



Operations Report

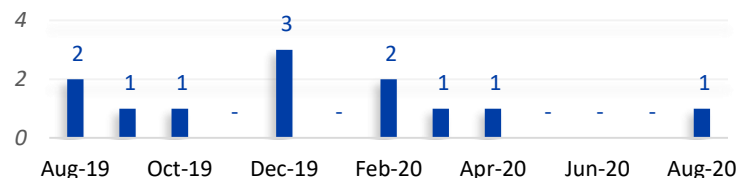
Eddie Dauterive | Chief Operations Officer

September 18, 2020

Safety & Technical Training

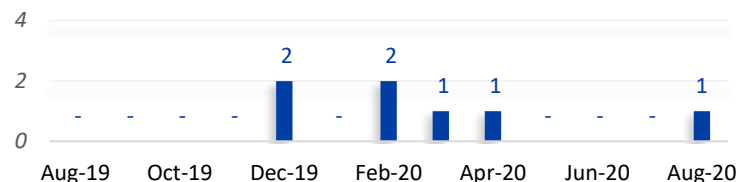
Personal Incidents

Reportable Incidents (TCIR) - All work-related injuries or illnesses.



Aug: 1
YTD: 5

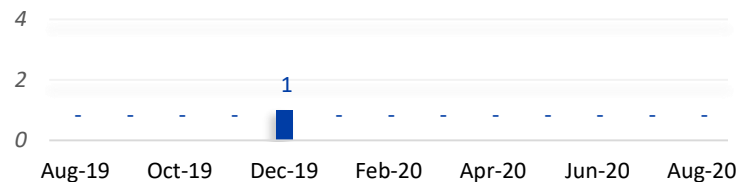
Days Away, Restricted, or Transfer (DART) - Incidents causing restricted duty where the employee can perform another activity without missing days.



Aug: 1
YTD: 5

Days Restricted: 2019 YTD - 28 2020 YTD - 216

Lost Time - Incidents that result in an employee missing work due to an injury.



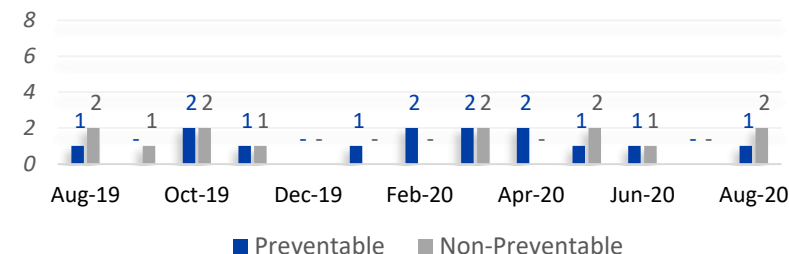
Aug: 0
YTD: 0

Lost Time Days: 2019 YTD: 0 2020 YTD: 31



Vehicle Incidents

Preventable & Non-Preventable Vehicle Accidents



Preventable:
Aug: 1
YTD: 10

Non-Preventable:
Aug: 2
YTD: 7

Incident Notes:

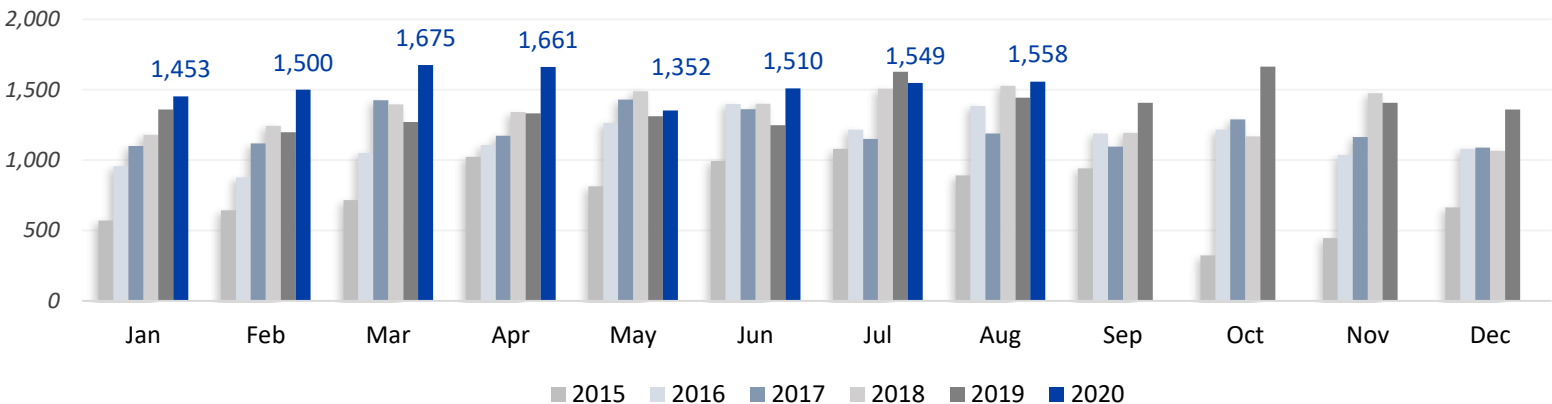
Vehicle Incidents:

- Preventable (1) - PEC vehicle backed into a support structure at PEC building, little-to-no damage to vehicle or building.
- Non-preventable (2):
 - PEC vehicle struck by wildlife.
 - Front-tire blow-out caused vehicle to go off-road into a fence.

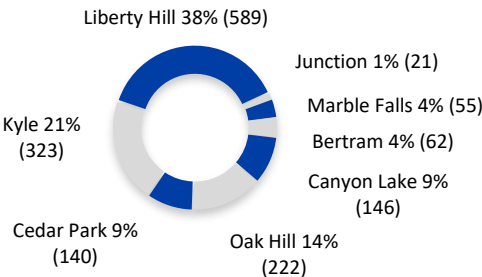
System Growth

Monthly Line Extensions

2018: 15,896 2019: 16,640 2020 YTD: 12,258



Line Extensions by District (1,558)

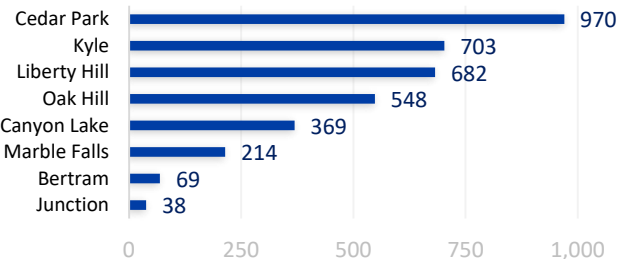


Miles of Distribution Line:

Underground: 5,799
Overhead: 17,269
Total: 22,068

New Member Applications

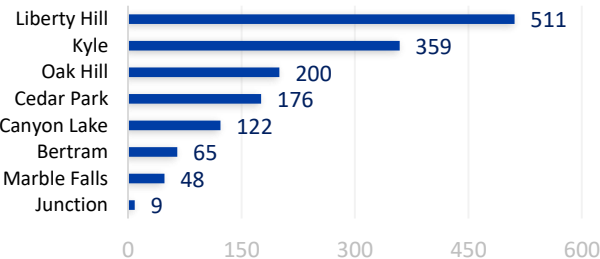
2020: Aug - 3,593, YTD - 23,211



2019: Aug - 3,239, YTD - 21,198, Total - 30,662

Meter Growth

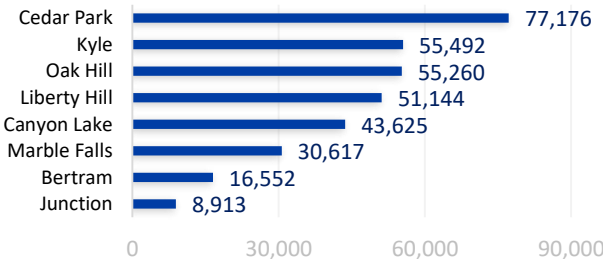
2020: Aug - 1,490, YTD - 10,973



2019: Aug - 1,786, YTD - 10,093, Total - 15,606

Meter Totals

2020: Aug - 338,779

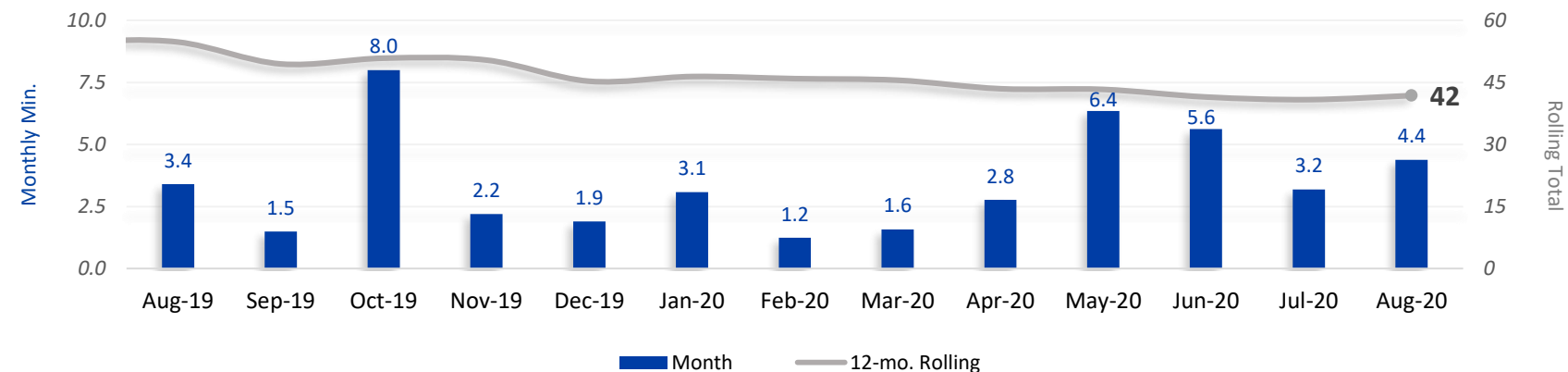


2019: Aug - 322,293



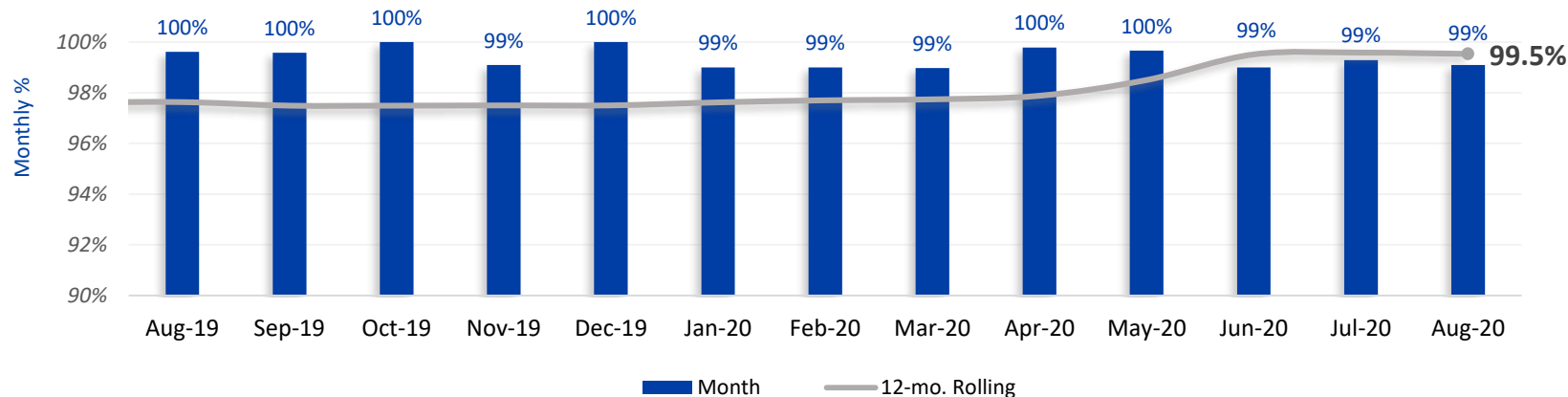
Reliability

SAIDI

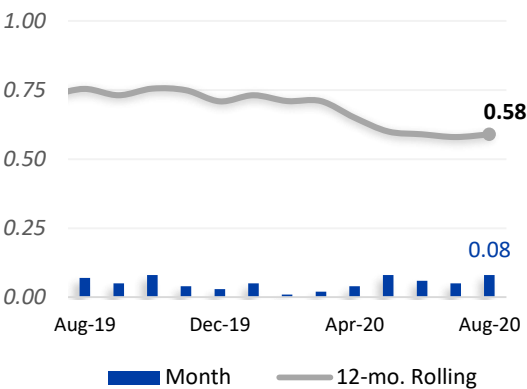


Estimated Time of Response (ETR)

% of Outages with ETR Provided



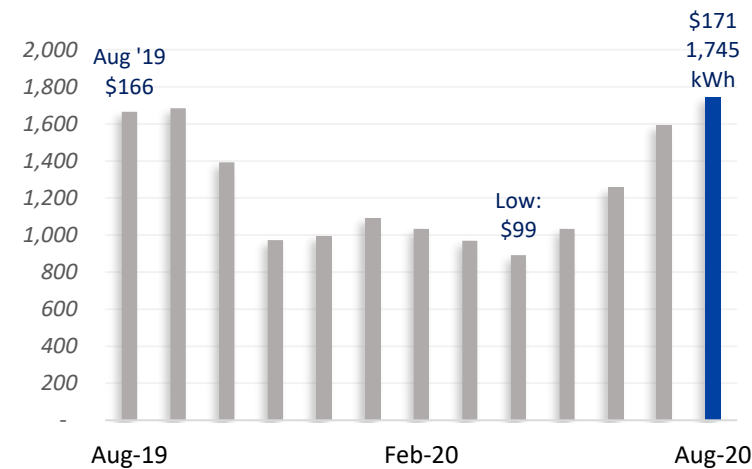
SAIFI Trending



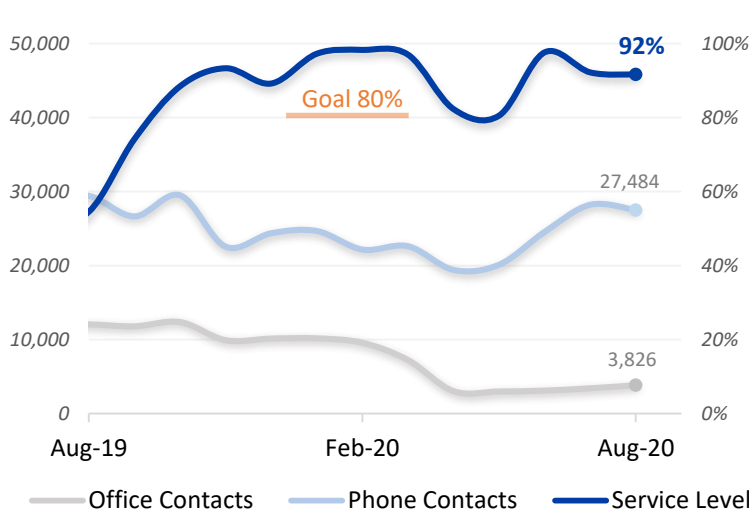
Member Relations

- Completing a high number of billing inquiries and payment arrangement discussions with members (↑59%), length of call times remain high (↑19%).
- Aged balances lowered with resumption of courtesy calls and notices, now impacted by high summer billing.
- Staff are preparing for resumption of disconnections and will continue working with members for best solutions.

Avg Residential Usage



Service Level

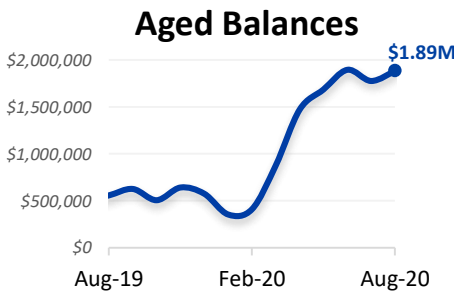
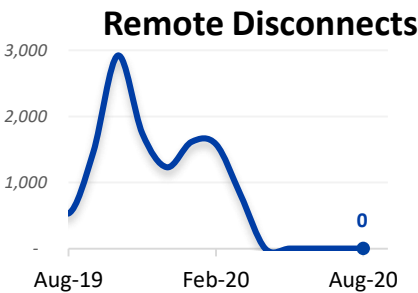


Contact Types

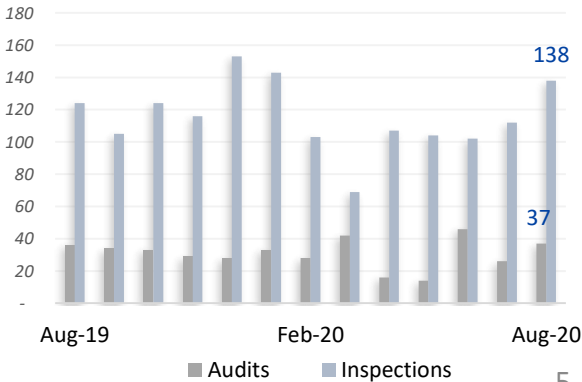
Main Contact Types	Aug Totals	
Service Request	10K	28%
Billing Inquiry	5K	15%
Payment	5K	14%
Payment Arrangement	3K	8%
Autopay Deposit Waiver	2K	6%
Account Update	2K	5%
Autopay Inquiry	2K	4%

Collections

Limited collection activity




Energy Services



Member Relations - Welcome Email

- Beginning in August, new members with a registered email address will receive a Welcome Email with helpful account and contact information, including:
 - Contact Us Options
 - Account Number
 - Billing Due Date
 - Rate classification
 - Links to PEC Website and SmartHub
 - Links to payment, paperless, and autopay options
 - Link to the PEC Internal Survey
- The welcome message will remind new members of the importance and benefits of a cooperative membership.
- This is a long-anticipated project that entailed the support of many areas; I.T., Public Relations, several Member Relations teams, and NISC.
- The read-rate % has been very high so far and the team is setting goals for this to replace the current, mail-distributed Member Certificates for cost savings.
- With this introductory tool, PEC will strengthen the foundation with its membership for future messaging and engagement.

**Welcome to
Pedernales Electric Cooperative**
Your Membership Packet

We're excited to have you as a member!

That's right — a member! PEC is a cooperative, meaning you're now among more than 280,000 members who own a stake in their local electric cooperative. We encourage you to learn about your membership benefits and our partnership with you and your community.

While PEC has some of the lowest rates and strongest reliability scores in Texas, we hope you develop a sense of pride knowing we're here for you for so much more than the flip of a switch!

Your Account Verification

Below is your account information. Please [contact us](#) if you see anything that needs to be corrected.

Member name	Pete R. Nales
Account number	00000000101
Service address	123 STREET
Mailing address	123 STREET
Phone number	(555) 123-4567
Bill due date	Monthly on the 7 th
Rate classification	Residential






Welcome! We're here for you

Visit [pec.coop](#) to learn how to use electricity wisely — spend less money — and discover more about your cooperative.

- [Find convenient ways to pay without leaving home »](#)
- [Manage your account from your computer, phone, or tablet with SmartHub »](#)
- [Enroll in paperless billing to receive PEC bills by email or text notification »](#)
- [Take one thing off your monthly to-do list with auto pay »](#)

We want to know what you think

Have an opinion about your cooperative? Take a brief survey to let us know how we're doing and what we can do better. [Take the survey »](#)



Questions? Use the Contact Us link via PEC's [website](#) or [SmartHub](#).

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Engineering

Transmission Project Updates

- **Blanco - Devil's Hill** distribution under-build re-conductor (*Canyon Lake*):
 - Rebuild 1.75 miles of transmission line.
 - Phase 2: Construction completed, clean up to be completed in Sep. 2020.
- **Dripping Springs - Rutherford** relocation (*Oak Hill*):
 - Construction on hold.
- **Whitestone - Blockhouse - Leander** line upgrade (*Cedar Park*):
 - 5.25 miles, rebuild existing 138 kV line to 440 MVA capacity.
 - Construction awarded to Volt Power, LLC.
 - Construction start between Leander and Blockhouse in Sep. 2020.
 - Completion scheduled for Q2 2021.
- **Burnet - Bertram - Andice** line upgrade (*Bertram*):
 - 23 miles, rebuild of 69 kV line to 138 kV.
 - Construction awarded to Volt Power, LLC.
 - Construction started between Bertram and Andice.
 - Completion scheduled for Q2 2021.
- **Buda Substation Upgrade** (*Kyle*):
 - Design completed to include two new structures on the Buda - Rutherford transmission line.
 - Construction expected to begin in Q1 2021.



Engineering

Transmission Project Updates

- **North Fork Generation Interconnection** (*Liberty Hill*):
 - Connects 100 MW Battery at Andice Substation.
 - Updating Full Interconnect Study for the ERCOT Stability Study before project can begin.
 - PEC to own line terminal at Andice to a POI located outside of the substation.
- **Andice to Pipeline to Seward Junction Fiber Addition** (*Liberty Hill*):
 - 8.4 miles, replaces existing Shield Wire with OPGW in coordination with breaker addition at Pipeline.
 - Engineering identified 2 poles to replace in addition to the existing shield wire with OPGW.
 - Construction expected to begin in Q1 2021.
- **Wirtz to Flatrock to Paleface** (*Marble Falls*):
 - 17 miles, increases clearance over Lake Marble Falls, completes the overhaul begun in 2018, and increases capacity of transmission line to 440 MVA as part of Wirtz RAS exit strategy.
 - Design complete, structures to be awarded to vendor in Sep. 2020.
 - Construction expected to begin in Q2 2021.
- **Marshall Ford to Trading Post to Cedar Valley to Friendship to Rutherford** (*Oak Hill*):
 - 15.41 miles, structural analysis shows need to replace structures to meet current NESC requirements. Investigating alternative conductors to limit scope of structure replacement.
 - To be submitted for ERCOT Tier 3 review in Fall 2020.
 - Construction expected to begin in Q4 2021.



Engineering

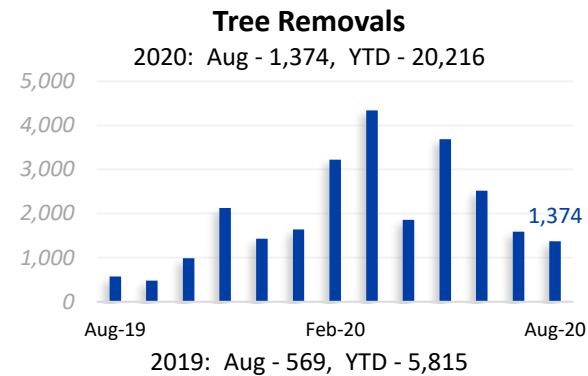
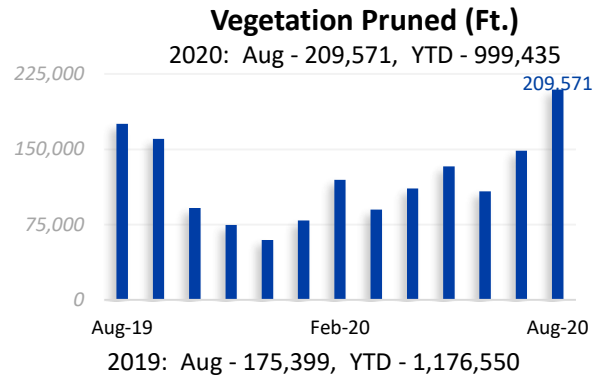
Substation Projects

- **Buttercup Substation** (*Cedar Park*) — Upgrade 22.4 MVA power transformer to 46.7 MVA and improve 138 kV bus:
 - Construction started in Jan. 2020 and is projected to be completed in Dec. 2021.
- **Burnet - Bertram - Andice Remote Ends** (*Bertram, Liberty Hill*) — Substation construction to support transmission line upgrade:
 - Construction crews at Andice were mobilized on Aug. 3, 2020, completion by Dec. 31, 2020.
 - Construction at Bertram is scheduled from Aug. 2020 to Jan. 2021.
 - Construction at Burnet is scheduled from Jan. 2021 to May 2021.
- **Buda Breaker-and-a-Half Upgrade** (*Kyle*) — Construction of improved transmission bus:
 - Construction outage scheduled from Sep. 24, 2020 to May 16, 2021.
- **Pipeline Feeder Breaker and Ring Bus Upgrade** (*Liberty Hill*) — Construction of additional feeder breakers and improved transmission bus:
 - Feeder breaker construction in progress at Pipeline, completion in mid-Sep. 2020.
- **Trading Post Line Breaker Addition** (*Oak Hill*) — Install transmission breakers:
 - Construction started Jul. 6, 2020, projected completion on Dec. 15, 2020.
- **Blockhouse - Whitestone Remote Ends, Blockhouse T3** (*Cedar Park*) — Substation construction to support transmission line upgrade and transformer addition:
 - Construction in progress at Blockhouse, completion in Dec. 2020.
 - Construction at Whitestone to start in Jan. 2021 and completion in May 2021.

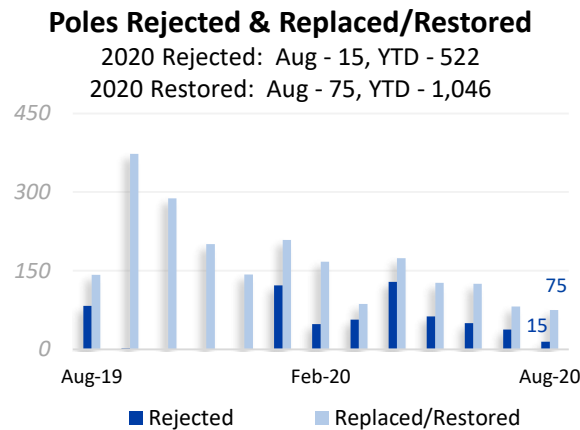
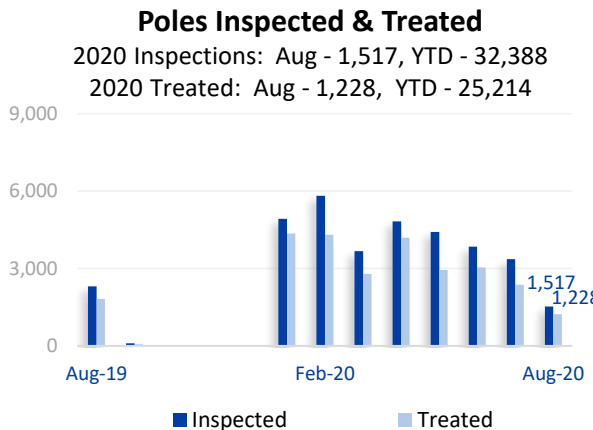


System Maintenance

Vegetation Management



Pole Testing & Treatment (PTT)



Notes:

- 209,571 feet of vegetation pruned equal to 40 miles.
- Expanded criteria for invasive tree removals in late 2019.
- PTT crews released on Aug. 25, to assist utilities impacted by Hurricane Laura.
- PTT remains on pace with 2020 expectations for production and budget as pole restorations continue to outpace rate of rejection.

Procurement Highlights

YTD 2020: **29** Requests for Proposals (RFP), 2019 total: **15**

YTD 2020: **131** Requests for Quotations (RFQ), 2019 total: **163**

Developing Alliance Supply Agreement Reprocurement Strategy

Developing Material Forecasting Report with Planning & Design

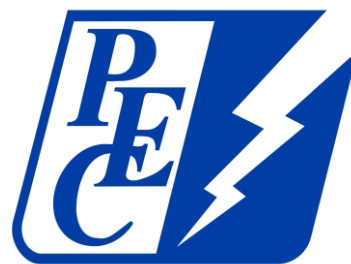
Opened Security Guard Services RFP (2021-2023)

Opened Distribution Poles Blanket Purchasing Agreement IFB (2021-2025)

Wildfire Monitoring System Request for Information (RFI) received **7** responses

Pole Attachment Program Administration RFP (2021-2024) received **14** responses

Awarded **15** Vegetation Management RFP (2020-2023)



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