



Operations Report

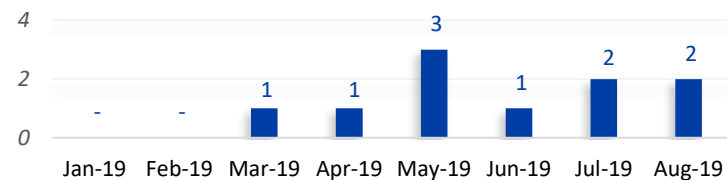
Eddie Dauterive | Chief Operations Officer

September 13, 2019

Safety

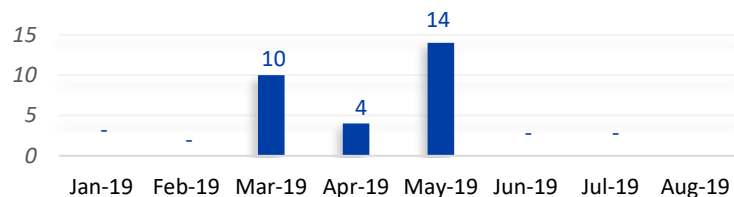
Personal Incidents

Total Reportable Injuries



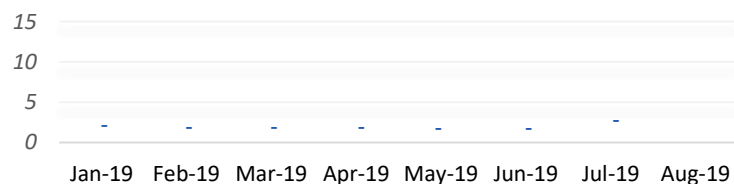
Aug: 2
YTD: 10

Days Away - Restricted Duty



Aug: 0
YTD: 28

Days Away - Lost Time

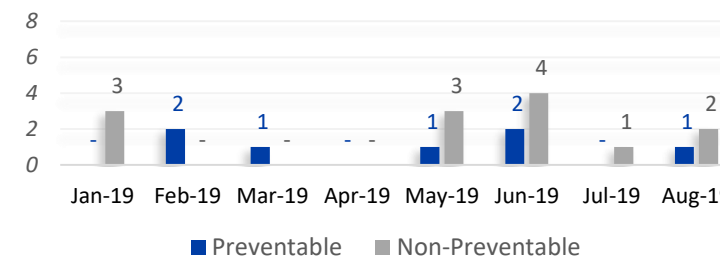


Aug: 0
YTD: 0

Restricted Duty is the ability to perform another activity without missing work.

Vehicle Incidents

Preventable & Non-Preventable Vehicle Accidents



Preventable:
Aug: 1
YTD: 7

Incident Notes:

Personal Incident (2):

- Employee twisted ankle
- Employee experienced arc flash

Vehicle Incident (3):

- Preventable - Employee did not have overhead clearance at the platform and cracked the bucket when pulling out
- Non-Preventable - PEC vehicle struck at intersection damaging side mirror
- Non-Preventable - PEC vehicle struck by deer

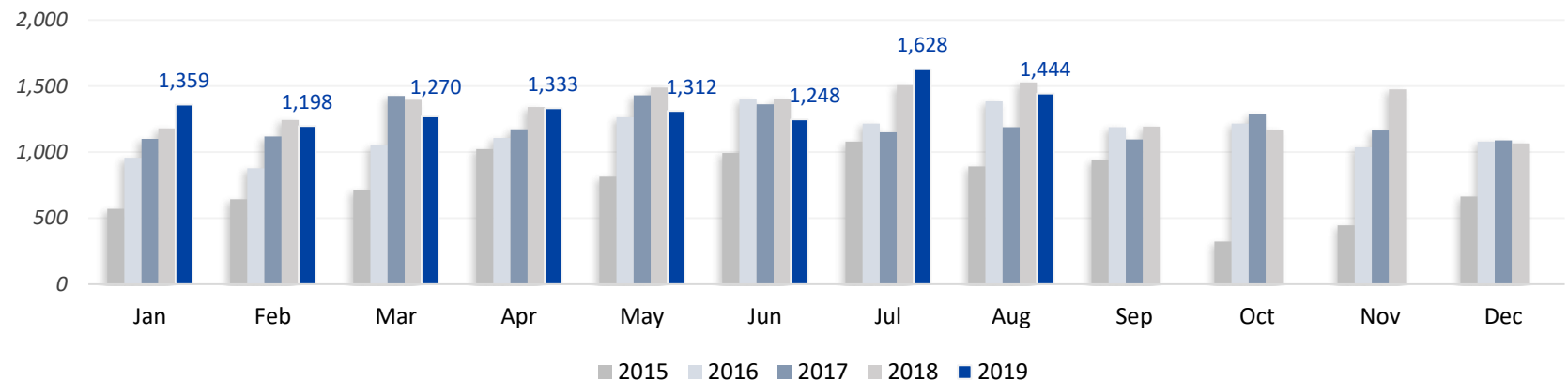
Miscellaneous Incident (1):

- Employee backed into a gate, but no damage was caused

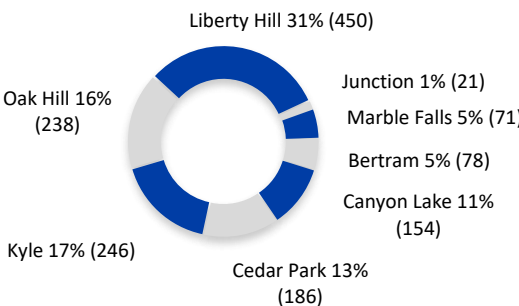
System Growth

Annual Line Extension Comparison

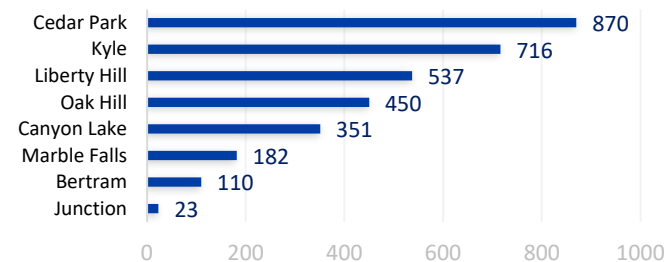
2018 Total: 15,893
2019 YTD: 10,792



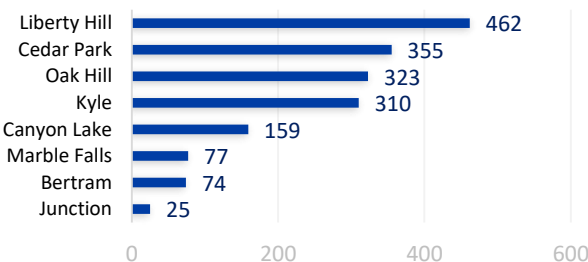
Line Extensions by District (1,444)



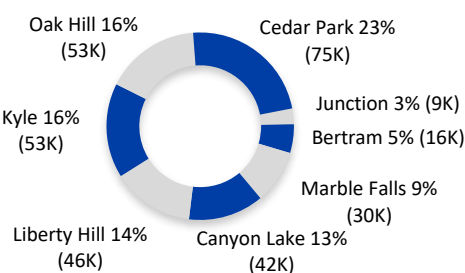
New Member Applications by District (3,239)



Meter Growth by District (1,785)

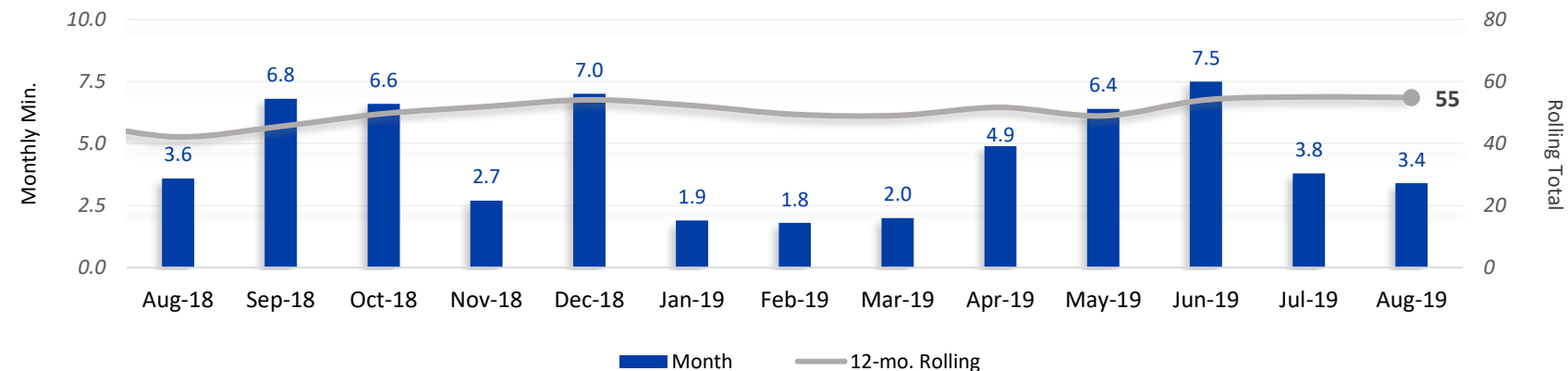


Meter Totals by District (322,292)



Reliability

SAIDI



KPI Status

SAIDI:

55

Gold KPI

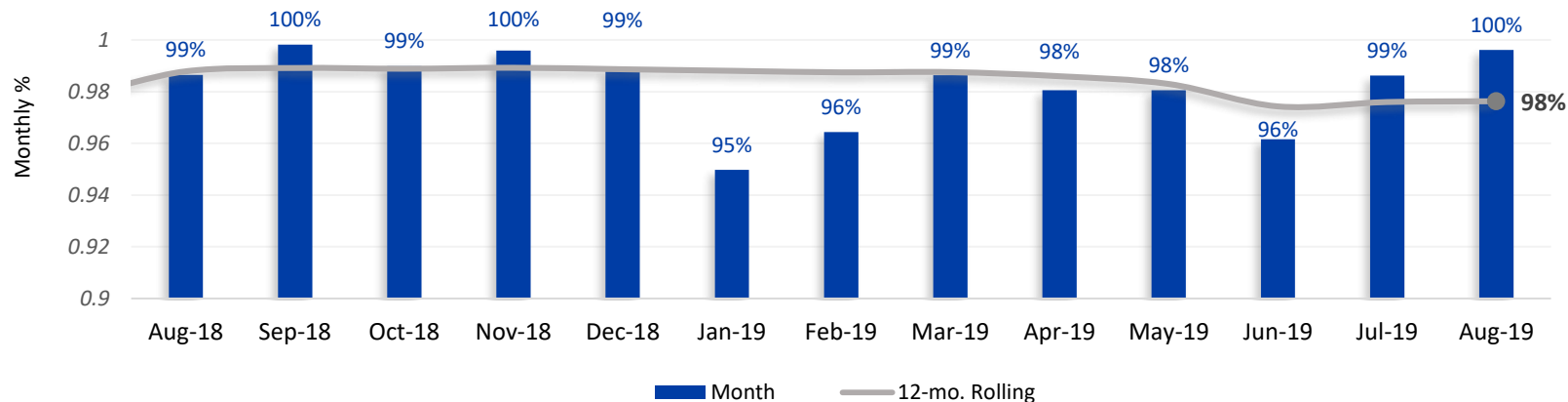
ETR:

98%

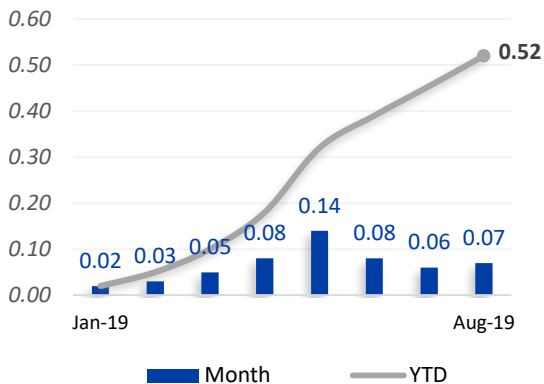
Gold KPI

Estimated Time of Response (ETR)

% of Outages with ETR Provided

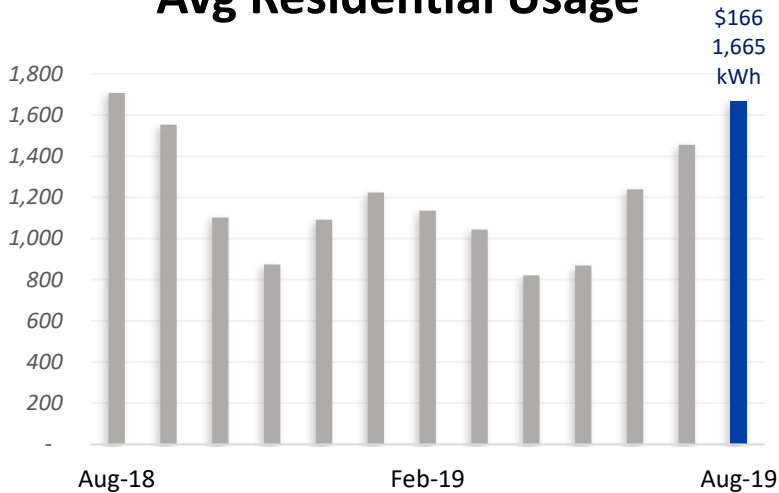


SAIFI Trending (YTD)



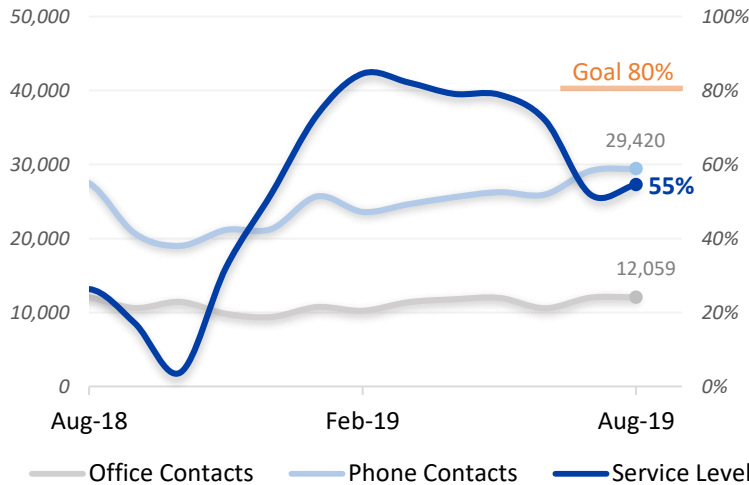
Member Relations

Avg Residential Usage



- This month highlights Support Services staff; their volume of work, efficient management, and recent trends in payment options
- Highlighted below, the Account Services Team (8 FTE) manage a great volume of monthly billing activities
- Despite 18 days of restricted collection activities due to heat, aged balances are in great position compared to last year

Service Level

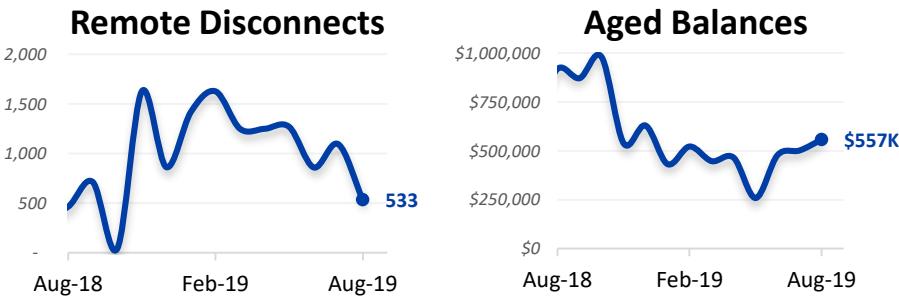


Billing Activities

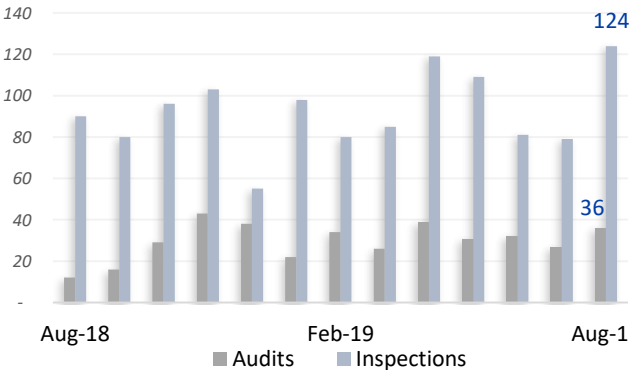
Activity	Mo. Avg.
Bills Created	352,775
Exceptions to Review	42,600
Notices Created	18,900
Returned Mail	2,770
Collection Letters	875
Billing Refunds	730

Collections

18 days of restricted activity due to weather

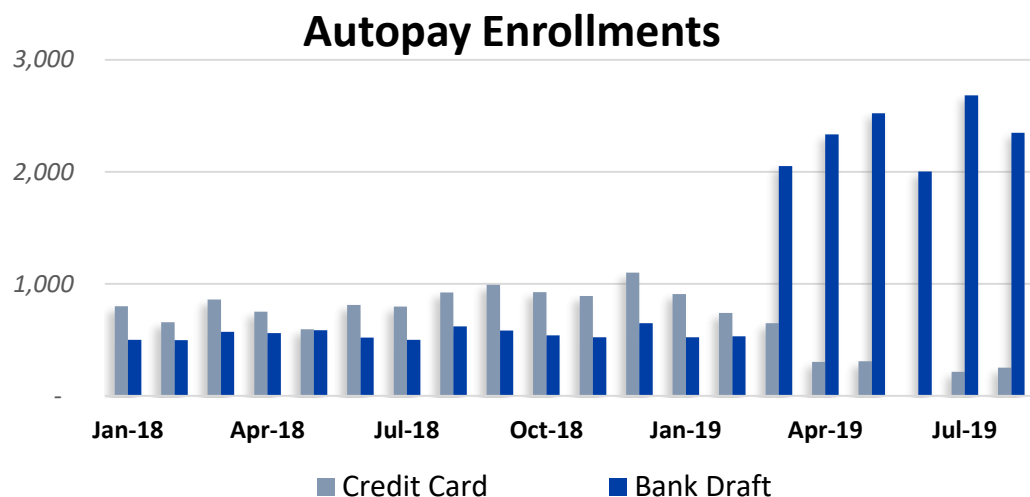


Energy Services



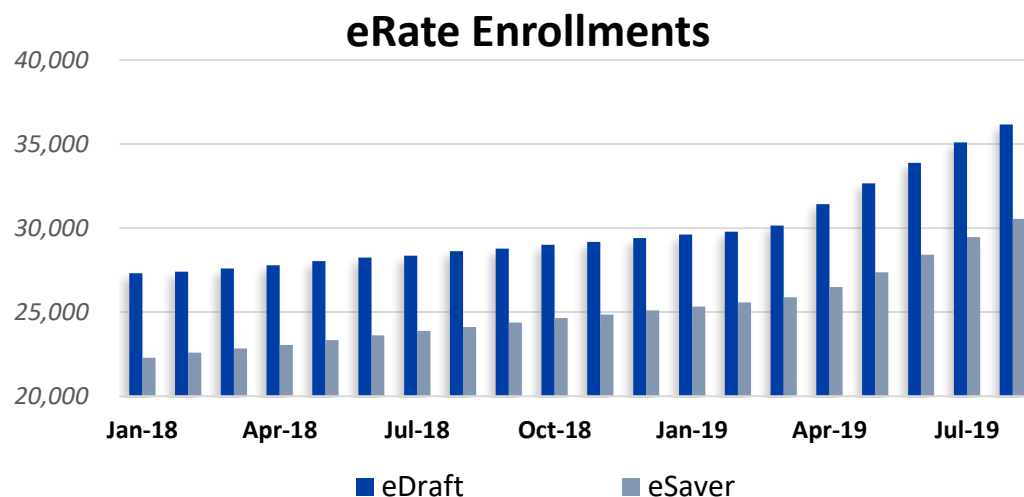
Member Relations - Autopay Trending

In early 2019, PEC began offering a deposit waiver for new applicants that enroll in Bank Draft Autopay. The result has been very positive for both PEC and the membership. Automated measures are in place to quickly re-apply deposits when necessary.



Bank draft benefits for PEC:

- Cost-friendly, less than 40% of the transaction fees of credit card payments
- Maintenance-friendly:
 - No credit card expiration dates to monitor and update
 - Does not require member self-enrollment due to PCI restrictions, agents can easily set up over the phone if requested



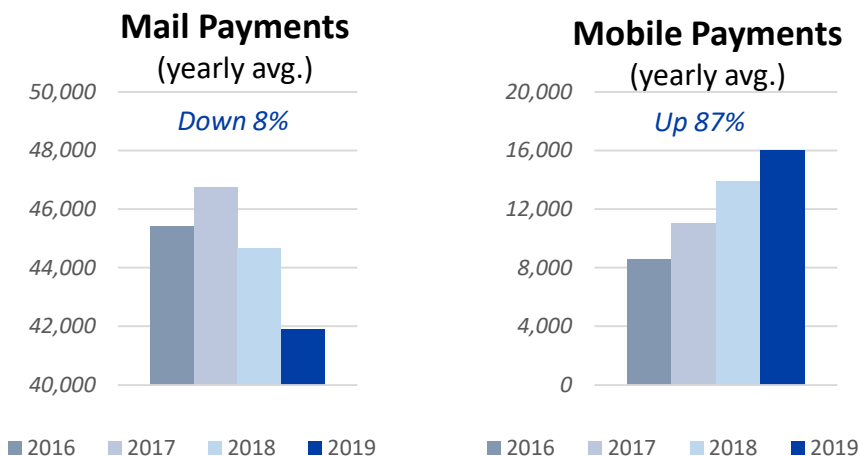
Bank draft benefits for the membership:

- Residential bank draft autopays allow the member to discount their monthly billing:
 - PEC's eDraft Rate: \$1.50 reduction for enrolling in bank draft autopay
 - PEC's eSaver Rate: \$2.50 reduction for enrolling in bank draft autopay and paperless billing

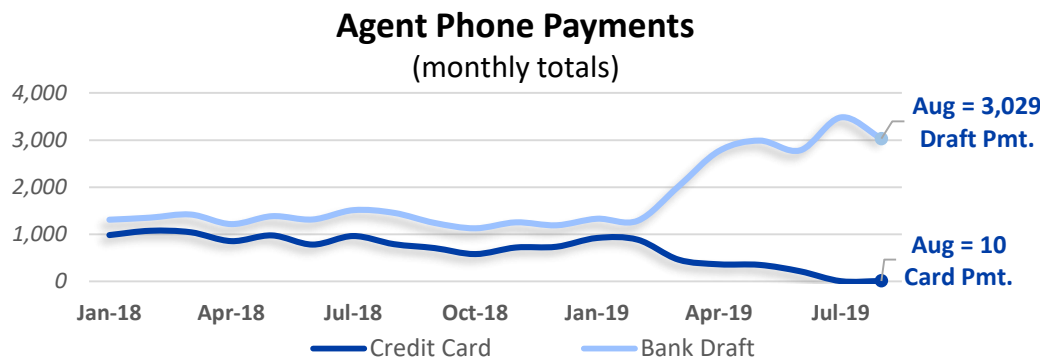
Member Relations - Payment Trending

Additional trends are being monitored with other payment methods:

- Traditional mail-in payments are decreasing and mobile app payments are increasing
- Efforts to transition phone credit card payments to secure self-service options are working well, and have led to a large increase in phone bank draft payments



PEC's Main Payment Methods					
Method	Mo. Avg.	%	Method	Mo. Avg.	%
Autopay - CC	64K	20%	Secure Pay	23K	7%
Autopay - BD	64K	20%	Agent	18K	6%
Web	51K	16%	Mobile	16K	5%
Mail	42K	13%	Pay Now	5K	2%
Wire	38K	12%			



Agent Payment Types

Method	Mo. Avg.	%
Office	9K	49%
Drive Thru	4K	23%
Phone	3K	16%
Drop Box	2K	11%

Engineering

Transmission Project Updates

- **Hwy 32 - Wimberley** line rebuild and upgrade (*Canyon Lake/Kyle*)
 - Construction crews mobilized on 7/29/19
 - Poles are on order and will be delivered by 8/15/19
 - Construction complete by early December
- **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: Pole bid awarded and poles will be delivered in January
- **Wirtz - Mountain Top** line upgrade (*Marble Falls*)
 - Rebuild 25 miles of 69 kV line and convert to 138 kV
 - Maslonka (contractor) is drilling and setting poles
- **Dripping Springs - Rutherford** relocation (*Oak Hill*)
 - Relocate 7 poles for Driftwood Golf Club
 - Poles will be delivered by 9/30/19
 - Construction to start in mid-September 2019
- **Whitestone – Blockhouse – Leander** line upgrade (*Cedar Park*)
 - Currently in engineering, pole-bid package to be sent in September 2019.
- **Burnet – Bertram – Andice** line upgrade (*Bertram*)
 - Currently in engineering and evaluating existing easements



Engineering

Substation Projects

- **Andice T1 & T2 Upgrade** (*Bertram/Liberty Hill*) - Upgrade T1 & T2 to 46.7 MVA
 - Construction began 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 May 2019 and scheduled to be completed in October 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 June/July 2019 and to be completed December 2019
- **Esperanza Substation** (*Canyon Lake*) - LCRA/PEC to construct 46.7 MVA substation:
 - Engineering complete in March 2019
 - Construction began in July and scheduled to be completed in November 2019



Engineering

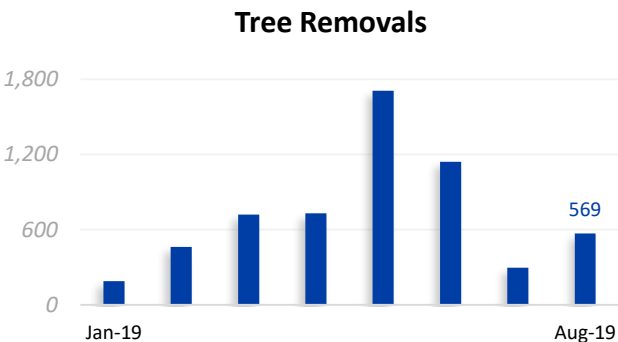
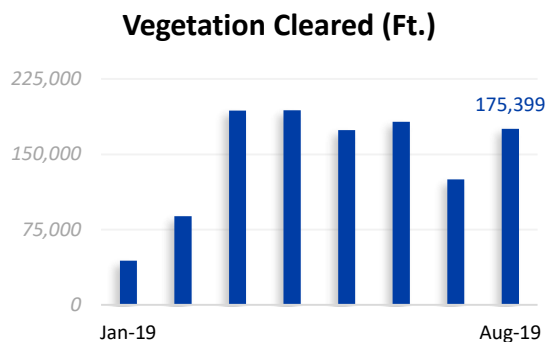
Substation Projects

- **Leander Substation** (*Cedar Park*) - Rebuild 138 kV bus for improved reliability and add line terminal for LCRA transmission line
 - Engineering complete, construction bids received
- **Highway 32 and Wimberley Substations** (*Canyon Lake, Kyle*) - Line terminal work at the substations associated with the transmission line upgrade
 - Engineering complete, construction to start on 9/3/19
- **Wirtz, Johnson City, Mountain Top Substations** (*Marble Falls*) - Line terminal work at the substations associated with the transmission line upgrade
 - Engineering complete, construction started on 8/19/19
- **Crosswinds Substation** (*Kyle*) – New substation with one 46.7 MVA power transformer
 - Engineering complete, construction ready to bid
 - Construction to begin in October 2019
- **Buttercup Substation** (*Cedar Park*) – Upgrade 22.4 MVA power transformer to 46.7 MVA and improve 138 kV bus
 - Engineer selected, project started in August 2019



System Maintenance

Vegetation Management

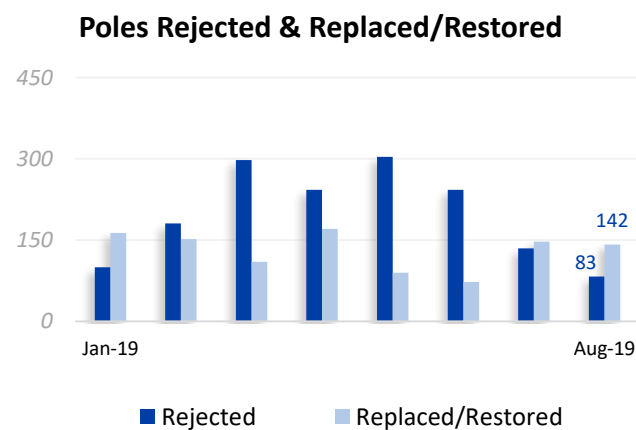
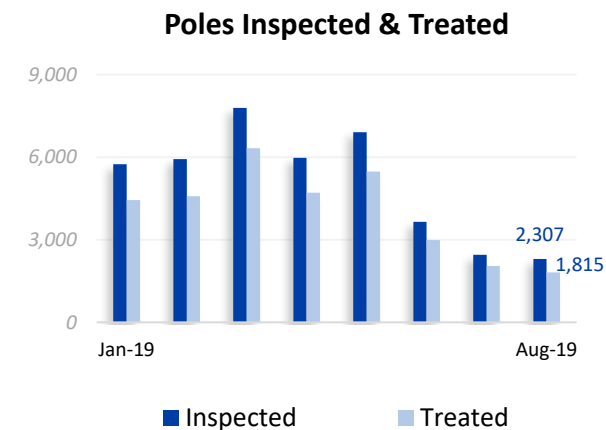


Notes:

- 125,076 ft. cleared equal to approx. 33 miles



Pole Testing & Treatment (PTT)



Notes:

- Pole inspections expected to be completed early September
- Drier weather has allowed for more Replaced/Restored totals



Facilities Update

<i>Office:</i>	<i>Activities:</i>
Bertram	Construction for front-office security improvements is underway and the office is scheduled to reopen in September.
Bulverde	A full-price sales contract on the property has been received.
Cedar Park	The Anderson Mill access road MOU has been submitted to TXDOT for review.
Johnson City	HQ 1 st floor construction is in progress and Finance is expected to transition to the space in the fall. New HVAC units for the Moursund building's Control Room have been installed.
Leander	Our realtor has been engaged to develop a strategy to dispose of unwanted sections as we form a facility plan for the remainder of the site.
Marble Falls <i>(Former district office)</i>	In process of being prepared for use by the Safety and Training department.
Oak Hill	The warehouse furniture has been installed and currently waiting on septic permits. On schedule to open in the fall, if not sooner.
Spring Branch	The site has been cleared of excess vegetation to facilitate site-use and planning.



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