

# LPEA December 2023 DIVISION DASHBOARDS



# Key Performance Indicators

Attribute	Metric	Goal	Actual	Status
Safety	Average Safety Meeting Attendance (%)	>= 80.00	97.54	✓
Reliability	System Average Interruption Duration Index (SAIDI, minutes)	< 60.000	82.94	!
	System Average Interruption Frequency Index (SAIFI, outages/member)	< 1.000	0.911	✓
Finance	Financial Health Score	>= 100.00	120.46	✓
	YTD Operating Margin (% of Revenue)	>= 2	2	✓
	Cash Reserves (% of Operating Costs)	12 - 20	16	✓
	Debt Financing (% of Equity)	<= 100	67	✓
	Modified Debt Service Coverage (MDSC)	>= 1.35	2.06	✓
	Equity (%)	40 - 55	52	✓
Beneficial Electrification	BE Sales (kWh)	>= 240,000	348,587	✓
Information Technology	Average Critical System Uptime (%)	>= 99.9	99.978	✓

- ✓ Meeting or exceeding performance goal
- ! Monitoring performance
- ✗ Not on track to meet performance goal

Date Range: 1/1/2023 - 12/31/2023

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



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

- ✓ No lost-time events in December.
- ✓ The quarterly badge audit was completed in December. The audit ensures that authorized personnel have appropriate access to LPEA facilities.
- ✓ Families of lineworkers decorated rubber glove bags to remind them of why safety is so important and who they need to make it home to.

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

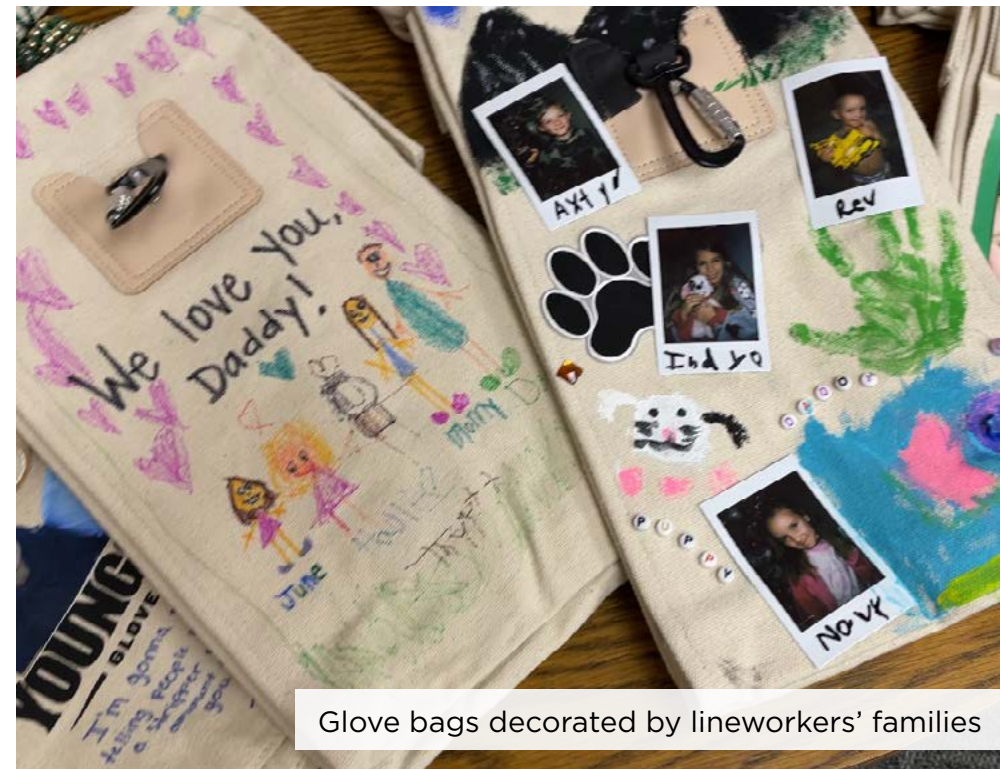
- ✓ Zero cyber incidents.

## TARGET: ACHIEVE 100% REGULATORY COMPLIANCE

- ✓ All compliance measures were met for December.
- ✓ Completed compliance with Payment Card Industry (PCI) standards to securely accept credit cards. By accepting credits, LPEA is required to adhere to the PCI Data Security Standard (PCI-DSS) which includes not taking payments or setting up autopay by phone and having members make payments through approved channels only (SmartHub, Interactive Voice Response payments (IVR), kiosks, or in-person at our offices).

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

- ✓ The final 2023 paperless campaign produced an additional 470 sign-ups, just shy of 50% of members being signed up for paperless billing. A targeted email campaign was sent to 12k+ members and a Facebook ad was placed. The e-blast had the greatest impact resulting in over 500 clicks to the paperless billing sign-up form.



Glove bags decorated by lineworkers' families

# Keep the lights on



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

- ✓ Crews replaced 4 reject poles, completed 1 raptor protection and trimmed approximately 22 miles of line.

## TARGET: COMPLETE THE 2023 BUDGETED CAPITAL WORK PROJECTS (CWP)

- ✓ As of the end of December, 82% of CWP have been completed.
  - 10 reconductor/cable replacement projects were completed for a total of 12.96 miles.
  - Forest Lakes and Hillcrest are nearly complete, but weather shut down the projects for the year.

## TARGET: ACHIEVE SAIDI/SAIFI TARGETS

- ✓ Met SAIDI and SAIFI goals for December.
- ✓ Identified and replaced tracking current transformers (CTs) in the Piedra substation preventing a possible catastrophic failure.
- ✓ Crews responded to 50 unplanned outages, the majority due to weather incidents.



A crew works on new construction in Durango



## **TARGET: CONTINUE TO PURSUE LOCAL CLEAN POWER PROJECTS**

- ✓ Sunnyside Solar construction was completed on December 20. However, the electrical commission will not happen until the contractual and compliance steps required before energizing the system are completed. This will still take several months.

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

- ✓ Updates will be given in executive session.
- ✓ LPEA is now under contract with Energy Strategies for the development of a Power Supply Action Plan to inform LPEA's future power supply.



# Be a trusted community partner



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

- ✓ Jessica attended a business leaders event gathering CEOs of the larger businesses and the college in Durango to discuss challenges and opportunities present in our community.
- ✓ LPEA staff attended an evening of networking with the Fort Lewis College Presidential Fellows at the Center for Innovation. This was an opportunity to meet with 20 career-driven, soon-to-be graduates who are looking to expand their professional networks and secure employment in Southwest Colorado.
- ✓ LPEA staff hosted a bi-annual solar installer meeting where staff met with local solar installers. This event also provides an opportunity to train installers who want to join LPEA's list of Qualified Installers.
- ✓ LPEA staff presented at the Beneficial Electrification League (BEL) to highlight the three Weatherization and Electrification (W/E Together) demonstration projects currently underway in Pagosa Springs. The event was well-attended and it enhanced LPEA's reputation as a thought and innovation leader.

- ✓ LPEA staff is serving on the Economic Development Alliance's Project Rural Upskill Network (RUN) advisory board. The December meeting at the Durango Chamber of Commerce reviewed a design sprint challenge focused on leadership. The end result of this project will be a locally designed and executed program intended to move employees from low to mid-level management positions.

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

- ✓ No updates from last month.

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

- ✓ No updates from last month.

# Maintain strong financial health



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

- ✓ 2.0% YTD - Strong revenue kept the December operating margin healthy for the month at 7.2%. The approved transfer of funds into rate stabilization reduced the YTD margin to the Board target of 2.0% for the year.

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

- ✓ 16% YTD - We continue to meet this goal for December.

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

- ✓ 52% YTD - We continue to meet this goal for December.

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

- ✓ 67% YTD - We continue to meet this goal for December.

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

- ✓ 2.06 YTD - We continue to meet this goal for December.

# Prepare for the future



## TARGET: WIN GRANT FUNDS TO SUPPORT LPEA INITIATIVES

### ✓ GRANT TRACKING:

*("NEW" indicates a month-over-month change)*

Awarded to LPEA: 2 = \$1,740,000

- TripSaver resiliency grant with the Southern Ute Indian Tribe (SUIT)
- U.S. Department of Energy (DOE) wildfire resilience grant for undergrounding

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

- Pagosa to Durango transit grant

Grants pending: 2 = \$13,340,000

- USDA Powering Affordable Clean Energy (PACE) grant for 5MW solar+storage Sunnyside expansion.
- Empowering Rural America (New ERA) - 25 MW solar generation project.
- **NEW:** Applied for the Rural and Municipal Utility Cybersecurity (RMUC) Program Act 1 prize for investing in our cybersecurity efforts.

Grants in progress: 2

- Environmental Protection Agency (EPA) - Clean School Bus Program

Grant application denied: 1

- DOE wildfire mitigation grant for Viper.

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

- ✓ LPEA has 3,473 kW of DER assets under its control which is a 150 kW increase over last month. LPEA exceeded its year-end target of 3,000 kW by 16%.

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

- ✓ The final steps for the Capital Projects Funding grant issued to LPEA, La Plata County, Archuleta County, SUIT, Region 9, and Region 10 has been completed and construction will begin this spring. This grant provides a critical fiber path for LPEA operational use to Pagosa Springs while the other parties involved will be servicing Pagosa Springs and the rural communities of Arboles, Allison, and Tiffany along the way.