



**KERRVILLE  
PUBLIC  
UTILITY  
BOARD**

FISCAL YEAR 2019-2020

# Community Report

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

## Our public power story



**23,000+**  
customers served



**55+** employees



**146** square mile  
service area



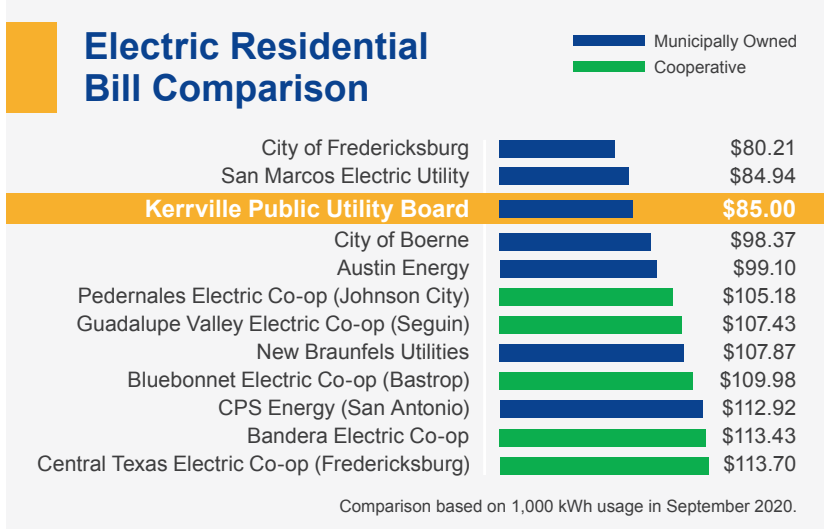
**664**  
miles of power lines

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

## Low, Responsible Rates

Our customers help determine our responsibly priced, not-for-profit rates through local control & local decision-making. Residential customers of public power utilities pay 11% less than customers of investor-owned utilities—for the average U.S. household, that's \$176.79 saved each year or about \$15 per month (*source, APPA website, publicpower.org*).

### Electric Residential Bill Comparison



## Local Control

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

2019-2020

### KPUB Board of Trustees



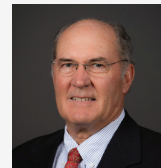
**Bill Thomas**  
CHAIRMAN



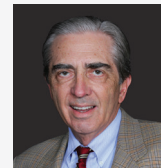
**Philip Stacy**  
VICE CHAIRMAN



**Larry Howard**  
TREASURER



**Mark Cowden**  
SECRETARY

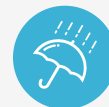


**Bill Blackburn**  
MAYOR OF KERRVILLE

## HELPING CUSTOMERS Save Money & Energy



Granted **285**  
customer rebates totaling  
**\$81,937.88** for energy-efficient  
home improvements



Partnered with **Alamo Area  
Council of Government (AACOG)**  
for community weatherization event

# Reliability & System Investments



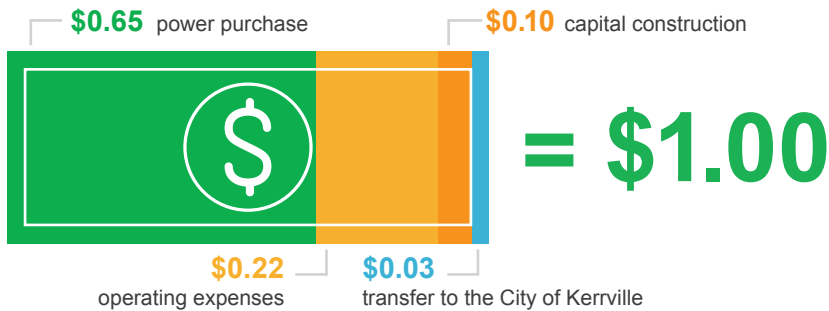
The power went out at our home about 30 minutes ago. Thank you to the crew from **KPUB** who showed up within about **10 minutes** to repair the transformer & get our lights back on. **We appreciate y'all so much!**

—Sharon Black Weaver, Kerrville (August 2020)

To keep our system as reliable as possible, we invested in new technology & upgraded our systems with the following major improvements:

- Completed **106** utility pole replacements for **reliability & outage prevention** in our service area
- Replaced the **Hunt substation transformer** that will power West Kerr County residents for the next **30** years
- Installed **2400 feet** of new underground conductor/switchgear for phase one of a project that will **improve service reliability in East Kerrville & Center Point** by connecting the Center Point substation

## Where your money goes for every dollar sent to KPUB



## EVOLVING

### Our Service Offerings

- Launched a **NEW website** with numerous new online service options
- Added a **NEW two-way text feature** for outage communications
- Installed **2 NEW self-serve bill payment kiosks** to better serve you
- Added **3 NEW electric vehicle (EV) charging stations** within our community:
  - KERRVILLE CONVENTION & VISITORS' BUREAU**  
LEVEL 3
  - PETERSON HEALTH**  
LEVEL 2
  - SCHREINER UNIVERSITY**  
LEVEL 2

## Awards

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

- 2019 APPA award for **Achieving Exceptional Electric Reliability**
- 2020 APPA award of **Excellence in Public Power Communications**
- 2020 APPA **National Commendation for Mutual Aid** electric restoration efforts in Kirbyville, Texas, after Hurricane Laura

27<sup>th</sup>  
TIME

Certificate of Achievement for **Excellence in Financial Reporting** for KPUB's Comprehensive Annual Financial Report (CAFR) from the Government Finance Officers Association (GFOA)

- 2020 **Kerrville Kindness award** from the City of Kerrville



## HELPING Our Neighbors

- Launched a new **Change for Charity Program** in response to COVID-19, granting more than **\$70,000+ to-date** in bill payment assistance for our neighbors in need
- KPUB employees donated **\$10,000+ to-date** in support of **Kerrville Food Relief** through our employee charity fund
- Hosted **4** community blood drives, collecting **130+ units** of blood—**saving up to 390 lives!**

### Kerrville Public Utility Board

2250 Memorial Blvd  
Kerrville, Texas 78028  
830.257.3050 | [KPUB.COM](http://KPUB.COM)

SAFE. RELIABLE. YOURS.