductor
 - Rebuild 1.75 miles of line
 - Pole order scheduled February 2018
 - Construction scheduled August – November 2018



ENGINEERING

Substation Projects

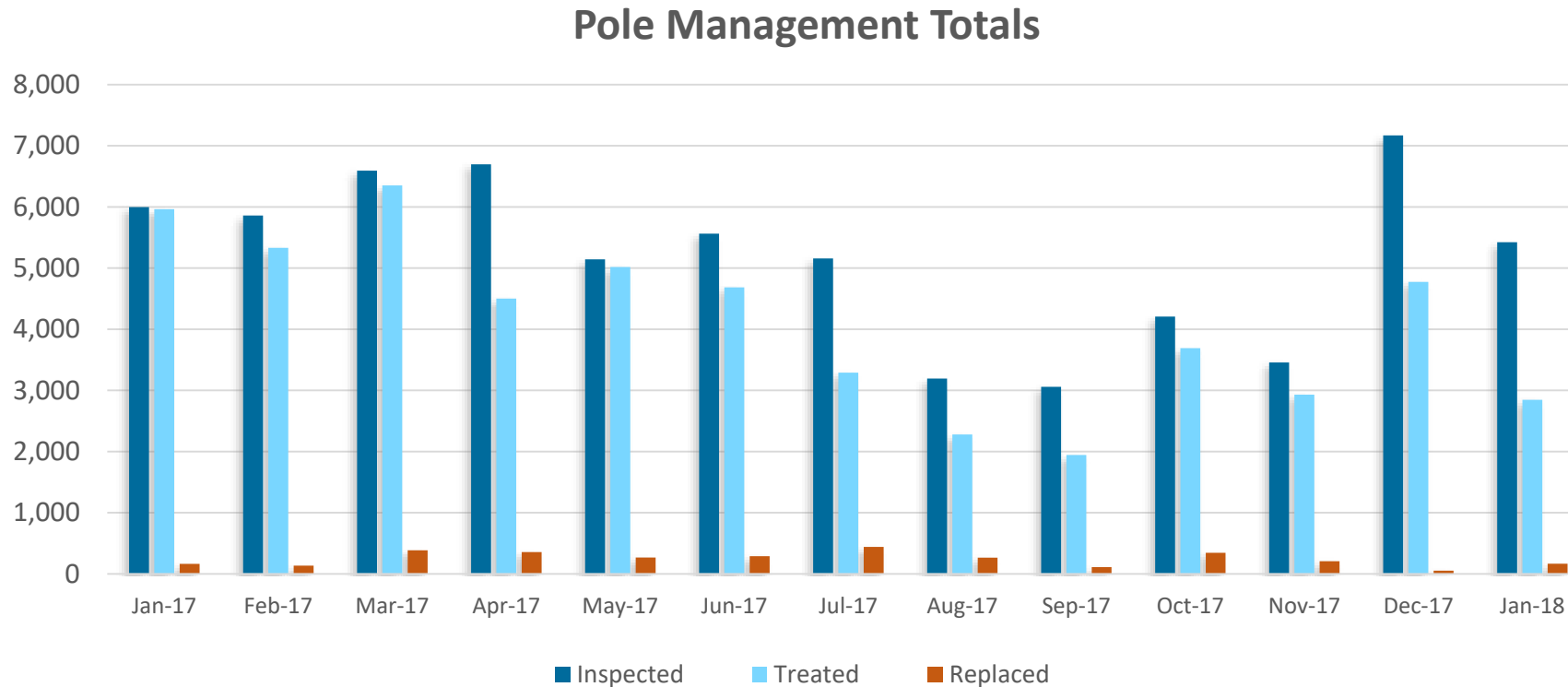
- Sherwood Shores (*Marble Falls*) - *upgrade*
- Manchaca (*Oak Hill*) - *upgrade*
- Turnersville T1 (*Kyle*) - *upgrade*
- Pipeline (*Liberty Hill*) - *new sub construction*



Other Projects

- Automated Metering Infrastructure (AMI) - *Evaluating RFPs through February*
- Geographical Information System (GIS) upgrade - *Testing underway through March*
- Contractor onboarding - *Staggering vendor implementations over next few months*

POLE MAINTENANCE



2017 Totals

62,103
Poles Inspected

50,761
Poles Treated

3,025
Poles Replaced

- Less than 5% of inspected poles required replacement
- Treatment includes adding a wood preservative throughout the inside of the pole via gas tubes
- Older poles, over 30 years, also receive an outer layer of preservative around the pole base

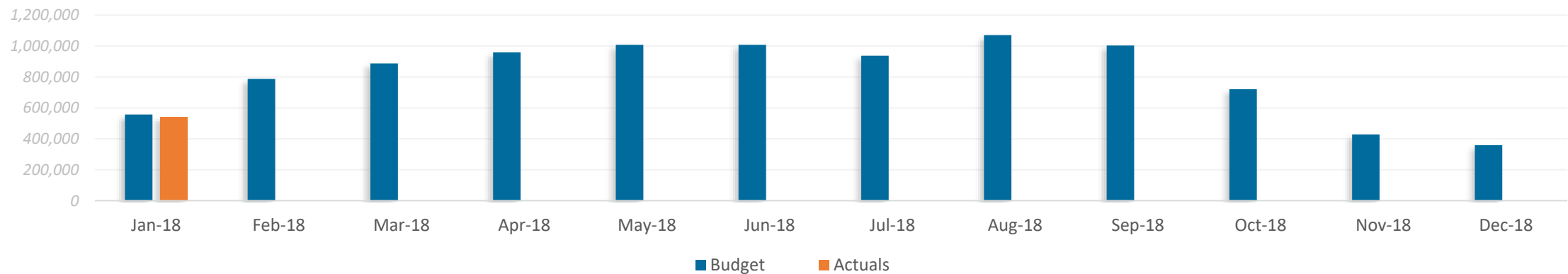


VEGETATION MANAGEMENT



- Feeder Maintenance
 - 2017: **2,214** miles planned – **100%** completed
 - 2018: **2,384** miles planned - **6%** complete
- 2018 budget and work completion on track
- 9 tree-related outages in January, only **3.8%** of all outages

Budget vs Actuals



FLEET MANAGEMENT

- Improving AVL system integration to NISC
- Reviewing vehicle usage policy
- Exploring alternative tire repair / maintenance options
- Completed renewal of Mobile Refueling contract
- Looking at options for monthly diesel exhaust refilling
- Completing orders for replacement/additional equipment:
 - 2018 CIP includes 57 large and small trucks, trailers and vehicles
 - 38 orders completed, 17 remain pending





pec.coop