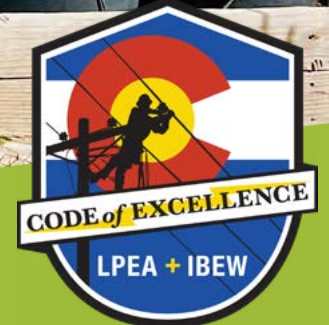


LPEA November 2023 DIVISION DASHBOARDS



Jon Kenney discusses a new heat pump as part of a pilot program in Pagosa Springs



Key Performance Indicators

Attribute	Metric	Goal	Actual	Status
Safety	Average Safety Meeting Attendance (%)	>= 80.00	97.31	✓
Reliability	System Average Interruption Duration Index (SAIDI, minutes)	< 60.000	74.769	!
	System Average Interruption Frequency Index (SAIFI, outages/member)	< 1.000	0.871	✓
Finance	Financial Health Score	>= 100.00	216.43	✓
	YTD Operating Margin (% of Revenue)	>= 2	5.0	✓
	Cash Reserves (% of Operating Costs)	12 - 20	16	✓
	Debt Financing (% of Equity)	<= 100	66	✓
	Modified Debt Service Coverage (MDSC)	>= 1.35	2.41	✓
	Equity (%)	40 - 55	54	✓
Beneficial Electrification	BE Sales (kWh)	>= 200,000	303,818	✓
Information Technology	Average Critical System Uptime (%)	>= 99.9	99.977	✓

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

Date Range: 01/01/2023 - 11/30/2023

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



TARGET: EXPERIENCE NO LOST-TIME INCIDENTS OR ACCIDENTS

- ✓ There were no loss time events in November.
- ✓ All operations crews participated in a 2-day transformer connection and troubleshooting class on-site through TransBanker, a leader in transformer training.

TARGET: EXPERIENCE NO CYBER INCIDENTS THAT DISRUPT BUSINESS PROCESSES

- ✓ Zero cyber incidents.
- ✓ Upgraded our Supervisory Control and Data Acquisition (SCADA) servers and software. This is a mission critical system. Keeping the operating system and SCADA up to date allows us to leverage the latest functionality and keep the system secure.
- ✓ Upgraded Citrix, our remote work software used by contractors and business partners, to increase efficiency and security.

TARGET: ACHIEVE 100% REGULATORY COMPLIANCE

- ✓ All compliance measures were met for November.
- ✓ Performed our November compliance exercise, including inspection of the booms on buckets and diggers for control function and cleanliness, and dielectric tests. These are performed by the manufacturer, Altec, and OSHA requires these to be inspected annually.
- ✓ Completed active threat tabletop exercise. These tabletop exercises are a valuable tool to help us evaluate our security and consider ways to improve.

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

- ✓ LPEA teams collaborated to create a final 2023 campaign targeting paper-bill members. Data analysis helped to develop a targeted campaign to convert paper-bill members to e-bill members.
- ✓ LPEA is using historical outage data to determine the most cost effective placements of sectionalizing devices called TripSavers. LPEA will use this data to select the optimal locations for the initial Southern Ute Indian Tribe (SUIT) grant roll out.

Keep the lights on



TARGET: COMPLY WITH LPEA'S WILDFIRE MITIGATION PLAN

- ✓ Replaced 8 poles, completed one raptor protection and trimmed approximately 22 miles of line.
- ✓ Crews reclaimed and cleared the Smelter Mountain right-of-way in preparation for a capital work project line rebuild on the north side of the mountain. This is a critical wildfire mitigation measure.

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

- ✓ As of the end of November, LPEA has completed 80% of its CWP:
 - Prep work was completed for a line rebuild on the north side of Smelter Mountain.
 - The Antero Drive and Loma Linda projects are 100% complete.

TARGET: ACHIEVE SAIDI/SAIFI TARGETS

- ✓ Managed 96 outages outside of the Thanksgiving storm. The majority were planned outages for work on CWP and 9 were member-caused outages due to vehicles or dig-ins. Crews responded to 82 separate outages affecting 5,958 members over the Thanksgiving holiday. The main cause was wet, heavy snow.



Source clean, local, low-cost power



TARGET: CONTINUE TO PURSUE LOCAL CLEAN POWER PROJECTS

- ✓ Construction continues at Sunnyside. All of the panels and conduits for electrical connections have been installed.

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

- ✓ Update will be given in executive session.



Panels being installed at Sunnyside

Be a trusted community partner



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

- ✓ On November 2, Jessica spoke at the Durango Chamber of Commerce “Get to Know the CEO” speaker series. She spoke to attendees about her experience with customer engagement, legislative and policy strategy, and the development and implementation of LPEA’s solar, electric vehicle (EV), and demand response programs.
- ✓ On November 7, Jessica spoke at the Mountain West Renewables conference in Salt Lake City, UT. She provided LPEA’s perspective and plans to achieve renewable goals in the post-Inflation Reduction Act (IRA) landscape.
- ✓ On November 14, Fort Lewis College’s ENT 363: Local Business class visited LPEA. This class is designed to help students interact with local business members by visiting their spaces and learning about their processes. These near-graduation students are keen to understand business development and LPEA staff shared insights on the company and their own career journeys.
- ✓ The Powerhouse Science Center partnered with LPEA to install a new level 2 EV charger at their facilities.

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%

✓ 5.0% YTD - Strong revenue for the month and continuing cost control management is keeping this metric above target.

TARGET: CASH RESERVES AT 12-20%

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

TARGET: EQUITY PERCENTAGE IS 40-55%

✓ 54% YTD - We continue to meet this goal for November.

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

✓ 66% YTD - We continue to meet this goal for November.

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

✓ 2.41 YTD - We continue to meet this goal for November.

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.
 - **NEW:** Final grant and loan applications have been submitted.
- Empowering Rural America (New ERA) - 25 MW solar generation project.
 - **NEW:** We are awaiting a response to our Letter of Interest to tell us if we are moving to the next stage of the process.

Grants in progress: 2

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

Grant application denied: 1

- DOE wildfire mitigation grant for Vipera

- ✓ Applied for the Rural and Municipal Utility Cybersecurity (RMUC) program. Utilities that progress through the competition will receive cash prizes and technical assistance to make impactful investments in staff training, governance processes, and cybersecurity tools and technologies.

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

- ✓ LPEA has 3,322 kW of DER assets under its control which is a 5 kW decrease over last month. Although additional EV chargers and electric thermal storage (ETS) heaters have come under control this month, the electric bus was sent to Denver for repairs and is therefore not part of our control package.
- ✓ Through a partnership with Habitat for Humanity, LPEA has supported various Beneficial Electrification (BE) efforts in the construction of an all-electric home in the Chris Mountain II development in Pagosa Springs. LPEA participated in an open house this month to introduce the technologies to our members and contractors.

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

- ✓ No updates from last month.