



Operations Report

Eddie Dauterive | Chief Operations Officer

Safety

Monthly Totals

Recordable Injuries / Illnesses

1 **1**
Mar YTD

Lost Time & Restricted Duty Cases

0 **0**
Mar YTD

Preventable Vehicle Accidents

1 **2**
Mar YTD

Non-Preventable Vehicle Accidents

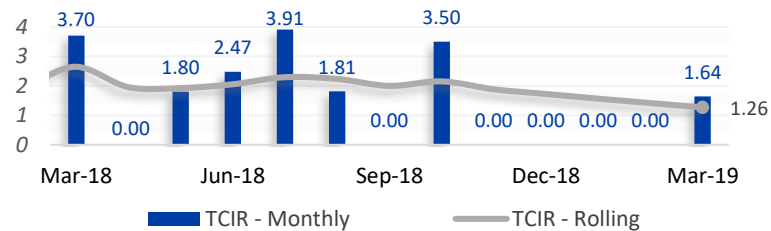
0 **4**
Mar YTD

Preventable Vehicle Accident Notes (1):

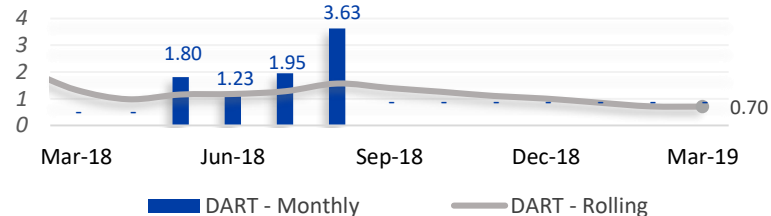
- Employee backed into a parked vehicle.

Trending

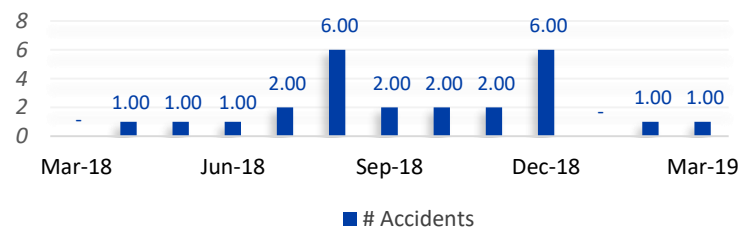
TCIR - Total Case Incident Rate



DART - Days Away Restricted Duty



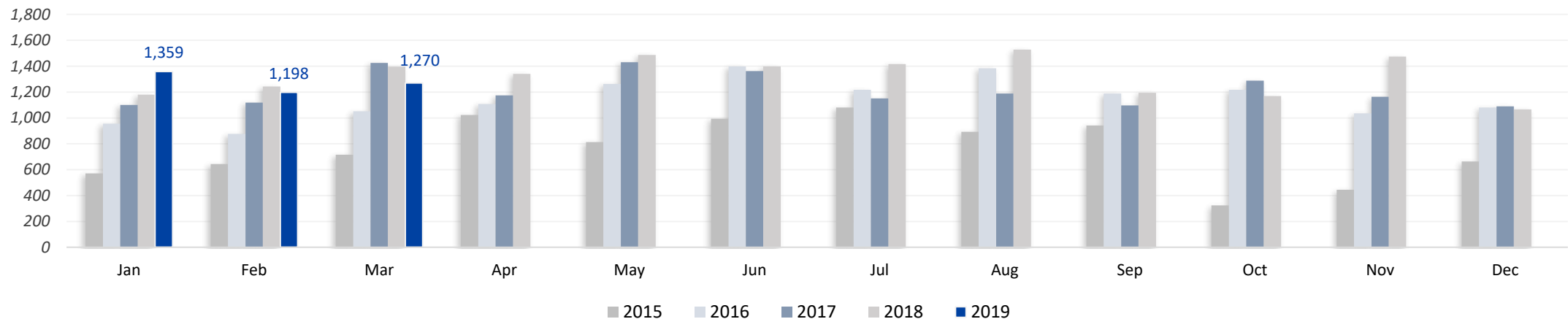
Preventable Vehicle Accidents



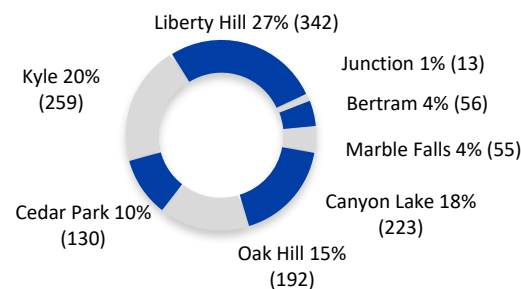
System Growth

Annual Line Extension Comparison

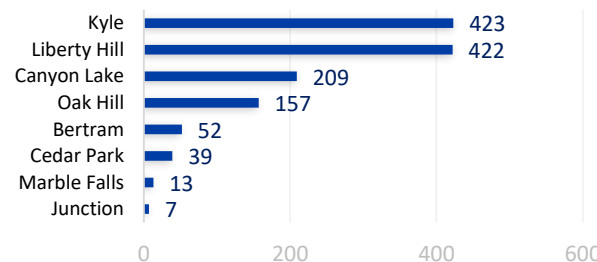
2018 Total: 15,893



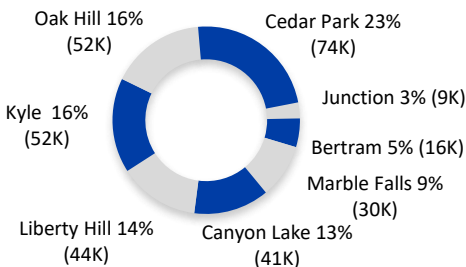
March Line Extensions by District (1,270)



March Meter Growth by District (1,323)

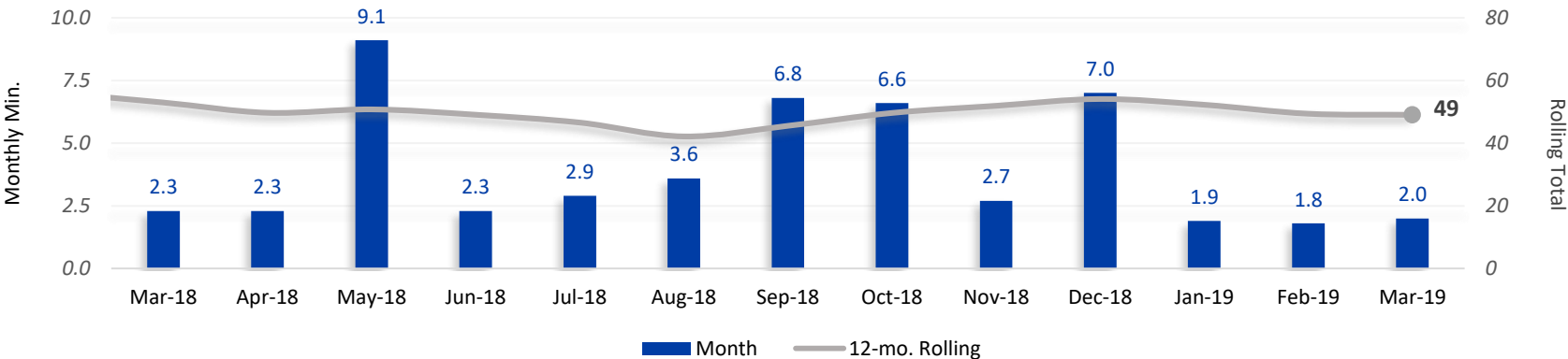


March Meters by District (315,369)

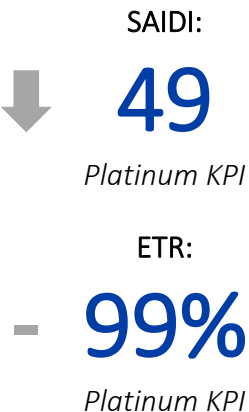


Reliability

SAIDI

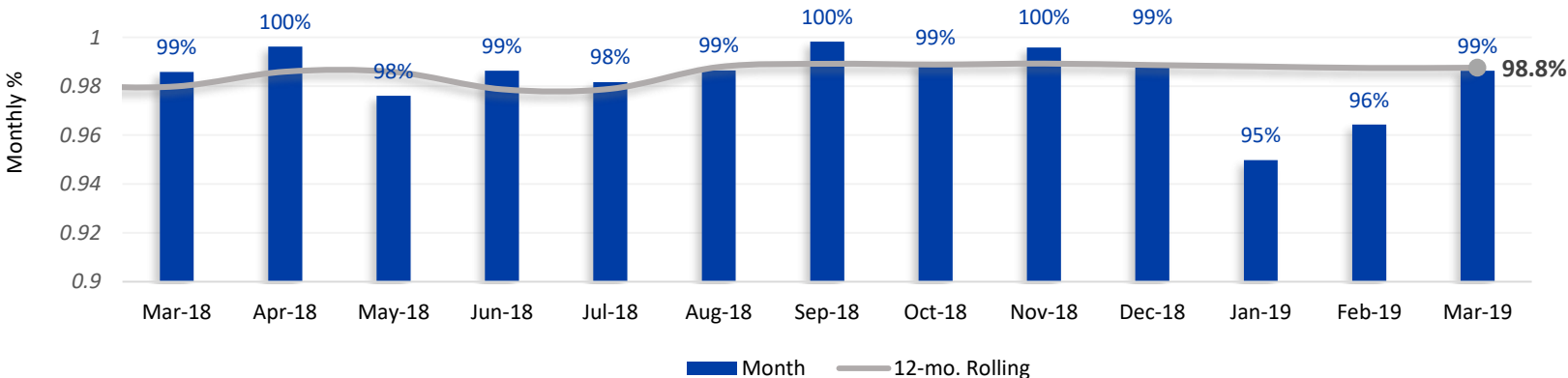


KPI Status

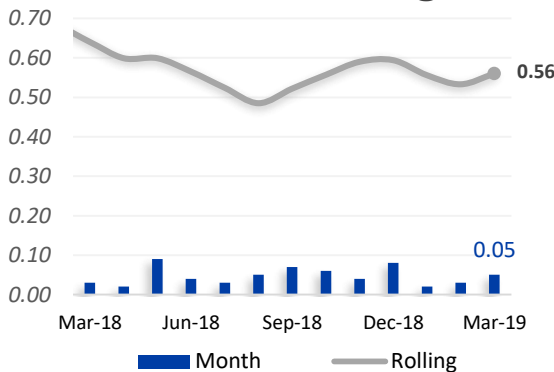


Estimated Time of Response (ETR)

% of Outages with ETR Provided

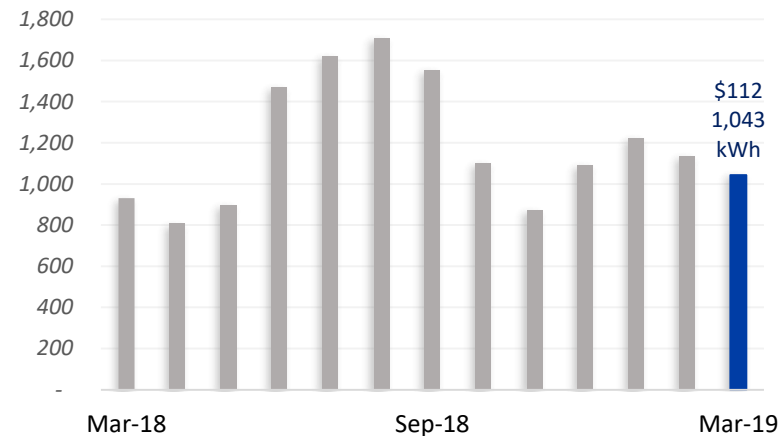


SAIFI Trending



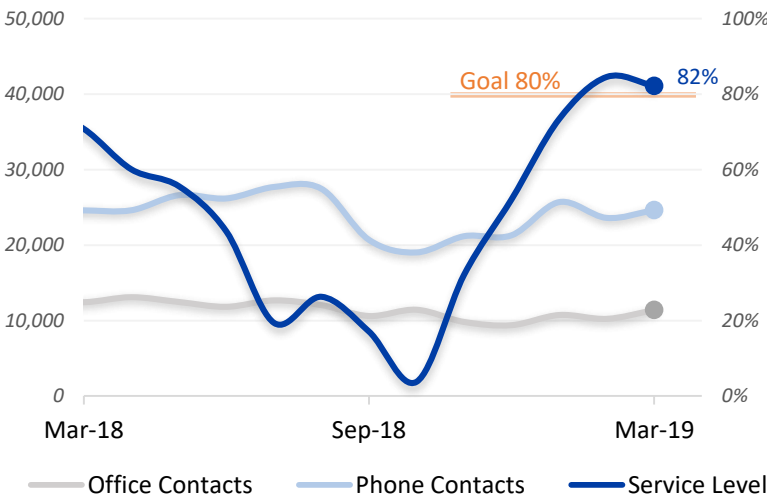
Member Relations

Avg Residential Usage



- Another mild-weather month yielded favorable response times
- Implemented new member hold-messaging with estimated wait times for available phone agents
- Launched a new bank-draft autopay enrollment incentive for members that is cost-effective and streamlines the application process

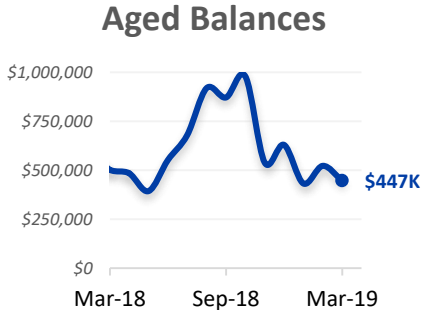
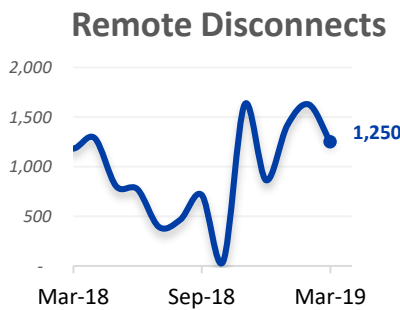
Service Level



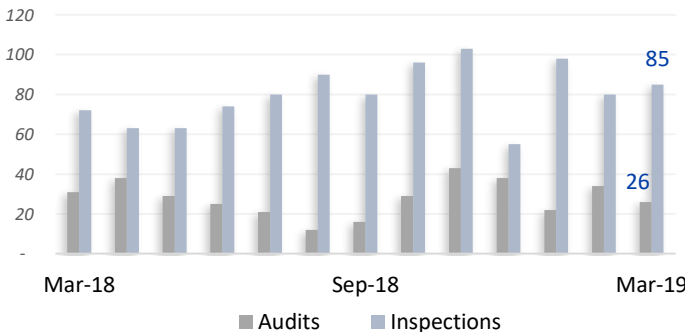
Payment Types

Type	March Totals	
Autopay	125K	39%
Self-Service	97K	30%
Mail	42K	13%
Wire	38K	12%
Agents	18K	6%

Collections



Energy Services



Engineering

Quarterly Update of Long-Term Projects

Apr-19

Budget Amendment - Asset Transfer of Substation Breakers/Equipment with LCRA

May-19

Draft Resolution - Highway 32 to Wimberley Construction Contract Approval - *Placeholder: if > \$3M*

Draft Resolution - Engineering Services MSA

Jun-19

Resolution - Highway 32 to Wimberley Contract Approval - *Placeholder: if > \$3M*

Resolution - Engineering Services MSA

Jul-19

Draft Resolution - Whitestone to Leander Project Summary (Eminent Domain)

Draft Resolution - Whitestone to Leander Pole Contract Approval - *Placeholder: if > \$3M*

Draft Resolution - Wirtz to Mountain Top Pole Contract for WZ to 2147 section - *Placeholder: if > \$3M*



Engineering

Quarterly Update of Long-Term Projects

Aug-19

Resolution - Whitestone to Leander Project Summary - *Eminent Domain*

Resolution - Whitestone to Leander Pole Contract Approval - *Placeholder: if > \$3M*

Resolution - Wirtz to Mountain Top Pole Contract for Wirtz to 2147 section - *Placeholder: if > \$3M*

Draft Resolution - Burnet to Bertram to Andice Transmission Project Summary - *Eminent Domain for both sections*

Oct-19

Resolution - Burnet to Bertram to Andice Transmission Project Summary - *Eminent Domain for 1st section, Burnet to Bertram*

Nov-19

Purchase PEC section of Spanish Oak Substation from LCRA

Draft Resolution - Whitestone to Leander Construction Contract Approval - *Placeholder: if > \$3M*

Dec-19

Purchase PEC part of Ridgmar Substation from LCRA

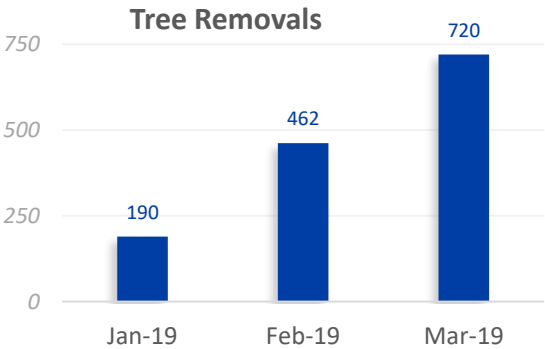
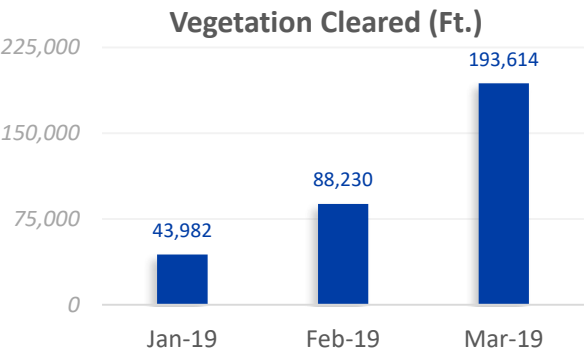
Resolution - Whitestone to Leander Construction Contract Approval - *Placeholder: if > \$3M*

Resolution - Burnet to Bertram to Andice Transmission Project Summary - *Eminent Domain for 2nd section, Bertram to Andice*



Vegetation and Pole Management

Vegetation Management



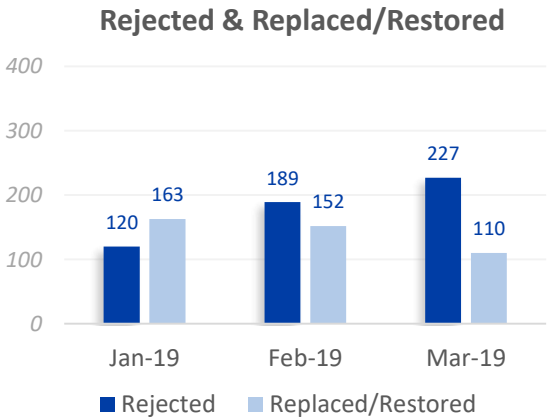
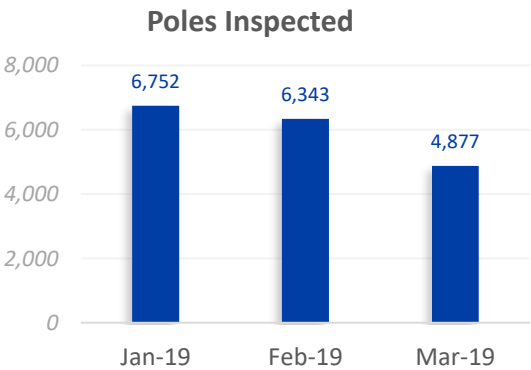
2019 Totals

61.7
Miles Completed
1,372
Trees Removed



Pole Testing & Treatment (PTT)

** March data through 3/24*



2019 Totals

17,972
Inspected
536
Rejected
425
Replaced / Restored





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