

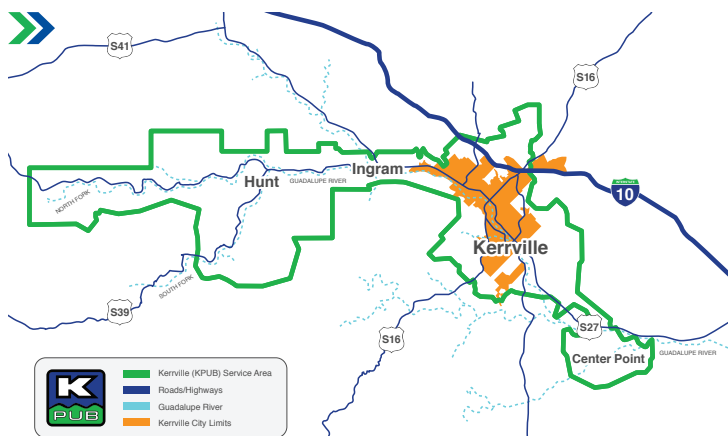


2018-2019 FISCAL YEAR

Community Report

POWERING A BRIGHT FUTURE FOR KERRVILLE AREA BUSINESSES & CITIZENS SINCE 1987

The **Kerrville Public Utility Board (KPUB)** was acquired by the City of Kerrville in 1987. KPUB serves approximately 23,000 customers throughout our 146 square mile service area including Kerrville, Center Point, Ingram, Hunt, and surrounding areas in Kerr County.



OUR MISSION

KPUB's mission is to be a responsive and efficient, locally-owned provider of reliable, high-quality utility service at the lowest responsible price.

YOUR VOICE MATTERS

Kerrville Public Utility Board is a community-owned, not-for-profit utility, which means your voice matters. *We don't answer to shareholders—we answer to you.* We are dedicated to powering the homes and businesses here with the best service possible, because, at the end of the day, it is our community, too.

YOUR COMMUNITY-OWNED UTILITY COMPANY

As a community-owned, not-for-profit electric company, **Kerrville Public Utility Board (KPUB)** is operated with local control. KPUB is overseen by a five-member board of trustees who are appointed by the Kerrville City Council and serve without compensation.

KPUB'S BOARD OF TRUSTEES



Fred Gamble
Chairman



Bill Thomas
Vice Chairman



Mark Cowden
Treasurer



Philip Stacy
Secretary



Bill Blackburn
Mayor of Kerrville

SAFE. RELIABLE. YOURS.



23,000+

customers served



55

KPUB employees



146

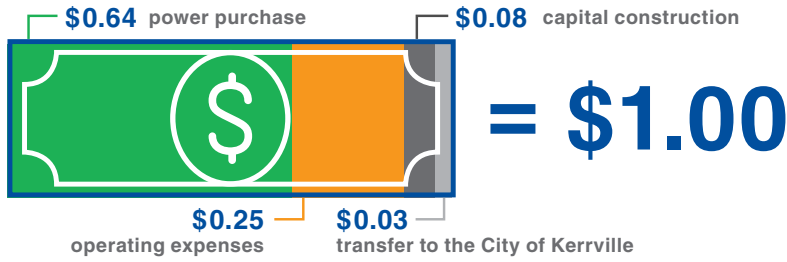
square mile service area



664 miles

of power lines in and around our community

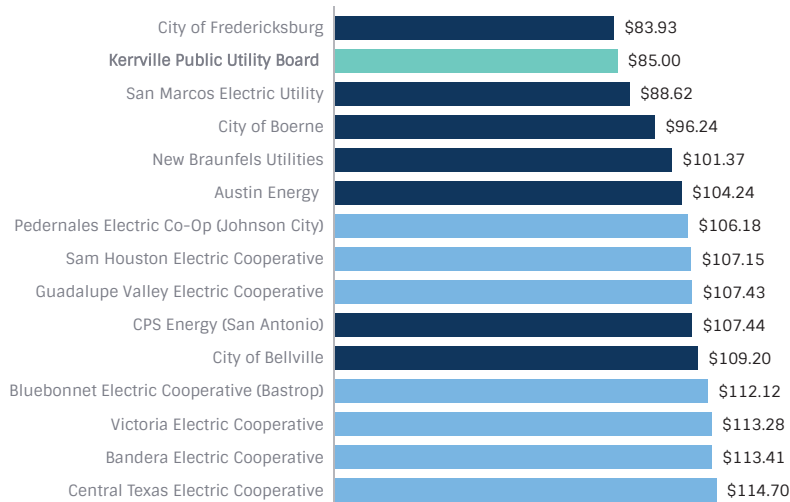
WHERE DOES YOUR MONEY GO FOR EVERY DOLLAR SENT TO KPUB?



NOT-FOR-PROFIT RATES

Keeping electricity costs low is a priority for community-owned, not-for-profit utilities. Nationwide, the average residential customer served by public power pays 11.8 cents per kilowatt-hour, compared to 11.9 cents for cooperative utilities and 13.5 cents for customers served by investor-owned utilities. *(cited from APPA website)*

» Electric Residential Bill Comparison



Information obtained for a bill comparison based on 1,000 kWh usage in September 2019.

RELIABILITY & SYSTEM INVESTMENTS

Community-owned, public power utilities deliver more reliable electric service.

Did you know? Outside of major adverse events (e.g., storms), customers of a community-owned utility are likely to be without power for less time—74 minutes a year, compared to 136 minutes a year for customers of private, investor-owned utilities. *(cited from APPA website)*

160 utility pole replacements completed for reliability & to prevent future outages

149 transformer restorations completed to save customers \$ & extend equipment life

22,950+ customers upgraded to AMI meters to improve reliability

"I wasn't home when the power went out, but thanks to the new AMI meters, they knew the power was out before I even did...they had the power restored within 10 minutes—even on a Saturday. Thank you, KPUB!"

—Stephanie Skrumeda, KPUB customer (May 2019)

HELPING CUSTOMERS SAVE ENERGY & MONEY

36

Free residential energy audits

246

Account rebates totaling **\$80,727.16** awarded to customers who made energy-efficiency improvements



Partnered with AACOG for community weatherization efforts

AWARDS & ACCOMPLISHMENTS

The American Public Power Association is the voice of not-for-profit, community-owned utilities that power 2,000 towns and cities nationwide

APPA Awards—Awarded the **APPA National Safety in Excellence Award** (for two straight years now)

National Commendation Award from APPA for KPUB's restoration efforts after Hurricane Irma

2017-2020 KPUB Reliable Public Power Provider (RP3)[®] designation, recognizing public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development, and system improvement



Certificate of Achievement for Excellence in Financial Reporting Award

Awarded the **Certificate of Financial Achievement for Excellence in Financial Reporting** by the Government Finance Officers Association of the United States and Canada (GFOA) for its comprehensive annual financial report (CAFR)

U.S. DOE Award

U.S. Department of Energy (DOE) award winner for Solar in Your Community Challenge for the best low-to-moderate income (LMI) program

Completed four community solar systems that generate environmentally responsible power for KPUB. The power generated is used to reduce costs with peak power demand for all KPUB customers, and it supplies both the nonprofit hosting sites and low-to-moderate-income (LMI) homes with access to solar energy, too.