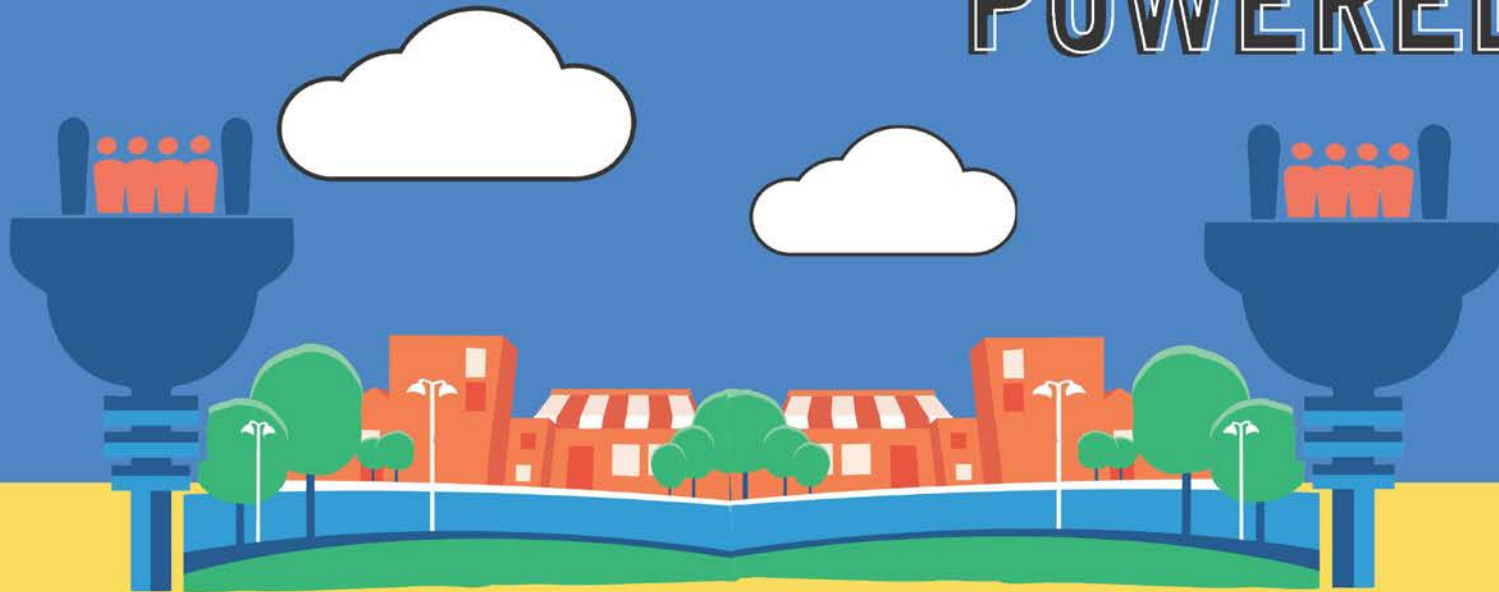




Community
POWERED



State of GEUS 2020

FY19 Results

Nationally recognized public power provider, proudly serving the community since 1891.



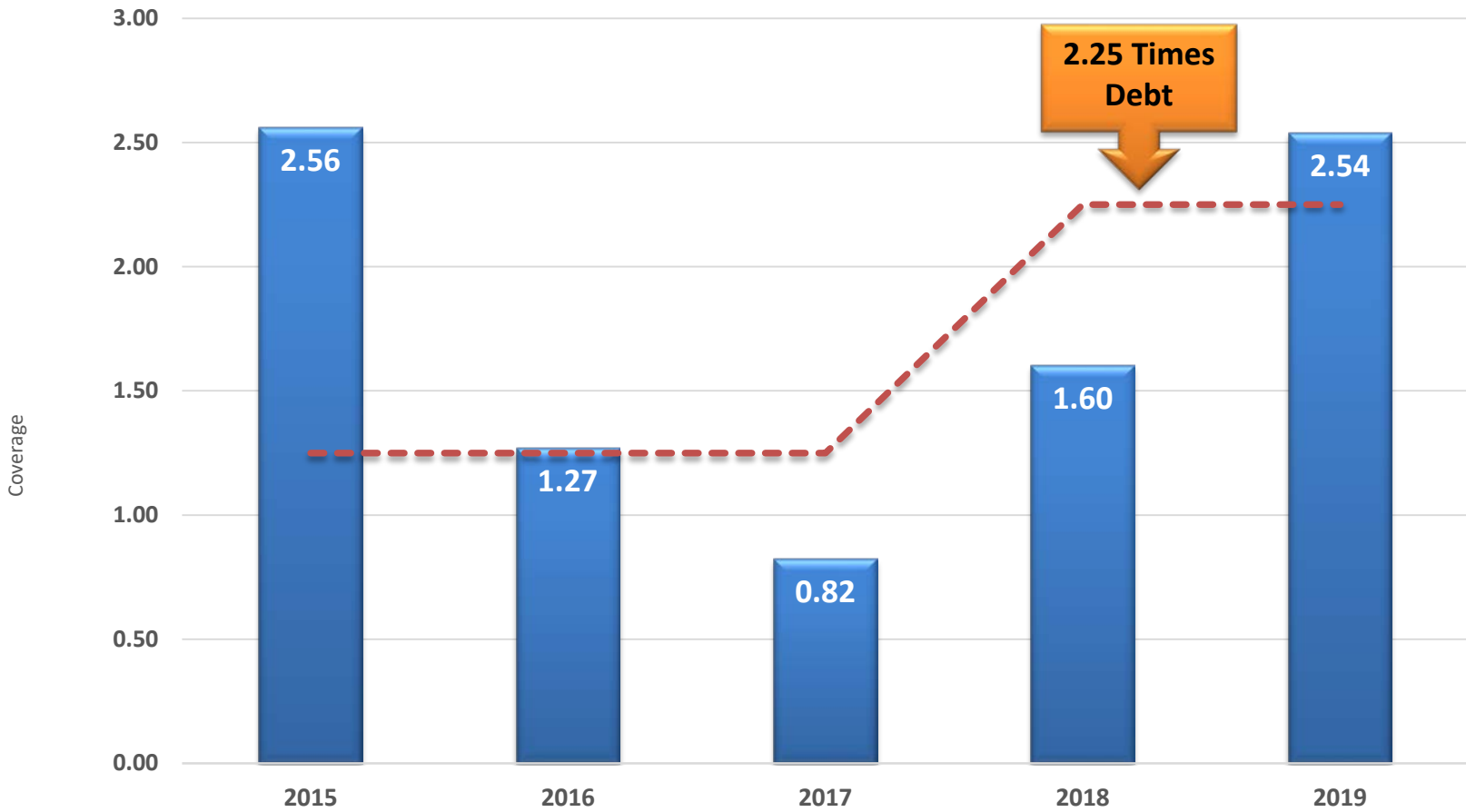
State of GEUS



- FINANCIAL HEALTH
- CUSTOMER & SALES STATISTICS
- RATE COMPARISON
- RELIABILITY & SAFETY STATISTICS
- WORKFORCE STATISTICS
- GEUS AND DEPARTMENTAL ACCOMPLISHMENTS
- FUTURE PROJECTS AND INITIATIVES
- MISSION

Financial Health

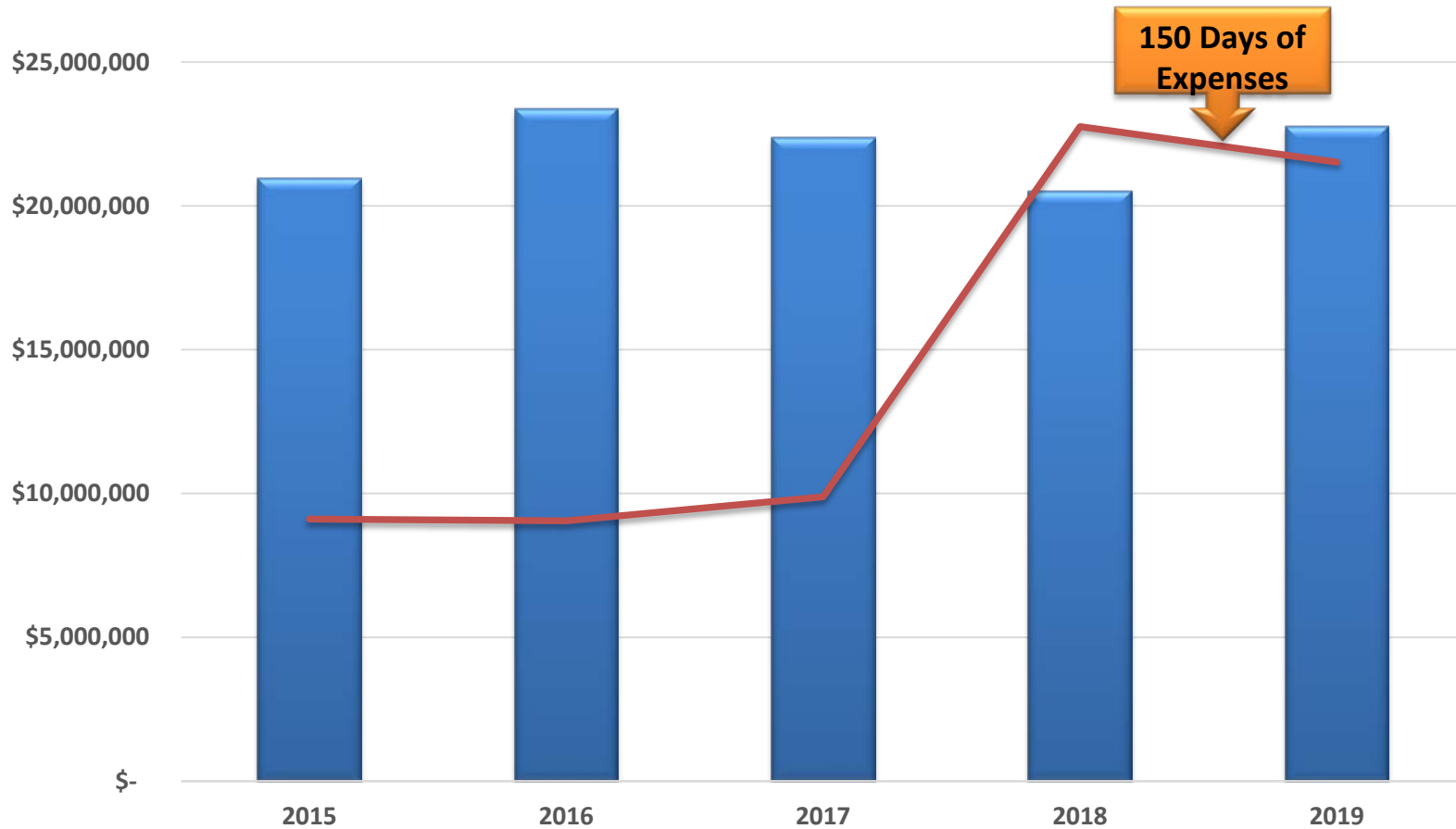
Debt Service Coverage



1.25X Minimum, 2.25X Target

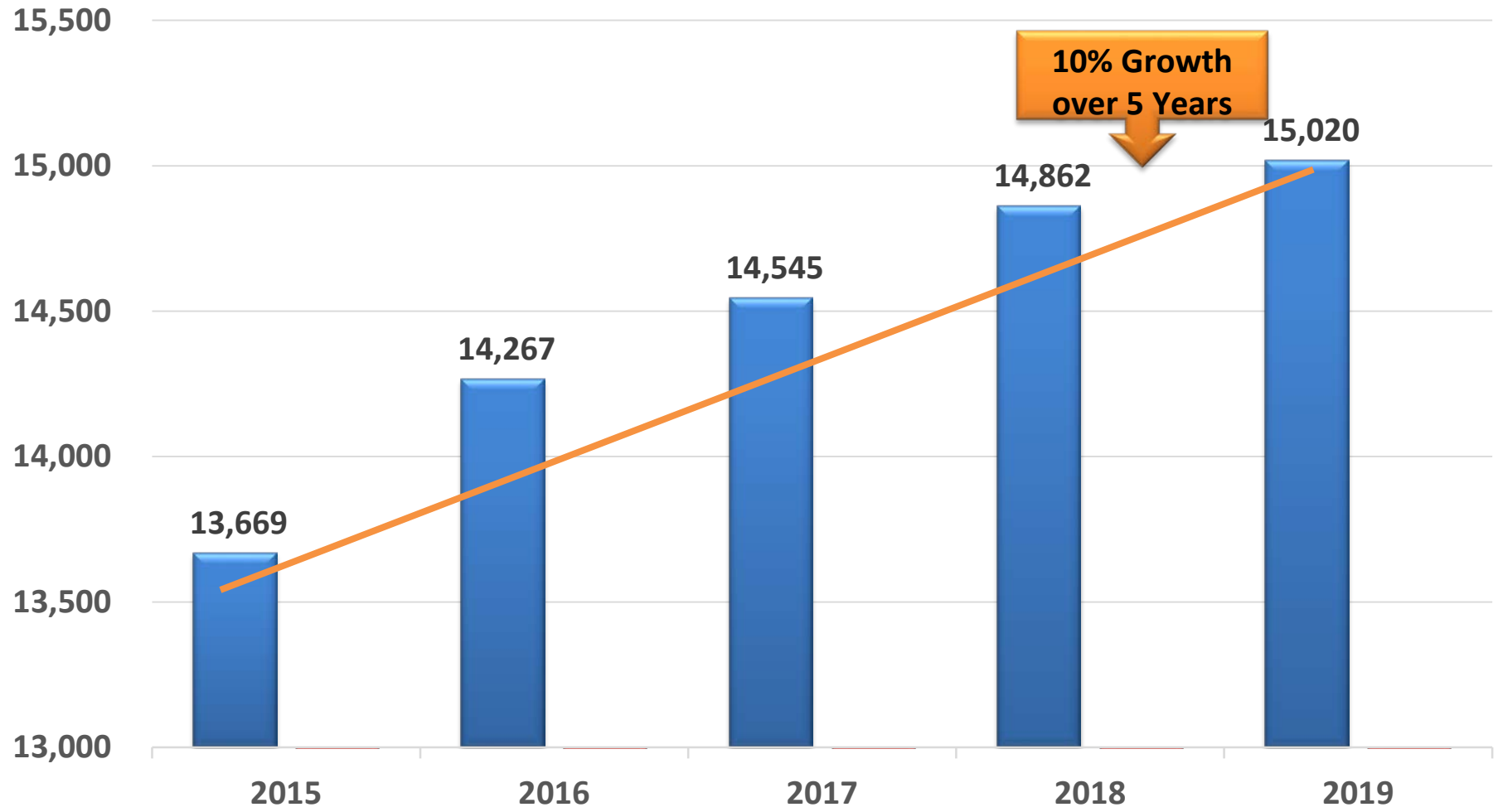
Financial Health

Cash Reserves



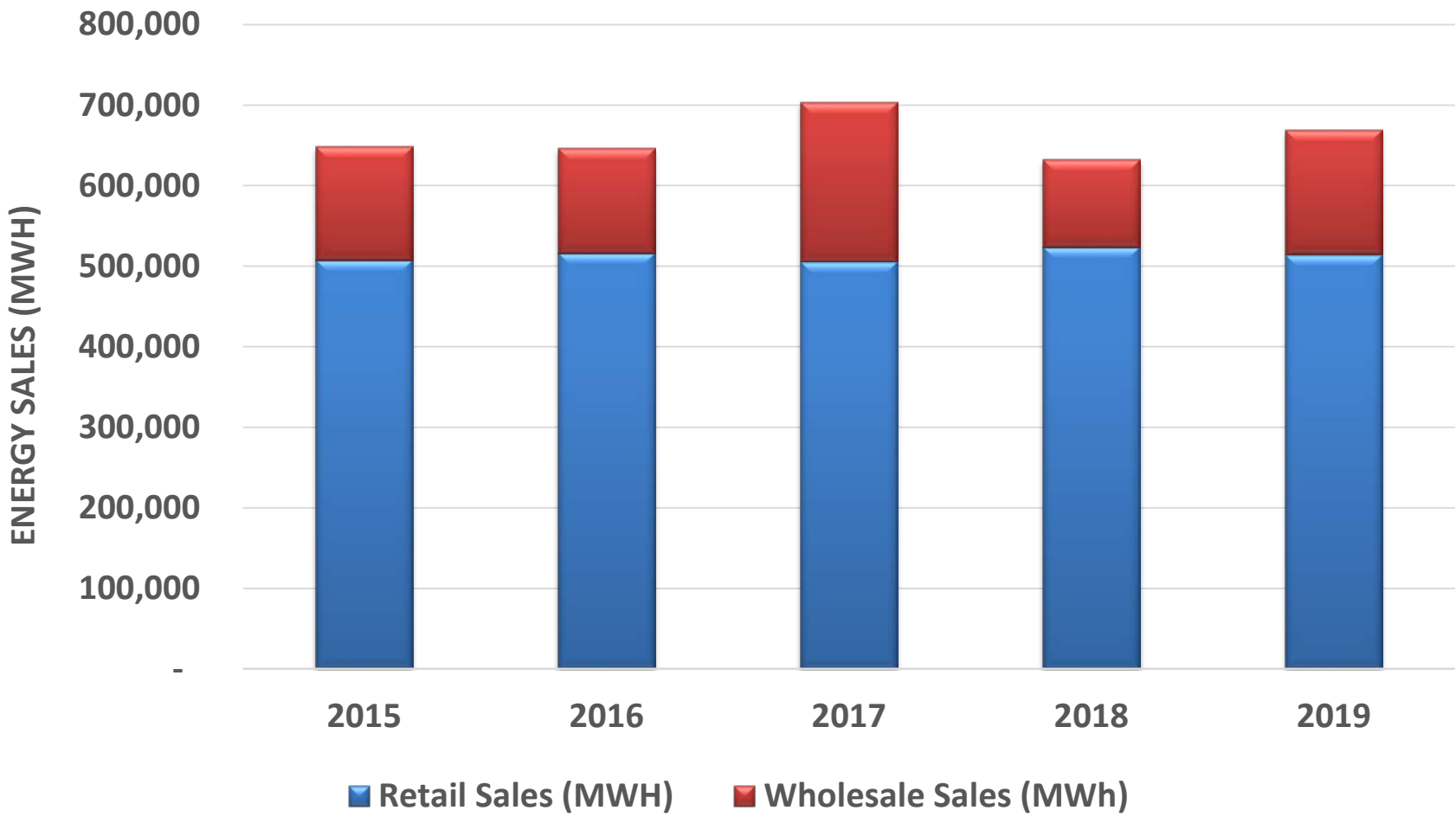
Met Cash Reserve Target

Electric Customers



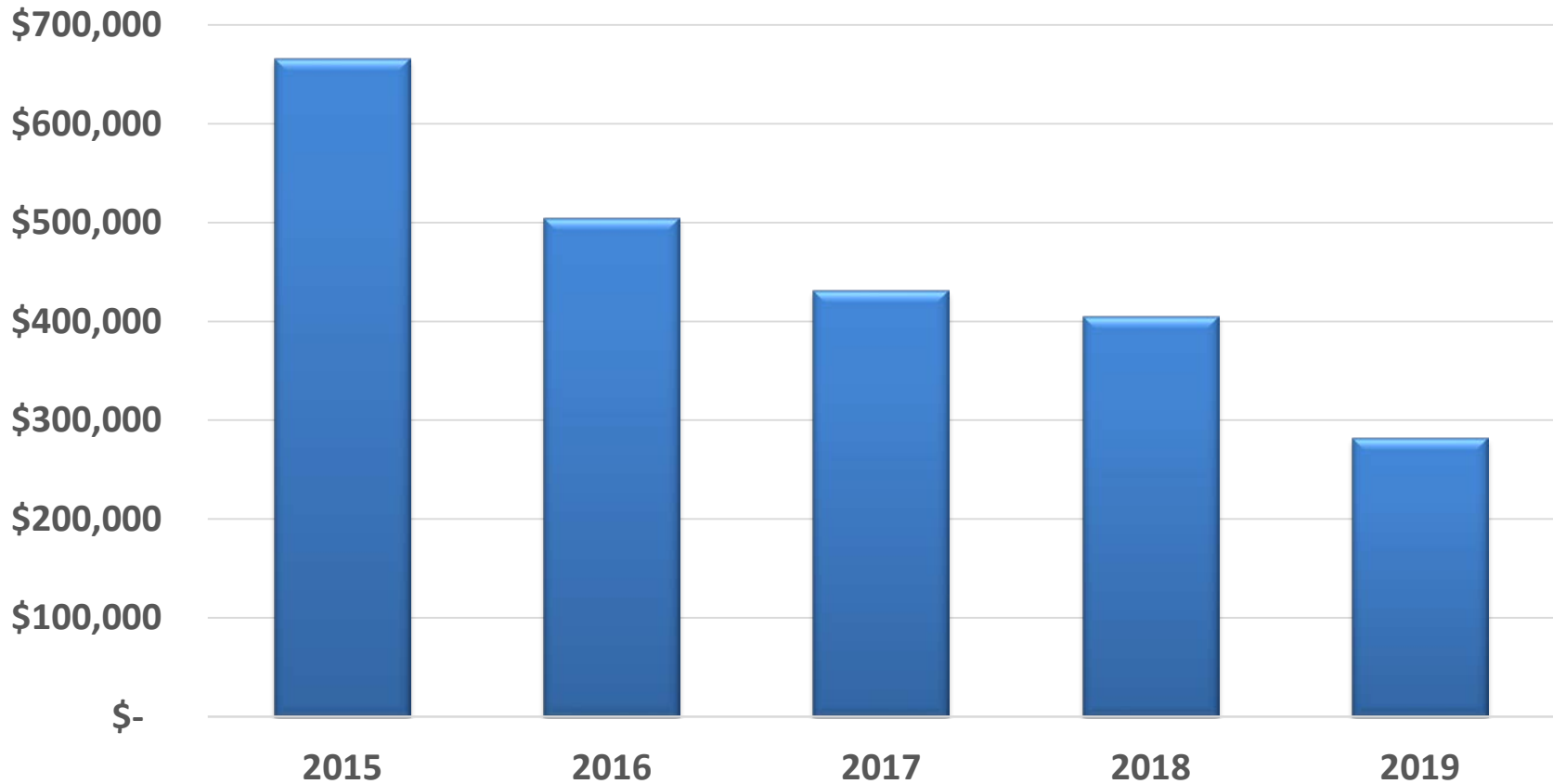
Annual Growth Rate – Significant Increase

Electric Energy Sales



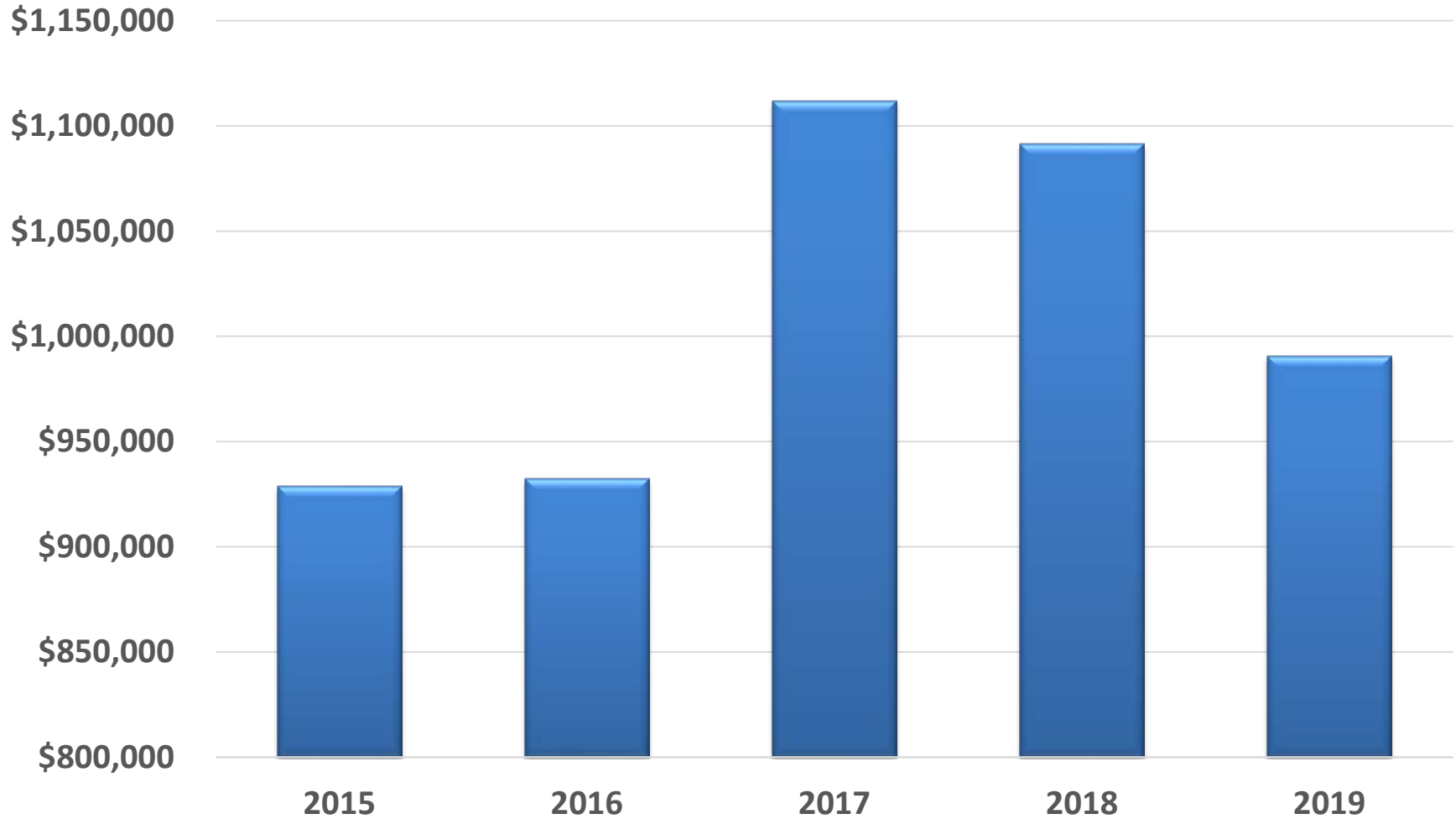
2019 Wholesale Energy Sales Up, Retail Sales Almost Flat from 2018

Cable & Internet Operating Income



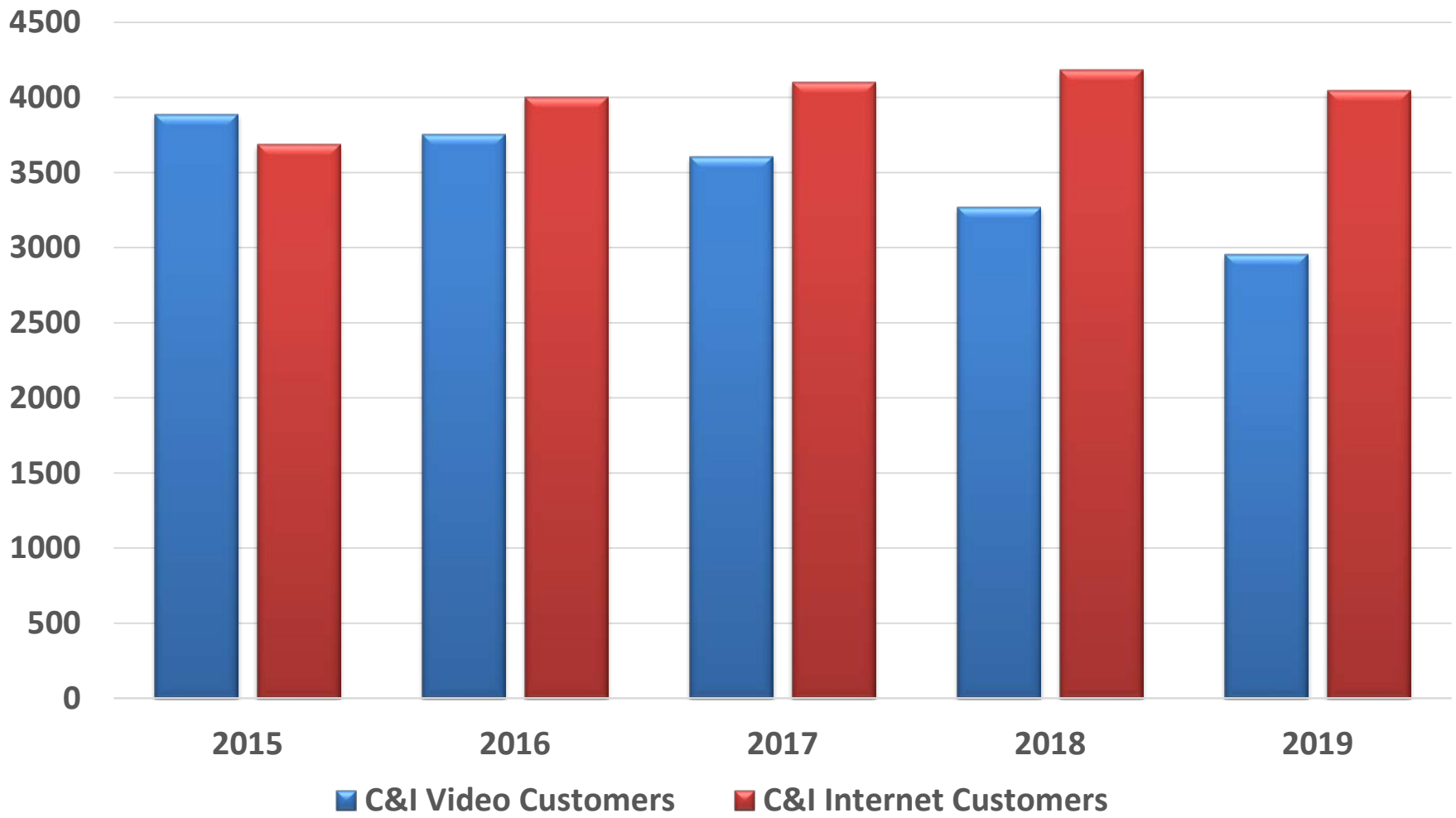
Operating Income Decline Due to Increasing Programing Costs and Subscriber Losses

Cable & Internet Cash Reserves



Cash Reserves Down from 2018

Cable & Internet Subscribers

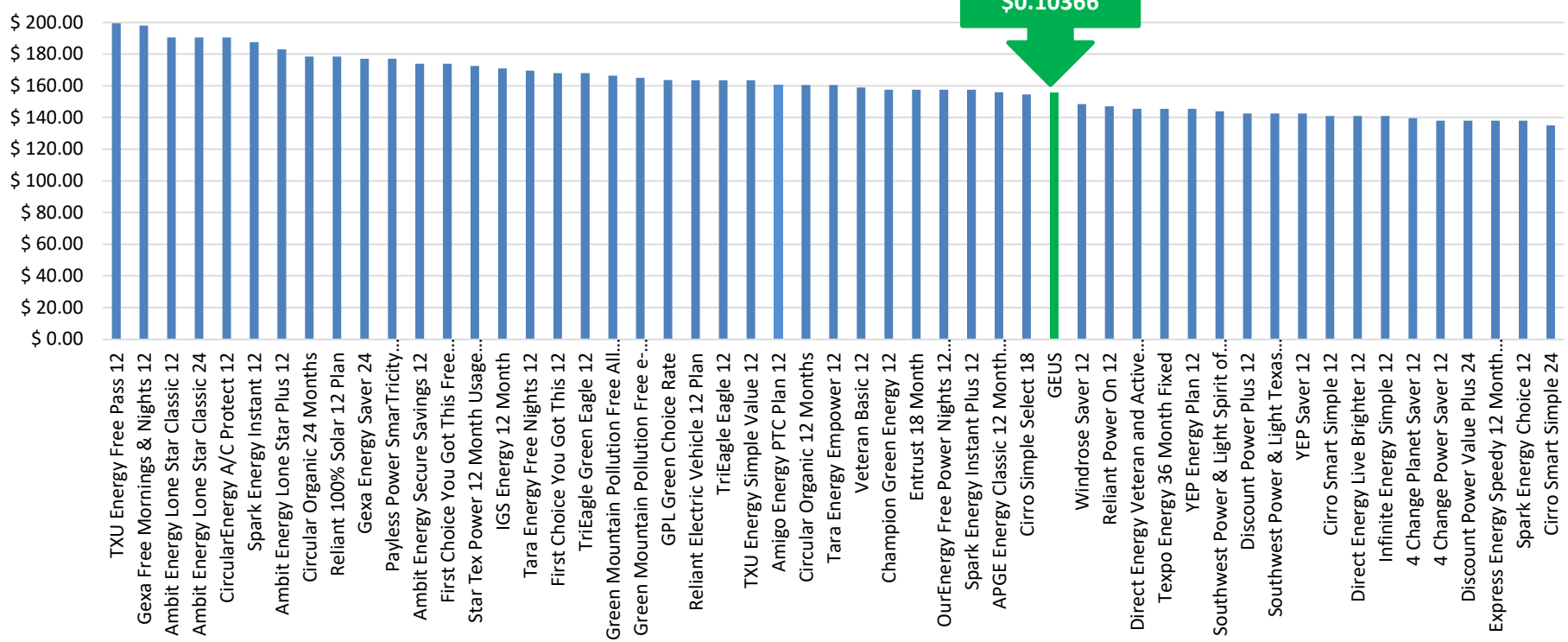


Cable Subscribers Continue to Decline, First Decline in Internet

Electric Rate Comparison



Retail Electric Providers Residential Rate Comparison - 1500 kWh Usage September 2020



New GEUS Rates Oct 2020

Electric Reliability



January-December 2019

| IEEE Reliability Index | GEUS Statistics | APPA E-Reliability Annual Report* |
|---------------------------------|-----------------|-----------------------------------|
| ASAI (percent) | 99.9985% | 99.9595% |
| CAIDI (minutes) | 17.20 | 118.34 |
| SAIDI (minutes) No MEs | 7.76 | 48.59 |
| SAIFI (number of interruptions) | 0.45 | 0.94 |

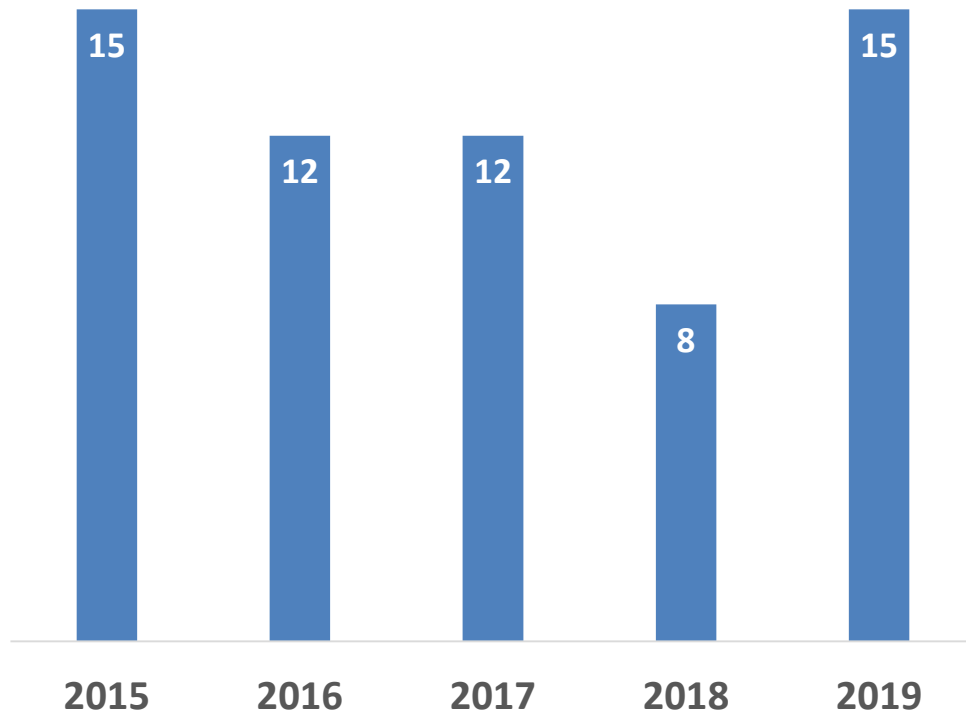
*Average for Utilities Within GEUS' Customer Size Class and Region

- ASAI – Average Service Availability Index
- CAIDI – Customer Average Interruption Duration Index
- SAIDI – System Average Interruption Duration Index
- SAIFI – System Average Interruption Frequency Index
-

E-Reliability Tracker

Safety

Accident Summary – Ops Center & Customer Service



2019 Accidents

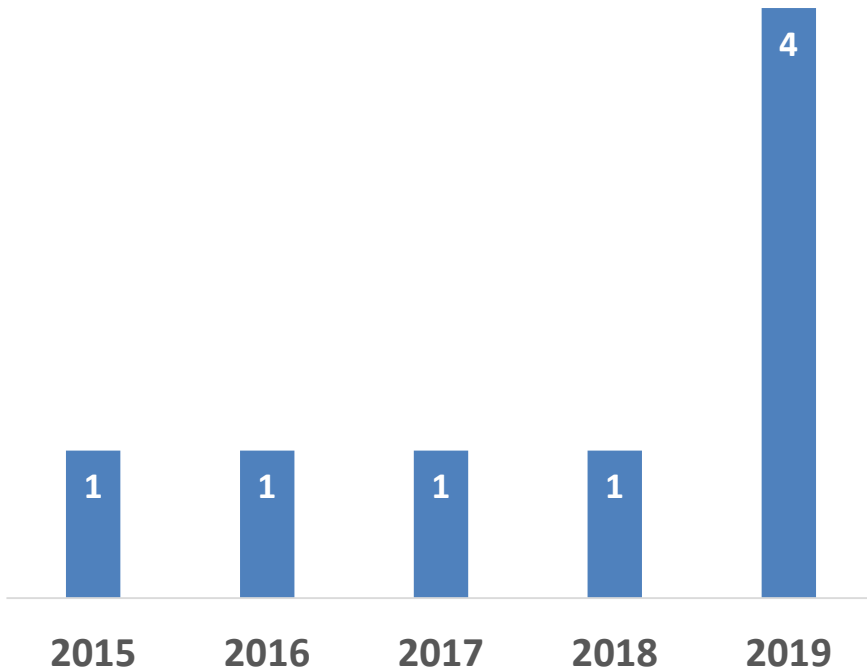
| Type | Total | Lost Time |
|-----------------------|-------|-----------|
| Strains & Sprains | 2 | 5 days |
| Slip, Trip, Fall | 3 | 14 days |
| Cuts, Punctures | 1 | 0 |
| Struck By | 1 | 0 |
| Eye | 1 | 0 |
| Exposure (poison ivy) | 1 | 0 |
| Vehicle Accidents | 6 | 0 |

2 vehicle accidents due to damage by public

Accidents up from 2018

Safety

Accident Summary – Production



2019 Accidents

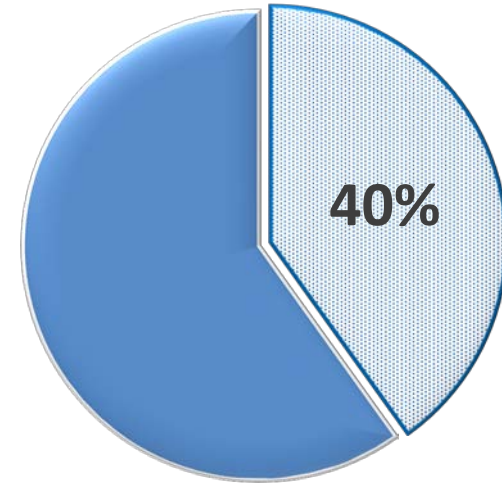
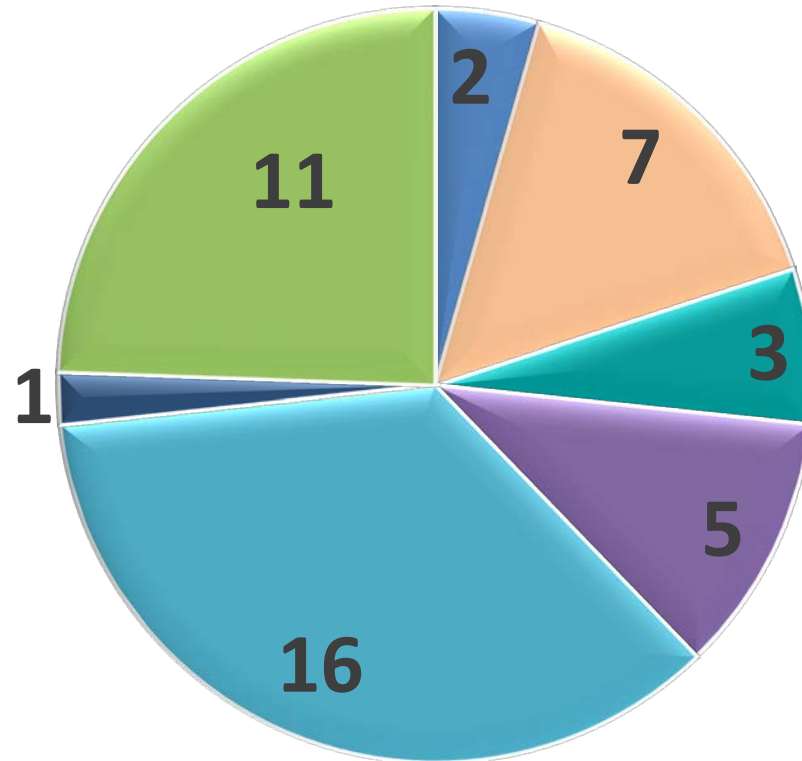
| Type | Total | Lost Time |
|-------------------|-------|-----------|
| Strains & Sprains | 1 | 0 |
| Slip, Trip, Fall | 1 | 0 |
| Cuts, Punctures | 1 | 0 |
| Eye | 1 | 0 |

Accidents up from 2018

Workforce Retirement Eligibility



Retirement Eligibility Distribution
Next 5 Years (2020-2024)



■ Admin ■ Business Svcs ■ C&I ■ Customer Service ■ E&O ■ Marketing ■ Production

40% of workforce eligible to retire by 2024

Workforce Statistics



- 45 Employees eligible to retire over next 5 years
- 10 Employees – high risk for retirement
- 18-68 Years - Age range of workforce
 - 4 Generations: Boomer, Gen X, Millennial and GenZ
- 42 Years average age of workforce
 - US Bureau of Labor Statistics projects 42.4 years median age of workforce by 2024
- 9.5 Average years of service at GEUS – all employees
- 16.9 Average years of service at GEUS - managers

Highly tenured workforce – lots of experience and system knowledge

Workforce Risk Score



Risk Criteria Scoring

- Retirement Eligibility
- Specialized Job Knowledge
- Impact – Customer, Reliability, Functionality of Department

Risk Reduction Criteria

- Backup
- Succession Plan

Succession Plan ID

- External Hire
- Backup
- Job Manual
- Training Plan

Implemented in 2018 - Scores evaluated annually

Workforce Risk Score



| DEPARTMENT | 2018 RISK SCORE | 2019 RISK SCORE |
|----------------------------------|-----------------|-----------------|
| Administration | 36 | 29 |
| Cable & Internet | 6 | 6 |
| Customer Service | 7 | 5 |
| Finance | 7 | 3 |
| Engineering & Operations | 30 | 46 |
| Production | 12 | 8 |
| GEUS Workforce Risk Score | 98 | 97 |

Implemented in 2018 - Scores evaluated annually

FY19 World Class Accomplishment



June 19, 2019 Storm Restoration

<https://www.youtube.com/watch?v=l00IUD7QtH0&feature=youtu.be>

- Planning & Execution
- Teamwork
- Mutual Aid
- Customer Communication
- Technology

*Power restored to 75% of customers in 24 hrs.

*Restoration completed in about 5 days

FY19 Accomplishments

System Maintenance, Reliability and Growth



- Added 68 new Poles and installed 110 new Underground Services
- Installed or changed out 130 Transformers
- Changed out 43 Transmission and 168 Distribution poles
- Completed construction of underground primary facilities at three residential subdivisions; began work on one more
- Completed upgrade to 30 nodes for Internet capacity and reliability

FY19 Accomplishments

System Maintenance, Reliability and Growth



- Replaced and upgraded fiber capacity to the hospital fiber network
- Began new CMTS upgrade for new speed packages
- Negotiated a deal for a third redundant 10 Gig diverse fiber feed to the headend
- Completed construction for five new housing subdivisions
- Completed design and civil work and procured major apparatus for LTV Substation Upgrade
- Completed design work and material procurement for Dent Road 3rd 138kV/69kV Tie

FY19 Accomplishments

System Maintenance, Reliability and Growth



- Completed overhaul of Steam #2 turbine
- Completed turbine overhaul on Steam Units 2 and 3
- Completed installation of vibration and RPM equipment on Steam Unit 3 turbine and generator
- Completed overhaul of #3B boiler feed pump
- Completed boiler tuning for Steam Units 1 and 2
- Relocated Communication equipment, configured new RTU, installed Protective Relaying for new LTV Subst Transformer addition
- Repaired Load Tap Changer on existing LTV Transformer
- Installed Dent Rd Relay Protection for 3rd 138kV/69kV Tie
- Rebuilt all 19 Type FVR Feeder Breaker Operating Mechanisms on GEUS system
- Completed Protective Relaying testing of Steam Units 1, 2 and 3

FY19 Accomplishments

Future Planning



- Implemented strategic plan for Cable and Internet
- Implemented restructuring of commercial Internet pricing
- Developed strategy and plan for FY20 cable and Internet rates and services
- Held Strategic Planning work sessions with the GEUS Board
- Completed 2019 System Contingency and Loading Study
- Developed AMI RFP and implementation plan

FY19 Accomplishments

Cost Savings and Operational Efficiency



- Refunded 100% of existing bonds for cost saving of approximately \$23 million
- Replaced blue books with P-Cards
- Decentralized P-Card Incode entry to each department streamlining the approval process
- Improved the requisition entry process by requiring approval to be submitted in Incode
- Transitioned to a paperless method for Accounts Payable
- Implemented a materials and services agreement with LCRA reducing expenses and delivery time of inventory



FY19 Accomplishments

Upgrades and Improvements

- Upgraded Wi-Fi at Operations Center
- Replaced Fuel Pumps
- Installed CSR office cameras
- Migrated corporate email services to Office 365
- Finalized conversion and completed e-Reliability tracker outage statistics from May 2015 to August 2019

FY19 Accomplishments

Environmental and Regulatory



- Renewed Engine Plant Air Permit
- Evaluated purchase of Nox, CO, and Stack Testing Equipment
- Implemented DocMinder for Environmental Compliance
- Completed Annual Review of all applicable NERC Standards
- Completed Disposal of spare 20 MVA Transformer, 69 kV Oil Circuit Breakers and Bushings

FY19 Accomplishments

Energy Management and Marketing



- Revised power supply procurement and generation unit operating strategies
- Revised load forecast analysis and strategies
- Began selling ancillary services to ERCOT
- Secured power trading agreements with three new parties
- Secured power supply portfolio for winter and summer peak hours at lowest possible costs
- Created centralized database for energy market portfolio analysis and planning
- Secured reliable natural gas supplies for power generation



FY19 Accomplishments

Workforce Planning and Training

- Implemented Cross-Training in all Departments
- Completed Compensation and Benefits Study and implemented results
- Implemented Workforce Succession Planning
- Restructured Energy Management and Marketing departments
- Completed Office 365 training for all employees
- Developed scripted responses for CSRs
- Completed three Lunch & Learn training sessions for CSRs
- Operations employees attended ERCOT Black Start Training and ERCOT Operations Seminar Training

FY19 Accomplishments

Consumer/Community Focus



- Implemented new outage notification processes
- Presented RoundUp low income assistance program option
- Conducted lessons learned after storm restoration and developed new strategies
- Active in local organizations – Kiwanis, Rotary, Lions Club, Bras for a Cause, GISD, Hunt County Regional Hospital, Greenville Chamber of Commerce, etc.
- Employee community engagement
 - 194 volunteer hours
 - 52 Employees participating
 - 16 local events

FY19 Accomplishments

Economic Development



- Provided \$683,545 in funding to Greenville Board of Development (GBOD)
- Participated in all scheduled GBOD meetings
- Provided electric rate estimates to five potential businesses
- Supported new industrial customer, Sabert, in electrical service connection and configuration
- Participated in five prospective business site visits
- Serving on Comprehensive Plan Steering Committee

FY19 Accomplishments

Utility Leadership at the Local, State and National Levels



- Supported Texas A&M – Commerce Industry Advisory Board (Engineering)
- Participated in ERCOT Quarterly meetings with working groups including: Black Start, Operator Training, System Security Response, Outage Coordination, NERC Reliability, Wholesale Planning, System Stability and System Dynamics
- Presented at TPPA Annual Meeting
- GM Appointed to TPPA Board
- GM Elected VP of TPPA Executive Board
- GM Elected Chair of TMPA Planning and Operations Board
- GM Appointed to Greenville Chamber Board of Directors

FY19 Accomplishments

Awards & Recognition



- APPA RP3 (Reliable Public Power Provider)
 - Reliability, Safety, Workforce Development and System Improvement
- APPA Excellence in Reliability
- 2 Public Power communications awards
 - Print and Digital and Web and Social Media
- 2 Mid-America Cable Show Midi Awards
 - Community Programming
- Chamber Ambassador of the Year (Kami Williams)
- Submitted first Safety Awards of Excellence application to APPA
 - Requires 3 years of submissions to qualify

Our Goal for GEUS



WORLD CLASS!

Our Goal for GEUS



World Class Evolution

- Develop, attract, retain and reward high performing employees
- Acquire and leverage tools and technology to improve processes
- Active involvement in shaping industry regulations and legislation
- Manage performance improvement
- Establish performance metrics
- Enhance financial performance
- Maintain high system reliability
- Future Focused Organization!

Future Projects & Initiatives



- Manage system expansion and growth
- Upgrade/replace aging infrastructure
- Implement smart metering system
- Develop long-term power supply plan
- Implement new rates
- Promote and expand C&I services
- Complete strategic planning
- Implement OMS, IVR, GIS
- Complete customer satisfaction survey

GEUS Mission Statement



The mission of GEUS is to:

- *Maintain Competitive Rates, Increase System Reliability, and to Improve Services.*
 - *To achieve that mission, our goals are:*
 - *Ensure low rates and innovative rate structures;*
 - *Provide reliable service through the utilization of advanced technology;*
 - *Meet or exceed environmental requirements;*
 - *Lead in energy management and marketing;*
 - *Maintain a highly trained and productive workforce;*
 - *Place emphasis on measuring and rewarding performance;*
 - *Remain a consumer/community focused organization;*
 - *Place emphasis on economic development in the community;*
 - *Provide Utility leadership at the state and national levels;*
 - *Win recognition as an outstanding public utility.*



Community
POWERED



*The Board of Trustees and Staff
thank you for your dedicated
service to GEUS!*