



Cooperative Update

Julie C. Parsley, Chief Executive Officer

May 17, 2019

Board Meeting | Open Session

Spring Storm Season

<u>Storm Event</u>	<u>Number of Outages</u>	<u>Number of Meters Affected</u>	<u>Impact to SAIDI (Minutes)</u>	<u>Number Of Crews</u>
4/13	66	6,652	1.15	31
4/17 to 4/18	67	1,367	0.44	73
4/23 to 4/24	153	3,433	0.47	73
5/3	193	15,664	5.06 *	68
5/8 to 5/10	221	7,658	1.11	110

* May 3 potentially a Major Event Day and excluded from SAIDI





PROUD

Julie C. Parsley
Chief Executive Officer
Pedernales Electric Cooperative
P.O. Box 1
Johnson City, Texas

Ms. Parsley,

On Tuesday, 8 May 2019, heavy rain flooded a stream crossing on RM 2325 approximately four miles east of RM 165. Since there is no other alternative for me to get to my house, I had no choice but to wait for the water to recede. During that time, I had the opportunity to meet a PEC employee, Mike Ayala (I'm not positive on the last name but I do know he just returned from shoulder surgery). Mike and I were two of the first vehicles to arrive at the flooded crossing and Mike used the flashing lights on his truck to warn other drivers.

I told Mike that my wife would be worried because she had warned me about leaving the house with the threat of heavy rain, however, I couldn't call her because my cheap little phone didn't have a signal. Mike let me use his phone to call home and tell my wife I was OK.

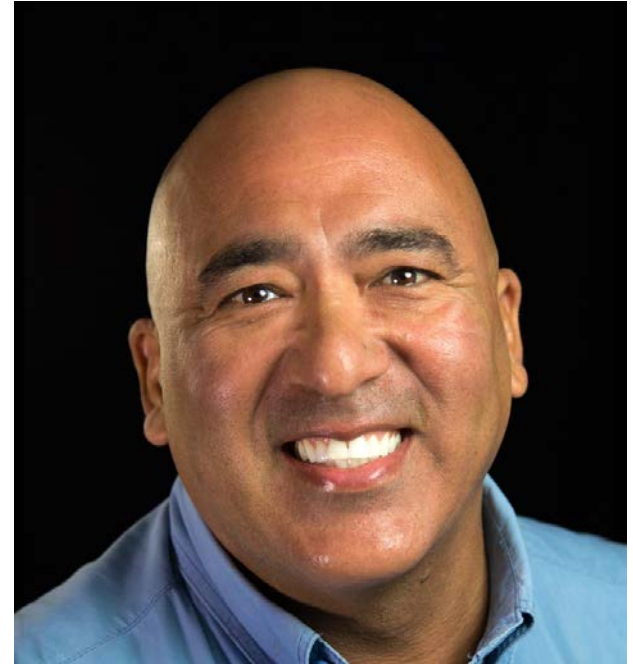
While we waited for the water to recede, Mike and I stood outside our trucks and visited. Eventually, other people drove up. Some walked up and asked questions and others simply sat in their vehicles or turned around. There was one man in particular who stood with us for a while and when he learned that Mike worked for PEC, he began "bad mouthing" PEC. Mike maintained a professional demeanor and respectfully handled the complaining.

Although I am now retired (10 years), at the apex of my career I supervised 278 commissioned personnel and 30 civilians. I always appreciated people letting me know when someone who worked for me did a good job or did something to garner appreciation. I want to commend Mike for his courtesy and professionalism and let you know he is a positive representative of PEC.

Sincerely,

Ron Gamble
961 Montell Road
Wimberley, TX 78676

"I commend Mike for his courtesy and professionalism and let you know he is a positive representative of PEC."



Mike Ayala, Utility Forester





PROUD

April 22, 2019

PEC, Inc.
PO Box 1
Johnson City, TX 78636-0001

RE: Power Outage on Easter Sunday

To Whom it may Concern:

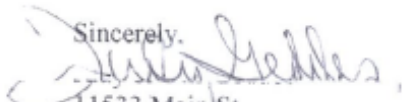
We arrived home from an Easter outing on Sunday to find six PEC trucks and at least 8 technicians working in and around our yard. While we were gone our neighbor had some power issues and called PEC. Their issue resulted in our loss of power and a possible need for a new breaker box.

My husband is 92 and recently suffered a stroke. Fortunately our daughter lives five minutes away and we were able to spend the night with her. We did regain power around 10pm, but needed our electrician to come the next morning to recheck the breaker box.

I am writing to let you know how much we appreciate the young men who were working throughout the afternoon on our property. The supervisor, Ronnie, kept us informed and updated constantly. Everyone was polite and respectful. They worked hard and never grumbled about missing Easter with their families. They stayed until they were totally satisfied that we were safe from a possible fire, and Ronnie even called me later in the evening to reassure me that our house was secure. I want you and them to know how thankful we are that they were there to help us.

Please pass this on to Ronnie and his crew...as well as their supervisors.

Sincerely,


11533 Main St.
Jonestown, TX 78645

“They worked hard and never grumbled about missing Easter with their families.”



Josh Hanawalt, Journeyworker; Ronnie Taylor, Supervisor; Andrew Baughman, Lineworker Apprentice 4; Cole Compton, Lineworker Apprentice 1A





George Lozano,
Journeyworker



A member called to thank George Lozano and Dale Guthrie for restoring power to their home on 3/15/19. She said:

- *They went way above and beyond to help them get power turned back on*
- *They were the nicest most professional guys she and her husband have dealt with in a long time*
- *Thanks to them and to PEC for being so amazing*



Dale Guthrie,
Journeyworker





A member sent an email to thank Christina Meniz who assisted in resetting their email address and making payment. She said:

- *She was so kind to me and it was as if I was speaking to family*
- *Thank you so much for having polite, caring employees who still treat customers as human beings*
- *I'm glad to be part of the PEC family*



Christina Meniz,
Member Services
Agent 4





Monica Harper,
Member Services
Agent 4

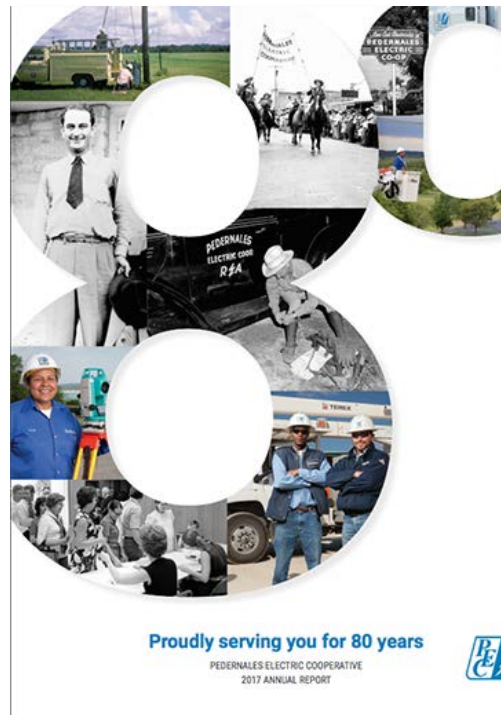
A member called to specifically compliment Monica Harper on her excellent customer service. She said:

- *Monica's calm demeanor and knowledge quickly put her at ease*
- *She was very impressed with how Monica handled the call*
- *Monica was very professional and extremely nice throughout the entire conversation*



Communications & Marketing Awards

NRECA Spotlight on Excellence Awards – Large Distribution Cooperative Category



Silver for Best Annual Report to Members



Gold for Best Graphic Design



NRECA Connect Conference

PEC Lineworker Feature in RE Magazine Wins Gold

Kaitlyn Vaillancourt feature wins gold in 2019 Hermes Creative Awards Competition



10 days to Sine Die - 86th Legislative Session

Bill of Interest Signed by the Governor:

- **Move Over/Worker Safety Bill** – (HB 61 by White & Nichols) – effective date 9/1/19

Bills of Interest Passed and Sent to Governor for Signature:

- **Battery bill** - (SB 1012 by Zaffirini & Holland) – Clarifying that municipally owned utilities and electric cooperatives can own or operate electric energy storage equipment and not register as a Power Generation Company
- **CCN bill** - (SB 1938 by Hancock & Phelan) – Relating to Certificates of Convenience and Necessity for the construction of transmission facilities

Bill of Interest Pending:

- **Broadband** – (SB 14 by Nichols & Kuempel) – Relating to broadband service or facilities provided by an electric cooperative
 - Passed the House on 5/14, and sent back to the Senate to concur on amendment¹⁰

Chamber of Commerce Breakfast



Bertram Office Temporarily Closed for Renovations

Office to close for
renovations starting
May 23

The Bertram Planning Department will
be available at our Marble Falls District Office,
located at 4302 U.S. 281.

Convenient ways to pay



Through
SecurePay
phone line at
844-886-9798



Online at
pec.smarthub.coop



Through
the SmartHub
mobile app



By visiting our
Liberty Hill location at
10625 W. Hwy. 29, or
our Marble Falls District
Office at 4302 N. U.S. 281



By check with a
PEC agent at
888-554-4732



Pay at MoneyGram
retail locations. Find
one near you at
moneygram.com

pec.coop



We're closing soon for renovations.

We apologize for the inconvenience and
look forward to serving you here again soon.



Please visit our Liberty Hill
location at 10625 W. Hwy. 290,
or our Marble Falls District
Office at 4302 N. U.S. 281



