



# Operations Report

Eddie Dauterive | Chief Operations Officer

# Safety

## Monthly Totals

Recordable Injuries / Illnesses

**2** **3**  
Apr YTD

Lost Time & Restricted Duty Cases

**1** **1**  
Apr YTD

Preventable Vehicle Accidents

**0** **2**  
Apr YTD

Non-Preventable Vehicle Accidents

**0** **4**  
Apr YTD

Employee Injury Notes (2):

- Employee stepped off of truck and rolled an ankle.
- Employee tripped on a curb and fell, injuring knee and hand.

## Trending

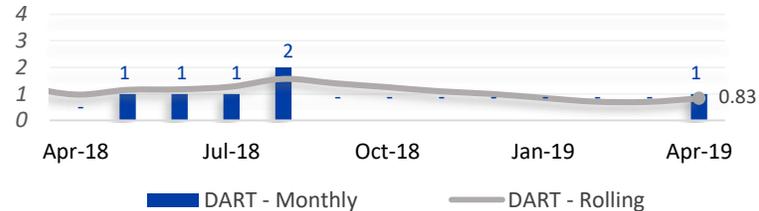
### TCIR - Total Case Incident Rate

Platinum KPI



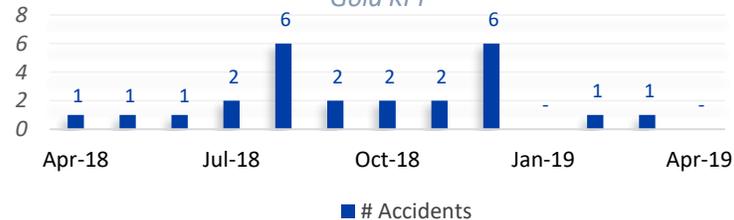
### DART - Days Away Restricted Duty

Platinum KPI

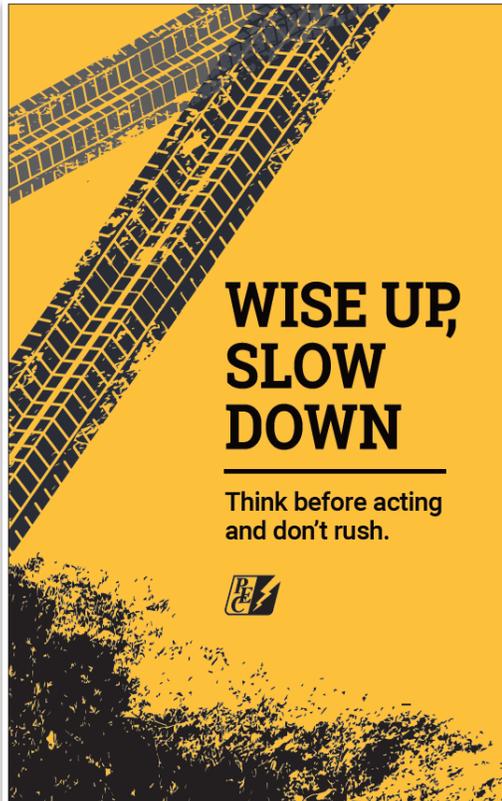


### Preventable Vehicle Accidents

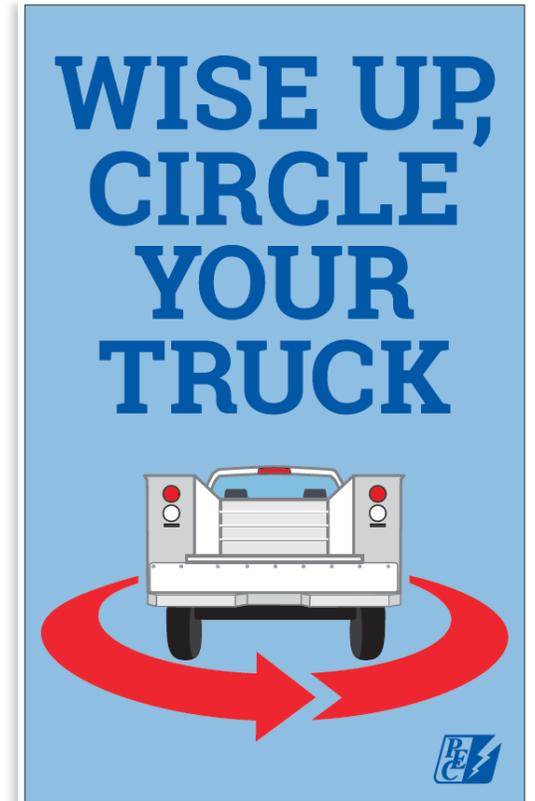
Gold KPI



# Safety Initiative Update



- New messaging campaigns launched:
  - "Wise Up, Circle Your Truck"
  - "Wise Up, Slow Down"
- Pilot initiatives being implemented:
  - Vehicle Proximity Alert System Pilot:
    - Kyle District
    - Cedar Park District
  - Sospes software - cloud-based incident, observation, and investigation reporting tool:
    - Junction District
    - Oak Hill District
- Safety Meeting standardization between districts & departments
- Real-World Training Video developed in-house



# 2019 SWESE Safety Recognition

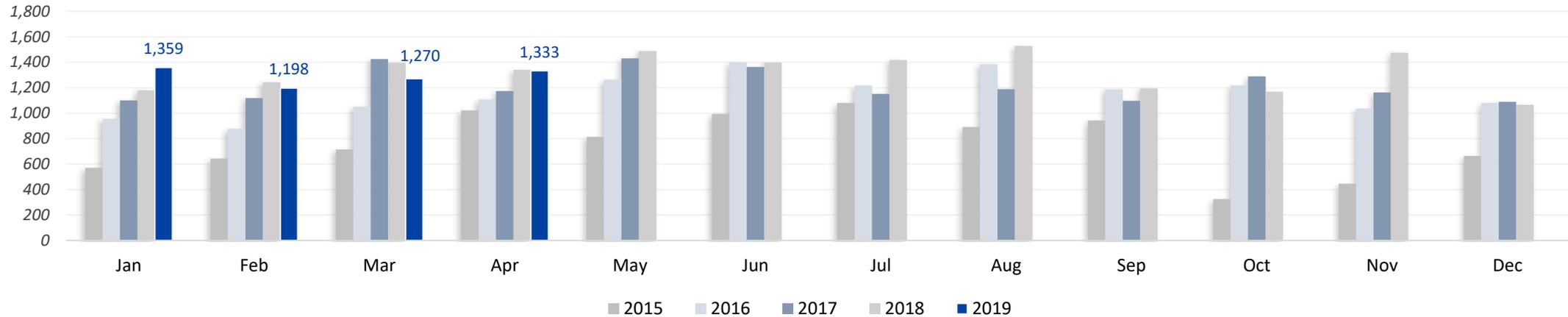
## PEC Received the Tom Houston Stop Shock Award

- PEC hosted the 2019 Southwest Electric Safety Exchange (SWESE) conference in April
- The recognition requires at least one calendar year without an electrical contact that causes injury
- PEC has not had an electrical contact related injury since 2014

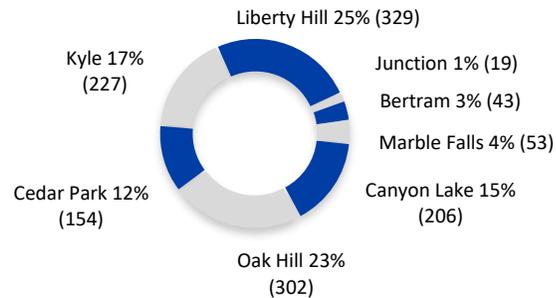


# System Growth

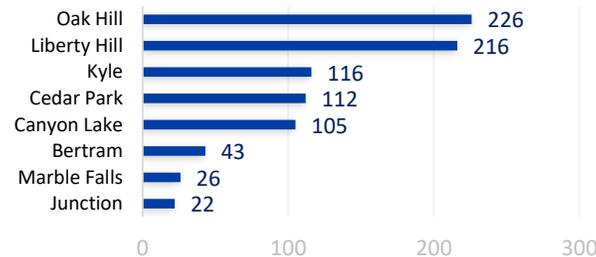
## Annual Line Extension Comparison 2018 Total: 15,893



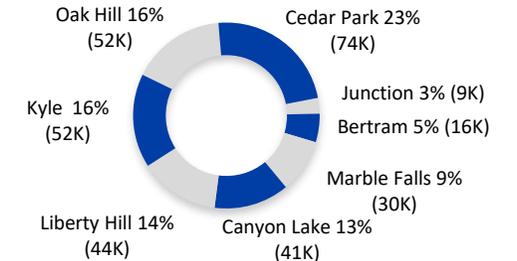
### April Line Extensions by District (1,333)



### April Meter Growth by District (867)

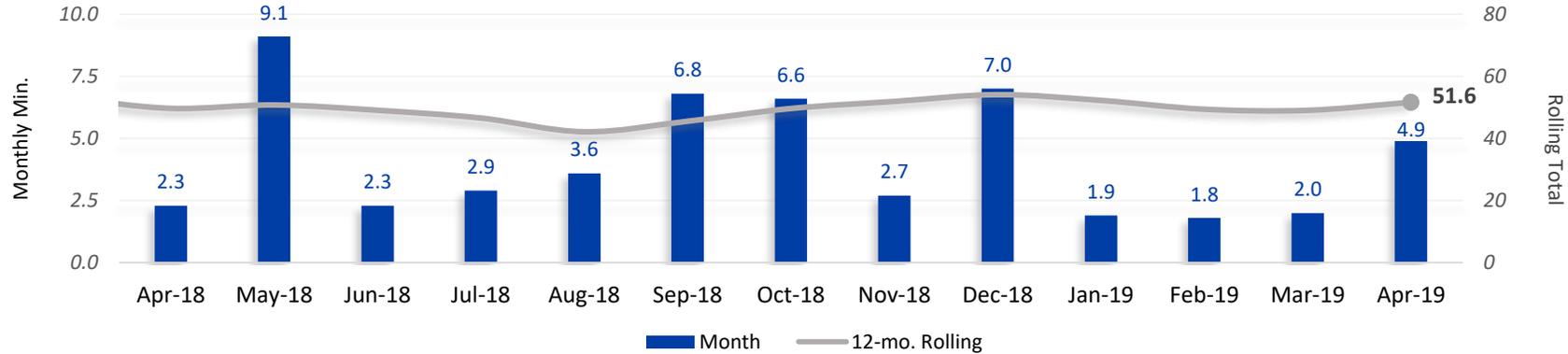


### April Meter Totals by District (316,236)

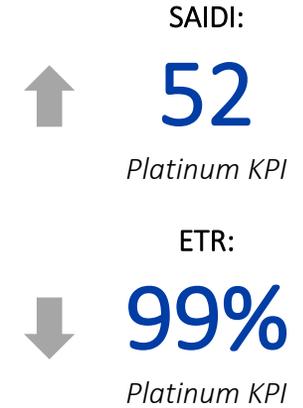


# Reliability

## SAIDI

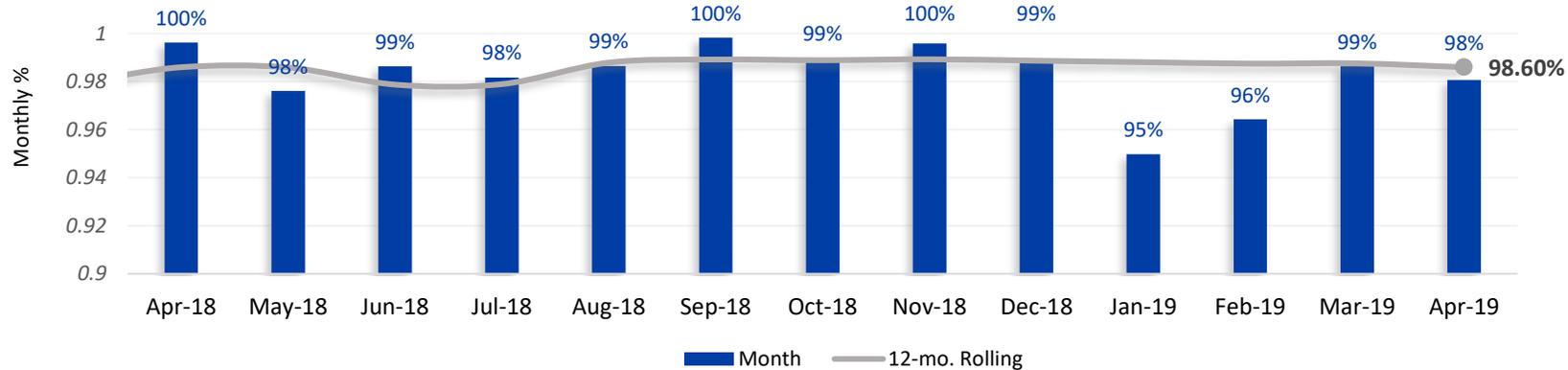


## KPI Status

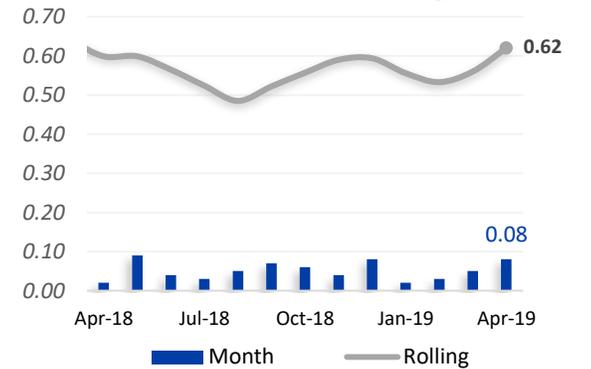


## Estimated Time of Response (ETR)

% of Outages with ETR Provided

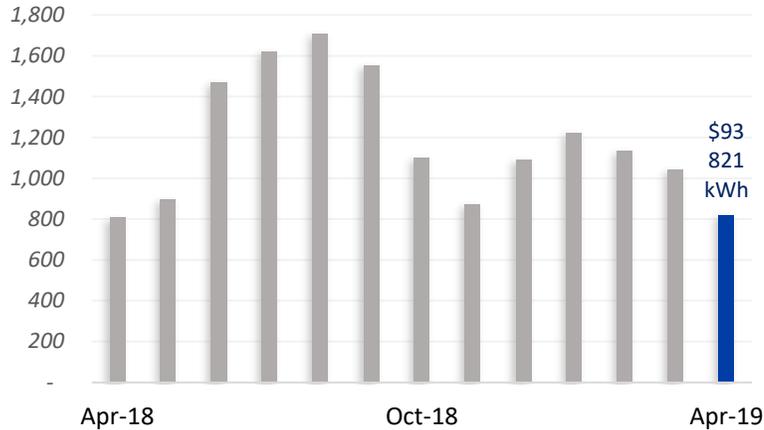


## SAIFI Trending



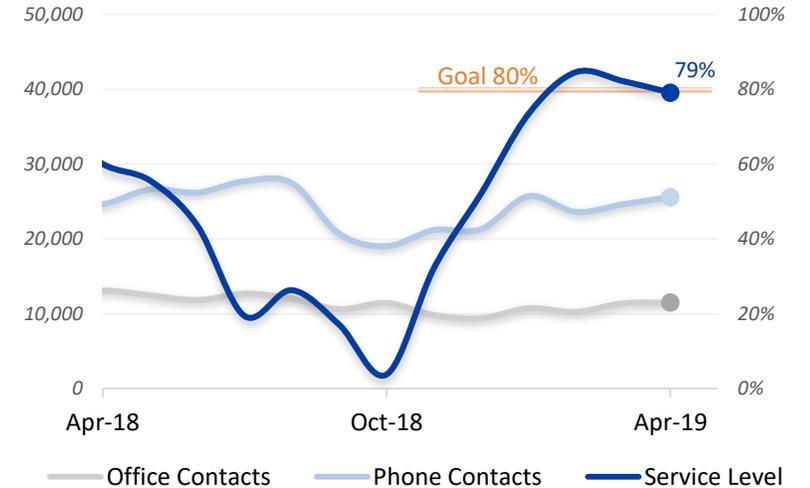
# Member Relations

## Avg Residential Usage



- Contacts have been increasing and will likely rise through the summer
- April included 5 Mondays, which are typically very busy, high-volume days compared to the rest of the week
  - Service Level on those Mondays = 56%
  - Service Level Tue. thru Fri. = 90%
- Overall, still performing well and will continue efforts to divert contacts and daily tasks from those high-volume days

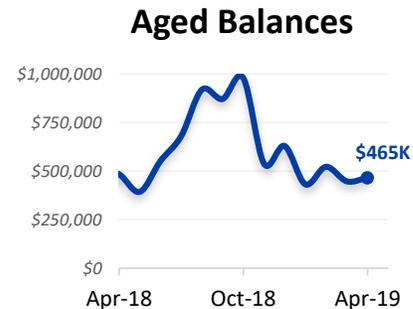
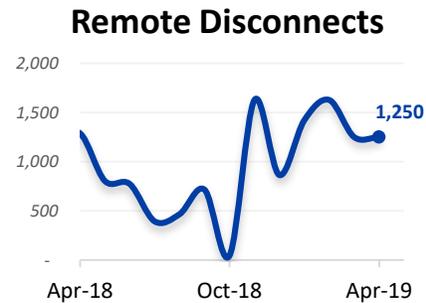
## Service Level



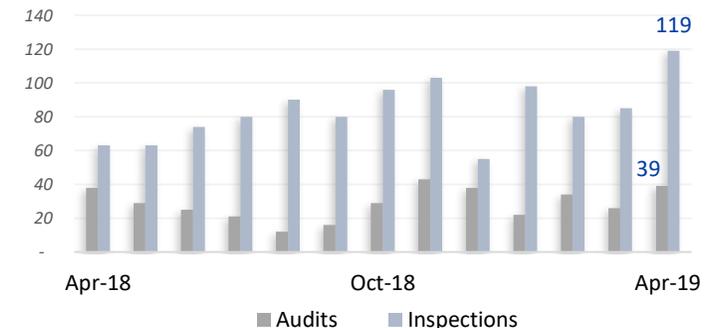
## Payment Types

Type	April Totals	
Autopay	127K	40%
Self-Service	94K	29%
Mail	45K	14%
Wire	37K	12%
Agents	18K	6%

## Collections



## Energy Services



# Member Relations - PCI Compliance

## What is PCI?

- Payment Card Industry (PCI) compliance are standard security requirements and best practices that are strictly followed by PEC and set into our payment processing contract
- PCI security standards are not a law, but are self-regulated and developed by the payment card industry
- NISC provides PCI-compliant payment options for the collection, transaction, and storage of payment card data:

Secure Pay IVR



SmartHub



Mobile App



Kiosks



Verifone - In-Office



# Member Relations - PCI Compliance

## Strengthening Practices

- To further strengthen security practices, additional measures are planned to reduce risk in the area of handling member payment card data
- Currently, PEC accepts payment cards over-the-phone or at a drive-thru window, allowing direct access to card information
- Beginning July 1, 2019, Agents will direct members to utilize one of many self-service features to directly process card payments, as well as take advantage of convenient and cost-effective automatic payment options
- This measure will help protect PEC and the membership from potential fraudulent behavior
- Since the NISC implementation in 2015, PEC has been planning for this transition and in January 2019, PEC began communicating to members of the change to begin on July 1, 2019
- A resolution will be presented in May 2019 to align the PEC Tariff and Business Rules with this new practice
- An extensive Communication Plan has been implemented for this important change, including:
  - *Ways to Pay* handout for members
  - Office signage
  - SmartHub alert
  - Social media updates
  - Postcards to members with recent card payments
  - TCP magazine piece
  - June bill insert
  - Email message to all registered members



# Engineering

## Transmission Project Updates

- **Hwy 32 - Wimberley** line rebuild and upgrade (*Kyle District*)
  - Final drawings are complete and will be sent out for construction bids
  - Poles are on order and will be delivered by August 15<sup>th</sup>
  - One property on the line has sold since easement offers were sent out, new offer will be required
- **Blanco - Devil's Hill** distribution under-build re-conductor (*Canyon Lake*)
  - Rebuild 1.75 miles of transmission line
  - Phase 1: Construction complete for initial phase
  - Phase 2: Engineering in progress
- **Wirtz - Mountain Top** line upgrade (*Marble Falls*)
  - Rebuild 25 miles of 69kV line and convert to 138kV
  - Maslonka has started drilling for poles
  - All poles will be delivered by the end of May
- **Dripping Springs - Rutherford** re-route (*Oak Hill*)
  - Relocate 7 poles for Driftwood Golf Club
  - Pole bids received and are being evaluated
- **Whitestone – Blockhouse – Leander** line upgrade (*Cedar Park*)
  - Currently in engineering; verifying easement capabilities



# Engineering

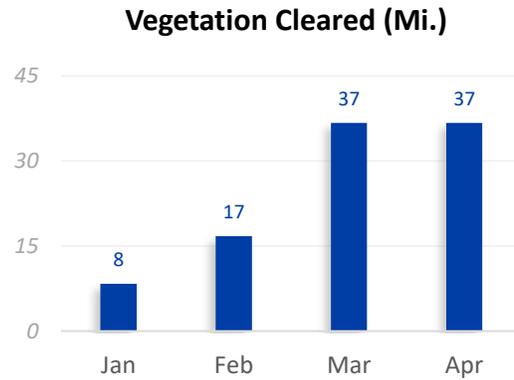
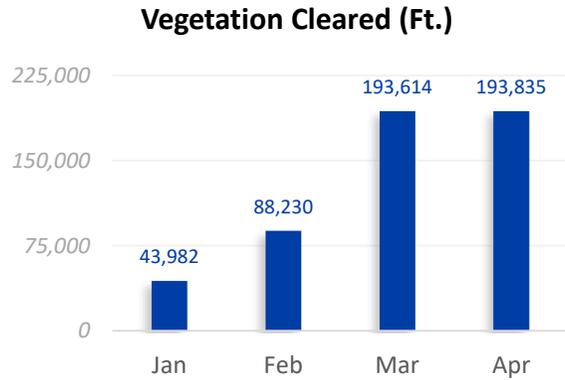
## Substation Projects

- **Bergheim T2 Addition** (*Canyon Lake*) - Adding 2<sup>nd</sup> transformer. Construction began in October 2018, to be completed in June 2019.
- **Andice T1 & T2 Upgrade** (*Bertram/Liberty Hill*) - Upgrade T1 & T2 to 46.7 MVA. Construction to start in May 2019, and scheduled to be completed by October 31, 2019.
- **Spanish Oak Substation** (*Liberty Hill/Cedar Park*) - LCRA to construct substation on the LCRA Round Rock - Leander Transmission line.
  - PEC to purchase distribution section of the substation
  - Construction started in March 2019
- **Ridgmar Substation** (*Liberty Hill*) – LCRA to construct substation on the LCRA Round Rock – Leander Transmission line.
  - PEC to purchase distribution section of the substation
  - Construction started in March 2019
- **Esperanza Substation** (*Canyon*) – LCRA/PEC to construct 46.7 MVA substation.
  - Engineering complete in March 2019
  - Construction start July 2019 and complete in December 2019
- **Wimberley Wall** (*Kyle*) – Replacing fence around substation with a standard wall. Construction started in April 2019 and is scheduled to be completed by May 24, 2019.

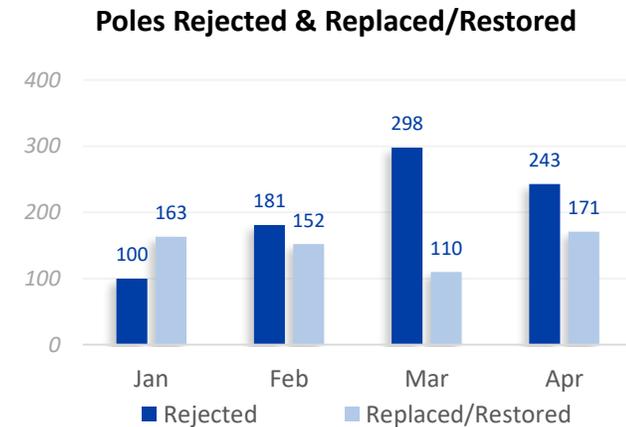
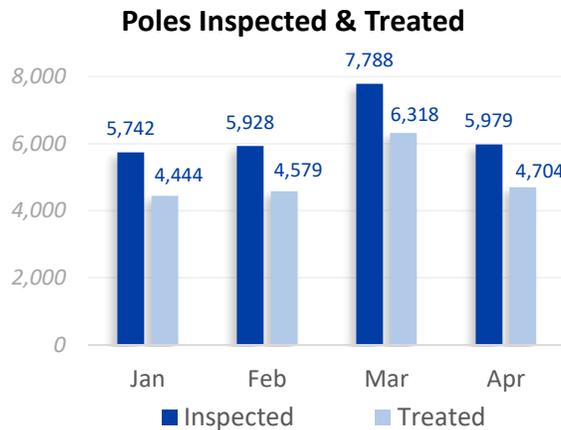


# Vegetation and Pole Management

## Vegetation Management



## Pole Testing & Treatment (PTT)



*As new reporting processes develop, year-end trending data will become available.*



# Pole Testing & Treatment

## **PEC's Award Winning PTT Program:**

Osmose, PEC's PTT contractor, collects annual nominations of utilities with the best pole treatment program and makes one selection for its Wood Pole Program Management Award which recognizes best-in-class inspection, treatment, and restoration programs.

**Over 200 cooperatives were eligible and an independent panel of judges chose Pedernales Electric Cooperative as the winning program.**

Many factors were considered in evaluating programs, such as:

- Type of inspections performed
- Use of remedial preservatives
- Additional services performed
- Methods used to restore rather than replace poles
- Strength and loading evaluations

PEC staff will be recognized in an upcoming article in *T&D Times*, an industry newsletter published by Osmose. PEC will also proudly post this award internally and externally - notifying all of the hard work and dedication our staff are providing to bring reliable service to our members.





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