



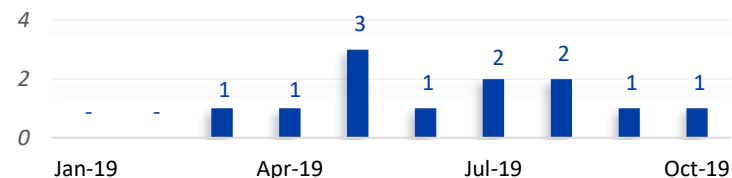
# Operations Report

Eddie Dauterive | Chief Operations Officer

# Safety & Technical Training

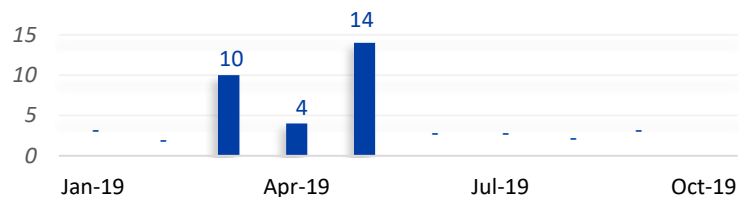
## Personal Incidents

### Total Reportable Injuries



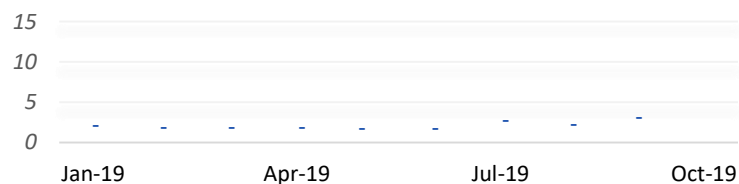
Oct: 1  
YTD: 12

### Restricted Duty



Oct: 0  
YTD: 28

### Lost Time

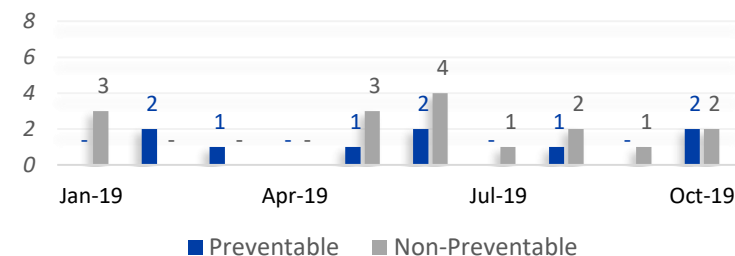


Oct: 0  
YTD: 0

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

## Vehicle Incidents

### Preventable & Non-Preventable Vehicle Accidents



Preventable:

Oct: 2

YTD: 9

Non-Preventable:

Oct: 2

YTD: 16

## Incident Notes:

### Personal Incident (1):

- No fault vehicle incident led to employee with sore left shoulder and hip.

### Vehicle Incidents (4):

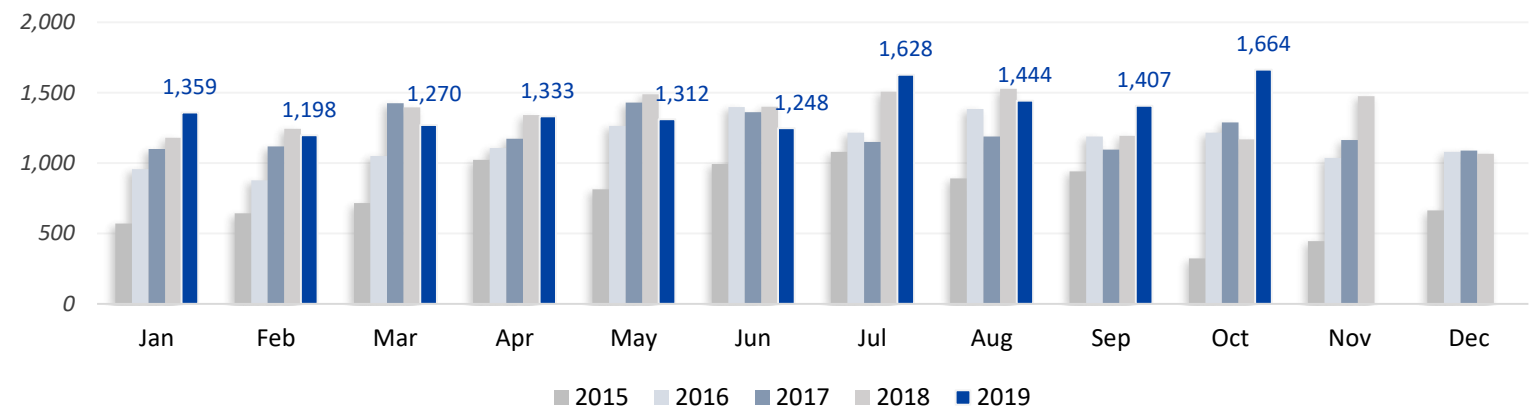
- Preventable - Employee hit a vehicle at intersection causing damage.
- Preventable - Employee miscalculated the entryway at a member's location causing damage to PEC vehicle.
- Non-Preventable - Employee vehicle hit at intersection causing damage.
- Non-Preventable - Employee vehicle hit at intersection causing damage.

### Miscellaneous Incidents (0)

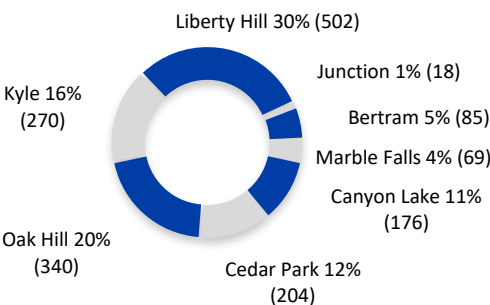
# System Growth

## Annual Line Extension Comparison

2018 Total: 15,893  
2019 YTD: 13,863

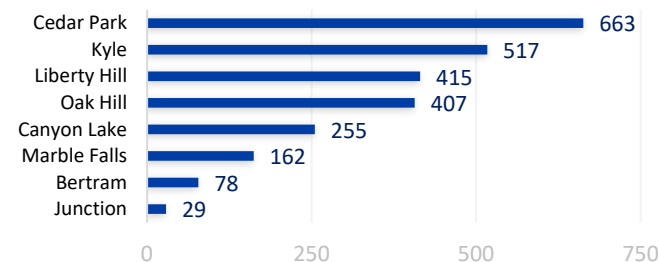


## Line Extensions by District (1,664)



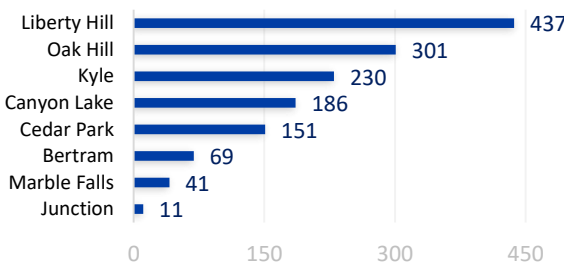
## New Member Applications

(Oct. 2019: 2,526)



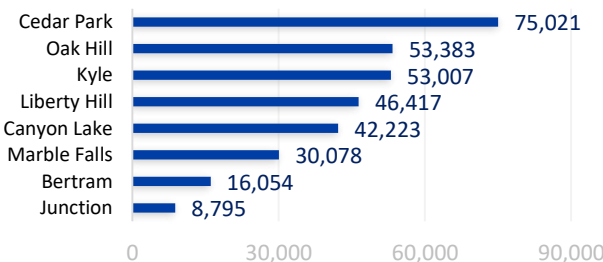
## Meter Growth

(Oct. 2019: 1,426)



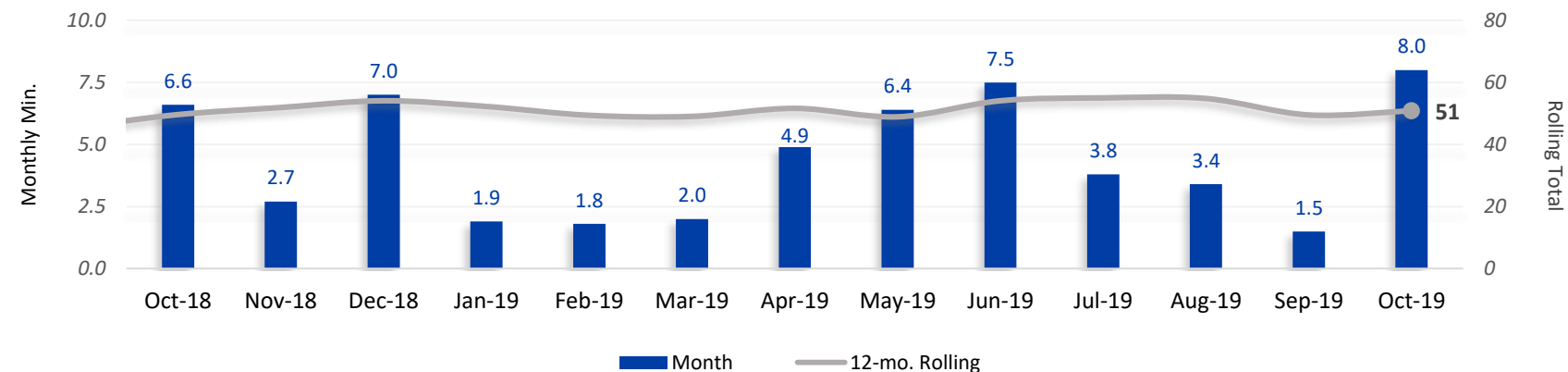
## Meter Totals

(Oct. 2019: 324,978)

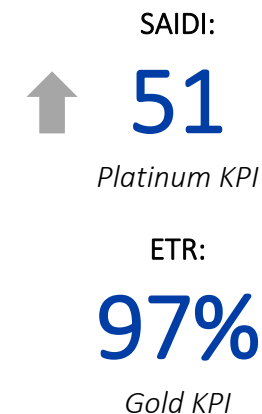


# Reliability

## SAIDI

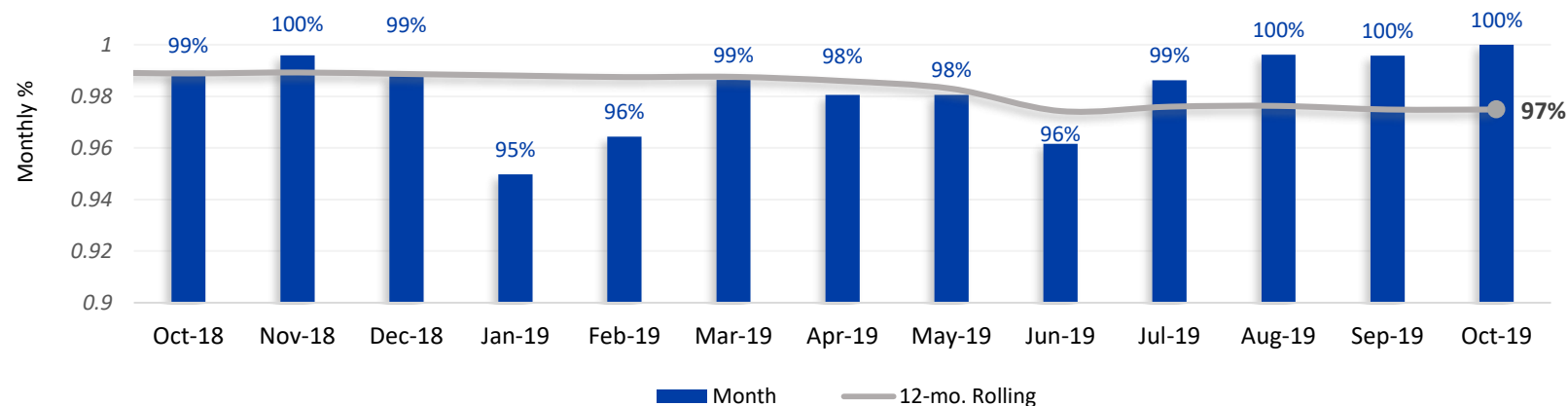


## KPI Status

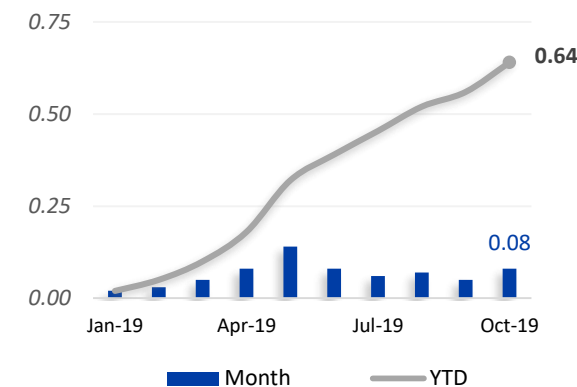


## Estimated Time of Response (ETR)

% of Outages with ETR Provided



## SAIFI Trending (YTD)



# Emergency Operations Plan - Annual Review

## Purpose

- Provide structure, policies, and processes to guide organization
- Restore service in a systematic and efficient manner
- Provide ability to recover from emergency conditions
- Enable PEC, neighboring utilities, and communities to communicate effectively and share resources

# Emergency Operations Plan

## Action Plans

- Employee Assignments
- Emergency Operations Center
- Critical Loads Registry\*
- Communications Plan\*
- Telecommunications Support
- Curtailment Priorities\*
- Restoration Priorities and Procedures\*
- Pandemic Plan and Procedures\*
- Wildfire Mitigation Plan\*
- Severe Weather Identification\*
- Pre-Arranged Supplies Plan\*
- Emergency Staffing Plan\*
- Hurricane Plan\*
- NIMS/FEMA Statement\*
- Mutual aid procedures

*\*Required by Texas Public Utility Commission*

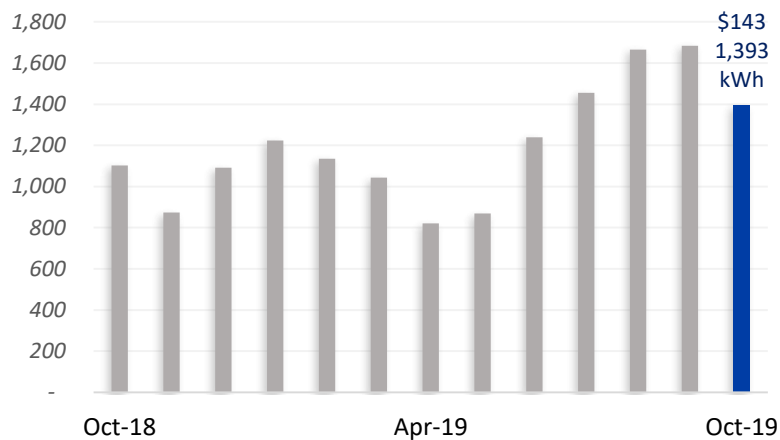
# Emergency Operations Plan

## 2019 Activity

- Drill conducted on October 31:
  - Over 80 employees participated
  - Conducted via Webex and conference call
  - Scenarios included:
    - Pre-event planning
    - Major storm with associated system damage
    - Loss of phone service
- Updating EOP:
  - Adding Flood Operations to Action Plans
  - Major update to Communication Action Plan
  - Fine-tuning procedures based on lessons learned from October 31 drill

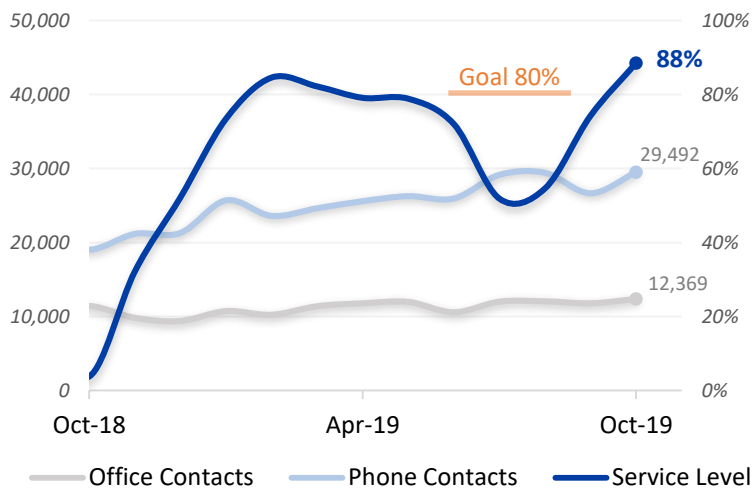
# Member Relations

### Avg Residential Usage



- Newly trained and deployed Agents are supporting member responsiveness.
- A fair-weathered month and good Service Levels allowed for high performance in collection activity.
- A new role is in development for a team of 10 Member Relations employees to support after-hour responsiveness and linkage with SCADA operations. The team is in training, to begin in December.

### Service Level

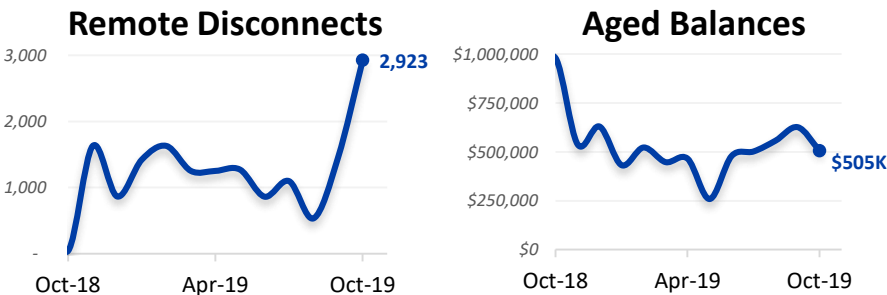


### Payment Types

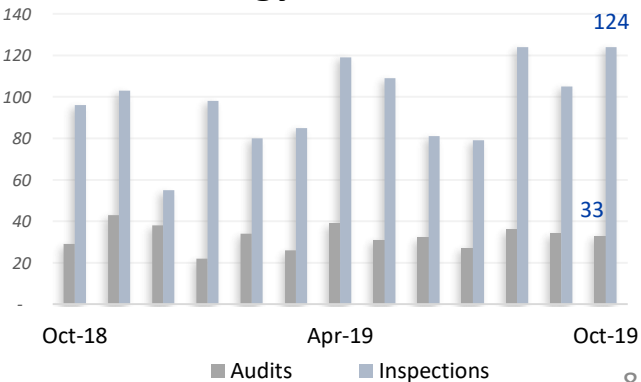
Type	Oct. Totals	
Autopay	139K	42%
Self-Service	97K	29%
Mail	41K	12%
Wire	38K	11%
Agents	19K	6%

### Collections

0 days of restricted activity due to weather



### Energy Services





# Engineering

## Transmission Project Updates

- **Hwy 32 - Wimberley** line rebuild and upgrade (*Canyon Lake/Kyle*)
  - Construction crews stringing conductor and optical ground wire (OPGW)
  - 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: Start construction in May 2020
- **Wirtz - Mountain Top** line upgrade (*Marble Falls*)
  - Rebuild 25 miles of 69 kV line and convert to 138 kV
  - T313 will complete in November 2019.
  - T317 will begin in November 2019 and complete by March 2020.
- **Dripping Springs - Rutherford** relocation (*Oak Hill*)
  - Construction on hold
- **Whitestone - Blockhouse - Leander** line upgrade (*Cedar Park*)
  - Currently in engineering
- **Burnet - Bertram - Andice** line upgrade (*Bertram*)
  - Currently in engineering
- **System-wide LIDAR Survey**
  - Conducting transmission system LIDAR survey to comply with HB 4150
  - Aerial Survey complete in December with data analysis in 1Q2020



# 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 December 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

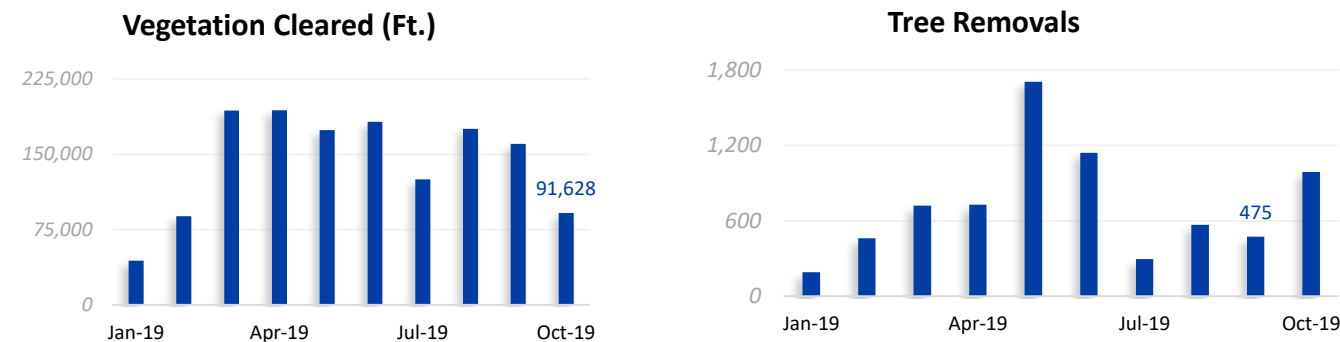
- **Leander Substation** (*Cedar Park*) - Rebuild 138 kV bus for improved reliability and add line terminal for LCRA transmission line
  - Construction in progress, completion in February 2020
- **Highway 32 and Wimberley Substations** (*Canyon Lake, Kyle*) - Line terminal work at the substations associated with the transmission line upgrade
  - Construction in progress, completion in December 2019
- **Wirtz, Johnson City, Mountain Top Substations** (*Marble Falls*) - Line terminal work at the substations associated with the transmission line upgrade
  - Construction in progress, completion in February 2020
- **Crosswinds Substation** (*Kyle*) - New substation with one 46.7 MVA power transformer
  - Engineering complete, construction started in November 2019 and is projected to be completed in May 2020
- **Buttercup Substation** (*Cedar Park*) - Upgrade 22.4 MVA power transformer to 46.7 MVA and improve 138 kV bus
  - Engineering started in July 2019 and projected to be completed in April 2020





# System Maintenance

## Vegetation Management

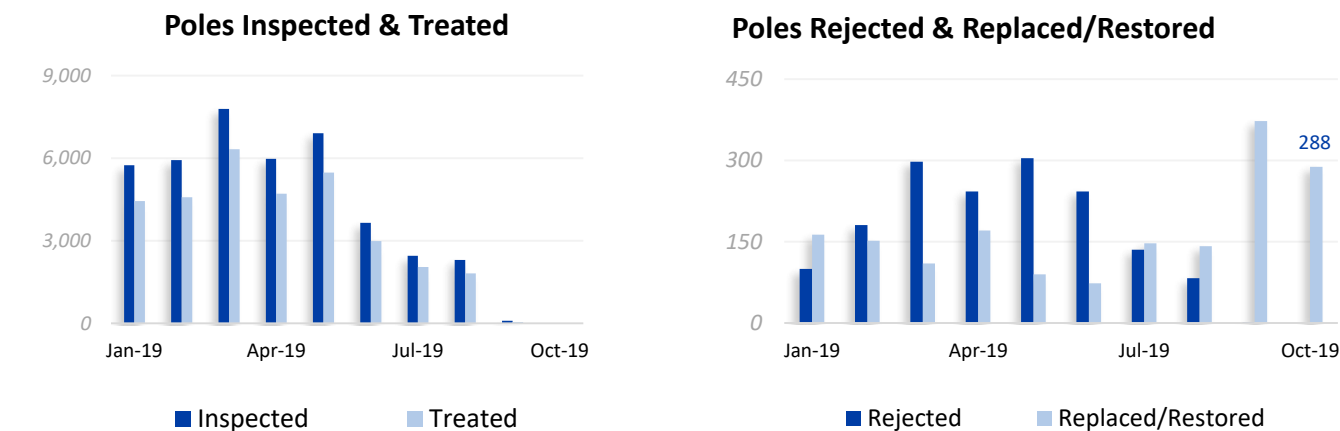


**Notes:**

- 91,628 ft. cleared equal to approx. 17 miles
- Fewer miles cleared due to several contract crews responding to tornado damage in North Texas



## Pole Testing & Treatment (PTT)



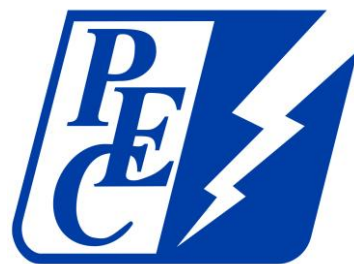
**Notes:**

- 2019 scheduled distribution pole inspections were completed in September



# Facilities Update

<i>Office:</i>	<i>Activities:</i>
<b>Canyon Lake</b>	The front-office will close on November 15 <sup>th</sup> for construction of security improvements.
<b>Cedar Park</b>	The Anderson Mill access road appraisal has been submitted to TxDOT for review, PEC has a new contact at TxDOT updated timelines have been requested.
<b>Johnson City</b>	<ul style="list-style-type: none"><li>• Construction is complete for the 1st floor of HQ (lobby area).</li><li>• The Finance area is complete and staff are in their new locations.</li><li>• Vegetation Management and System Maintenance have moved into the Annex building.</li><li>• The Boardroom reconfiguration is complete.</li><li>• Buildings A &amp; B at Haley Rd are being refreshed to accommodate Engineering.</li></ul>
<b>Leander</b>	Multiple parties have shown interested in land parcels and those leads will continue to be discussed. Conceptual site plans are being developed for an administrative building.
<b>Marble Falls</b> <i>(Former district office)</i>	Property is being prepared for use by the Safety and Training department.
<b>Oak Hill</b>	The warehouse construction was finished in July and final permits continue to be processed.



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