

LPEA SEPTEMBER 2025 DIVISION DASHBOARD





Key Performance Indicators

Be Safe And
Excellent In All
We Do

Keep The Lights
On

Source Clean,
Local, Lowest
Reasonable Cost
Power

Be A Trusted
Community
Partner

Maintain Strong
Financial Health

Prepare For The
Future

Appendix

KEY PERFORMANCE INDICATORS

Attribute	Metric	Goal	Actual	Status
Safety	Average Safety Meeting Attendance (%)	> = 80.00	96.33	✓
	Lost-time Incidents	0	0	✓
Reliability ¹	System Average Interruption Duration Index (SAIDI, minutes)	< 100.00	57.84	✓
	System Average Interruption Frequency Index (SAIFI, outages/member)	< 1.00	0.83	✓
Finance	Financial Health Score	> = 100.00	259.13	✓
	YTD Operating Margin (% of Revenue)	> = 3%	6 %	✓
	Cash Reserves (% of Operating Costs)	12 - 20	7.36	!
	Debt Financing (% of Equity)	< = 100	56	✓
	Modified Debt Service Coverage (MDSC)	> = 1.35	2.96	✓
	Equity (%)	40 - 55%	57 %	!
Beneficial Electrification	BE Sales (kWh)	> = 169,000	164,299	!
Information Technology	Average Critical System Uptime (%)	> = 99.9	100.00	✓

✓ Meeting or exceeding performance goal

! Monitoring performance

✗ Not on track to meet performance goal

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

¹Reliability is measured cumulatively over the year. The 100 minute target is our annual goal and is not monthly.

The date range for this chart is 01/01/2025 - 09/30/2025.

BE SAFE AND EXCELLENT IN ALL WE DO

TARGET: ENSURE A CULTURE OF SAFETY WITH ZERO LOST-TIME INCIDENTS AND CONTINUOUS IMPROVEMENT IN SAFETY PROTOCOLS

- ✓ No lost-time incidents in September.
- ✓ Achieved 100% regulatory safety compliance in September.
- ✓ Tested oil samples in all substation transformers for integrity and safety.

TARGET: EXPERIENCE NO CYBER INCIDENTS THAT DISRUPT BUSINESS PROCESSES

- ✓ No cyber incidents in September.



Alex Motler at this year's FLC Physics & Engineering Research Symposium and Career EXPO.

KEEP THE LIGHTS ON

TARGET: STRENGTHEN WILDFIRE PREVENTION AND GRID RESILIENCE THROUGH PROACTIVE MITIGATION STRATEGIES AND INFRASTRUCTURE ENHANCEMENTS

- ✓ Crews changed 6 poles and installed 5 raptor protections throughout the service territory. High priority maintenance projects and capital jobs took precedence this month.

TARGET: LEVERAGE TECHNOLOGY TO IMPROVE OPERATIONAL SAFETY, EFFICIENCY, AND PROACTIVE MAINTENANCE

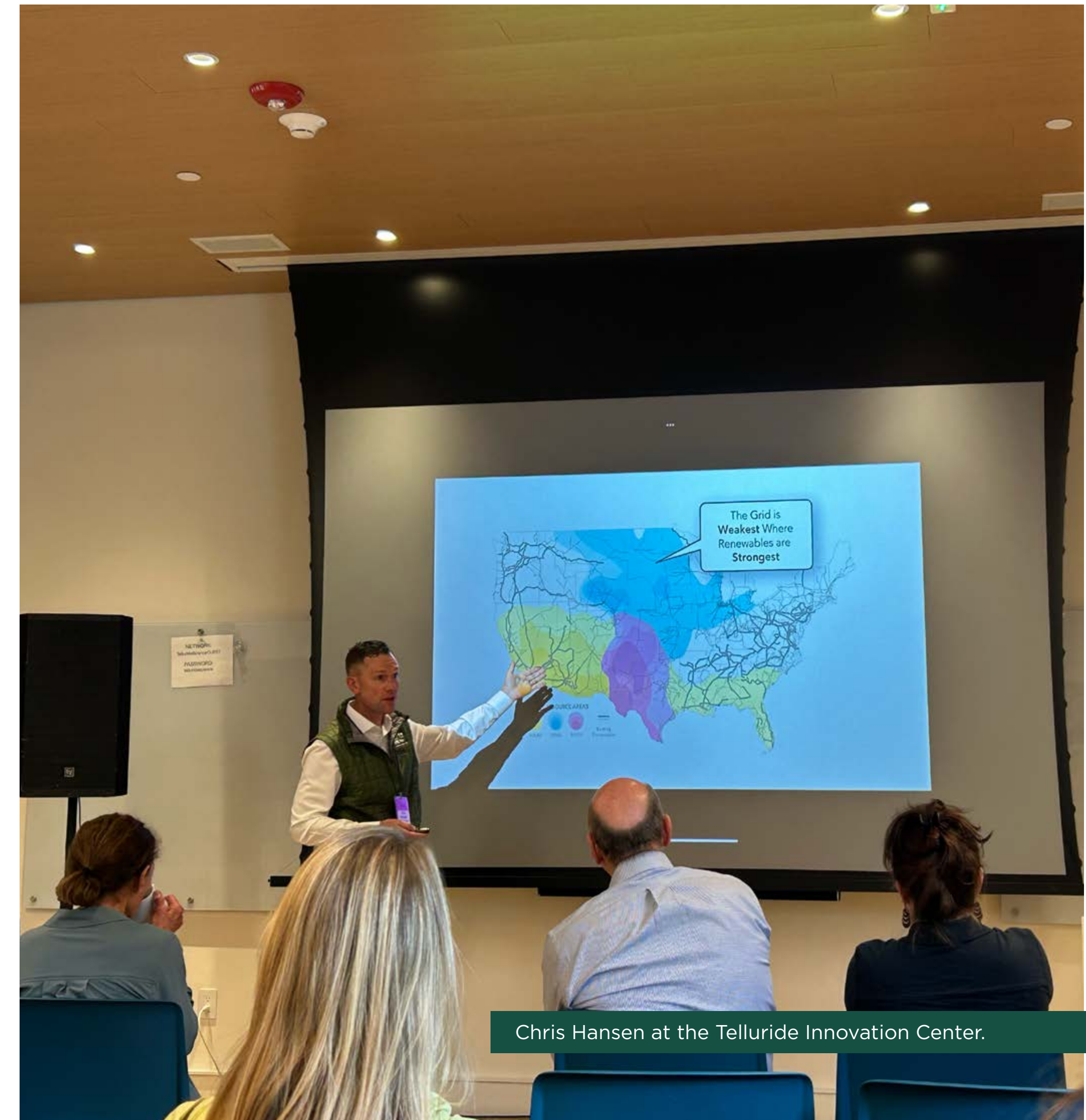
- ✓ Deployed portable satellite communications to Durango crews, improving safety and productivity by providing connectivity in remote service areas.

TARGET: INVEST IN CAPITAL IMPROVEMENTS TO MODERNIZE THE GRID INFRASTRUCTURE, INCLUDING UPGRADES TO SUBSTATIONS, TRANSFORMERS, AND TRANSMISSION LINES

- ✓ Crews successfully used the mobile substation to reroute power from the Tamarron station for new equipment to be installed.

TARGET: ACHIEVE TARGETED IMPROVEMENTS IN RELIABILITY METRICS, REDUCING THE FREQUENCY AND DURATION OF OUTAGES THROUGH SYSTEM UPGRADES, PREVENTATIVE MAINTENANCE, AND ENHANCED EMERGENCY RESPONSE

- ✓ Exceeded SAIDI and SAIFI goals for September.
- ✓ Crews responded to 67 unplanned outages, mostly due to excessive moisture, high winds, and lightning.



Chris Hansen at the Telluride Innovation Center.

SOURCE CLEAN, LOCAL, LOWEST REASONABLE COST POWER

TARGET: ADVANCE LOCAL CLEAN POWER PROJECTS BY SECURING NEW RENEWABLE ENERGY GENERATION OPPORTUNITIES, COLLABORATING WITH STAKEHOLDERS, AND ENSURING PROJECT FEASIBILITY

- ✓ Chris participated in a panel discussion at the Telluride Innovation Center exploring Thermal Energy Networks (TENs) and the cutting-edge of clean energy solutions for building in our region.
- ✓ Chris, Dan Harms, and Emily Missildine attended the Southern Ute Growth Fund and Colorado Energy Office Geothermal Roundtable discussion and tour of the Red Cedar well site.

TARGET: COMPLETE ENERGY TRANSITION

- ✓ Completed the Tri-State Withdrawal Agreement.



Chris, Dan, and Emily at the Red Cedar well site.



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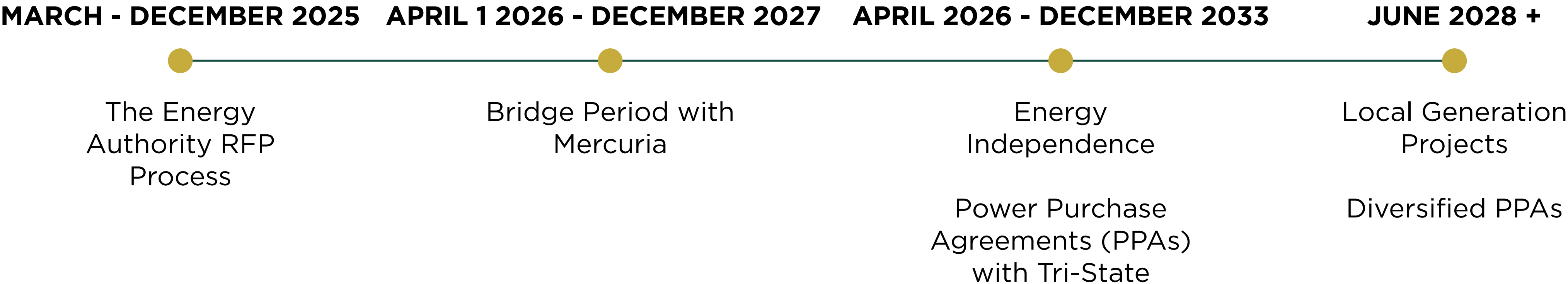
Prepare For The Future

Appendix

THE ROAD AHEAD

community power

from LPEA



BE A TRUSTED COMMUNITY PARTNER

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TARGET: ACHIEVE IMPROVEMENT IN OVERALL MEMBER SATISFACTION

- ✓ Analyzed metrics from two years of data on our automated welcome email drip campaign, which is sent to new members. Open rates average around 71% for the campaign (about 15% higher than our monthly Watts up). Click rates average 6% (triple our average Watts Up click rate of about 2%). These rates start much higher and taper significantly over the 6-email series. The data will inform enhancements to this program.

TARGET: STRENGTHEN COMMUNICATION WITH MEMBERS THROUGH MULTIPLE CHANNELS

- ✓ The Communications Team won excellence in communications awards from the Northwest Public Power Association (NWPPA). Sara Knight attended and accepted the awards on behalf of the team.
 - 1st Place for the 2023 Annual Report
 - 1st Place for the 85th Anniversary video
 - 2nd Place for their redesign of the Watts Up newsletter
- ✓ Jon Kenney began producing a series of short-form Beneficial Electrification (BE) films to provide content to members in an engaging and accessible format to be released in Q4.
- ✓ Kevin Camp, Jon, and Sara built a guide on the LPEA website to explain stackable financial incentives and the changing federal tax credits to aid members in understanding these changes and making decisions.

TARGET: STRENGTHEN LPEA'S PRESENCE AND ENGAGEMENT WITHIN THE LOCAL COMMUNITY BY FOSTERING MEANINGFUL CONNECTIONS, PROMOTING SUSTAINABILITY EFFORTS, AND ENHANCING PUBLIC AWARENESS OF THE ENERGY TRANSITION AND EDUCATIONAL OUTREACH

- ✓ Chris attended the Durango Chamber of Commerce's Mornings at El Moro Networking & Learning Series.
 - Chris attended the Forums for Progress: Legislative Insights with Senator Cleave Simpson and Representative Katie Stewart at the Durango Public Library.
- ✓ Chris hosted a regional transmission summit.
- ✓ Chris, Dan Harms and Elizabeth Howe attended the FLC Virtual Solar Lab Demonstration.
- ✓ Staff attended the La Plata Economic Development Alliance Summit.
- ✓ Steve Smith, Emily, Jon and Kevin attended the Rocky Mountain Utility Exchange where Steve and Emily presented the Sunnyside Community Solar program. Steve gave an additional presentation describing the design strategy behind our battery program.
- ✓ Lineworkers assisted Silver Spruce Academy with their Air and Space Exploration Class by dropping student-built contraptions designed to safely land an egg back on earth from a bucket truck.

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BE A TRUSTED COMMUNITY PARTNER

(CONTINUED) TARGET: STRENGTHEN LPEA’S PRESENCE AND ENGAGEMENT WITHIN THE LOCAL COMMUNITY BY FOSTERING MEANINGFUL CONNECTIONS, PROMOTING SUSTAINABILITY EFFORTS, AND ENHANCING PUBLIC AWARENESS OF THE ENERGY TRANSITION AND EDUCATIONAL OUTREACH

- ✓ Dan, Carrie Hugus, and Alex Motler represented LPEA at FLC’s Physics and Engineering Research Symposium and Career Expo to share potential LPEA career paths with interested students.
- ✓ Hosted a Coffee with Chris conversation event at TARA Community Center in Arboles, to kick off Co-op Month.

TARGET: IDENTIFY THE EVOLVING NEEDS OF THE MEMBERSHIP

- ✓ Implemented the National Rural Electric Co-op Association (NRECA) Member Satisfaction Survey, the final iteration in a ten-year survey cycle. We received 100 completed phone surveys and 363 completed online surveys.



Students from Silver Spruce Academy witness an egg drop.

MAINTAIN STRONG FINANCIAL HEALTH

KEY PERFORMANCE INDICATORS:

TARGET: OPERATING MARGIN AT 3%

✓ 6% YTD - This goal was met for September.

TARGET: CASH RESERVES AT 12-20%

! 7.36% YTD - This goal was met for September.

TARGET: EQUITY PERCENTAGE IS 40-55%

! 57% - This goal was met for September.

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

✓ 56% - This goal was met for September.

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

✓ 2.96 YTD - This goal was met for September.

TARGET: IMPLEMENT A COMPREHENSIVE FINANCIAL STRATEGY THAT ENSURES LONG-TERM SUSTAINABILITY BY OPTIMIZING COST STRUCTURES, SECURING DIVERSE FUNDING SOURCES, MAINTAINING HEALTHY FINANCIAL RATIOS, AND POSITIONING FOR FAVORABLE CREDIT RATINGS

- ✓ Continued to make progress in preparing for credit rating.
- ✓ Continued to make progress on a long-term capital forecast.
- ✓ Continued to make progress on a risk management policy.

PREPARE FOR THE FUTURE

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TARGET: POSITION LPEA FOR LONG-TERM GROWTH AND RESILIENCE THROUGH INNOVATIVE PROGRAMS, STRATEGIC PARTNERSHIPS, AND FORWARD-THINKING INVESTMENTS THAT OPTIMIZE THE GRID AND SUPPORT EVOLVING ENERGY NEEDS

- ✓ Dan collaborated with FLC students to set up the grant-funded FLC Virtual Solar Lab and helped establish a near-real-time link to solar and weather data from the Sunnyside Community Solar Facility.
- ✓ Kevin collaborated with the Four Corners Office for Resource Efficiency (4CORE) to distribute information about LPEA's EV charger rebates at events at local auto dealerships in advance of the expiring Federal EV tax credits.

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

- ✓ Continued to make progress on pole attachments with 9 work orders and 238 poles.

TARGET: IDENTIFY AND SECURE GRANTS AND FUNDING OPPORTUNITIES TO SUPPORT KEY INITIATIVES THAT ADVANCE LPEA'S SUSTAINABILITY, INNOVATION, AND COMMUNITY ENGAGEMENT GOAL

- ✓ Worked with NRECA to prepare for the November 7 launch of the Interruption Cost Estimate (ICE) survey, supported by the US Department of Energy (DOE). This survey aims to improve the accuracy and representativeness of outage cost estimates, enabling better-informed reliability investments and policy decisions for rural communities.

TARGET: RESEARCH AND IMPLEMENT NEW TECHNOLOGIES AND STRATEGIES THAT OPTIMIZE LPEA'S GRID, IMPROVING RELIABILITY, EFFICIENCY, AND RESILIENCE TO MEET FUTURE ENERGY DEMANDS

- ✓ Jon and Sara created a brief quiz that guides members through high-level decisions about heat pumps and began building another for heat pump water heaters. Throughout September, 180 users visited the heat pump website page, and the quiz was clicked on 43 times. The quiz also received 106 clicks in the September Watts Up, the most clicks of any item in that newsletter.



Steve and Emily giving a presentation at the RMUE.

