



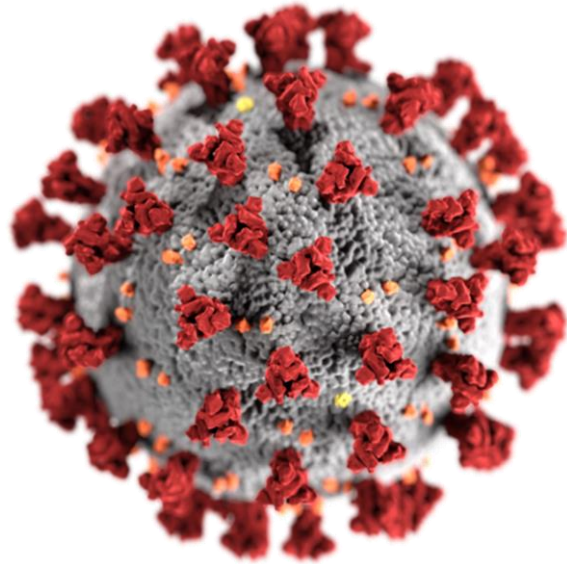
Cooperative Update

Julie C. Parsley, Chief Executive Officer

October 16, 2020

Board Meeting | Open Session

COVID-19 Response



COVID-19 Relief Fund closes November 1; as of October 15, we have raised \$84,920

PEC lobbies and drive-thru lanes are now open on a restricted basis; payment kiosks have been installed at every office

Continued alternative working arrangements

October is National Cooperative Month

Guided by seven cooperative principles:

- Voluntary & open membership
- Democratic member control
- Members' economic participation
- Autonomy & independence
- Education, training & information
- Cooperation among cooperatives
- Concern for community



Customer Service Appreciation Week



Thank you to all of our essential employees who work in service of our membership!



National Cybersecurity Awareness Month



All month long we are sharing cybersecurity tips and information with employees

**TOP
WORK
PLACES**

2020

San Antonio Express-News

PEC is a Top Workplace!

PEC recognized by the *San Antonio Express-News* as a Top Workplace!

Honored at a virtual event October 8
and in a special section of the Sunday
paper





TOP WORK PLACES --- 2020

San Antonio Express-News

PEC PROUD

We're PEC Proud to be named a Top Workplace. Serving nearly one million Texans across the Hill Country, we rely on our PEC Team so our members can rely on us. Together, we power through.

Learn more about joining our team at jobs.pec.coop.

Printed Bill Redesign

Debuts with
November bills



Questions? Call 1-888-554-4732
Monday through Friday, 8 a.m. – 6 p.m.
Report an outage: 1-888-883-3379
pec.coop Se habla Español

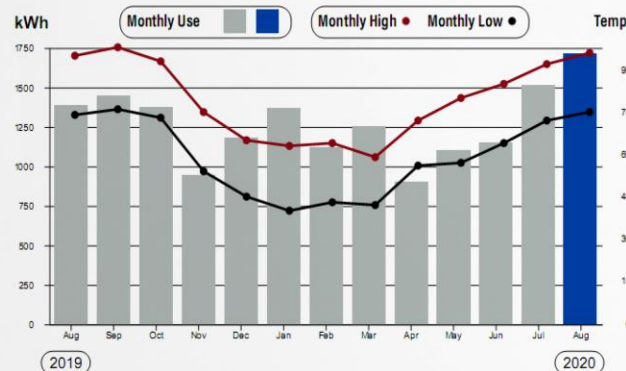
Member-owned since 1938
Not-for-profit

Account #: 999999999
Member Name: JOHN A DOE
Director District: 5
Bill Date: 08/08/2020

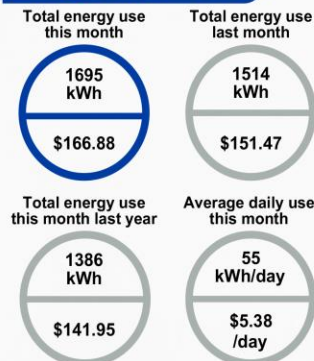
TOTAL
AMOUNT DUE
\$166.88
Due Date
08/27/2020

This bill does not reflect payments after 08/08/2020.
Charge detail found on the back of this page.

Monthly energy use



Energy comparison



IMPORTANT MEMBER INFORMATION

With the hot summer months in full swing, you can save big by focusing on your HVAC system. Keep things cool and efficient with our tips at pec.coop/HVAC.

KEEP THIS STATEMENT FOR YOUR RECORDS
PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT - WHEN PAYING IN PERSON BRING ENTIRE STATEMENT



Pedernales Electric Cooperative
PO Box 1 ■ Johnson City, TX 78636

Account # 999999999
Current charges due 08/27/2020 \$166.88
Late amount after 08/27/2020 \$186.88

☐ Check this box to opt in to PEC Power of Change!
☐ One time donation ☐ Recurring donation _____

Kiosk barcode

Mail payment to:

Pedernales Electric Cooperative, Inc.
PO Box 1
Johnson City, TX 78636-0001

JOHN A DOE
JANE B DOE
1234 N MAIN ST
JOHNSON CITY TX 78636-9999

PEC Education Foundation Donations

Donated \$24,000 to education foundations, independent school districts, and public libraries located in and around our service territory

24 organizations each received \$1,000 to help fund projects, scholarships, technology, and more



Hurricane Laura Response

PEC released contractor crews to help restore power in the aftermath of Hurricane Laura

The City of Alexandria, Louisiana experienced the worst devastation in its 120-year history, and expressed gratitude to the crews



Going Above and Beyond



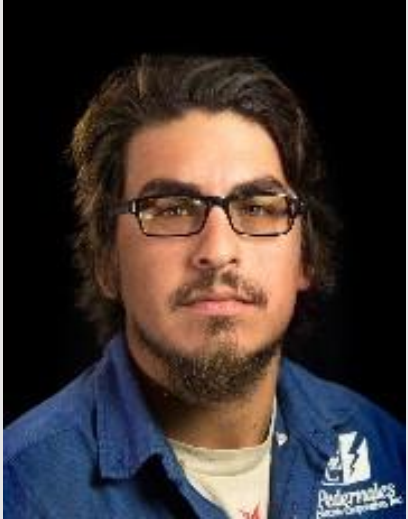
Going Above and Beyond



Last week a fire burned through our subdivision (Lost Oak Fire - Johnson City). Fortunately the damage to our neighborhood was limited to burned grass, trees and a few outbuildings but PEC was amazing. Your crews were on the scene so fast and worked all night to restore our power. That is a day that we will never forget and we wanted to let you know how grateful we are for your support.”

– Johnson City member

Employee Kudos



Sam Castro
Journeyworker
Oak Hill



Blaine Carlile
Journeyworker
Oak Hill



John Ramon
Journeyworker
Cedar Park



Ryan Hunt
Journeyworker
Cedar Park



Matthew Mabry
Lineworker
Apprentice 2
Cedar Park

Employee Kudos



Blythe Nodecker

Member Relations
Agent 2
Cedar Park



Irma Cruz

Member Relations
Agent 2
Marble Falls



Rachel Rodriguez

Member Relations
Analyst
Canyon Lake



Daniel (DJ) Cagle

Journeyworker
Junction



Lisa DiPhillipo

Member Relations
Agent 2
Marble Falls

Member Thank You



Troy Whitehead
Regional Operations Director,
Liberty Hill

I am writing to acknowledge Mr. Troy Whitehead's exemplary customer service. In my opinion, Troy went over and beyond his normal job responsibilities in working with our Property Owners Board on some recent power outages we had been experiencing.

One specific example involved Troy contacting us to advise our neighborhood would experience a power outage in order for PEC to make some required repairs. Troy requested our input on the best timing for PEC to have the outage based on our neighbors needs. As we have several retired people in our neighborhood, allowing us to help select a day of the week for this outage and advise our residents in advance was extremely beneficial in planning our routine activities around the outage. Things like getting vehicles and trash cans outside of garages may seem trivial but let me assure you manually raising heavy wooden garage doors for many of our residents is not an option.

I wish many more of our vendors would approach their job responsibilities in the way Troy does, especially in the difficult environment we have all been exposed to during the Covid pandemic. I am hopeful you can recognize Troy's performance in some way within PEC.

– Georgetown Member



