



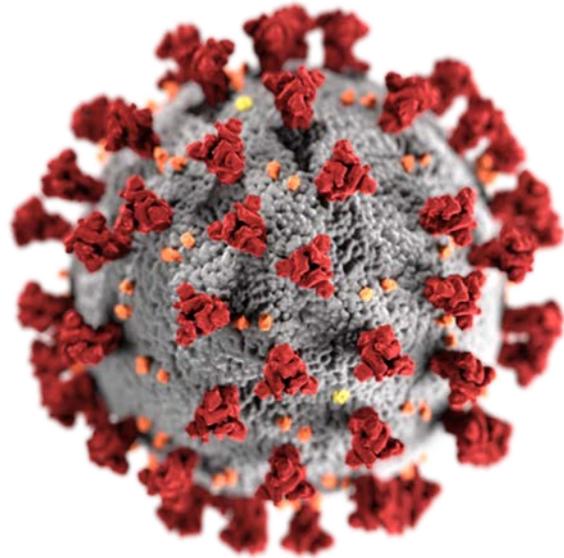
Cooperative Update

Julie C. Parsley, Chief Executive Officer

September 18, 2020

Board Meeting | Open Session

COVID-19 Response



COVID-19 Relief Fund has received more than \$80,000 in donations; \$11K of which is from employees.

Continued alternative working arrangements.

Management will be conducting a review of these work arrangements to assess feasibility of remote working going forward.



Masks for Members

Masks for Members

Encouraging members to donate handmade or purchased masks.

Members have pledged to donate 3,500 masks; more than 2,500 have already been received.

Will collect and distribute face coverings to hospitals in the Ascension Seton and Baylor Scott & White Health systems that serve our members.

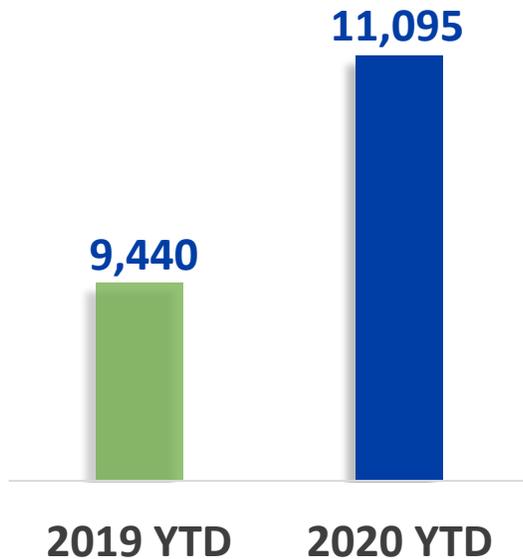
Visit pec.coop/masks for more information.



2020 System Growth



Net Member Additions

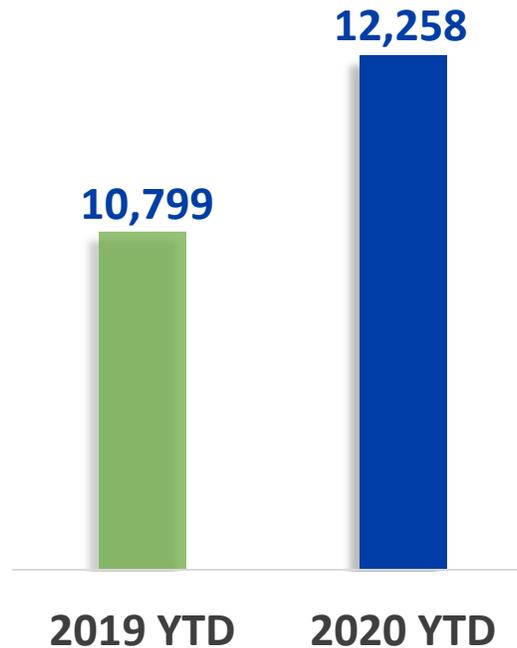


1,655

additional new members



Line Extensions Completed

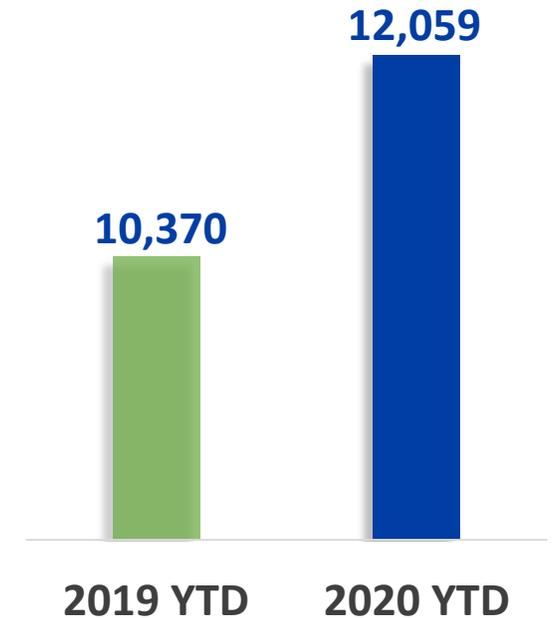


1,459

additional line extensions



Net Account Additions



1,689

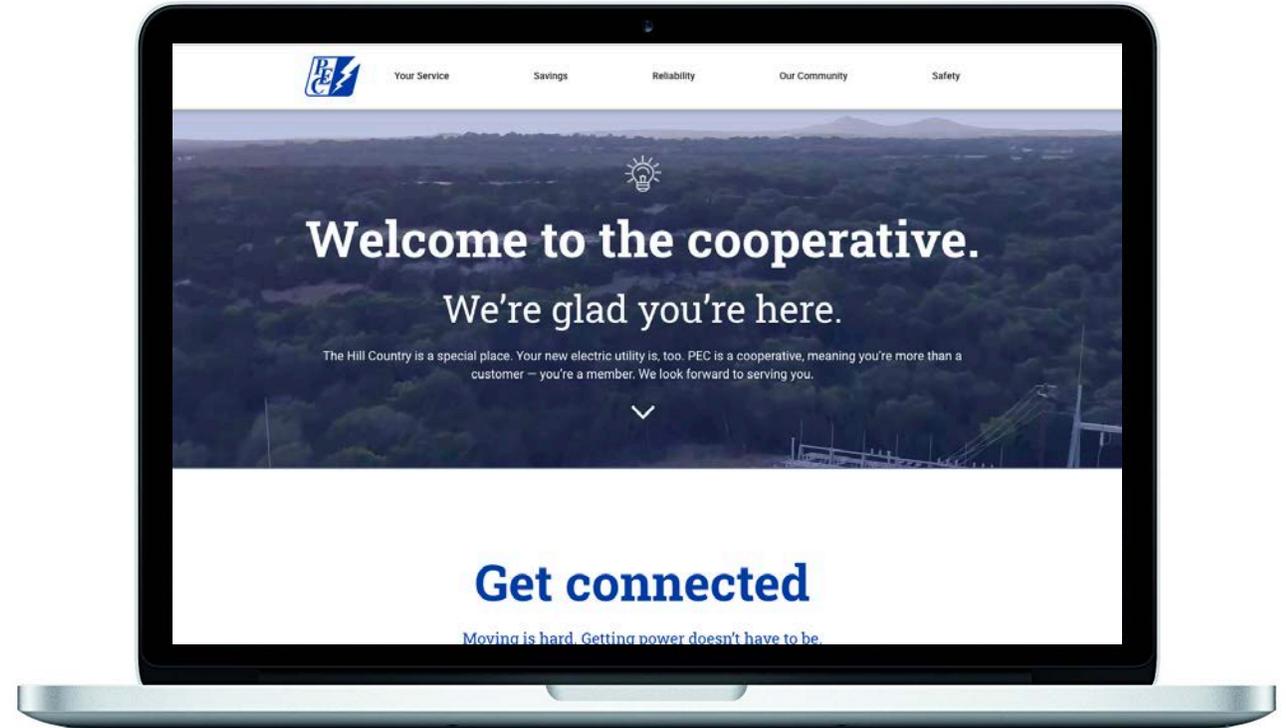
additional new accounts

New Member Welcome Website

New website aimed at helping our newest members establish service

Will launch September 25

Inquiries will be supported by Member Relations

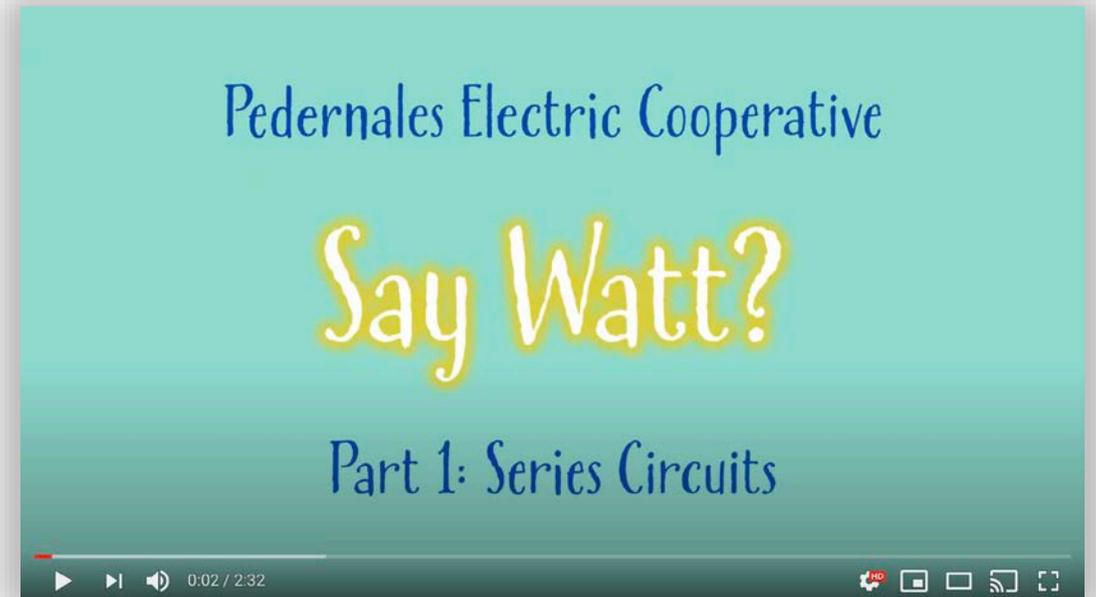


EmPOWER U Program

New youth engagement program aimed at educators, parents, and students

- Includes educational videos and curriculum packets

In response to COVID-19, the program will be 100% digital and available online



Community Grants



Applications opened
September 1

Nonprofits must submit
applications by October
2 for grants up to \$5,000

Friday Football Fever

Community sponsor of
KVUE's Friday Football Fever

- Features a "Power Player of the Week"
- Students who not only shine on the field, but also in their communities
- Featured weekly during the high school football season



Austin Chamber of Commerce Honoree



Austin Chamber has named PEC a finalist in its Greater Austin Business Awards in the Community Relations category

Winners will be announced during a virtual award ceremony December 8

Member Thank Yous

Praised PEC's willingness to assist members impacted by COVID-19. She wanted to contribute to COVID-19 Relief Fund since she knows how it feels to be unemployed and unable to pay her bill. She advised her bill is so low in the middle of summer she is just offsetting what she feels she would be paying by her \$50 contribution. She advised if her bill is low again next month, she will call again.

– Canyon Lake member

“Our power went out due to a car accident the night of 6/21 and early morning 6/22 in the Forest Oaks neighborhood near 183A & Brushy Creek Rd. I was so impressed with how quickly your team came out and got it back on, especially in the middle of the night. Thank you to those workers, especially who risk their lives and have to show up in the middle of the night in a moment's notice so that our lives aren't disrupted for long.”

– Cedar Park member



Member Thank Yous

“PEC has always restored power at my residence ... in record time. Today (8/2/2020) I reported a power outage. The power came back on shortly after but I forgot to notify PEC. Later in the day, two of your linemen arrived inquiring if my power was still out. There was heavy rain earlier so I know they had a long day. In spite of that, they both had smiles on their faces (they were more than 12 feet away) and wanted to ensure we had power. I appreciated their checking in on me and my elderly mother and providing exceptional customer service. Thank you.”

– *Kyle member*



Employee Kudos



Enrique Gonzales

Member Relations
Analyst
Kyle

John Ramon

Journeyworker
Cedar Park

Jill Halford

Member Relations
Agent 2
Junction

Patricia Alexander

Member Relations
Analyst
Bertram

Blaine Carlile

Journeyworker
Oak Hill



Employee Kudos



Nelda Morales

Member Relations
Analyst
Canyon Lake

Kathy Aponte

Member Relations
Agent 2
Marble Falls

Pamela Adams

Member Relations
Agent 2
Junction

Cruz Lopez

Journeyworker
Marble Falls

Sandra Garza

Member Relations Analyst
Marble Falls



Employee Kudos



Michele Hibbitts

Member Relations Agent 2

Marble Falls

Over the weekend, I received an outstanding compliment regarding the professionalism and courteous service our agents provide to our members. [A member] called last week to disconnect service because he and his wife are moving outside the service territory. Michele made a lasting impression on [him]! ... He told me he knew PEC had a long tradition of member service, but you took it to another level. He said you were friendly, professional, and very helpful. Michele, thank you for what you do on a daily basis and how you represent the co-op! Outstanding!

— *Eddie Dauterive*



