



# Operations Report

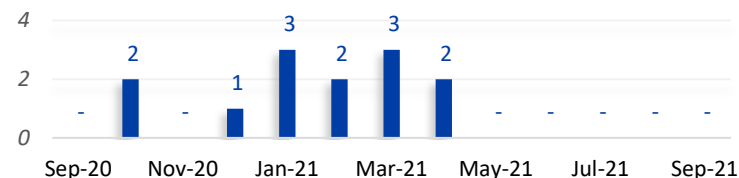
Eddie Dauterive | Chief Operations Officer

October 15, 2021

# Safety & Technical Training

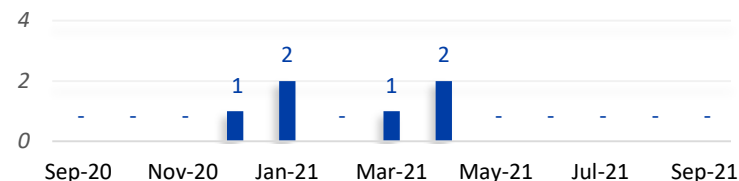
## Personal Incidents

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



Sep: 0  
YTD: 10

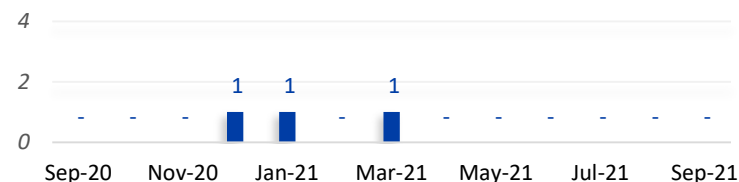
**Days Away, Restricted, or Transfer (DART)** - Incidents causing restricted duty where the employee can perform another activity without missing days.



Sep: 0  
YTD: 5

Days Restricted: 2020 YTD - 254 2021 YTD - 332

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

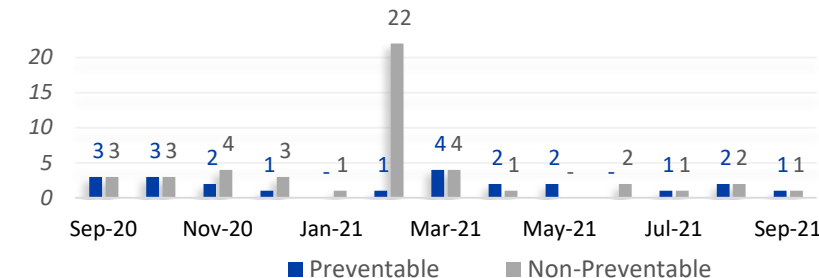


Sep: 0  
YTD: 2

Lost Time Days: 2020 YTD - 0 2021 YTD - 138

## Vehicle Incidents

**Preventable & Non-Preventable Vehicle Accidents**



Preventable:

Sep: 1  
YTD: 13

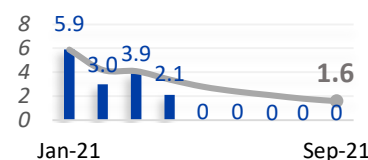
Non-Preventable:

Sep: 1  
YTD: 34



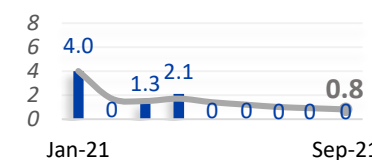
## KPI Progression

**TCIR**



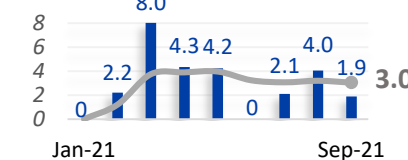
Platinum: ≤ 2.0

**DART**



Platinum: ≤ 0.6

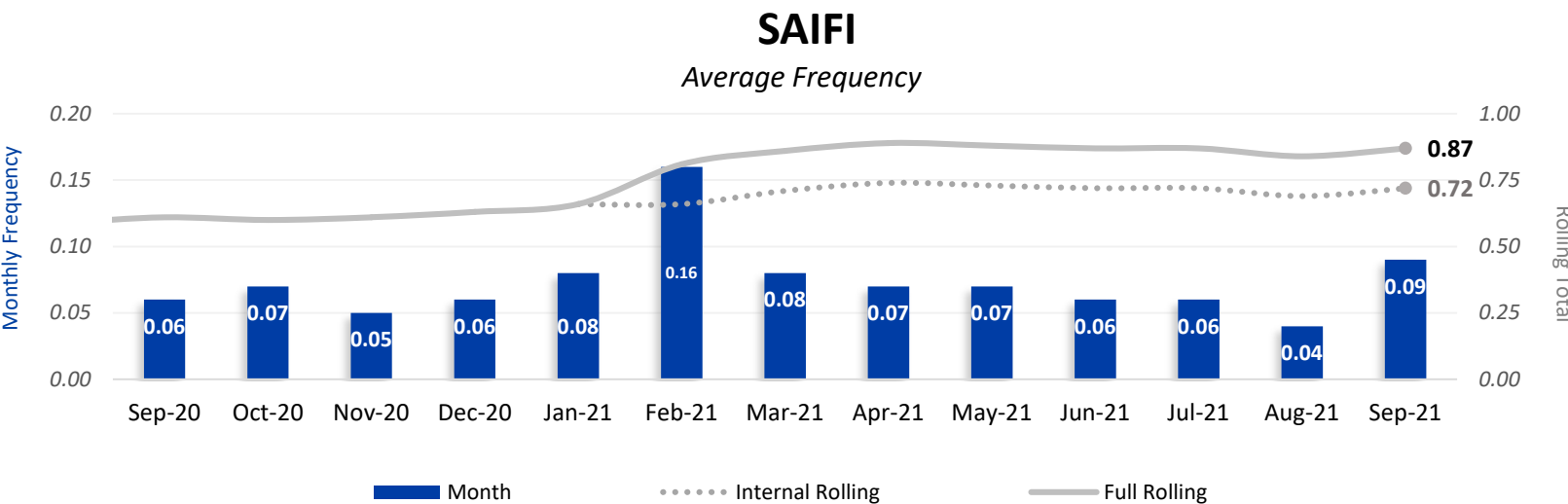
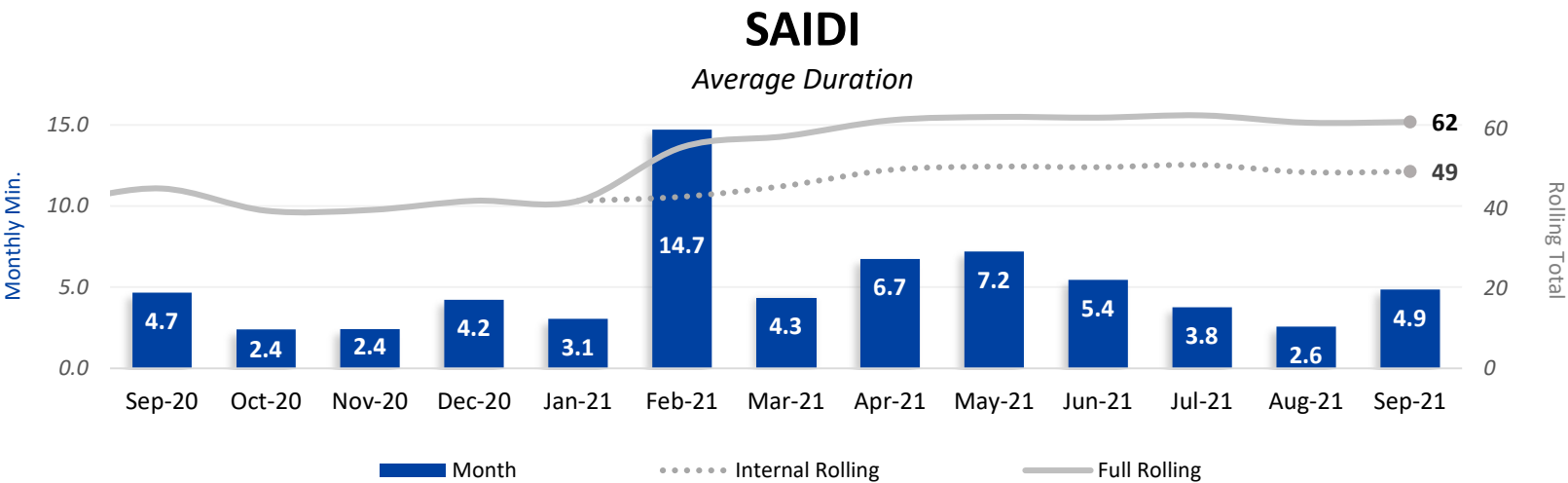
**Vehicle Incident Rate**



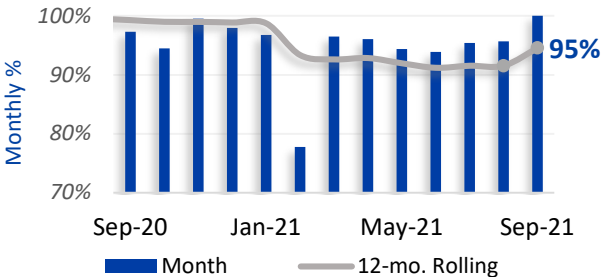
Platinum: ≤ 1.0



# Reliability



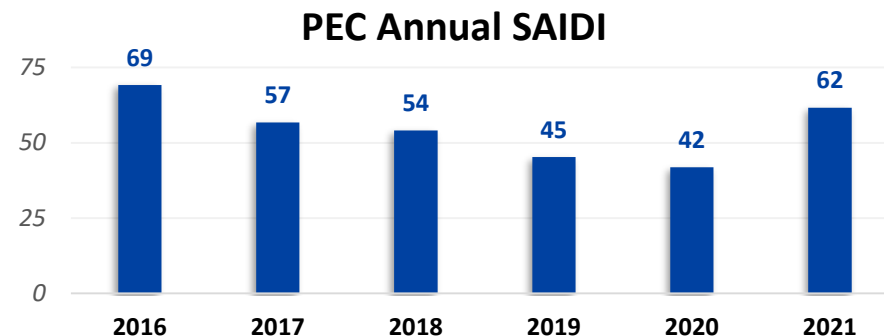
**Estimated Time of Response (ETR)**  
*% of Outages with ETR Provided*



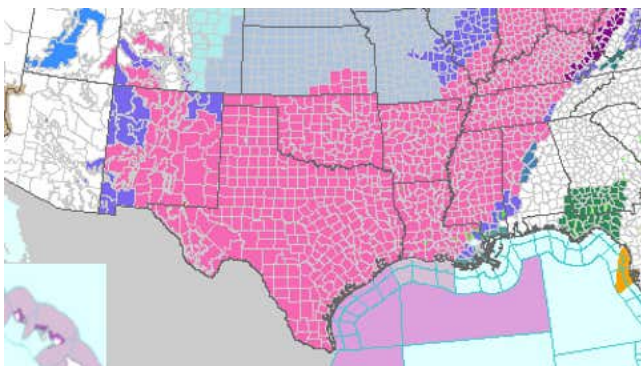
# Winter Preparedness

## PEC Reliability

- Year after year, PEC's rankings of reliability metrics among the U.S. Energy Information Administration records are some the best in the state.
- Prior to the extreme weather event in 2021, PEC's rolling 12-month SAIDI measurement was the lowest on record, at 42 min.



## Challenges During the Extreme Winter Event



- All 254 Texas counties were under a National Weather Service winter weather advisory, over 4.5 million Texans were without power.
- The Texas grid was over-whelmed with almost half (49%) of the total generation capacity offline at the highest peak.
- ERCOT required system-wide and repetitive load shedding activities over three days, reaching up to 414 MW of load shed by PEC on Feb. 15.

# Winter Preparedness

## Emergency Operations Improvements

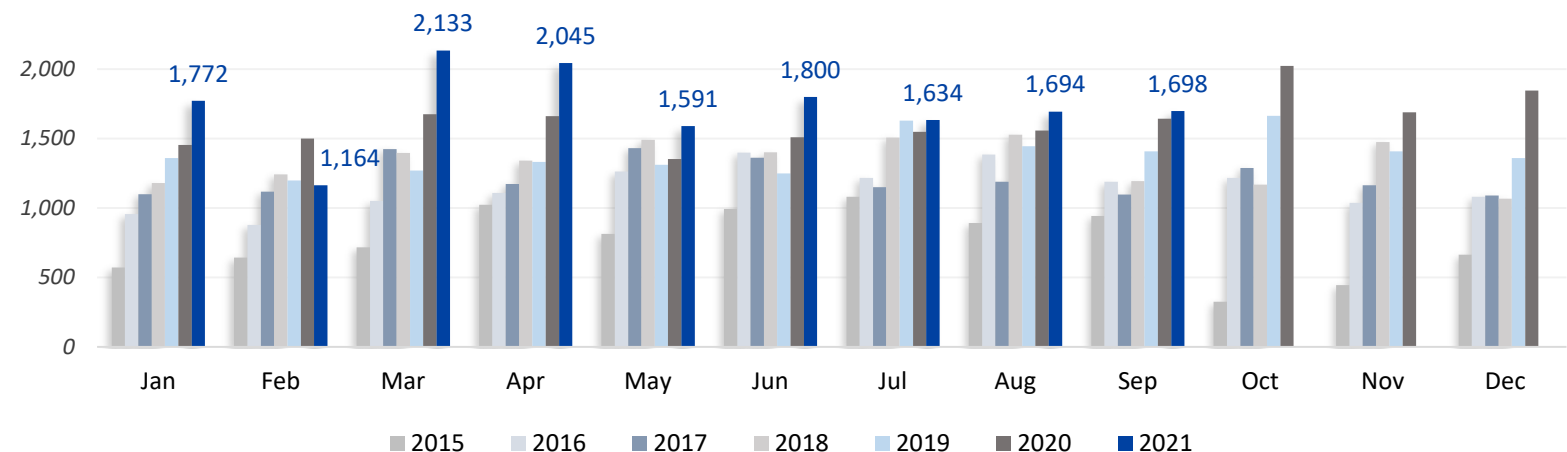
### EOP – Emergency Operations Plan:

- The implementation of PEC's ICT (Incident Command Team) was formed to improve communications and raise situational awareness throughout the cooperative during an emergency. This group is represented by critical operations functions supporting outage restoration efforts along with internal and external communications.
- Emergency planning improvements implemented following the winter storm will be exercised in upcoming drills as PEC's Incident Command Team prepares new drill procedures.
- This group is preparing the upcoming EOP drills, scope includes:
  - Evaluate performance of new Outage Management System (OMS) and Distribution Management System (DMS)
  - Exercise OMS tools operating a new load shedding simulator program
  - Test communication flows and messaging hubs out of the Emergency Operations Center
  - Utilize operations dashboards and mobile applications for dispatching and sharing situational awareness across departments
  - Simulate emergency communications utilizing text and email notifications

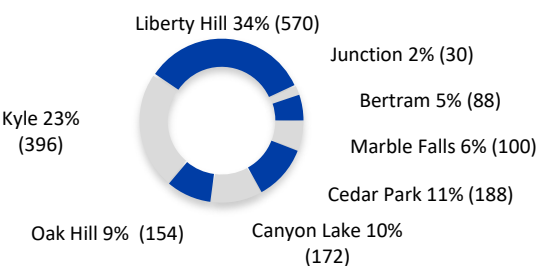
# System Growth

## Monthly Line Extensions

2019: 16,640   2020: 19,458   2021 YTD: 15,531



## Line Extensions by District (1,698)

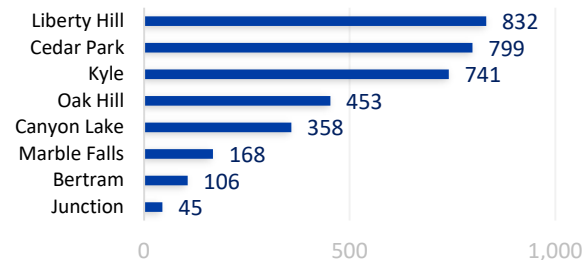


## Miles of Distribution Line:

Underground: 6,268 (26%)  
Overhead: 17,430 (74%)  
Total: 23,698

## New Member Applications

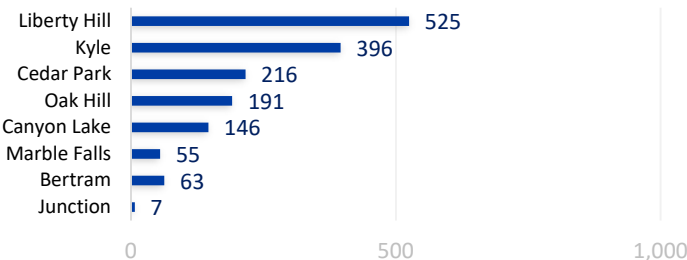
2021: Sep – 3,503, YTD – 31,845



2020: Sep – 3,273, YTD – 26,484

## Meter Growth

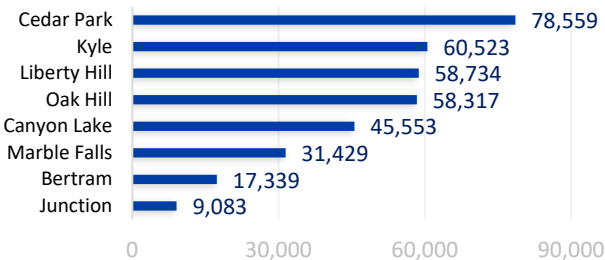
2021: Sep – 1,601, YTD – 13,451



2020: Sep – 1,642, YTD – 12,615

## Meter Totals

2021: Sep – 359,540



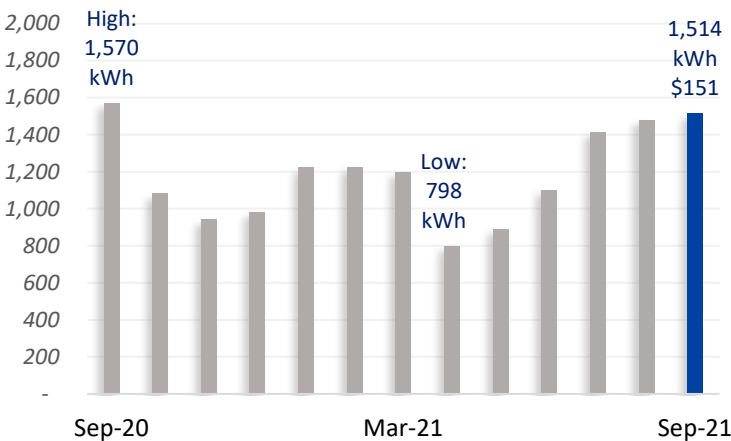
2020: Sep – 340,421

# Member Relations

## Notes:

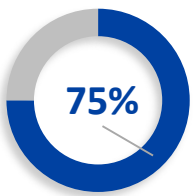
- Summer weather continued through September, average billing remained steady.
- Enrollments for self-service features continue to grow each month.
- Winter storm letters were sent through September, received 360 inquiries. Members will receive the new billing through October.
- Aged balances are performing very well for late summer usage.

## Avg Residential Usage

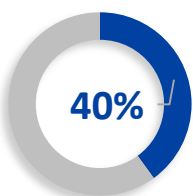


## Self-Service Enrollments

### SmartHub

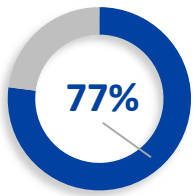


### Paperless



### Payments

Self-service & Autopays



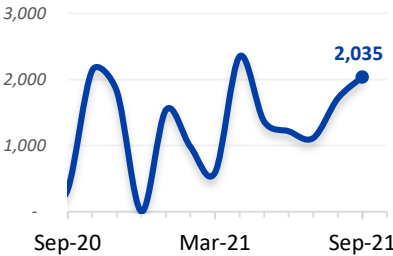
## Contact Types

Main Contact Types	Sep. Totals	
Service Request	10K	26%
Payment	7K	19%
Billing Inquiry	5K	13%
Payment Arrangement	3K	8%
Account Update	2K	7%
Autopay Deposit Waiver	2K	5%

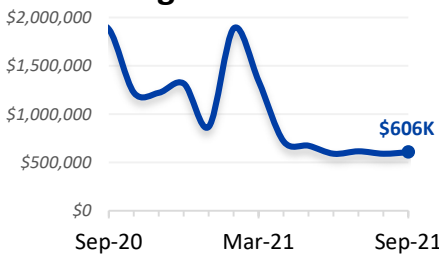
## Collections

4 Days of No Collection Activity

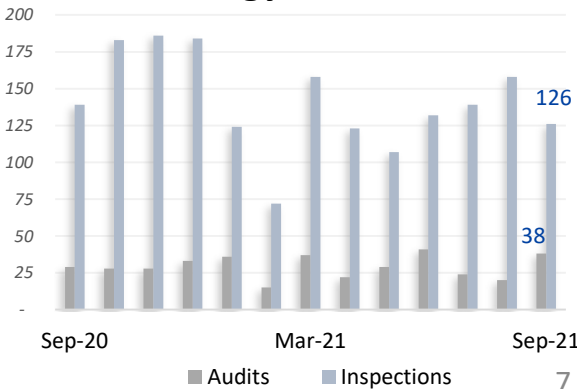
### Remote Disconnects



### Aged Balances



## Energy Services

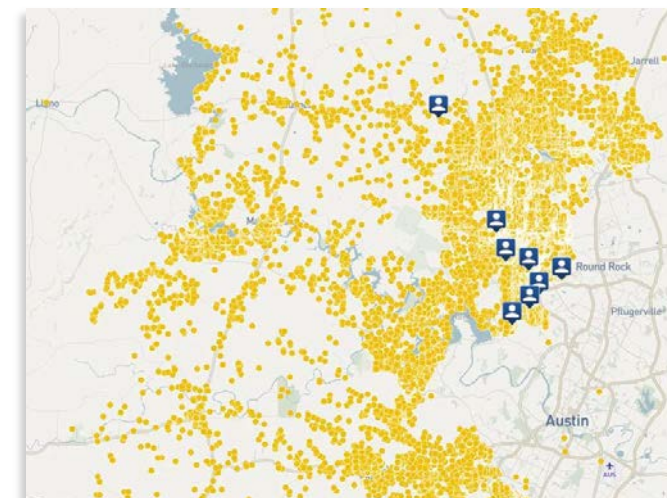




# AMI Distribution Update

- Project is **25%** complete overall – exchanges are ongoing in the Cedar Park district.
- Nearly completed meter exchanges in the Liberty Hill district, 99% complete with less than 450 accounts remaining.
- Completed all large power meter exchanges in the eastern territory.
- The Member Communication Plan is on track, with 5-week advanced notice to members. As of Oct. 1<sup>st</sup>:
  - Meters Exchanged: 90,000
  - Meters delivered or shipped: 130,000
  - Letters distributed: 91,000
  - Emails delivered: 75,000
  - Automated calls completed: 85,000
  - Members opting out: 39
- Meter supply delay Sep. 2021 – May 2022, due to global component shortages.
  - Will pause exchanges beginning in November to safeguard current inventory and cover natural account growth and service requests.
  - Will evaluate future meter supply in Q1 2022 and adjust deployment as necessary.

Liberty Hill & Cedar Park Exchanges





# Engineering

## Transmission Project Updates

- **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.
  - Provided structure coordinates to Engineer for highway bridge design.
  - Supplemental easement rights being acquired Q2 through Q3 2021.
  - Foundation installs started on weekly outages, construction to continue through Spring 2022.
- **Buda - Turnersville line Relocation for TxDot** (*Kyle*):
  - Relocating two structures for FM 2001 extension.
  - Completed in Sep. 2021.
- **Andice to Pipeline to Seward Junction Fiber Addition** (*Liberty Hill*):
  - 8.4 miles, replaces Shield Wire with OPGW in coordination with breaker addition at Pipeline.
  - Replacing 1 pole and the existing shield wire with OPGW.
  - Construction starts in Oct. 2021.
- **Whitestone - Blockhouse - Leander line upgrade** (*Cedar Park*):
  - 5.25 miles, rebuild existing 138 kV line to 440 MVA capacity.
  - Contractor mobilized, construction starting.
  - Finalizing supplemental easements.
  - Completion scheduled for Q2 2022.



# Engineering

## Transmission Project Updates

- **McCarty Lane to Hunter** (*Kyle*):
  - Conductor upgrade in conjunction with LCRA TSC upgrade of McCarty Lane to RR12.
  - Removing existing conductor in Oct. 2021.
  - Completion anticipated for Q4 2021.
- **Marshall Ford to Trading Post to Cedar Valley to Friendship to Rutherford** (*Oak Hill*):
  - 15.41 miles, structural analysis shows a need to replace structures to meet current NESC requirements. Investigating alternative conductors to limit scope of structure replacement.
  - Power Engineers began detailed design for Marshall Ford to Trading Post section in Apr. 2021.
  - Construction expected to begin in Q3 2022.
- **Dripping Springs - Rutherford** relocation (*Oak Hill*):
  - Construction on hold.
- **Lago Vista to Nameless to Leander Transmission Overhaul** (*Cedar Park and Liberty Hill*):
  - Engineering continuing.
  - Coordinating with Substation Design for cut-in to Hero Way Substation.



# Engineering

## Substation Project Updates

- **Wirtz to Flatrock to Paleface** (*Marble Falls*) – Substation construction at each location to support transmission line upgrade project.
  - **Wirtz** - 138KV breaker replacements, line relay and breaker failure panel replacements.
  - **Flatrock** - 138KV breaker and line relay panel additions.
  - **Paleface** - 138KV Bus reconfiguration, 138KV switch replacements and new line relay panels.
  - Construction begins in Sep. 2021.
  - Substation Maintenance commissioning at all locations begins Mar. 2022.
  - Completion in Apr. 2022.
- **Andice to Pipeline to Seward Junction** (*Liberty Hill*) — Substation construction at each location to support transmission line upgrade project.
  - **Andice** - Line relay panel will be converted to line differential scheme.
  - **Pipeline** - 138KV Ring Bus, breaker and line relay panel additions.
  - **Seward Junction** – Line relay panel upgrade to line differential scheme.
  - 138KV Ring Bus at Pipeline construction begins Sep. 2021.
  - Substation Maintenance commissioning at all locations begins Nov. 2021.
  - Project complete by Dec. 2021.
- **Sattler** (*Canyon*) — 138KV switch replacement/upgrade to 2000 amps.
  - Substation Maintenance will install PEC mobile to support load during project.
  - Construction scheduled to start on Sep. 2021.
  - Scheduled to complete Oct. 2021.





# Engineering

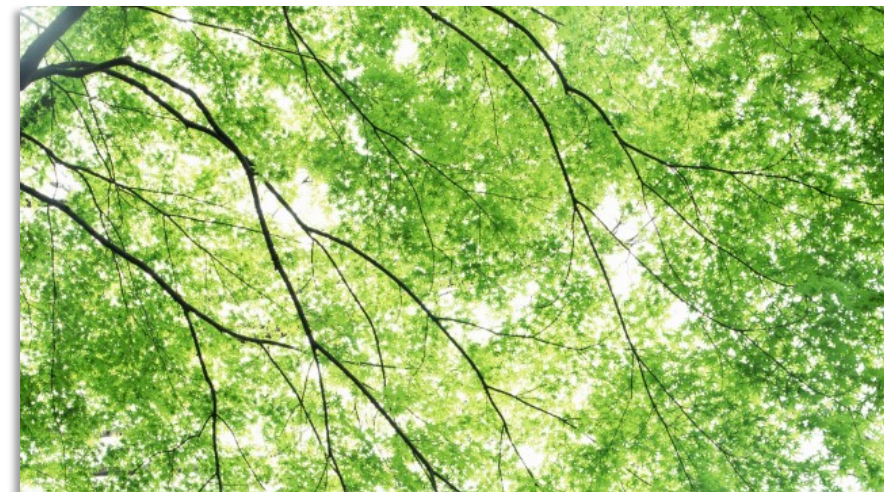
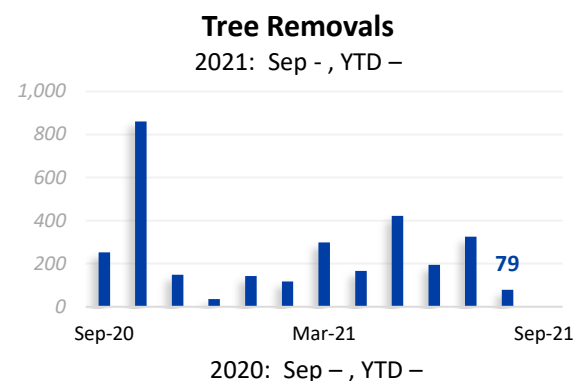
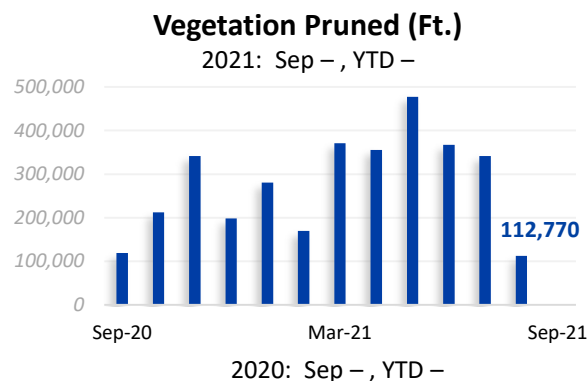
## Substation Project Updates

- **Whitestone to Blockhouse to Leander (Cedar Park)** — Substation construction at each location to support transmission line upgrade project.
  - **Whitestone** — 138KV Bus upgrade to 2000 amps, 138KV switch replacements and line relay panel replacements for line differential implementation.
  - **Blockhouse** — 138KV switch replacements and line relay panel upgrade to line differential scheme.
  - **Leander** — Line panel will be converted to line differential scheme.
  - Construction begins in Dec. 2021.
  - Substation Maintenance commissioning at all locations begins in Mar. 2022.
  - Scheduled completion in Apr. 2022.
- **Bergheim (Canyon)** — Upgrade 22.4 MVA power transformer to 46.7 MVA:
  - Construction began in Jul. 2021.
  - Substation Maintenance commissioning begins in Oct. 2021.
  - Complete in Nov. 2021.
- **Graphite Mine** — Fall 2021 LCRA project to install new 138KV switch yard adjacent to PEC substation consisting of new 138KV Ring Bus & Breakers (*Bertram*):
  - During LCRA's project PEC will replace T1 circuit switcher.
  - PEC mobile will support load during the project.
  - Completion of PEC's portion in Dec. 2021.

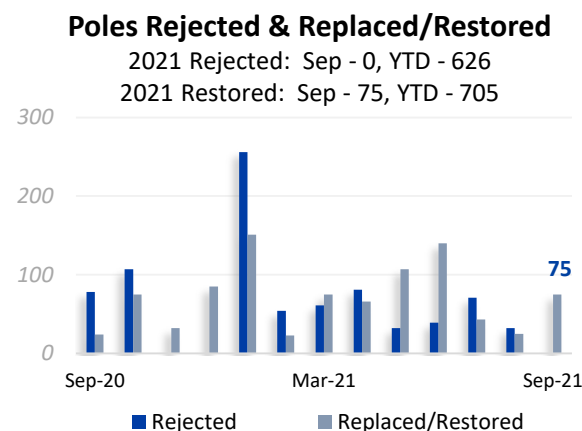
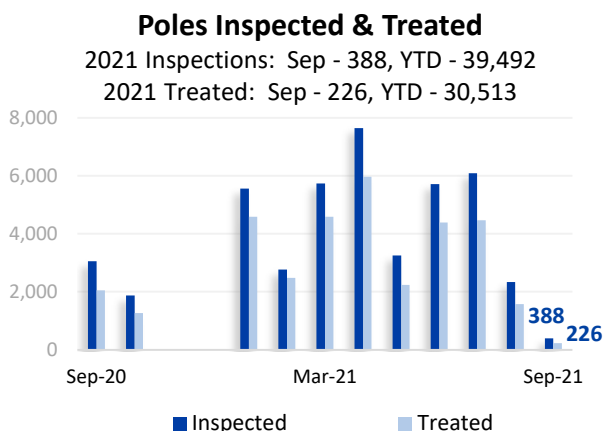


# System Maintenance

## Vegetation Management



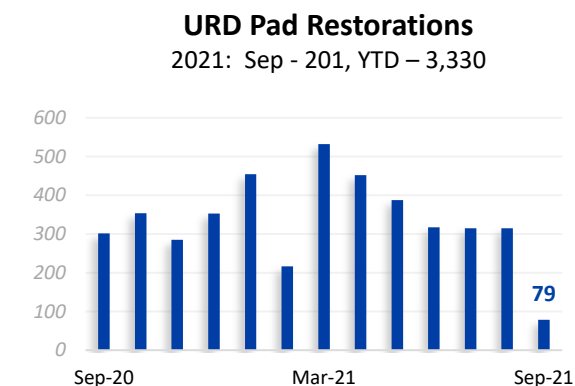
## Pole Testing & Treatment (PTT)



2020 Inspections: Sep - 3,048, YTD - 35,436  
2020 Treated: Sep - 2,048, YTD - 27,262

2020 Rejected: Sep - 78, YTD - 600  
2020 Restored: Sep - 24, YTD - 1,070

## URD Pad Mount Restorations

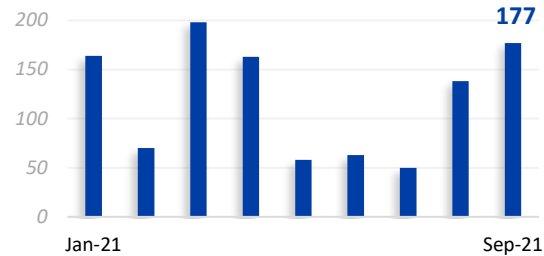


2020: Sep - 302, YTD - 3,311

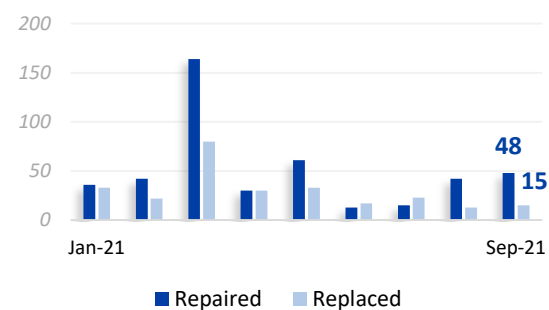
# System Maintenance

## Technical Services

Equipment Inspections

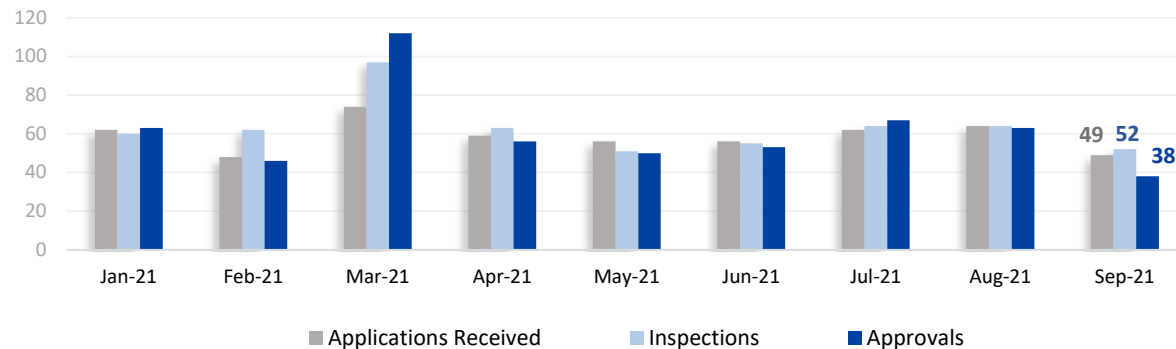


Equipment Repaired & Replaced



## Pole Contacts

Applications Received & Permits Issued



### Notes:

- Equipment inspections include; reclosers, regulators, air break switches, capacitors, switchgears, and radio frequency issues.
- A pilot, cost-saving process for pole contact applications is underway utilizing Osmose Utilities Services.

# Facilities Update

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<b>Cedar Park</b>	The new plat documents have been recorded and the city has issued a permit. The RFP to select a general contractor is in progress.
<b>Coop-wide Secondary Containment</b>	Bertram, Cedar Park, Oak Hill, and Canyon Lake are complete. A contract has been awarded for Haley Rd, will complete in October. Junction is in planning.
<b>Johnson City</b>	Started security gate upgrade at the Haley Rd. site. This project will align the driveway with the city street for improved sight-lines and safety; add a second gate for improved ingress and egress; and improve security equipment to allow the gates to remained closed.
<b>Kyle</b>	This project is running 3 months ahead of schedule. The Fleet Building was completed on Sep. 15. The Warehouse building is dried-in, mechanical/electrical work has been roughed-in, and the tile is complete - expecting substantial completion by Dec. 1, 2021. The Fuel Island is complete, the permit is approved, tanks are filled, and the fuel master setup is in progress.
<b>Leander</b>	Development of site and building plans are complete, pending permits from the city.
<b>Marble Falls</b>	Planning for additional restrooms at the Technical Training Center.



# International Lineman's Rodeo

## PEC Apprentice and Journeyworker Teams



### Apprentice Team:

Trevor Jones (Cedar Park)  
Daniel Wilson (Cedar Park)  
James Hunter (Kyle)  
Bradley Campos (Bertram)

### Journeyworker Teams:

Charley Goines, Dustin Ortiz, Jayce Johnson (Kyle District)  
Darren Donhauser, David Hernandez, Jason Dean (Canyon Lake District)  
Caleb Brodock, Garrit Afman, Thomas Logan (Canyon Lake District)



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