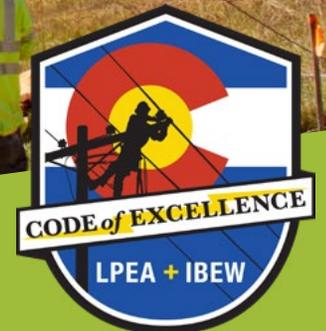


# LPEA May 2023 DIVISION DASHBOARDS



New construction at Red Willow



# Key Performance Indicators

Attribute	Metric	YTD Goal	YTD Actual	Status
Safety	Average Safety Meeting Attendance (%)	>= 80.00	98.15	✓
Reliability	System Average Interruption Duration Index (SAIDI, minutes)	< 60.000	47.01	✓
	System Average Interruption Frequency Index (SAIFI, outages/member)	< 1.000	0.498	✓
	Average System Availability Index (ASAI, %)	> 99.986	99.980	✓
Finance	Financial Health Score	>= 100.00	379.03	✓
	YTD Operating Margin (% of Revenue)	>= 2	8.43	✓
	Cash Reserves (% of Operating Costs)	12 - 20	12	✓
	Debt Financing (% of Equity)	<= 100	67.19	✓
	Modified Debt Service Coverage (MDSC)	>= 1.35	3.97	✓
	Operating Times Interest Earned Ratio (OTIER)	>= 1.50	3.89	✓
	Equity (%)	40 - 55	54.01	✓
Beneficial Electrification	BE Sales (kWh)	>= 80,000	68,921	!
Information Technology	Average Critical System Uptime (%)	>= 99.9	99.974	✓



Meeting or exceeding performance goal



Monitoring performance



Not on track to meet performance goal

Date Range: 01/01/2023 - 05/31/2023

Definitions of attributes can be found at the end of this report.



## TARGET: EXPERIENCE NO LOST-TIME INCIDENTS OR ACCIDENTS

- ✓ Total incidents and accidents: 0

## TARGET: ACHIEVE 100% REGULATORY COMPLIANCE

- ✓ Submitted the Management Information System report to the Federal Motor Carrier Safety Administration. This is a summary of the required drug and alcohol tests administered in 2022.

## TARGET: EXPERIENCE NO CYBER INCIDENTS THAT DISRUPT BUSINESS PROCESSES

- ✓ Total cyber incidents: 0
- ✓ Began evaluation of next-generation firewalls to be utilized for internal network separation and protection.
- ✓ We now have the Pagosa office running through our new cloud-based internet application filtering which provides increased system and data protection as well as administrator visibility.
- ✓ Enabled data encryption on third-party system for form submissions relating to rebates, grants, and more. We also further limited which LPEA employees have access to the form data based on need-to-know.



Code of Excellence meeting

# Keep the lights on



## TARGET: COMPLY WITH LPEA'S WILDFIRE MITIGATION PLAN

- ✓ Changed 7 reject poles and tree trimmed 18 miles. We are at 126% of our year-end goal for poles replaced, 30% for miles of tree trimming, and 23% for raptor protects. New construction continues to increase with the summer months arriving which will shift our primary focus away from maintenance and onto construction projects.

## TARGET: COMPLETE THE 2023 BUDGETED CAPITAL PROJECTS

- ✓ As of the end of April, 15% of our budget has been spent and 22% of the work has been complete.
- ✓ The cable replacement job near Home Depot and the remainder of the Westside getaway replacement is complete. Completing these jobs allows for future growth in the areas and reduces the likelihood of an outage from aged cable.

## TARGET: ACHIEVE SAIDI/SAIFI/ASAI TARGETS

- ✓ We managed 30 unplanned outages in May. Three outages were due to member dig-ins, ten were due to faulted secondary wire, and the the remainder were primarily due to high winds and lightning.



Lineworkers establishing new construction power access

# Source clean, local, low-cost power



## TARGET: CONTINUE TO MAKE PROGRESS ON LPEA'S 3-PRONGED POWER SUPPLY STRATEGY

- ✓ LPEA continues to work with Tri-State and other coops on alternative solutions.

## TARGET: CONTINUE TO PURSUE LOCAL CLEAN POWER PROJECTS

- ✓ LPEA has submitted its Sunnyside permitting application and we have reached out to many of the neighboring landowners to answer any questions. A public meeting was held on June 7 and the project will go before the county planning commission on June 22 at 6 pm.



Placement of a new pole

# Be a trusted community partner



## TARGET: ACHIEVE SURVEY-TO-SURVEY IMPROVEMENT OF OVERALL MEMBER SATISFACTION METRICS

- ✓ Successfully implemented our new email queue, which helps provide faster inquiry response times from our MSR's. This service sends an initial generated response to let the member know we received their inquiry and offers our regular operating hours, giving more information on when to expect a response. This also enables us to capture more metrics on our communication to members.

## TARGET: CREATE TRAINING AND EDUCATION PROGRAMS FOR KEY STAKEHOLDERS WITH REGULAR TOUCHPOINTS

- ✓ LPEA participated in Kiwanis Club Child Safety Days, May 1st and 2nd, providing electrical safety to hundreds of kids in Durango and Bayfield.
- ✓ We conducted a successful heat pump installer training event with 4CORE that was attended by approximately 20 local installers.
- ✓ LPEA hosted a "Build an Electric Motor Workshop" for 4-H students to encourage the entrance of STEM projects displayed at the La Plata County Fair in the Education Hall.

## TARGET: INCREASE SELF-SERVICE AND COMMUNICATION OPTIONS FOR MEMBERS

- ✓ Preparing for chat service options to be in place for fall/winter.



LPEA CEO Jessica Matlock speaking at DHS Graduation

# Maintain strong financial health



## **TARGET: OPERATING MARGIN AT 2%**

- ✓ 8.43% YTD - Very high margins due to strong winter sales and continuing cost controls.

## **TARGET: CASH RESERVES AT 12-20%**

- ✓ 12% YTD - Increased by over \$2m in May, still close to lower limit. Likely to be under target next month due to capital credit retirements.

## **TARGET: EQUITY PERCENTAGE IS 40-55%**

- ✓ 54.01% YTD - Increased since January 1st due to high margins and debt repayments. Will decrease after capital credit retirement in June.

## **TARGET: LONG-TERM DEBT IS LESS THAN 100% OF EQUITY**

- ✓ 67.19% YTD - Long-Term Debt reduced by \$4m since January 1st.

## **TARGET: MDSC IS GREATER THAN OR EQUAL TO 1.35 (DEBT COVENANT)**

- ✓ 3.97% YTD - Very high winter margins due to strong sales and cost controls, pole attachment revenue in May.



A new pole being extracted for placement

# Prepare for the future



## TARGET: DEVELOP PARTNERSHIPS TO ACHIEVE THE BOARD'S BROADBAND GOAL

- ✓ The Carrier Neutral Location (CNL) hut was installed on a property lease from LPEA to help serve the Pagosa Springs area. LPEA has received many compliments from the community for our willingness to enable broadband in the area.

## TARGET: WIN GRANT FUNDS TO SUPPORT LPEA INITIATIVES

- ✓ Grant tracking:  
Awarded: 0 = \$0  
Applied: 5 = \$17 million  
Lost: 2
- ✓ LPEA has engaged Entrust Solutions to support our efforts in applying for Powering Affordable Clean Energy (PACE) and Empowering Rural America (New ERA) funding. We were successful in receiving funding through the Tribal Grid Resilience Formula Grants with SUIT and we are currently awaiting feedback on 3 grant applications. Four other grant possibilities are being researched.

## TARGET: CONTROL 3,000 KW OF DISTRIBUTED ENERGY RESOURCES (DERs)

- ✓ LPEA now has 2,825 kW of DER assets under its control which is an increase of 96 kW over last month.



Carrier Neutral Location hut being installed