



# Operations Report

Eddie Dauterive | Chief Operations Officer

# Safety

## Monthly Totals

Recordable Injuries / Illnesses

**0** **12**  
Dec YTD

Lost Time & Restricted Duty Cases

**0** **7**  
Dec YTD

Preventable Vehicle Accidents

**6** **26**  
Dec YTD

Non-Preventable Vehicle Accidents

**3** **23**  
Dec YTD

Non-Preventable Vehicle Accident Notes (3):

- Rear-ended by another driver
- Struck by animal
- Damaged while parked

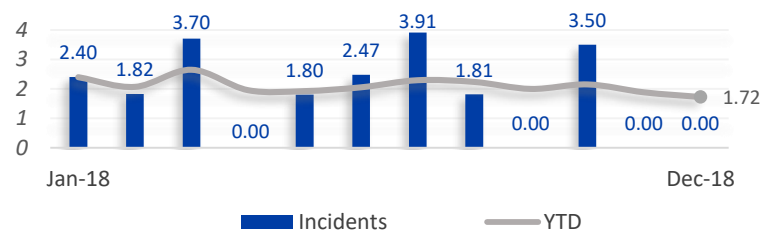
Preventable Vehicle Accident Notes (6):

- Trailer struck gate exiting the warehouse
- Backed into parked PEC vehicle in service yard
- Backed into member's vehicle in parking lot
- Bumped member's vehicle in parking lot
- Struck handrail in service yard
- Rear-ended another PEC vehicle

## YTD Trending

TCIR - Total Case Incident Rate

No KPI Score



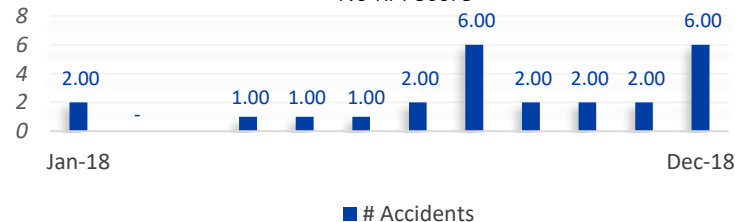
DART - Days Away Restricted Duty

No KPI Score



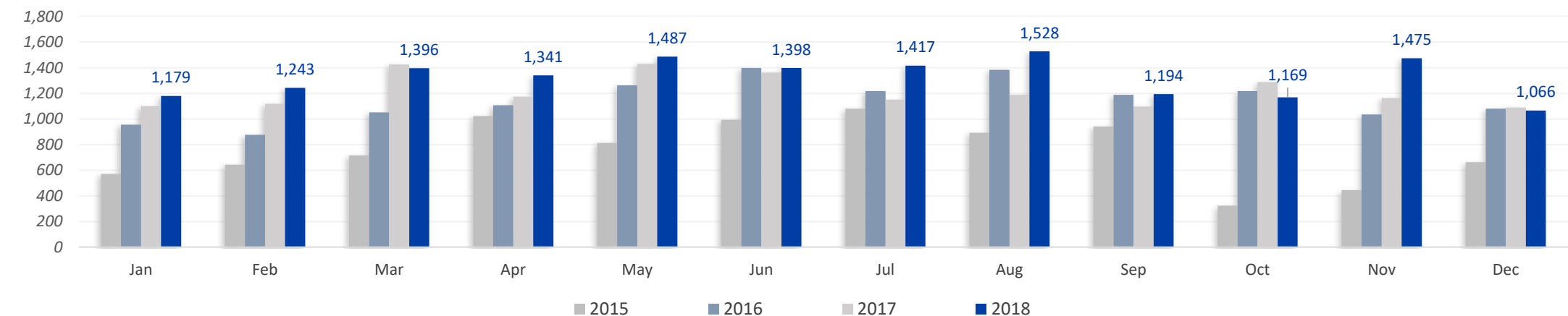
Preventable Vehicle Accidents

No KPI Score

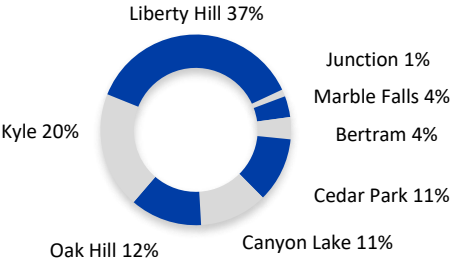


# System Growth

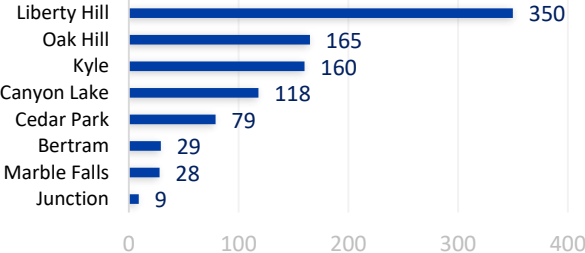
Annual Line Extension Comparison  
2018 Total: 15,893



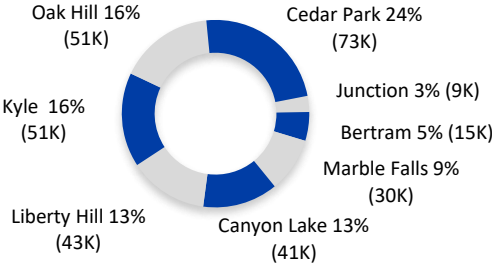
December Line Extensions by District



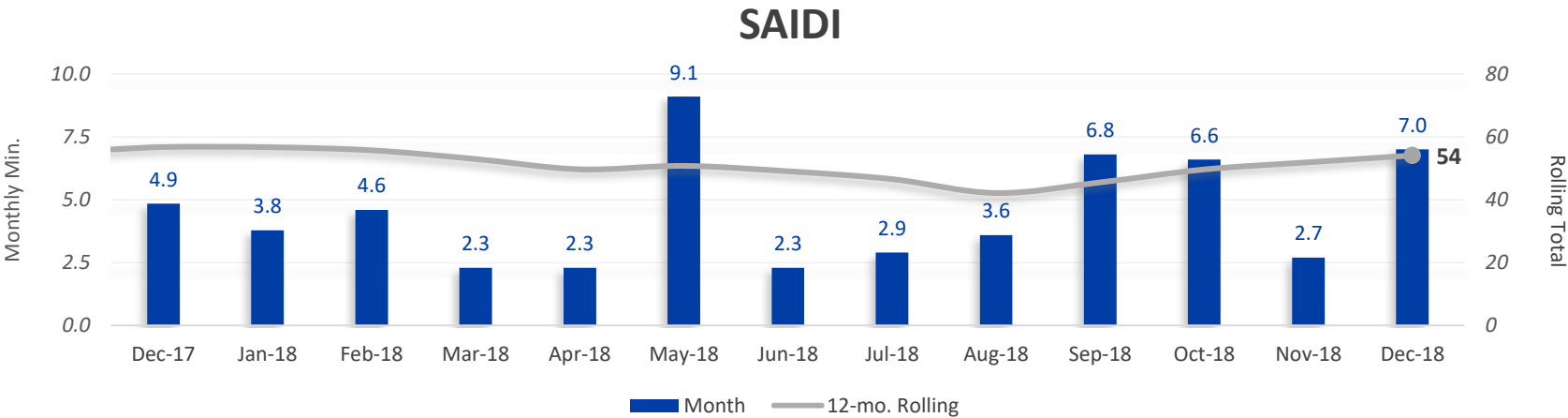
December Meter Growth by District



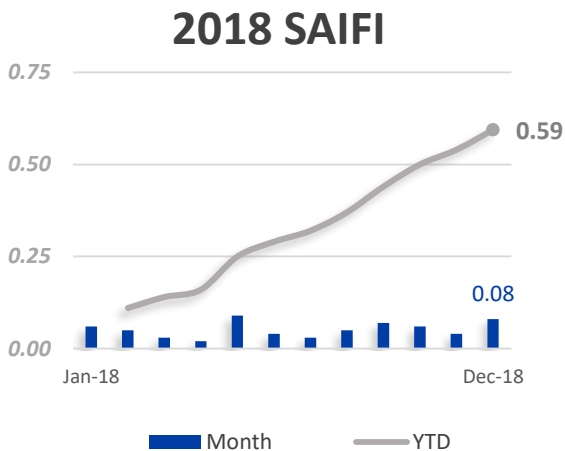
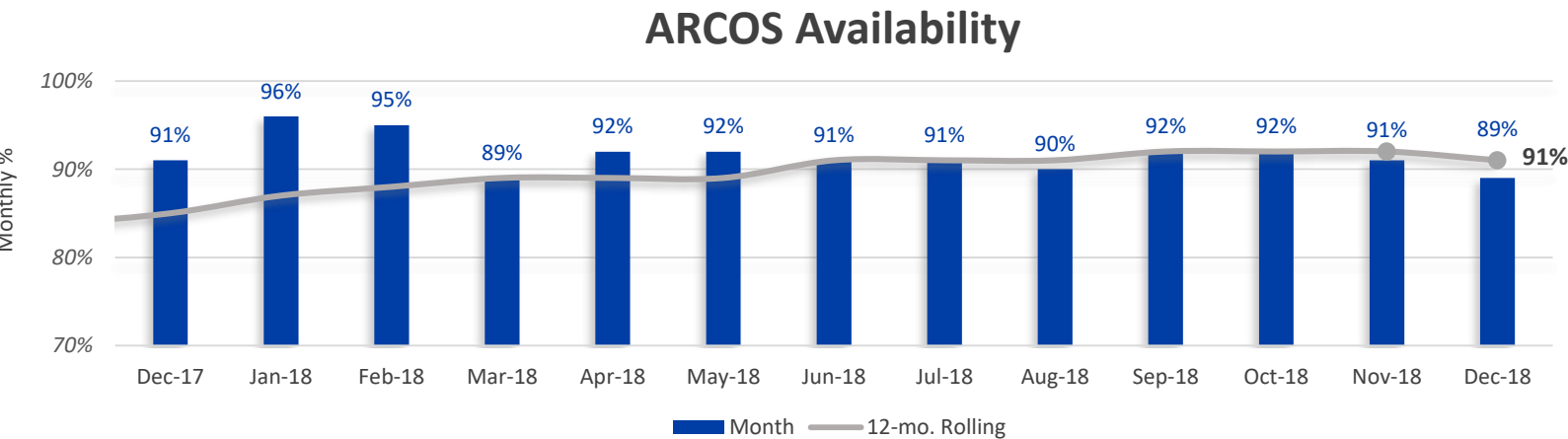
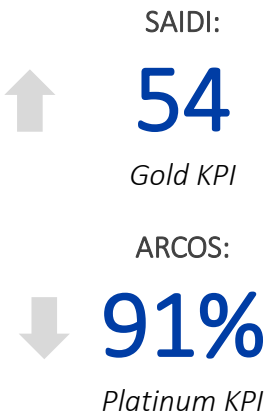
December Meters by District



# Reliability



## KPI Status



# Reliability - Storm Events Update

## December 26, 2018

- A line of storms passed through the service area causing 142 outages affecting 8,734 meters:
  - Largest outage: 2,336 meters in the Lago Vista area for 2.78 hours, due to a bad lightning arrester
  - Deployment: 35 PEC crews, approximately 70 employees from 8 districts, 0 contract workers
- No issues were reported, response by all parties involved was outstanding
- This event was not an EOP level event but a good system-wide test
- Recent process improvements resulted in:
  - Enhanced communication between Control Center and Lineworkers managing restorations
  - Improved formatting of outage updates for comprehension and response
- Further enhancements and improvements are under development

## December 30, 2018

- December 30: Initial forecast of winter mix (freezing rain and ice)
- January 1: Forecast evolved into winter mix only for the Junction District
  - Two crews deployed from Canyon Lake and Kyle to the Junction District to provide assistance if needed
- January 2: Winter mix did not materialize and crews returned home
- Although not an EOP level event:
  - Good test of communications in advance of potential ice storm
  - Exercised processes for deploying crews to other districts to provide assistance

*December 26, 2018 Storm Impact*

District	Outages	Affected
Bertram	17	1,046
Canyon Lake	18	986
Cedar Park	23	4,489
Junction	5	333
Kyle	11	36
Liberty Hill	15	466
Marble Falls	9	347
Oak Hill	44	1,031



# Reliability - Storm Event Impact to SAIDI

## How SAIDI is Calculated

- SAIDI is a measure of system reliability based on daily outage times
- Metric excludes planned, transmission, and major weather outages
  - Major weather outages are identified by the IEEE Standard 1366-2012\* as larger than the calculation for a Threshold for Major Event Day (TMED)
  - TMED is calculated by a normalized average of the five previous years' daily SAIDIs
  - If a daily SAIDI exceeds the TMED, it can be excluded from the SAIDI metric
  - SAIDI is measured on a calendar day, midnight to midnight - not by duration of storm



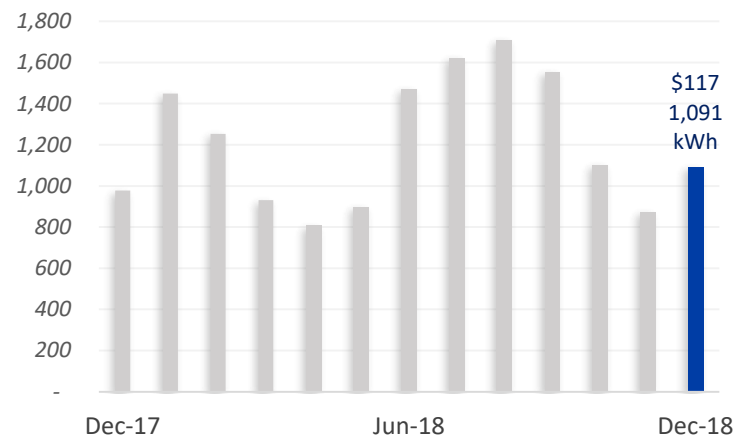
## December 26 Storm Impact to SAIDI

- Storm began at 8 a.m. on Dec 26<sup>th</sup> and lasted through the morning of Dec 27<sup>th</sup>
  - Dec 26<sup>th</sup> SAIDI: 3.78 min.
  - Dec 27<sup>th</sup> SAIDI: 1.88 min.
  - PEC TMED: 4.35 min.
- Due to the timing of the storm's arrival and duration, it could not be excluded even though the total SAIDI for the storm was above the TMED
- The result increased PEC's SAIDI to 54.06, and without including this storm PEC's SAIDI would be 48.69 for 2018
- Despite PEC performing well to manage the storm, the timing of storms can cause volatility in the metric

\* IEEE Standard 1366-2012 - IEEE Guide for Electric Power Industry Reliability Indices

# Member Relations

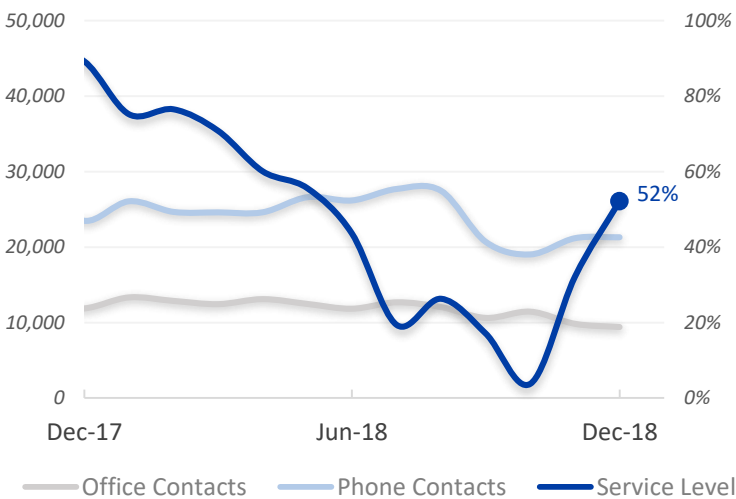
### Avg Residential Usage



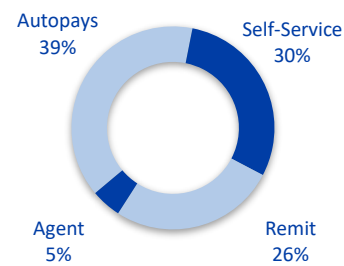
### Staffing

- 1<sup>st</sup> group of MR Agent new-hires continue to improve response times
- 2<sup>nd</sup> group of MR Agents will complete training in early January
- Agents from closed and remodeled offices also supported phone coverage in December
- As new agents begin, offices re-open, and training continues, response times will be closely monitored

### Service Level

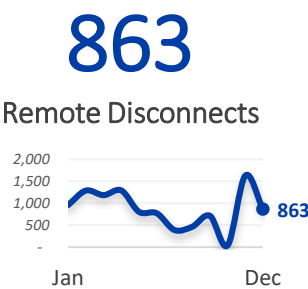


### Payment Types



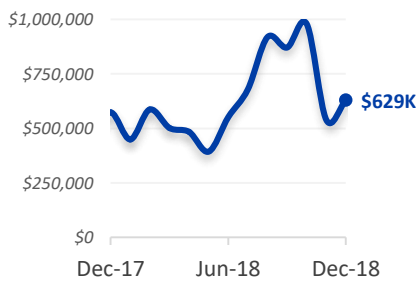
- 69% of all payments processed through self-service or automatic payments
- PEC is an industry leader in automatic payment enrollments

### Collections

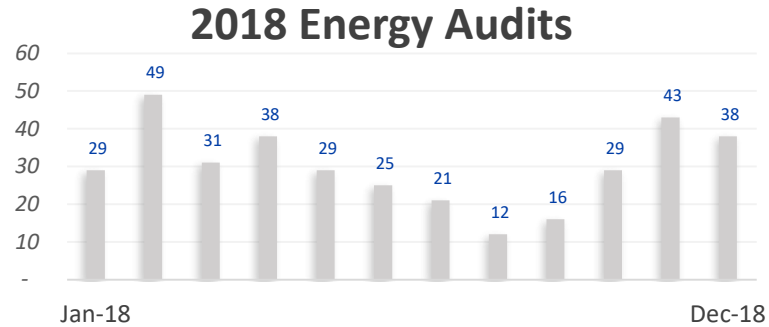


- A long period, 11 days, of reduced collection activity before and after the holidays
- Completed activity still considerable despite holiday break, a typical month equals roughly 1,000 disconnects
- Aged balances remain in a manageable range

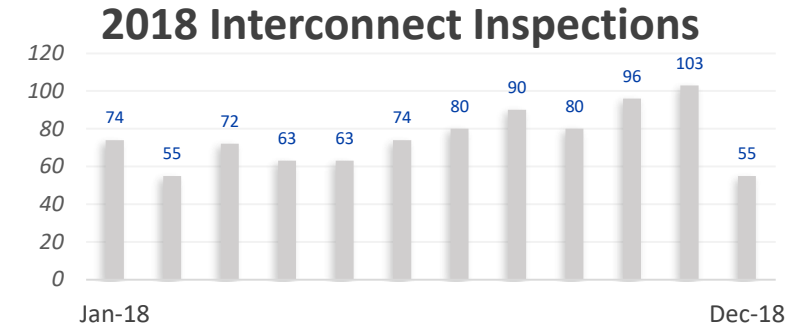
### Aged Balances



# Member Relations - Energy Services



2018 Total: 360  
2017 Total: 370  
Mo. Avg.: 30



2018 Total: 905  
2017 Total: 535  
Mo. Avg.: 75

## 2018 Review

- 2018 showed a considerable increase in interconnect solar inspection requests
- Two Jr. Advisor positions were added to support increasing member interest

## 2019 Activities

- Re-introduced an online Home Energy Audit feature in Oct. 2018 and will continue to promote this useful tool to the membership
- In the blue-print stage of creating and managing two additional rebate incentives; Solar Screen and HVAC Testing
- Ongoing participation in training on thermography, HVAC heating and cooling units, and solar interconnect systems has elevated interactions with the membership and will continue to increase efficiencies
- Individual rebate incentives have been lowered in an attempt to allocate funds to more members in 2019, hoping to reach an additional 500 members through rebate incentives





# Member Relations - Process Improvement

## Remittance Team Cross-Functional Work with I.T. Quality Assurance

- Daily processes now automated saving staff up to **4 hours per day**
- Improvement removes previously required weekend or holiday work and associated overtime
- Three daily processes are now automated:
  - ***Bank Draft Processing*** - daily report and download shared with Chase bank
  - ***Credit Card Autopay Processing*** - daily report and upload into NISC Gateway that validates processed payments
  - ***Declined Credit Card Payments*** - daily download of declined payments, each account is researched to verify correct card number and cancel payments when necessary
- Averaging labor rate and hours, projected savings of \$60K/year
- Relieves workload for a previously short-staffed Remittance team



# Engineering

## Transmission Project Updates

- **Hwy 32 - Wimberley** line rebuild and upgrade (*Kyle District*)
  - Easement appraisals are complete
  - Initial offer packages sent to all land owners
  - 20 offers have been accepted
  - Board to be updated in January of any Eminent Domain scenarios
  - Pole bids to be sent out in January 2019
- **Blanco - Devil's Hill** distribution under-build re-conductor (*Canyon Lake*)
  - Rebuild 1.75 miles of transmission line
  - Phase 1: Construction in initial phase is complete
  - Phase 2: Engineering to start in February 2019
- **Wirtz - Mountain Top** line upgrade (*Marble Falls*)
  - Rebuild 25 miles of 69kV line and convert to 138kV
  - Engineering is complete
  - Due date for construction bids was January 7<sup>th</sup>
  - PEC Board to review for approval in January 2019
  - Poles scheduled to arrive in March 2019



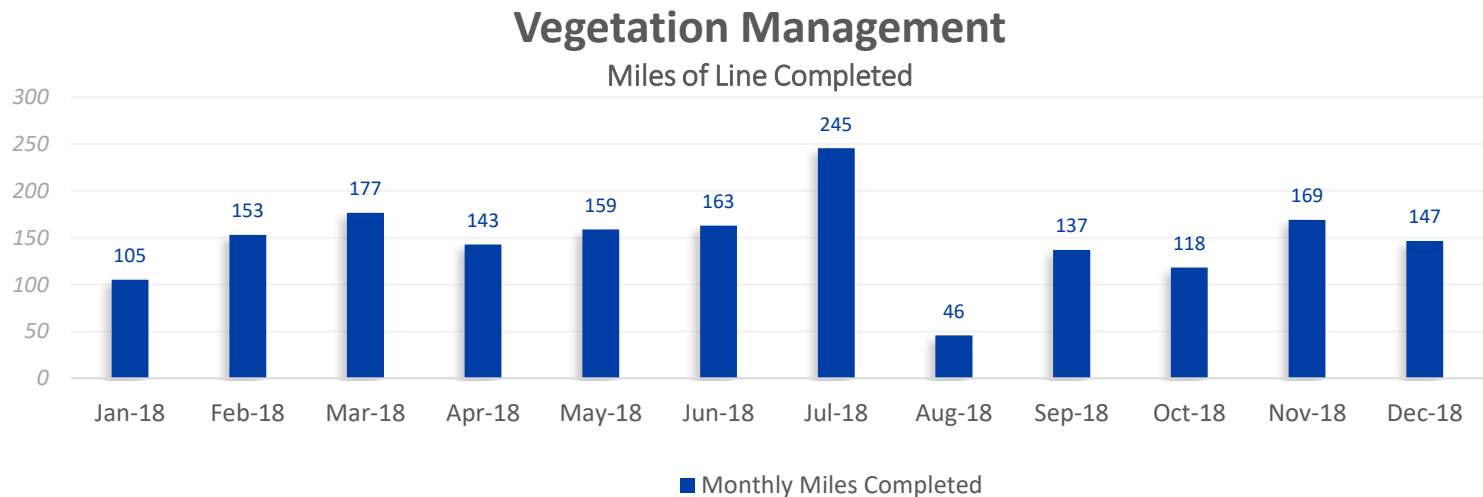
# Engineering

## Substation Projects

- **Pipeline** (*Liberty Hill*) - Project is complete and substation is loaded, currently cleaning up the easements.
- **Bergheim T2 Addition** (*Canyon Lake*) - Construction began in October, adding a transformer. To be completed in June 2019.
- **Fischer T1 Upgrade** (*Canyon Lake*) - Fischer T1 is energized and loaded. Currently changing out the T2 transformer relay panel. Scheduled completion in January 2019.



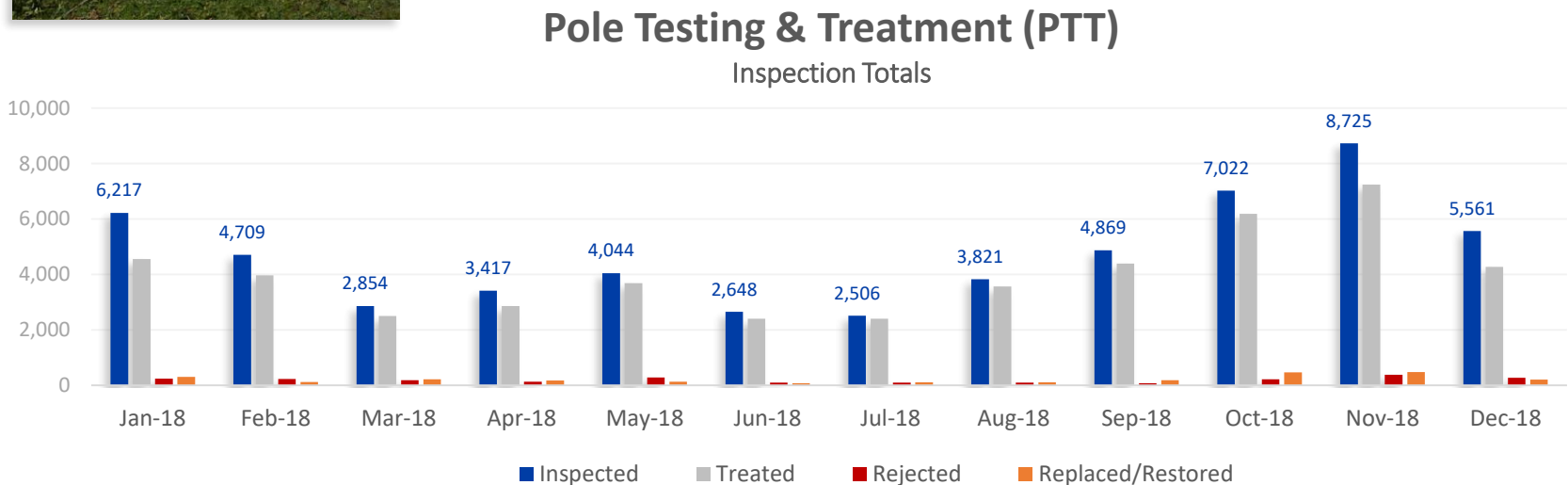
# Vegetation and Pole Management



**2018 Totals**

**1,761**  
Miles Completed

**32**  
Feeders Completed



**2018 Totals**

**56,393**  
Inspected

**2,304**  
Rejected

**48,025**  
Treated

**2,566**  
Restored

- Rejected poles have been identified for restoration
- Restored poles have completed restoration
- Recent efficiencies in the PTT Program have reduced average restoration costs by \$1,200 per pole compared to 2017





[pec.coop](http://pec.coop)