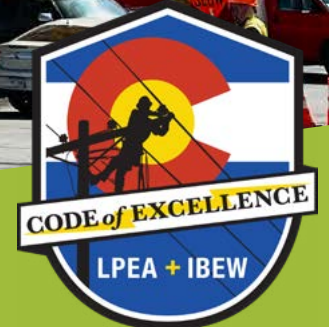


# LPEA September 2023 DIVISION DASHBOARDS



A new pole gets placed near 14th and Main Ave. in Durango



# Key Performance Indicators

Attribute	Metric	YTD Goal	YTD Actual	Status
Safety	Average Safety Meeting Attendance (%)	>= 80.00	96.71	✓
Reliability	System Average Interruption Duration Index (SAIDI, minutes)	< 60.000	70.314	✗
	System Average Interruption Frequency Index (SAIFI, outages/member)	< 1.000	0.821	✓
Finance	Financial Health Score	>= 100.00	290.38	✓
	YTD Operating Margin (% of Revenue)	>= 2	6.38	✓
	Cash Reserves (% of Operating Costs)	12 - 20	9.51	!
	Debt Financing (% of Equity)	<= 100	66.49	✓
	Modified Debt Service Coverage (MDSC)	>= 1.35	2.60	✓
	Operating Times Interest Earned Ratio (OTIER)	>= 1.50	3.16	✓
	Equity (%)	40 - 55	54.12	✓
Beneficial Electrification	BE Sales (kWh)	>= 160,000	209,299	✓
Information Technology	Average Critical System Uptime (%)	>= 99.9	99.971	✓



Meeting or exceeding performance goal



Monitoring performance



Not on track to meet performance goal

Date Range: 01/01/2023 - 09/30/2023

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



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

- ✓ No lost time accidents or incidents in September.

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

- ✓ Zero cyber incidents.
- ✓ Upgraded firewalls that protect our operational technology (OT) network. These new firewalls add additional protections to the network which are critical to our metering and operational communications.
- ✓ Replaced the network switch cluster to ensure our computer network is reliable for employee and operational efficiency.

## TARGET: ACHIEVE 100% REGULATORY COMPLIANCE

- ✓ Durango and Pagosa crews participated in transformer, regulator and recloser safety training.
- ✓ The Pagosa operations crew completed their annual rubber glove and sleeve inspections as well as the dielectric testing of the bucket and digger fleet.

## TARGET: 100% OF DEPARTMENTS USE DATA ANALYTICS TO IMPROVE DECISION MAKING

- ✓ Deployed a cloud-based internet application that uses data analytics to filter out potential cyber threats. This will better protect employee devices from a potential cyber incident if they are on the corporate network or working from a remote location.



Crews doing safety training

# Keep the lights on



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

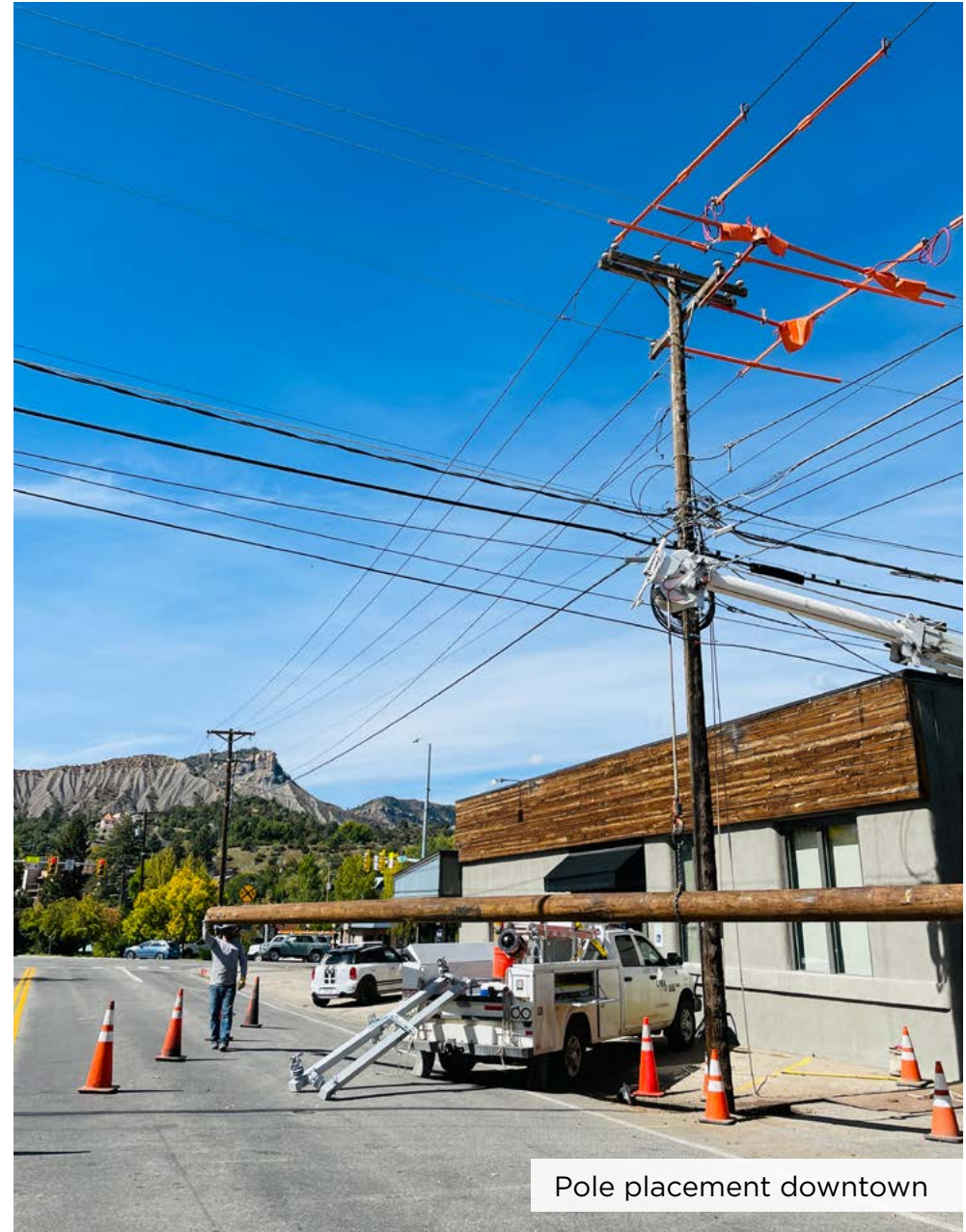
- ✓ Crews replaced 6 reject poles and completed 3 primary dip raptor protections. Tree crews trimmed approximately 36 miles of line in the Pagosa and Vallecito areas.

## TARGET: COMPLETE THE 2023 BUDGETED CAPITAL PROJECTS

- ✓ As of the end of September, LPEA has completed 75% of its capital projects work. The Forest Lakes cable project is nearing 50% completion and work has been initiated on the Hillcrest Cable replacement project.
- ✓ Completed Capital Project #300-150, Loma Linda, increasing capacity and reliability in the Pagosa area.

## TARGET: ACHIEVE SAIDI/SAIFI TARGETS

- ✗ SAIDI has surpassed our end of year goal of 60 minutes out of power per member. This is due to an increase in member caused outages, increased planned outages associated with increased capital project work, and the initial spike due to winter storms that did not meet MED (Major Event Day) criteria.



Pole placement downtown



## TARGET: CONTINUE TO PURSUE LOCAL CLEAN POWER PROJECTS

- ✓ LPEA's Letter of Interest for the Powering Affordable Clean Energy (PACE) program was accepted and LPEA has been invited to submit a full application. LPEA submitted a \$14.6 million project for PACE and 40% of that amount will be eligible for forgiveness.

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

- ✓ Update will be given in executive session.



Chargepoint EV charger draped by some fall colors



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

- ✓ LPEA staff participated in a lunch and learn hosted by Fort Lewis College, entitled 'Artificial Intelligence: Mastering the Future of Employment', aiming to prepare FLC students and graduates for successfully securing employment in the region, acknowledging and leveraging the use of AI and Applicant Tracking Systems.

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

- ✓ No updates from last month.

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

- ✓ The 2023 LPEA Member Survey, conducted biennially, concluded and results were provided to LPEA staff by NRECA's Market Research Division. The residential member survey addressed the following informational objectives:
  - Overall Satisfaction and ACSI
  - Performance Quality Attributes
  - Performance Quality Trends and Benchmarks
  - Prioritizing Improvement and Maintenance Efforts
  - Renewable Energy and Energy Efficiency
  - Communication and Member DemographicsOverall satisfaction was 8.79, up from 8.72 in 2021; and the LPEA ACSI (American Customer Satisfaction Index) was 83, up 1 point from the 2021 study.

# Maintain strong financial health



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

- ✓ 6.38% YTD - Still maintaining very high margins from effective cost controls while revenue has returned to average levels for this time of year.

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

- ! 9.51% YTD - End of month cash flow timing and capital expenditures left this KPI under the mark.

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

- ✓ 54.12% YTD - No material change from August.

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

- ✓ 66.49% YTD - No material change from August.

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

- ✓ 2.60 YTD - Operating margins remain strong to cover our long-term debt service needs.

# Prepare for the future



## **TARGET: WIN GRANT FUNDS TO SUPPORT LPEA INITIATIVES**

### ✓ **GRANT TRACKING:**

Awarded to LPEA: 1 = \$240,000

- Studies being performed to determine optimal siting for the SUIT TripSaver grant. This study will determine the best locations to place these to minimize truck rolls and focus on areas with the highest wildfire potential.

Awarded to others with LPEA help: 1 = \$200,000

- Pagosa to Durango transit grant

Grants pending: 4 = \$17,840,000

- USDA PACE grant for 5MW solar+storage Sunnyside expansion - Received invitation to proceed with full application
- DOE wildfire mitigation grant for Vipers
- DOE wildfire resilience grant for undergrounding
- USDA New ERA grant for 25 MW solar generation project

Grants in progress: 1

- EPA - Clean School Bus Program

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

- ✓ LPEA now has 3,185 kW of DER assets under its control which is a 15 kW decrease over last month. This is due to some loss of connectivity to heat pump water heaters and ETS heaters and we are contacting members to resolve the situation. There was also a much smaller increase in EV charger deployment in the last month than usual.

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

- ✓ LPEA is working with a broadband provider to minimize the cost of a broadband expansion by combining it with a capital project upgrade we are currently working on.