



OPERATIONS REPORT

Eddie Dauterive, Chief Operations Officer

March 2018

SAFETY

Personal Injuries	February 2018	YTD
Recordable Injuries/Illnesses	1	2*
Lost Time & Restricted Duty Cases	1	2*
Man-Hours Worked	110,165	193,612

KPI Metrics	2018 KPI P1	Platinum KPI
TRIR - Total Recordable Incident Rate	2.07	≤ 1.0
DART - OSHA Days Away Restricted or Transferred	2.07	≤ 0.3
Preventable Vehicle Accidents	1	0

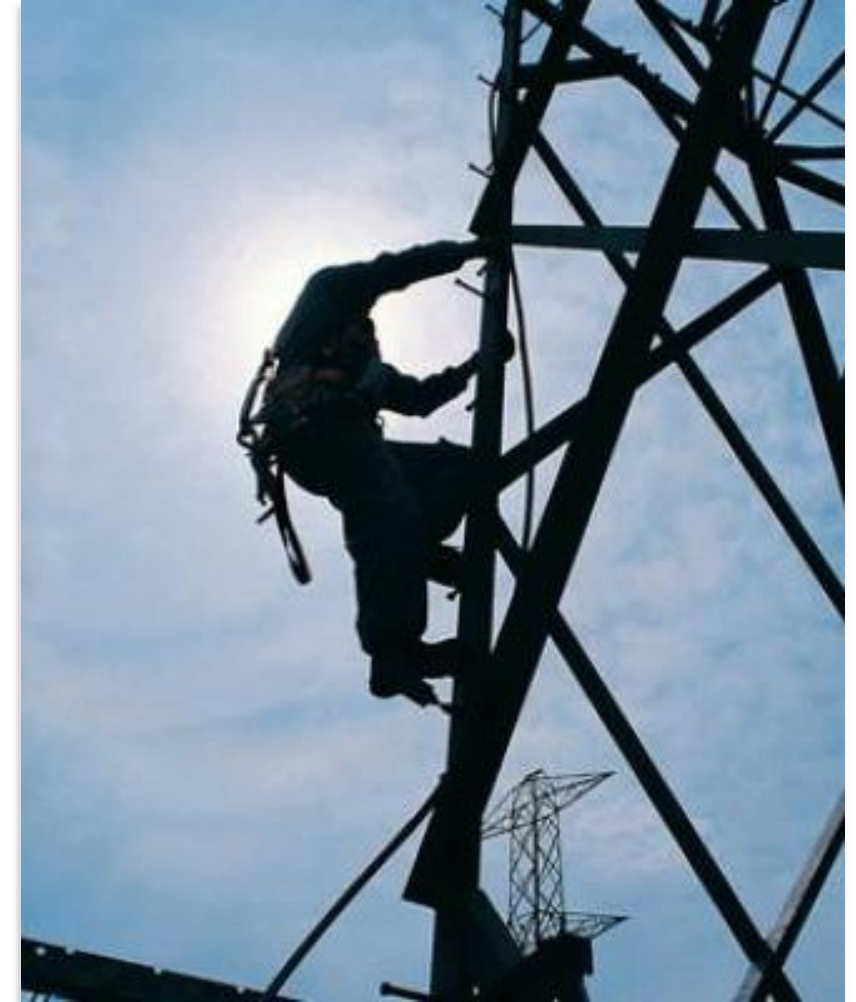
February Injury Descriptions

Employee rearranging poles in storage when pole rolled onto his ankle.

* Employee experienced minor knee sprain while working on underground equipment. Event occurred in January, initially as first aid incident, status changed to restricted duty in February.

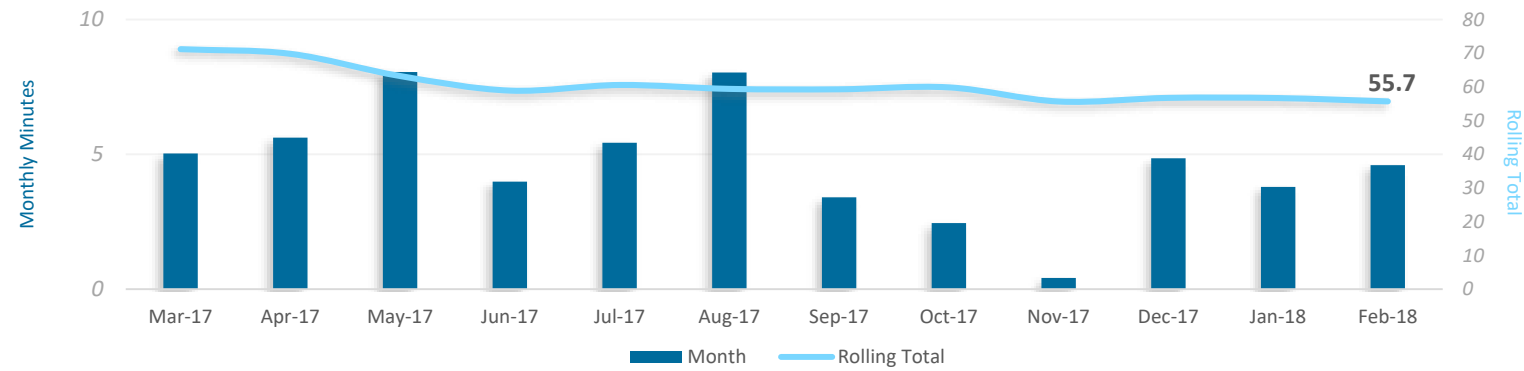
Southwest Electric Safety Exchange (SWESE)

- Date: April 2019 (3-4 Days)
- Host: Pedernales Electric Cooperative
- Audience: 14 electric utilities from 7 states
- Attendance: 350-400
- Goal: Discuss safe work practices
- Status: Selecting conference site



OPERATIONS - RELIABILITY

SAIDI

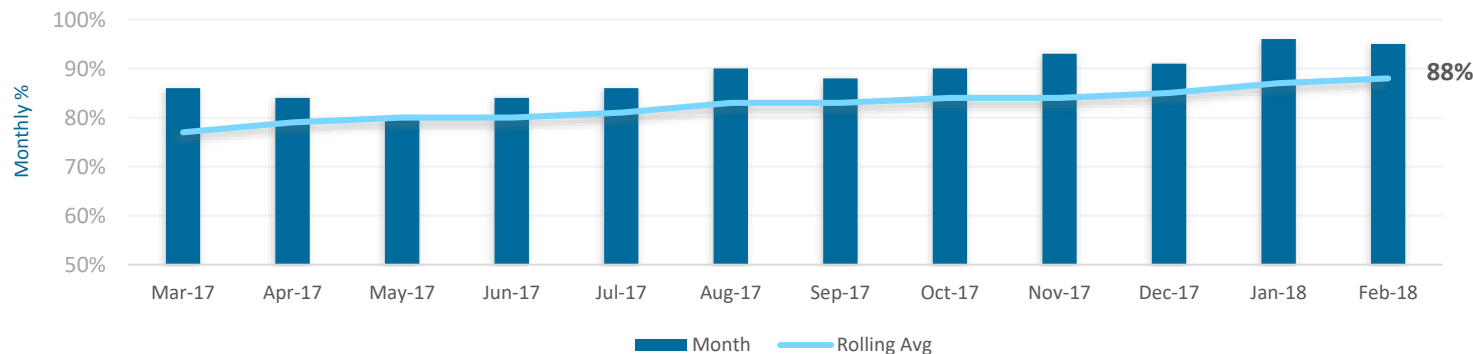


KPI Status

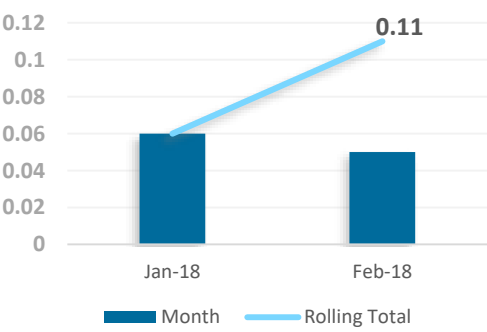
SAIDI:
55.7
Gold

ARCOS:
88%
Platinum

ARCOS Availability

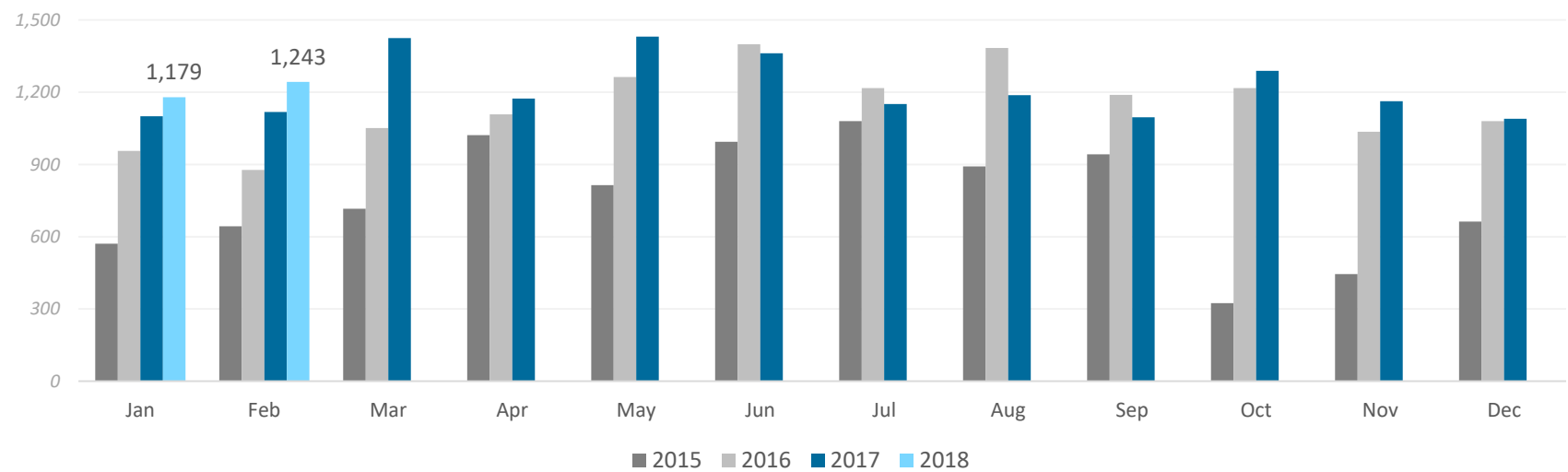


SAIFI



OPERATIONS - SYSTEM GROWTH

Annual Line Extension Comparison



Miles of Line

February Total:

18,124

Constructed YTD:

39.3

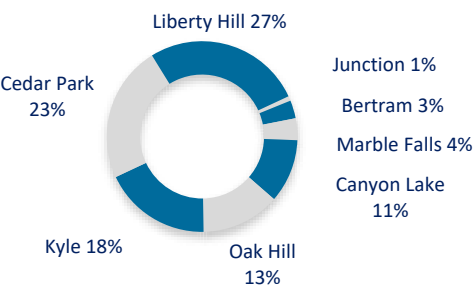
UG to OH Construction Ratio:

3.9 : 1

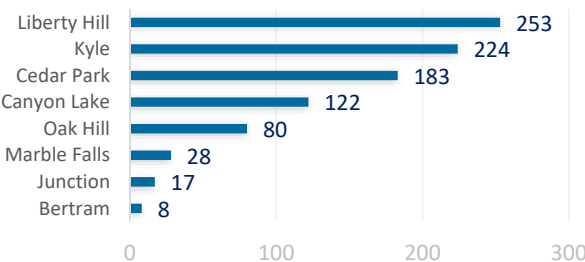
UG to OH System Ratio:

1 : 5

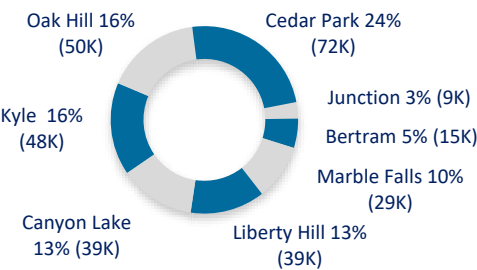
February Line Extensions by District (1,243)



February Meter Growth by District



February Meters by District



SUCCESSION PLANNING

Apprenticeship Program	Total	Program Actions	Total
Lineworker 1A	8	Promotions	1
Lineworker 1B	14	New Hires	2
Lineworker 2	15	DOL Program Entry Pending	5
Lineworker 3	10	Active Veteran Participants	8
Lineworker 4	17		
Total Participants	64		

Journeyworker Continuing Education

Dates

Advanced Transformer Training

Liberty Hill - April 17

Marble Falls - April 18

Johnson City - April 19

In-House Rodeo

- Internal competition, to be held April 3rd
- Apprentices train and study year-round, opportunity to display their skills

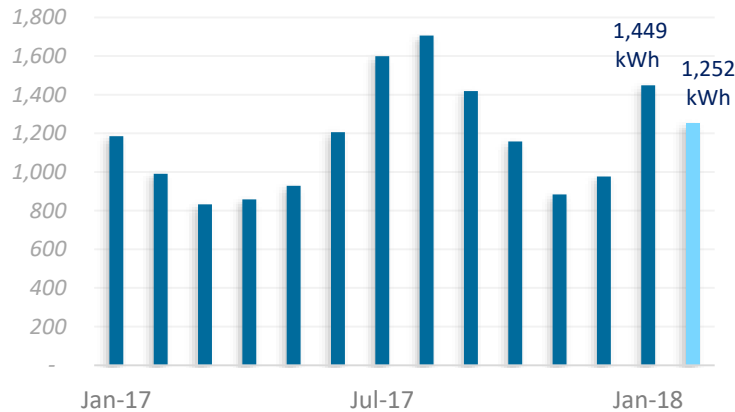
New Arcing Machine

- Will allow all employees to witness an arc and the hazards involved
- Receiving requests for demonstrations from local schools and fire departments
- Aiming to have machine operational for training by May



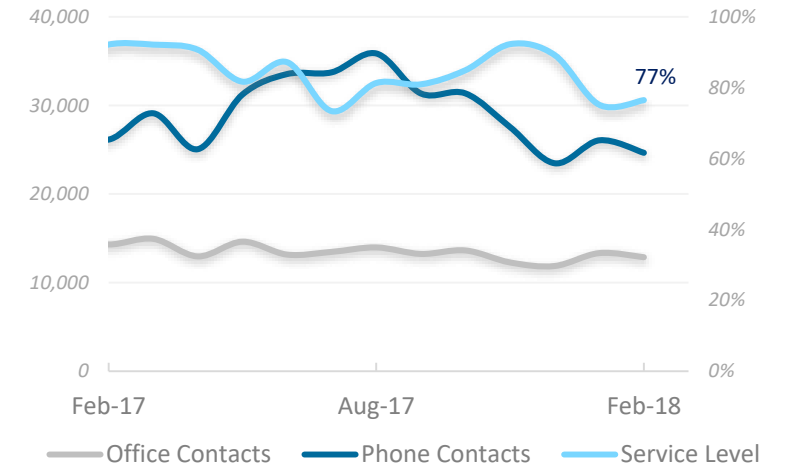
MEMBER SERVICES

Avg Residential Usage

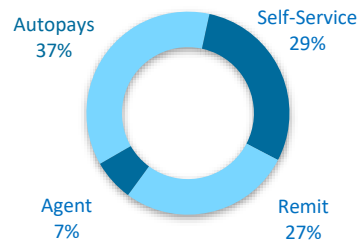


- Fair weather and fewer usage concerns helped lower contact volumes
- Contact metrics improved, continuing to analyze coverage issues and process improvements for responsiveness

Service Level



Payment Types



- Continue to see steady increases in autopay and eSaver enrollments
- **Two-thirds** of all payments now utilize efficient autopay and self-service options

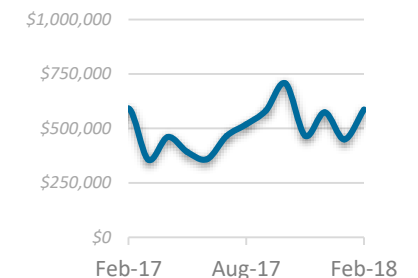
Collections

596
Remote Meters Set

1,286
Remote Disconnects

- Significant activity with **0** days of restricted collections
- Aged balances remain in standard range following high-use month

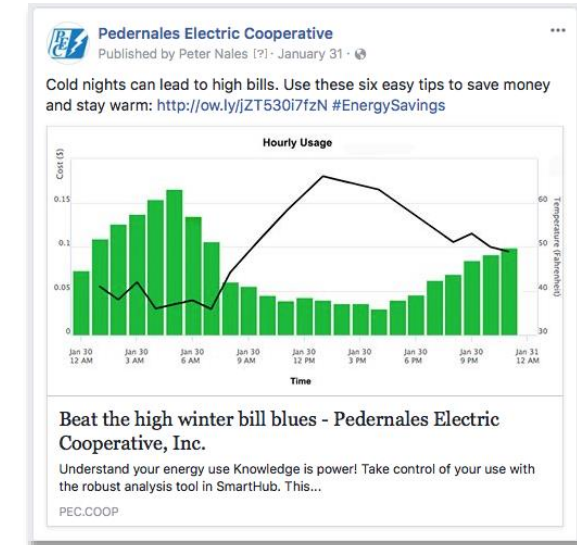
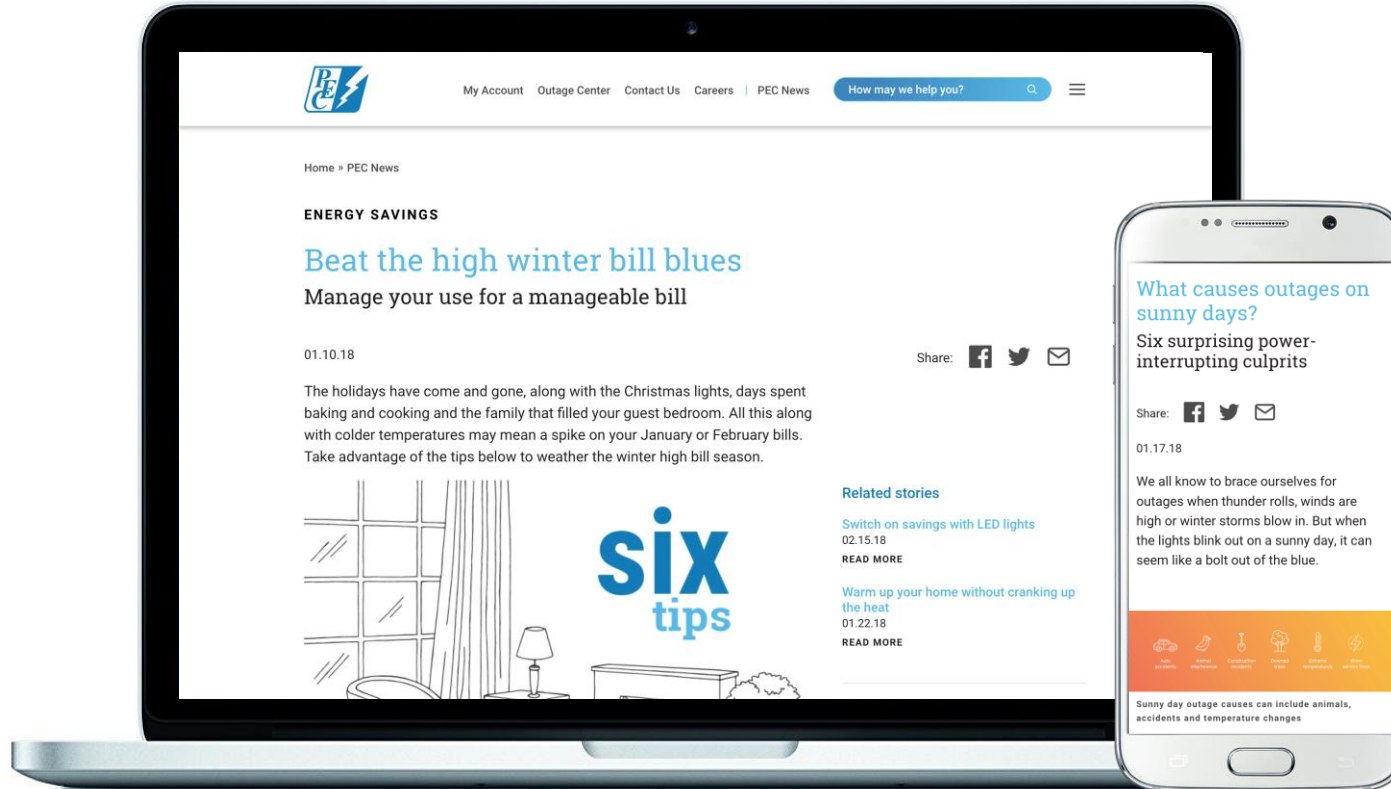
Aged Balances



COMMUNICATIONS

Focus on savings and reliability

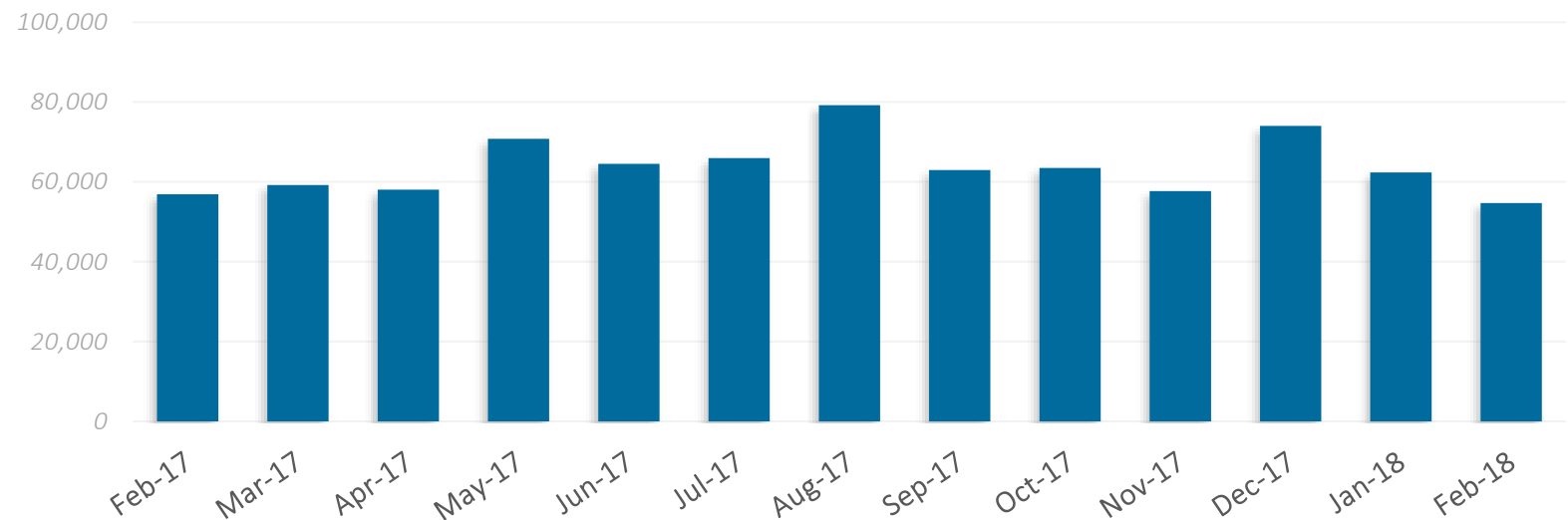
- Developed content that addressed cold temperatures in January
- Highlighted what can cause outages on sunny days



COMMUNICATIONS

February 2018 Digital Metrics

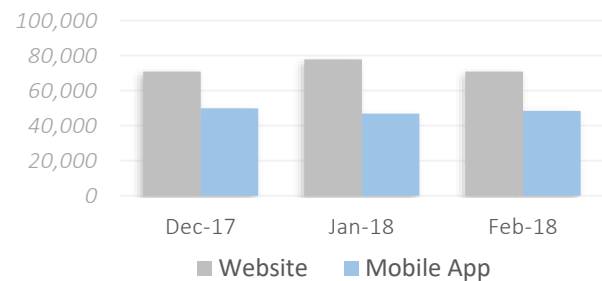
Website Visitors
February 2018 – 54,721



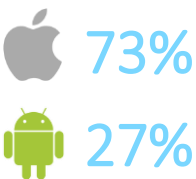
Most-visited Pages

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

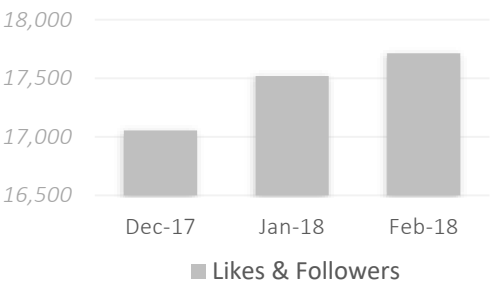
SmartHub Visitors & App Sessions



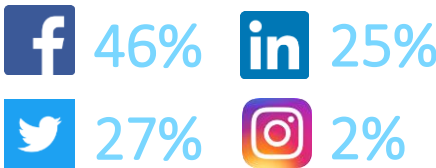
Mobile App Use



Social Media Reach



Platform Breakdown



SOLAR COMMUNITY

Engagement

- 1,462 members are now enrolled
- 1st allocations appearing on March statements

Production

- Totaling 11 MW capacity from Johnson City, Junction, Bertram and Andice sites
- Unplanned outages due to transformer malfunctions, lowered February production values; RES is taking responsibility and has developed a recovery plan to rectify the issue



Upcoming Milestones

- Roughly 150 more residential members away from fully subscribing the program
- Remaining 4 MW of capacity, Junction (1 MW) and Copperas Cove (3 MW), to be completed by June

ENGINEERING

Transmission Projects

- **Hwy 32 (Kyle)** - Wimberley transmission line rebuild and upgrade
 - Proposed Order filed January 30th
 - Docket to be considered at March 8th PUC Mtg
- **Wirtz (Marble Falls)** - Paleface structure replacements
 - 75 structures are being replaced
 - Scheduled February – August 2018
 - Deadend Foundations currently being installed on Wirtz to Flatrock section
 - Pole deliveries on March 19th
- **Blanco (Canyon Lake)** - Devil's Hill distribution under-build re-conductor
 - Rebuild 1.75 miles of line
 - Pole bids received and being evaluated
 - Construction scheduled August – November 2018



ENGINEERING

Substation Projects

- Sherwood Shores (*Marble Falls*) - Complete 4/19/2018
- Manchaca (*Oak Hill*) - Complete 6/1/2018
- Turnersville T1 (*Kyle*) - Complete 5/31/2018
- Pipeline (*Liberty Hill*) - Complete 4/30/2018



Other Projects

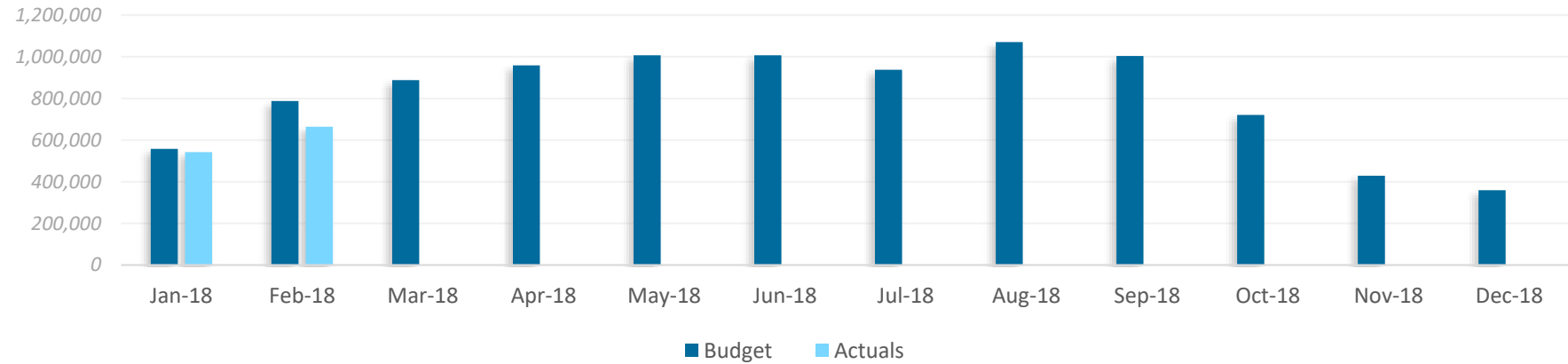
- Automated Metering Infrastructure (AMI) - Evaluating RFPs
- Geographical Information System (GIS) upgrade - Testing underway through March
- Contractor onboarding - Staggering vendor implementations over next few months

VEGETATION & POLE MAINTENANCE

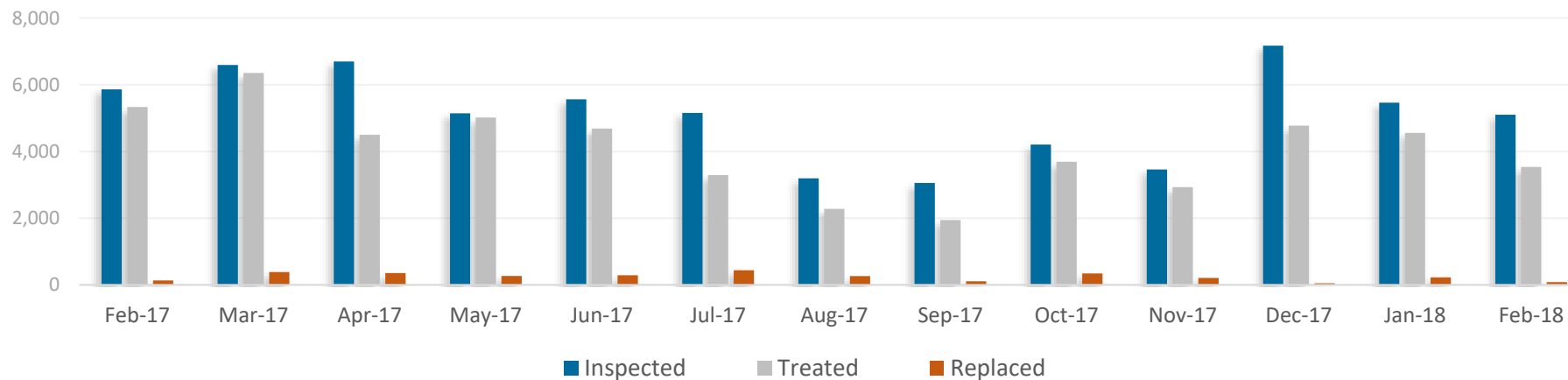


Vegetation Management

2018: 2,384 miles planned – 10% complete



Pole Maintenance



2018 Totals

10,566

Poles Inspected

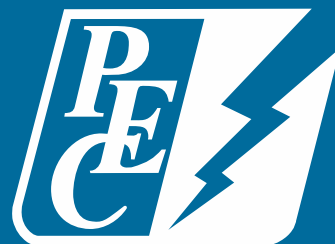
8,114

Poles Treated

311

Poles Replaced





pec.coop