

**MINUTES OF THE
KERRVILLE PUBLIC UTILITY BOARD
REGULAR MONTHLY MEETING
WEDNESDAY, JUNE 16, 2021, AT 8:30 A.M.
KPUB CONFERENCE ROOM
KERRVILLE PUBLIC UTILITY BOARD OFFICES
2250 MEMORIAL BLVD.
KERRVILLE, TEXAS**

TRUSTEES PRESENT:

Philip Stacy
Mark Cowden
Larry Howard
Bill Thomas
Mayor Bill Blackburn

STAFF PRESENT:

Mike Wittler, General Manager and CEO
Paul Martinez, Director of Engineering
Tammye Riley, Director of Human Resources & Safety
Allison Bueché, Director of Customer and Community Relations
Mark Alejandro, IT Tech
Damon Richardson, Purchasing Agent

TRUSTEES ABSENT:

OTHERS PRESENT:

Stephen Schulte, Legal Counsel
John Davidson, Special Counsel
E. Spencer Nealy, Special Counsel

1. CALL TO ORDER:

Mr. Philip Stacy, Chairman, called the Regular Monthly Meeting to order at 8.30 a.m.

2. PLEDGE OF ALLEGIANCE:

3. APPROVAL OF MINUTES:

The Trustees reviewed the minutes of the May 19, 2021, Regular Monthly Board Meeting. Mark Cowden, Vice Chairman, motioned to approve the minutes as amended. Mayor Bill Blackburn, seconded the motion. Vote was by a show of hands. Motion carried 5 – 0.

4. CITIZEN/CONSUMER OPEN FORUM:

There were no citizens/consumers to speak.

5. ANNOUNCEMENTS OF COMMUNITY INTEREST:

Mr. Wittler advised the next regular board meeting will be scheduled for July 21, 2021 at 8:30 a.m.

Ms. Bueché continued with announcements, advising that the Community Blood Drive is scheduled for tomorrow, June 17th; staff is volunteering at the Light on the Hill Food Pantry at the end of this month. KPUB is hosting a canned food drive through June 25th, proceeds to benefit the Doyle Community and the Light on the Hill as well. Ms. Bueché advised upcoming events include the Chamber Golf Tournament on June 28th; the Kerrville's 4th on the River Event on July 2nd, and the Charity Ball on July 31st.

6. MOTION AND VOTE TO RECESS THE PUBLIC MEETING AND RECONVENE IN AN EXECUTIVE CLOSED SESSION:

I. EXECUTIVE CLOSED SESSION – CONSULTATION WITH ATTORNEY:

In accordance with Texas Statutes Subchapter D, Chapter 551, Government Code Section §551.071, the Kerrville Public Utility Board will recess for the purpose of “Consultation With Attorney” regarding the following matter:

- A. Consultation with Attorney Regarding Pending or Contemplated Litigation – Mike Wittler, CEO

II. EXECUTIVE CLOSED SESSION – COMPETITIVE MATTERS:

In accordance with Texas Statutes Subchapter D, chapter 551, Government Code Section §551.086, the Kerrville Public Utility Board will recess to discuss and take any necessary action on the following “Competitive Matters”:

- A. Bidding and pricing information for purchased power, general and fuel, and Electric Reliability Council of Texas bids, prices, offers, and related services and strategies; Risk management information, contracts, and strategies, including fuel hedging and storage;
 - (1) Discussion on Hedging Activities and Risk Management Policy – Mike Wittler, CEO

Chairman Stacy asked the Board of Trustees if he had a motion that the Board convene in Executive Closed Session to discuss “Consultation With Attorney” in accordance with Texas Statutes Subchapter D, Chapter 551, Government Code Section §551.071, and “Competitive Matters” in accordance with Texas Statutes Subchapter D, Chapter 551. Mayor Blackburn so moved. Larry Howard, Secretary, seconded the motion. Vote was by show of hands. Motion carried 5 – 0.

The Board entered Executive Closed Session at 8:35 a.m. Chairman Stacy adjourned the Executive Closed Session and reconvened into Open Session at 9:48 a.m.

7. CONSIDERATION AND ACTION AS A RESULT OF EXECUTIVE SESSION:

No action taken by the Board.

8. CONSIDERATION AND ACTION ON RESOLUTION NO. 21-15 – MIKE WITTLER, CEO:

Mr. Wittler presented last month’s wire transfers for operating expenses to the Board. Mr. Howard motioned for approval of Resolution No. 21–15. Bill Thomas, Treasurer, seconded the motion. Vote was by a show of hands. Motion carried 5 – 0.

9. FINANCIAL REPORT – MIKE WITTLER, CFO:

Mr. Wittler presented the Financial Statements (unaudited) for the Fiscal Year 2021 through May 31, 2021. Mr. Wittler reviewed the Statements and Balance Sheets for the month. He stated at May 31, 2021, operating expenses, excluding power cost, were below budget by \$572,440.90 or by 7.51%. The balance in the over-collected power cost was \$6,614,867.18. Mr. Wittler noted the balance in the Rate Stabilization Fund was \$1,897,522.75. He added that the Debt Service Coverage was -2.22 for the month and 10.61 for the Fiscal Year.

10. CONSIDERATION AND ACTION ON RESOLUTION NO. 21-16 – MIKE WITTLER, CEO:

The following Board Trustees and Management will be authorized as official signatories for the System per Resolution No. 21-16:

Philip Stacy, Chairman
Mark Cowden, Vice-Chairman
Larry Howard, Secretary
Bill Thomas, Treasurer
Mike Wittler, General Manager and Chief Executive Officer
Amy Dozier, Director of Finance
Paul Martinez, Director of Engineering

Mr. Thomas made a motion to approve Resolution No. 21-16 authorizing the official signatories for the System as listed above, with amendment to change the title of Chief Financial Officer to Director of Finance. Mr. Howard seconded the motion. Vote was by a show of hands. Motion carried 5 – 0.

11. CONSIDERATION AND ACTION ON RESOLUTION NO. 21-17 – MIKE WITTLER, CEO:

The Board discussed Resolution No. 21-17, which authorized the following Board Trustees and Management as official participants in the Participant Agreement between KPUB and the Texas Local Government Investment Cooperative (“LOGIC”):

Philip Stacy, Chairman
Bill Thomas, Treasurer
Mike Wittler, General Manager and Chief Executive Officer
Amy Dozier, Director of Finance
Paul Martinez, Director of Engineering

Mr. Howard made a motion to approve Resolution No. 21-17 amending the Participant Agreement between KPUB and the Local Government Investment Cooperative (“LOGIC”). Mr. Cowden seconded the motion. Vote was by a show of hands. Motion carried 5 – 0.

12. CONSIDERATION AND ACTION ON RESOLUTION NO. 21-18 – MIKE WITTLER, CEO:

The Board discussed Resolution No. 21-18, which authorized the following Board Trustees and Management as official participants in the Participant Agreement between KPUB and the Local Government Investment Pool (“TexPool”):

Philip Stacy, Chairman
Bill Thomas, Treasurer
Mike Wittler, General Manager and Chief Executive Officer
Amy Dozier, Director of Finance
Paul Martinez, Director of Engineering

Mr. Howard made a motion to approve Resolution No. 21-18 amending the Participant Agreement between KPUB and the Texas Local Government Investment Pool (“TexPool”). Mr. Cowden seconded the motion. Vote was by a show of hands. Motion carried 5 – 0.

13. APPROVAL AND REPORTING OF PURCHASES AND SALES:

A. Construction Services & Conduit Installation (Mike Wittler, CEO)

Mr. Wittler advised a quotation was received from local contractor Graham Construction to install conduits under the Clay and Water Street intersection for a future undergrounding and beautification project in that area. Staff attempted to solicit bids from two other contractors that had done underground work for KPUB in the past, but were unable to get bids from them. He advised that KUTS is planning to place art on the asphalt at the intersection of Clay and Water Streets, and staff had initially recommended that KPUB move forward with the installation of conduits under the intersection so that there wouldn’t be a need to repair/replace the art or incur higher costs to bore under the intersection if it’s decided to move forward with the Clay and Water Street underground project at some point in the future. The quotation from Graham Construction is \$39,655.00. However, Mr. Wittler added that there are several details that still need to be worked through, including that the quote assumes complete closure of the intersection for the 2-3 week duration of the project and staff may want to explore options that will keep Water Street more open (partial closure or after hours work); traffic control is not included in the quotation; curb, limestone and paving restoration is not included in the proposal; and location and exposure of gas lines is not included in the proposal. Mr. Wittler putting the project on hold until a better overall plan for the area can be developed with the City and other organizations with projects in the area.

B. Fleet Sales (Howard Hall, Field Services Supervisor)

Ms. Riley advised two vehicles were auctioned and sold through JJ Kane Auctioneers. Unit 3218, a 2008 F-750 Digger-Derrick was sold for \$38,475.00; and Unit 3199, a 2004 Chevrolet ½ ton Extended Cab X4 was sold for \$6,887.50. These amounts reflect the price received after commission. Lot Summaries from the auction were provided for the Board’s review.

C. Bid No. 2911 – Overhead Transformers (Damon Richardson, Purchasing Agent)

Mr. Richardson recommended the approval of a purchase order totaling \$56,886.70 to Stuart Irby for the purchase of overhead transformers. Request for quotations went out to four (4) vendors. Two (2) vendors responded resulting in three (3) different quotes. Award was based on transformer efficiency evaluation. Mr. Richardson provided supporting documents or the Board’s review.

Mayor Blackburn motioned for approval of Items #13B and #13C. Mr. Thomas seconded the motion. Vote was by a show of hands. Motion carried 5 – 0.

14. CONSIDERATION AND ACTION ON RESOLUTION NO. 21-19, RATE STABILIZATION – MIKE WITTLER, CEO:

Mr. Wittler advised that in February the Board approved Resolution No. 21-04 which effectively froze the Power Cost Adjustment Factor (PCAF) to set residential rates at \$85.00 per 1000 kWh for the residential customers class. Mr. Wittler recommended approval of Resolution No. 21-19 which would essentially return KPUB to the rate stabilization policies that had been in place since 2012.

Mr. Wittler advised that there were two components to the guidelines established by the policy that was used since 2012. The first sets a 50% limit in setting the PCAF above or below neutral month recovery.

As an example, in FYE 2020, the per kWh cost for energy including transmission costs varied widely on a monthly basis from a low of 3.66 cents per kWh in the August 2020 billing month to a high of 8.34 cents per kWh in April 2020. The average cost per kWh over the entire fiscal year was 5.52 cents. If we did not adjust the PCAF above and below the neutral month recovery level, our customers would experience widely varying costs per kWh from month to month. In this example, the August 2020 low would have been \$67.00 per 1000 kWh and the April high would have been \$114.85 per 1000 kWh. If we had a crystal ball in 2020, we would have set the PCAF for a residential cost of \$84.00 per 1000 kWh—the PCAF was actually set at \$85.00 per 1000 kWh for the entire year. The second guideline limits cumulative over/under-collection of power costs to 10% of the total annual budgeted power supply costs (about \$2.8 M for the past several years). In the example above, the August neutral cost was \$67.00 and the April neutral cost was \$114.85, but we stuck with a levelized amount of \$85.00 throughout the year. This resulted in over-collection of power cost of \$1.015M in August and under-collection of \$841k in April. Cumulative over-collection for the year ranged from a high of \$2.81M at the beginning of the year to a low of \$867k in June and ended at \$1.861M in September.

The guidelines also allow staff to set the PCAF beyond these limits. In such cases, staff is required to present a plan at the next regular Board meeting including timeframe to replenish funds. The ability to set the PCAF beyond the guidelines was introduced because of the short period of time that our power bills are due (typically 10 days after receipt of invoice) and the difficulty in scheduling special Board meetings on short notice. Mr. Wittler provided the Rider PCAF from KPUB's Tariffs, a chart historical cost per kWh and the proposed Resolution No. 21-19 with redlines clearly showing changes from the 2012 Resolution. After discussion by the Board, Mr. Howard made a motion to approve Resolution No. 21-19 revising the policy for administration of the rate stabilization fund and other rate stabilization activities, with amendment to change the title of Chief Financial Officer to Director of Finance. Mayor Blackburn seconded the motion. Vote was by a show of hands. Motion carried 5 – 0.

15. REPORT ON WINTER STORM URI RESPONSE – TAMMYE RILEY, DIRECTOR OF HUMAN RESOURCES, SAFETY & TRAINING:

Ms. Riley presented the Board a report on Winter Storm Uri. She advised that action items and work flow processes were identified that could be improved or implemented. Ms. Riley advised that discussions with LCRA regarding local control of rotating outages have occurred. She advised that KPUB Management had been prepared for the storm and had been communicating with staff regarding preparations. While staff was prepared, the event itself was beyond anything that could have been prepared. Ms. Riley advised that post storm, staff gathered together at all levels to discuss the storm response, what worked well and what needed improvement; which is where the action items came from. There is a final deadline of August 1st to complete all action items and develop a standing Storm Operations Plan and are on track to have that completed. Staff and Board Members discussed communications distribution and responses within the KPUB organization, law enforcement/fire departments, hospitals and critical customers to make sure service was maintained. Mr. Wittler added that one aspect of the action items will be coordinating rotating outages with LCRA so that KPUB will be able to make adjustments accordingly and more smoothly. This could mean setting up a 24-hour dispatch, which would be a lot of additional personnel and cost. He advised another potential solution would be utilizing the AMI System to shed load, which would allow for most commercial customers such as gas stations, stores, medical offices, lift stations and well systems to operate. After initial discussions with LCRA regarding rotating outages, which they control for KPUB, there will need to be further review on how they may be controlled differently. If KPUB controlled the rotating outages locally, things could be controlled more smoothly.

Ms. Riley also advised that management is in the infant stages of implementing the Incident Command System with specific roles and protocols for staff to implement in response to outages, similar to what FEMA and law enforcement utilize. Board Members thanked Ms. Riley for the report.

16. REVIEW AND DISCUSSION ON STRATEGIC PLAN – MIKE WITTLER, CEO:

Mr. Wittler reviewed KPUB’s strategic plan. He advised he likes to bring this to the Board around this time of year for review and feedback. He went over the mission statement, vision, long term goals, and programs from the Strategic Plan that were last reviewed with the Board two years ago. Mr. Wittler asked Board Members to review and give him any feedback. Staff will work on updates to the goals and programs, and present a final version to the Board at a future date.

17. ADJOURNMENT

Chairman Stacy adjourned the Regular Board Meeting at 11:00 a.m.

Date Approved: _____

Philip Stacy, Chairman

ATTEST

Lidia S. Goldthorn, Assistant Secretary to the Board



July 21, 2021

Philip Stacy, Chairman and Board Members
Kerrville Public Utility Board
2250 Memorial Blvd.
Kerrville, TX 78028

RE: Funding Request for FY 2021/2022

Dear Mr. Stacy:

The Kerr Economic Development Corporation continues on its mission of fostering the economic growth of the greater Kerrville area through the support of local industry, recruitment of companies, creation and retention of quality jobs, expansion of capital investment and infusion of new tax dollars into our community.

Since our last budget request, the KEDC has recruited and fostered the growth of the Kerrville area through the following:

- I. Recruitment of the Killdeer Mountain Manufacturing operation from North Dakota, a Tier 1 aerospace supplier which will create 400 jobs with \$44,000 in annual wages and \$8 million in capital investment. The project qualified for Kerrville's first-ever Texas Enterprise Fund and was first announced by Gov. Greg Abbott.
- II. Recruitment of Gulf Avionics, an avionics company which services the aviation industry. The company will create 50 jobs with \$75 million in annual wages over the next 5 years at the KERV Municipal Airport.
- III. Recruitment of RBR Aviation, the parent company of Gulf Avionics, which is working with the KEDC and the school district to develop a pipeline of avionics talent in the Kerrville area. Other companies under the RBR umbrella are planned for Kerrville in the near future.
- IV. The development of the KerrEDGE Entrepreneur Center, which already has more than 50 members. The Center is designed to help launch business ideas of our local entrepreneurs and pair them with our local industry. Already, one of the Center's entrepreneurs is working with Killdeer Mountain on a possible supplier relationship.

We continue working, meeting and exceeding the goals and objectives set forth by the 2-Year Roadmap & Economic Development Ecosystem, approved by all of our respective boards and stakeholders.

Please consider this letter as our request for continued funding of the KEDC. We appreciate your continued support in helping with the overall mission of growing the economy of the greater Kerrville area.

Sincerely,

A handwritten signature in blue ink, appearing to read "Gilberto Salinas".

Gilberto Salinas
Executive Director

Kerr Economic Development Corporation



Proposed KEDC Budget FY21/22

AT A GLANCE: 5-Year Budget Approvals, Requests

Entity	FY17/18	FY18/19	*FY19/20	*FY 20/21	FY21/22
EIC	\$140,000	\$140,000	\$220,000	\$197,000	\$312,500
City	\$ 0	\$ 24,500	\$ 50,000	\$ 39,500	\$ 62,500
County	\$ 0	\$ 24,500	\$ 45,920	\$ 39,500	\$ 62,500
KPUB	\$ 0	\$ 24,500	\$ 50,000	\$ 39,500	\$ 62,500
TOTAL	\$140,000	\$213,500	\$365,920	\$316,000	\$500,000

* Note – The KEDC volunteered a 12% EIC budget cut in April 2019 for FY19/20 due to the economic uncertainty from Covid-19, and in turn, staff also proceeded with a 21% across the board budget cut for FY20/21 as well.

Adding to following categories

Line Item	FY19/20	FY20/21	FY21/22
Business Recruitment	\$ 20,000	\$ 0	\$ 5,000
*Marketing, Web, Design	\$ 23,000	\$ 10,000	\$ 62,000
Business & Innov. Forum	\$ 0	\$ 0	\$ 20,000
Staff Training	\$ 5,000	\$ 1,000	\$ 5,000
Conferences, Meetings	\$ 10,000	\$ 5,400	\$ 10,000
*Contract Services	\$ 12,667	\$ 4,182	\$ 78,000
Meals, Board Mtgs.	\$ 12,000	\$ 3,000	\$ 5,000
Travel	\$ 17,000	\$ 5,000	\$ 20,000
Payroll Expenditures	\$214,050	\$238,125	\$294,500
KEDC Service Agreement	\$ 55,400	\$ 18,500	\$ 12,625

** Note – Expenses primarily for consultants, speakers & trainers required for KerrEdge Entrepreneur Center and Business & Innovation Forum.*

MEMORANDUM

TO: Philip Stacy
Mark Cowden
Larry Howard
Bill Thomas
Mayor Bill Blackburn

FROM: Amy Dozier

DATE: July 14, 2021

SUBJECT: Agenda Item No. 9 - Resolution No. 21-20

Presented for your review, wire transfers for operating expenses.

I. WIRE TRANSFERS - Operating Expense

LCRA - Power Cost Billing 05/01/2021 to 05/31/2021. Paid June 30, 2021 Transfer from TexPool Investment Fund to LCRA.	\$ 560,918.51
CPS ENERGY - Power Cost Billing 05/01/2021 to 05/31/2021. Paid June 18, 2021 Transfer from TexPool Investment Fund to CPS ENERGY.	\$ 1,053,108.23
NEXTERA - Power Cost Billing 05/01/2021 to 05/31/2021. Paid June 18, 2021 Transfer from TexPool Investment Fund to NEXTERA.	\$ 485,088.00
DG TEXAS SOLAR, LLC - Power Cost Billing 05/01/2021 to 05/31/2021. Paid June 21, 2021 Transfer from TexPool Investment Fund to DG TEXAS SOLAR, LLC.	\$ 53,499.28
CONCHO BLUFF - Power Cost Billing 03/01/2021 to 05/31/2021. Paid June 28, 2021 Transfer from TexPool Investment Fund to CONCHO BLUFF.	\$ 577,750.85
ENGIE LONG DRAW SOLAR - Power Cost Billing 05/01/2021 to 05/31/2021. Paid June 25, 2021 Transfer from TexPool Investment Fund to ENGIE LONG DRAW SOLAR.	\$ 106,628.55

II. WIRE TRANSFERS – Investments

A. Transfer from Happy Bank Revenue Fund to TexPool Investment Fund:

<u>Date</u>		<u>Principal</u>
June 14, 2021	\$	700,000.00
June 18, 2021		300,000.00
June 23, 2021		400,000.00
June 28, 2021		400,000.00
July 2, 2021		300,000.00
July 7, 2021		300,000.00
July 12, 2021		400,000.00

III. WIRE TRANSFERS - Payroll

Automated Clearing House for Pay Periods Ending:

June 11, 2021	\$	123,191.51
June 25, 2021	\$	103,200.68

IV. WIRE TRANSFERS - Payroll - Federal Reserve Bank

Federal Withholding and FICA for Period Ending:

June 11, 2021	\$	43,732.52
June 25, 2021	\$	36,891.15

V. WIRE TRANSFER - TMRS and TML

Texas Municipal Retirement System (TMRS)

Retirement Plan Contribution for the month of June – Paid 06/14/2021	\$	68,620.47
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Texas Municipal League (TML)

Monthly Premium - Medical, Dental, Vision and Life for the month of June – no payment made due to duplicate payment made in May 2021	\$	0
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If you have any questions on the items presented for payment, I will be happy to answer them at your convenience.

Sincerely,



Amy Dozier
Director of Finance

RESOLUTION NO. 21-20

A RESOLUTION OF THE KERRVILLE PUBLIC UTILITY BOARD CONFIRMING AND AUTHORIZING THE PAYMENTS OF INVOICES AS APPROVED AND PRESENTED BY THE CHIEF FINANCIAL OFFICER AND GENERAL MANAGER / CEO.

WHEREAS, the providers of services or material have submitted invoices for payment;
and

WHEREAS, the Chief Financial Officer or General Manager/CEO has reviewed the invoices and approved payments for services rendered or material received.

WHEREAS, the items marked "Paid" have been previously approved by the Board and are included in this Resolution for information; now, therefore,

BE IT RESOLVED BY THE KERRVILLE PUBLIC UTILITY BOARD THAT:

Section 1. That the Kerrville Public Utility Board review payment of the items set forth on the preceding Schedule.

Section 2. That the Kerrville Public Utility Board instructs the General Manager/CEO or his designee to make said payments and ratifies the payment of the items marked "Paid."

Section 3. This Resolution shall take effect immediately from and after its passage.

PASSED, APPROVED AND ADOPTED on this 21st day of July, 2021

Philip Stacy, Chairman

ATTEST:

Larry Howard, Secretary

MEMORANDUM

To: Philip Stacy
Mark Cowden
Larry Howard
Bill Thomas
Mayor Bill Blackburn

From: Amy Dozier

Date: July 14, 2021

Re: Agenda Item No. 10 — Financial Report

KPUB recorded an operating loss of \$88,257 for the month of June 2021. This loss is \$255,190 less than budgeted operating income of \$166,933. June's net loss of \$87,462 is \$274,340 less than budgeted net income of \$186,043.

On a year-to-date (October 1, 2020 to June 30, 2021) basis, KPUB recorded operating income of \$1,049,827. This operating income is \$433,661 more than budgeted operating income of \$616,163. Year-to-date net income of \$1,111,059 is \$323,650 more than budgeted net income of \$787,405.

Through June 30, 2021, operating expenses, excluding power cost, are below budget by \$731,656 or 7.9%.

The over collected power cost balance at June 30, 2021 fell to \$5,930,139. The balance in this account has fallen in 7 of the last 9 months. Accordingly, the Power Cost Adjustment (PCA) was changed from \$85.00 to \$95.00 in July 2021. The PCA is expected to remain stable at \$95.00 for the foreseeable future.

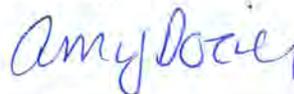
The balance in the Rate Stabilization Fund is \$1,897,607.

Debt service coverage for June is 5.01. The coverage factor for the fiscal year is 10.00.

Also included in this report package are quarterly reports with the following information:

1. Individual vendor payments over \$10,000 during the period April 1 – June 30, 2021.
2. Payments to a single vendor totaling more than \$10,000 for the rolling 12 month period ending June 30, 2021.

Sincerely,



Amy Dozier
Director of Finance

Kerrville Public Utility Board
Statement of Revenues, Expenses and Changes in Retained Earnings
June 30, 2021
(UNAUDITED)



	Comparison to Budget			Comparison to Last Year			
	Current Month	Current Month Budget Amount	Increase (Decrease)	Percentage Increase (Decrease)	Current Month Last Year Amount	Increase (Decrease)	Percentage Increase (Decrease)
OPERATING REVENUES:							
Residential	1,975,808	1,969,437	6,371	0.32%	1,848,733	127,074	6.87%
Commercial/Industrial	1,516,947	1,763,085	(246,138)	-13.96%	1,370,695	146,251	10.67%
Sales to Public Authorities	21,082	23,200	(2,118)	-9.13%	23,063	(1,980)	-8.59%
Other	51,224	42,300	8,924	21.10%	8,537	42,688	500.05%
TOTAL OPERATING REVENUES	3,565,061	3,798,022	(232,961)	-6.13%	3,251,028	314,033	9.66%
OPERATING EXPENSES:							
Purchased Power	2,773,249	2,591,660	181,589	7.01%	2,308,041	465,208	20.16%
Distribution	244,096	296,029	(51,934)	-17.54%	224,713	19,383	8.63%
Customer Accounting	38,093	56,700	(18,617)	-32.83%	56,444	(18,361)	-32.53%
Customer Service & Informational	21,582	28,700	(7,118)	-24.80%	21,519	63	0.29%
Administrative Expenses	273,167	359,200	(86,033)	-23.95%	347,959	(74,792)	-21.49%
Franchise Fees - Ingram	2,261	2,800	(539)	-19.25%	2,161	100	4.65%
Depreciation	301,167	298,000	3,167	1.06%	292,573	8,595	2.94%
Other	(287)	(2,000)	1,713	-85.66%	(152)	(165)	134.72%
TOTAL OPERATING EXPENSES	3,653,317	3,631,089	22,228	0.61%	3,253,287	400,030	12.30%
OPERATING INCOME/(LOSS)	(86,257)	166,933	(255,190)	-152.87%	(2,259)	(85,997)	3806.70%
NONOPERATING REVENUES (EXPENSES):							
Revenue Fund, Constr, Emerg	5,380	7,517	(2,137)	-28.42%	10,912	(5,532)	-50.69%
Interest & Sinking Fund	10	88	(78)	-89.16%	42	(33)	-77.31%
Reserve Fund	-	-	-	-	-	-	-
Interest Income - City of Kerrville	15,000	14,167	833	5.88%	15,000	-	0.00%
Interest Expense - Debt	(10,460)	(10,460)	(0)	0.00%	(11,216)	755	-6.73%
Interest Expense - Customer Deposits	(248)	-	(248)	-	-	(248)	-
AFUDC - Borrowed Funds	-	3,100	(3,100)	-100.00%	4,042	(4,042)	-100.00%
Other - net	(8,887)	4,700	(13,587)	-289.09%	357	(9,244)	-2588.17%
TOTAL NONOPERATING REVENUES (EXPENSES):	795	19,111	(18,317)	-95.85%	19,138	(18,343)	-95.85%
NET INCOME/(LOSS)	(87,462)	186,043	(273,507)	-147.01%	16,879	(104,341)	-618.18%
RETAINED EARNINGS AT BEGINNING OF MONTH	70,407,150				68,821,557		
Plus: Contributions in Aid of Constr	7,514	9,000	(1,486)	-16.51%	65,542	(58,028)	-88.54%
Less: General Fund Transfer - Reg	87,449	114,200	(26,751)	-23.42%	92,347	(4,898)	-5.30%
Less: General Fund Transfer - Spec	-	-	-	-	-	-	-
RETAINED EARNINGS AT END OF MONTH	70,239,753				68,811,631		
Percent of Net Income to Operating Revenue							0.52%



Kerrville Public Utility Board
Balance Sheet
As of June 30, 2021

	June 30, 2021 (Unaudited)	September 30, 2020	June 30, 2021 (Unaudited)	September 30, 2020
Assets				
Utility Plant:				
Electric Plant in Service	\$ 88,499,278	\$ 84,757,081	\$ 70,239,608	\$ 69,843,094
Less: Accumulated Depreciation	(43,492,109)	(41,511,651)		
	45,007,169	43,245,430	70,239,608	69,843,094
Construction Work in Progress	3,231,356	4,386,814		
Net Utility Plant	48,238,525	47,632,243		
Restricted Assets:				
Cash and Cash Equivalents:				
Customer Deposits	493,516	523,276		
Total Cash and Cash Equivalents	493,516	523,276		
Investments:				
2013 Bond Construction Fund	-	-		
Interest and Sinking Fund	295,492	423,697		
Emergency, Repair, Replace, Conting Fund	3,535,765	3,534,535		
L.T. Rate Stabilization Fund:	813,855	723,583		
Total Investments	4,645,113	4,681,816		
Total Restricted Assets	5,138,629	5,205,092		
Current Assets:				
Revenue Fund:				
Cash and Cash Equivalents	521,648	591,035		
Investments - Less: Customer Deposits	27,963,916	10,485,176		
Total Revenue Fund	28,485,564	11,076,210		
Construction Fund:				
Cash and Cash Equivalents	5,075	5,068		
Investments	1,439,633	1,658,519		
Total Construction Fund	1,444,708	1,663,587		
Rate Stabilization Fund:				
Cash and Cash Equivalents	1,897,607	1,896,918		
Investments	1,897,607	1,896,918		
Total Rate Stabilization Fund	3,795,214	3,793,836		
ERCOT CRR Auction Funds	611,089	279,826		
Customer Accounts Receivable, Net of Allowances	2,885,401	3,721,152		
Materials and Supplies	928,714	1,011,261		
Other	979,023	912,521		
Total Current Assets	37,232,105	20,561,476		
Deferred Debits:				
Deferred Outflow of Resources	1,972,450	1,972,450		
Advance to City of Kerrville	7,500,000	7,500,000		
Advance to City of Kerrville-2020	-	1,000,000		
Total Deferred Debits	9,472,450	10,472,450		
Total Assets and Deferred Outflows	\$ 100,081,708	\$ 83,871,261		
Liabilities and Equity				
Equity:				
Retained Earnings - Unreserved				
Total Equity				
Liabilities:				
Long-Term Debt:				
2013 Revenue Bonds	3,269,000	3,680,000		
Net of Current Portion	1,445,475	1,445,475		
Plus: Unamortized Premium	4,714,475	5,125,475		
Less: Unamortized Refunding Charge	-	-		
Pension Liability				
Total Long-Term Debt	9,428,950	10,250,950		
Current Liabilities Payable				
from Restricted Assets:				
Current Portion of 2013 Revenue Bonds	411,000	401,000		
Accrued Interest Payable	20,921	56,078		
Accounts Payable 2013 Bond Fund	-	523,276		
Customer Deposits	493,516	11,564		
Interest on Customer Deposits	13,210	-		
	938,647	991,918		
Current Liabilities:				
Accounts Payable - Power Suppliers	15,040,746	2,165,917		
Accounts Payable and Accrued Liab's	676,791	1,220,722		
Over Collection of Power Cost Adj Revs	5,930,625	1,983,318		
	21,648,162	5,369,957		
Total Liabilities	27,301,284	11,487,350		
Deferred Credits:				
Deferred Inflows of Resources-Pension	2,540,816	2,540,816		
Total Equity, Liabilities and Deferred Inflows	\$ 100,081,708	\$ 83,871,261		

Kerrville Public Utility Board
Fund Balance Detail
For the Month Ended June 30, 2021

Restricted

Date	Revenue Fund	Construction Fund	Rate Stabilization Fund	Long Term Rate Stabilization Fund	Debt Reserve Fund	Interest & Sinking Fund	Emergency Repair, Replace & Contingency Fund	Total Funds Invested
Beginning Fund Balance	\$ 28,627,121	\$ 1,441,890	\$ 1,897,523	\$ 813,819	\$ -	\$ 249,650	\$ 3,549,946	\$ 36,579,949
Withdrawals:								
TEXPOOL-TML Insurance	(68,620)							(68,620)
TEXPOOL-TMRS	(560,919)							(560,919)
TEXPOOL-ICRA	(1,053,108)							(1,053,108)
TEXPOOL-CPS Energy	(485,088)							(485,088)
TEXPOOL-NextEra								
TEXPOOL-ERCOT								
TEXPOOL-2013 Bond Payment								
TEXPOOL-City of Garland								
TEXPOOL-DG Southwest Solar LLC	(53,499)							(53,499)
TEXPOOL-Engie-Long Draw Solar	(106,629)							(106,629)
TEXPOOL-Concho Bluff	(577,751)							(577,751)
Investments:								
TEXPOOL	1,000,000							1,000,000
TEXPOOL	700,000							700,000
TEXPOOL	300,000							300,000
TEXPOOL	400,000							400,000
TEXPOOL	400,000							400,000
Fund Balance after Withdrawals & Investments	28,521,507	1,441,890	1,897,523	813,819	-	249,650	3,549,946	36,474,335
Allocation of:								
Interest Income	1,298	64	84	36	-	10	158	1,649
Interest Receivable (accrued on CD)	2,775						866	3,641
Interest Receivable (received on CD)	(39,935)						-	(39,935)
Fund Balance After Allocations	28,485,645	1,441,954	1,897,607	813,855	-	249,659	3,550,970	36,439,690
Interfund Transfers	(45,271)					45,271		-
Ending Fund Balance	\$ 28,440,374	\$ 1,441,954	\$ 1,897,607	\$ 813,855	\$ -	\$ 294,930	\$ 3,550,970	\$ 36,439,690

KERRVILLE PUBLIC UTILITY BOARD
 VENDOR PAYMENTS TOTALING OVER \$10,000
 ROLLING 12 MONTHS ENDED JUNE 30, 2021

VENDOR NAME	JULY-SEPT 2020	OCT-DEC 2020	JAN-MAR 2021	APRIL 2021	MAY 2021	JUNE 2021	GRAND TOTAL
1 CITY OF KERRVILLE	\$ 350,366.28	\$ 223,853.90	\$ 425,788.52	\$ 109,468.91	\$ 85,377.68	\$ 94,939.64	\$ 1,289,794.93
2 TOWNSEND TREE SERVICE COMPANY LLC	199,806.28	108,454.14	152,466.86	28,824.35	42,301.65	35,984.25	567,837.53
3 LOWER COLORADO RIVER AUTHORITY	418,043.05	119,043.73	1,319.44		218,486.97	2,257.50	540,663.72
4 GREENSTONE ELECTRICAL SERVICES LLC	-	9,025.00	245,744.03				473,256.00
5 TEXAS ELECTRIC COOPERATIVES INC	67,354.25	130,316.87	121,409.47	18,447.11	5,347.70	2,526.25	345,401.65
6 NISC INC	81,423.04	83,197.22	83,586.34	27,153.74	31,118.16	29,016.80	335,495.30
7 LINETEC SERVICES LLC	51,199.03	8,126.00	27,745.09	75,990.16	49,007.21	71,655.41	283,722.90
8 STUART C IRBY COMPANY	34,416.92	26,458.80	109,654.76	29,586.54	30,587.70	12,918.37	243,623.09
9 TECHLINE INC	63,820.37	79,012.93	37,580.73	22,850.22	9,516.08	8,182.79	220,963.12
10 SCHNEIDER ENGINEERING INC	74,883.75	47,427.80	36,176.25	34,124.05	13,895.00	6,632.50	213,139.35
11 TSE INTERNATIONAL	128,895.00	-	-	82,814.00			211,709.00
12 TEREX UTILITIES SOUTH, INC.		208,000.00	-	507.28	29.44		208,536.72
13 ALTEC INDUSTRIES, INC.	2,984.35	97.89	166,255.12	50.76		447.25	169,835.37
14 JAMES POWER LINE CONSTRUCTION LLC	140,353.60	-	-				140,353.60
15 CARD SERVICE CENTER	33,871.06	25,744.04	22,897.65	23,706.21	12,298.06	13,837.35	132,354.37
16 SCHWEITZER ENGINEERING LABS, INC.			128,885.00	830.00			129,715.00
17 WESCO DISTRIBUTION INC	23,384.78	87,495.72	5,702.42	8,699.95	924.06	1,411.15	127,618.08
18 COMPUER SOLUTIONS	48,383.66	34,452.63	13,652.54	15,235.68		2,155.30	113,879.81
19 PRESIDIO NETWORKED SOLUTIONS GROUP, LLC	11,130.73	26,169.21	70,879.78		409.05		108,588.77
20 LANDIS+GYR TECHNOLOGY INC	41,456.50	6,818.52	47,200.24		3,116.76	6,233.28	104,825.30
21 BRYCOMM, LLC		58,370.00	-	33,560.00			91,930.00
22 MAXEY ENERGY COMPANY	31,576.86	-	-	35,119.96	21,874.68		88,571.50
23 ANIXTER INC	24,409.50	15,395.26	46,920.00				86,724.76
24 OSMOSE UTILITIES SERVICES INC	-	-	64,317.49	7,885.08		12,620.01	84,822.58
25 DAVIDSON TROILO REAM & GARZA	17,591.76	8,546.80	12,504.00	13,942.95	7,408.30		59,993.81
26 CITY OF INGRAM	27,890.02	-	31,618.84				59,508.86
27 COOPERATIVE RESPONSE CENTER INC	13,395.14	12,638.10	16,507.97	4,939.84	4,927.80	5,892.45	58,301.30
28 KEN STOEPEL FORD	-	-	53,734.74				53,734.74
29 SHI GOVERNMENT SOLUTIONS INC	3,675.50	11,503.97	27,528.20	7,091.90		2,160.00	51,959.57
30 KRAUSS GARAGE	13,155.51	8,913.18	4,804.07	6,321.28	8,469.58	7,235.86	48,899.48
31 RAPID7 LLC	13,250.00	23,922.75	5,160.00				42,332.75
32 JUAN JOSE MARTINEZ JR	13,975.00	9,000.00	9,000.00	3,125.00	3,200.00	3,930.00	42,230.00
33 KERRVILLE ECONOMIC DEVELOPMENT CORP	-	39,500.00	-				39,500.00
34 BOLINGER, SEGARS, GILBERT & MOSS LLP	-	26,000.00	11,000.00				37,000.00
35 USIC LOCATING SERVICES INC	9,005.36	9,061.03	8,213.14	3,973.73	3,341.89	3,041.62	36,636.77
36 MARMON UTILITY LLC		36,500.00	-				36,500.00
37 KERRVILLE PUBLIC UTILITY BOARD-ELECTRIC	10,858.32	7,786.32	8,618.52	2,430.50	2,442.62	2,633.01	34,769.29
38 AMERICAN PUBLIC POWER ASSN CORP	4,629.00	585.00	-	21,093.76	8,261.45		34,569.21
39 STATE COMPTROLLER	-	33,947.07	-				33,947.07
40 AMERICAN FIDELITY ASSURANCE CO	8,419.26	10,560.00	5,299.20	2,649.60		5,299.20	32,227.26
41 INTEGRAL AV SOLUTIONS, LLC		23,794.58	4,997.97	1,955.10			30,747.65

KERRVILLE PUBLIC UTILITY BOARD
 VENDOR PAYMENTS TOTALING OVER \$10,000
 ROLLING 12 MONTHS ENDED JUNE 30, 2021

VENDOR NAME	JULY-SEPT 2020	OCT-DEC 2020	JAN-MAR 2021	APRIL 2021	MAY 2021	JUNE 2021	GRAND TOTAL
42 FITCH RATINGS, INC					30,000.00		30,000.00
43 JF PETROLEUM GROUP						29,448.55	29,448.55
44 MERCER PERSONNEL MGT CENTER				28,123.56			28,123.56
45 SURVALENT TECHNOLOGY INC	24,514.00	3,600.00	-				28,114.00
46 VERIZON WIRELESS	6,280.01	6,093.90	6,942.14	2,626.02	2,375.23	2,103.22	26,420.52
47 KERRVILLE RANCH AND PET CENTER	9,152.00	3,267.85	1,692.20	798.65		10,810.32	25,661.02
48 METROPOLITAN LIFE INS CO	6,773.75	6,723.11	4,680.94	4,641.20		2,320.60	25,139.60
49 SECOR EQUIPMENT COMPANY, INC.			23,980.00	421.97			24,401.97
50 STERLING COMPUTERS CORPORATION		24,203.52	-				24,203.52
51 WELLBORN ENGINEERING & SURVEYING		21,852.73	2,042.50				23,895.23
52 DELLMARKETING LP	9,926.21	902.52	-		9,395.51	3,669.16	23,893.40
53 TEXAS FIRST GROUP REPLACEMENT SVC, INC.			-		16,302.68	5,830.26	22,132.94
54 ECOMPLIANCE INC			-		21,277.15		21,277.15
55 KWIKSIGNS	9,513.50	9,513.50	-	219	108.00	1,481.00	20,835.00
56 TEXAS PUBLIC POWER ASSOC	17,257.00		-		2,500.00		19,757.00
57 GDS ASSOCIATES	10,571.55	8,646.20	-				19,217.75
58 INCEPTION CONCEPTS LLC		14,616.82	-				14,616.82
59 LONESTAR FIELD SERVICES	5,736.55	3,190.00	3,610.00	1,344.45		2,500.00	17,116.82
60 REPUBLIC SERVICES #859, INC.	2,560.89	3,325.52	4,645.14	1,552.29	1,069.23	1,477.18	15,358.18
61 C-3 ENVIRONMENTAL SPECIALTIES, LP	4,300.00	1,827.50	-	1,850.00	6,714.00	1,809.35	14,962.42
62 CENTRAL TEXAS ELECTRIC COOPERATIVE	13,613.71		-				13,613.71
63 KEL-CO LANDSCAPING & LAWN SERVICE	3,600.00	2,700.00	2,700.00	2,600.00	900.00	900.00	13,400.00
64 RICHARD C DREISS	4,800.00		3,750.00	4,800.00			13,350.00
65 ALL POINTS COMMUNICATIONS, INC.	5,940.46	108.50	2,607.80		2,708.98	1,785.00	13,150.74
66 M&S ENGINEERING	7,020.00		5,040.00	1,080.00			13,140.00
67 HILL COUNTRY TELEPHONE COOPERATIVE INC	2,781.49	3,012.66	2,996.64	999.88	999.88	2,148.13	12,938.68
68 KBS ELECTRICAL DISTRIBUTORS INC	5,231.50	4,642.50	1,294.50	1,306.32			12,474.82
69 WILLIAMS SCOTSMAN, INC.			8,254.00	1,336.14	1,326.15		12,242.44
70 BENNO'S ELECTRIC LLC	2,125.00	837.93	2,105.00	198.53		8,800.00	11,941.46
71 PRIESTER-MELL & NICHOLSON, INC.	3,430.72	1,676.50	4,206.09		2,479.00		11,792.31
72 GREATBLUE RESEARCH, INC.				10,750.00			10,750.00
73 D W ELECTRIC CO., INC.	9,197.00		-	1,018.02			10,710.32
74 STROEHER & OLFERS, INC.	3,108.25	6,205.52	1,336.37		495.30		10,650.14
75 FEDRESULTS INC	10,000.00		-				10,000.00
76 STEPHEN B SCHULTE, P.C.		1,812.50	3,650.00	1,525.00	785.00		9,897.50
	\$ 2,141,037.47	\$ 1,688,477.74	\$ 2,092,701.70	\$ 689,508.69	\$ 661,777.95	\$ 407,418.91	\$ 7,680,922.46

Accounts Payable
Check Register

04/01/2021 To 06/30/2021

Bank Account: 1 - Happy State BANK 1

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
132668 04/01/2021	CHK	52	MAXEY ENERGY COMPANY	FLEET UNLEADED FUEL(4501 GALLONS)	35,119.96
132677 04/01/2021	CHK	15728	TSE INTERNATIONAL	TENSION/REEL CARRIER-REPLACE UNIT#3186	82,814.00
1535 04/08/2021	DD	1147	LINETEC SERVICES LLC	LUMP SUM UNITS WO4001613(832-19)TRINITY	31,530.45
132682 04/08/2021	CHK	96	AMERICAN PUBLIC POWER ASSN. COR	ANNUAL DUES-2021	21,093.76
1544 04/15/2021	DD	108	CITY OF KERRVILLE	3% GROSS REVENUES FEES-MARCH	109,038.01
1547 04/15/2021	DD	25169	NISC, INC.	ENGINEERING/SOFTWARE MAINTENANCE	25,172.33
1549 04/15/2021	DD	5415	SCHNEIDER ENGINEERING, LLC	GENERAL SUBSTATION ENGINEERING	25,195.30
1553 04/15/2021	DD	1531	TOWNSEND TREE SERVICE COMPANY	TREE TRIMMING SERVICES NTXGF WE03272021	10,353.48
132726 04/15/2021	CHK	5833	DAVIDSON TROILO REAM & GARZA	LEGAL SERVICES RE:GENERAL-2009 FORWARD	13,942.95
1554 04/22/2021	DD	1568	BRYCOMM, LLC	INTRUSION SYSTEM INSTALLATION	33,560.00
132774 04/22/2021	CHK	273	COMPUTER SOLUTIONS	CISCO CATALYST SWITCH 3YR SNTP	14,984.08
132780 04/22/2021	CHK	915	MERCER PERSONNEL MGT CENTER	ADVERTISING-CHIEF ENGINEER RECRUITMENT	28,123.56
1564 04/29/2021	DD	1147	LINETEC SERVICES LLC	MISC.CHARGES WO410565 HARPER SS POLES	44,459.71
1565 04/29/2021	DD	17273	STUART C.IRBY COMPANY	TRANSFORMER PAD 300KVA/500KVA	26,336.69
1566 04/29/2021	DD	70	TECHLINE INCORPORATED	LED UG FAULT INDICATOR	18,406.43
1568 04/29/2021	DD	1531	TOWNSEND TREE SERVICE COMPANY	TREE TRIMMING SERVICES NTXGF W04032021	18,470.87
132805 04/29/2021	CHK	1599	GREATBLUE RESEARCH, INC.	2021 ANNUAL CUSTOMER SATISFACTION STUDY	10,750.00
534 04/30/2021	WIRE	892	CARD SERVICE CENTER	CARD ENDING IN 0684-M. WITTLER	13,933.97
1574 05/06/2021	DD	1147	LINETEC SERVICES LLC	MISCELLANEOUS SVCS. WO#4101787 HWY 16	18,367.25
132834 05/06/2021	CHK	1604	FITCH RATINGS, INC	UTILITY SYS REV BONDS SERVICE RATING FEE	30,000.00
1584 05/13/2021	DD	1147	LINETEC SERVICES LLC	KPUB MISC.WO#4001671 230 VESA MERDE DR	30,639.96
1585 05/13/2021	DD	25169	NISC, INC.	BILLING SERVICES-APRIL	13,961.88
1587 05/13/2021	DD	5415	SCHNEIDER ENGINEERING, LLC	GENERAL SUBSTATION ENGINEERING	12,395.00
1592 05/13/2021	DD	1531	TOWNSEND TREE SERVICE COMPANY	TREE TRIMMING SERVICES NTXGF WE04242021	16,232.07
1595 05/20/2021	DD	1145	GREENSTONE ELECTRICAL SERVICES,	MIDDLE SCHOOL BACKBONE-MATERIAL\$INCREASE	170,161.97
1597 05/20/2021	DD	25169	NISC, INC.	SOFTWARE/ENGINEERING SUPPORT-APRIL	17,156.28

Accounts Payable
Check Register

04/01/2021 To 06/30/2021

Bank Account: 1 - Happy State BANK 1

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
132900 05/20/2021	CHK	52	MAXEY ENERGY COMPANY	FLEET UNLEADED FUEL-4259 GALLONS	21,874.68
1604 05/27/2021	DD	108	CITY OF KERRVILLE	3% GROSS REVENUES FEES-APRIL	85,327.36
1606 05/27/2021	DD	1145	GREENSTONE ELECTRICAL SERVICES,	MIDDLE SCHOOL BACKBONE-COMMUNICATIONS	48,325.00
1609 05/27/2021	DD	17273	STUART C.IRBY COMPANY	POWER LINE MARKER-WO4103047	25,985.95
1612 05/27/2021	DD	1531	TOWNSEND TREE SERVICE COMPANY	TREE TRIMMING SERVICES NTXGF WE05082021	16,333.35
132914 05/27/2021	CHK	892	CARD SERVICE CENTER	CARD ENDING IN 0684-M. WITTLER	12,298.06
132915 05/27/2021	CHK	1155	ECOMPLIANCE INC	ANNUAL SUBSCRIPTION RENEWAL	21,277.15
1616 06/03/2021	DD	1147	LINETEC SERVICES LLC	MISC. BILLING WO4002033-ELM PASS	25,974.46
1625 06/10/2021	DD	25169	NISC, INC.	SOFTWARE SUPPORT/ENGINEERING SUPPORT-MAY	17,156.28
1628 06/10/2021	DD	17273	STUART C.IRBY COMPANY	45FT CL3/40FT CL4 CREOSOTE WOOD POLES	12,052.87
132969 06/10/2021	CHK	15227	KERRVILLE RANCH AND PET CENTER	FR RETARDENT JEANS/PEST CONTROL	10,810.32
1635 06/17/2021	DD	1147	LINETEC SERVICES LLC	MISC.SERVICES WO4018609 820 HWY 39	45,680.95
1637 06/17/2021	DD	25169	NISC, INC.	BILL PRINT SERVICES-MAY	11,860.52
1641 06/17/2021	DD	1531	TOWNSEND TREE SERVICE COMPANY	TREE TRIMMING SERVICES NTXGF WE03202021	18,939.30
1645 06/24/2021	DD	108	CITY OF KERRVILLE	3% GROSS REVENUES FEES-MAY	85,408.04
1650 06/24/2021	DD	1531	TOWNSEND TREE SERVICE COMPANY	TREE TRIMMING SERVICES NTXGF WE0529202	17,044.95
133017 06/24/2021	CHK	1595	JF PETROLEUM GROUP	FUEL MASTER SYSTEM UPGRADE	29,448.55
133021 06/24/2021	CHK	21343	OSMOSE UTILITIES SERVICES, INC	WOOD POLE INSPECTIONS 2/1-2/5	12,620.01
586 06/30/2021	WIRE	892	CARD SERVICE CENTER	CARD ENDING IN 2870-A. BUECHE	13,837.35
Total for Bank Account - 1 :					(45)
Grand Total :					(45)

Total for Bank Account - 1 : (45)

Grand Total : (45)

MEMORANDUM

To: Philip Stacy
Mark Cowden
Larry Howard
Bill Thomas
Mayor Bill Blackburn

From: Damon Richardson

Date: July 12, 2021

Re: Agenda Item No. 11 – Approval and Reporting of Purchases and Sales

Presented for your consideration and review are the recommendations for purchase of goods or services.

- A. Quote No. 2917: URD Transformers, Pad Mount, Underground Residential Delivery.** Staff is recommending the approval of a purchase order to Wesco for \$150,947.38 for the purchase of transformers. Irby will be awarded line item 1 from this quote for \$11,123.70. Request for quotations went out to 5 vendors, 5 vendors responded representing 3 different manufactures. GE's quote was so high the vendor did not turn it in, and Cooper is not taking new orders at this time. Award is based on price, delivery and efficiency evaluation, supporting documents attached. These transformers are some of what will be needed for projected developments in Center Point, Comanche Trace and the Olympic Drive area. We need to order this far in advance due to current lead times.

Please let me know if you have any questions or concerns.

Sincerely,


Damon Richardson
Purchasing Agent

Quotation	Description	Date	Response Due Date	Name	Total Quotation Cost
2917	URD Transformers	6/16/2021	7/12/2021 8:00	MASTER QUOTATION	0
2917	URD Transformers	6/16/2021	7/12/2021 8:00	WESCO DISTRIBUTION, INC.	162,552.65
2917	URD Transformers	6/16/2021	7/12/2021 8:00	KBS ELECTRICAL DISTRIBUTORS INC.	182,630.00
2917	URD Transformers	6/16/2021	7/12/2021 8:00	TEXAS ELECTRIC COOPERATIVES, INC.	194,783.35
2917	URD Transformers	6/16/2021	7/12/2021 8:00	PRIESTER-MELL & NICHOLSON, INC.	195,815.00
2917	URD Transformers	6/16/2021	7/12/2021 8:00	STUART C.IRBY COMPANY	180,726.85
	Wesco minus the 25KVA's				150,947.38
	Irby 25KVA's only				11,123.70

RFQ 2917
URD Transformers 25 kVA 120/240
July 14, 2021

Historical Loss Factor

Description	Vendor	Delivery Days	Incomplete Submission	Excep.	Qty	Price Ea.	Total Bid Price	%Z	No-load Losses	Load Losses	Total Owning Cost	
											Each	Bid
25 kVA 120/240	KBS	252	N	N	5	\$2,246.00	\$11,240.00		72	235	\$ 2,730.84	\$ 13,654.20
	PM	224	N	N	5	\$2,365.00	\$11,825.00		51	363	\$ 2,963.30	\$ 14,816.51
	Irby	252	N	N	5	\$2,224.74	\$11,123.70		72	235	\$ 2,707.58	\$ 13,537.90
	TEC	252	N	N	5	\$2,397.78	\$11,988.90		72	235	\$ 2,880.62	\$ 14,403.10
	Wesco	168	N	N	5	\$2,321.05	\$11,605.27		57	308	\$ 2,862.34	\$ 14,311.68
		56	N	N	5	\$0.00	\$0.00				\$ -	\$ -
		98	N	N	5	\$0.00	\$0.00				\$ -	\$ -

Max NL 72
 Min LL 235
 NL Loss Factor 2.450
 LL Loss Factor 1.304

Current Loss Factor

Description	Vendor	Delivery Days	Incomplete Submission	Excep.	Qty	Price Ea.	Total Bid Price	%Z	No-load Losses	Load Losses	Total Owning Cost	
											Each	Bid
25 kVA 120/240	KBS	252	N	N	5	\$2,246.00	\$11,240.00	0.00	72	235	\$ 3,554.59	\$ 17,672.52
	PM	224	N	N	5	\$2,365.00	\$11,825.00	0.00	51	363	\$ 3,732.20	\$ 19,660.88
	Irby	252	N	N	5	\$2,224.74	\$11,123.70	0.00	72	235	\$ 3,511.24	\$ 17,566.22
	TEC	252	N	N	5	\$2,397.78	\$11,988.90	0.00	72	235	\$ 3,894.23	\$ 18,421.42
	Wesco	168	N	N	5	\$2,321.05	\$11,605.27	0.00	57	308	\$ 3,622.45	\$ 18,112.23
		56	N	N	5	\$0.00	\$0.00	0.00	0	0	\$ -	\$ -
		98	N	N	5	\$0.00	\$0.00	0.00	0	0	\$ -	\$ -

Max NL 72
 Min LL 235
 NL Loss Factor 10.297
 LL Loss Factor 2.320

Evaluation	Vendor	Value
Total Lead Time Minimum	0	56
Ownership Cost (Historical Loss Factor) Minimum	0	\$ -
Ownership Cost (Current Loss Factor) Minimum	0	\$ -
Minimum Purchase	Irby	\$2,224.74

Rank	Total Lead Time	Minimum Ownership Cost (Historical Loss Factor)	Minimum Ownership Cost (Current Loss Factor)	Minimum Purchase	TOTAL
KBS	1	4	4	4	13
PM	4	1	1	2	8
Irby	1	5	5	5	16
TEC	1	2	2	1	6
Wesco	5	3	3	3	14
	#N/A	#N/A	#N/A	#N/A	#N/A
	#N/A	#N/A	#N/A	#N/A	#N/A

RFQ 2917
URD Mount Transformers 37.5 kVA 120/240
July 14, 2021

Historical Loss Factor

Description	Vendor	Delivery Days	Incomplete Submission	Excep.	Qty	Price Ea.	Total Bid Price	%Z	No-load Losses	Load Losses	Total Owning Cost	
											Each	Bid
37.5 kVA 120/240	KBS	252	N	N	10	\$2,427.00	\$24,270.00		95	348	\$ 3,113.54	\$ 31,135.42
	PM	224	N	N	10	\$2,697.00	\$26,970.00		65	509	\$ 3,519.99	\$ 35,199.86
	Irby	252	N	N	10	\$2,401.03	\$24,010.30		95	348	\$ 3,087.57	\$ 30,875.72
	TEC	252	N	N	10	\$2,587.78	\$25,877.80		95	348	\$ 3,274.32	\$ 32,743.22
	Wesco	188	N	N	10	\$2,400.00	\$24,000.00		80	404	\$ 3,122.82	\$ 31,228.16
			98	N	N	10	\$0.00	\$0.00				\$ -

Max NL 95
 Min LL 348
 NL Loss Factor 2.450
 LL Loss Factor 1.304

Current Loss Factor

Description	Vendor	Delivery Days	Incomplete Submission	Excep.	Qty	Price Ea.	Total Bid Price	%Z	No-load Losses	Load Losses	Total Owning Cost	
											Each	Bid
37.5 kVA 120/240	KBS	252	N	N	10	\$2,427.00	\$24,270.00	0.00	95	348	\$ 4,212.45	\$ 42,124.60
	PM	224	N	N	10	\$2,897.00	\$28,970.00	0.00	65	509	\$ 4,547.03	\$ 45,470.31
	Irby	252	N	N	10	\$2,401.03	\$24,010.30	0.00	95	348	\$ 4,188.49	\$ 41,884.90
	TEC	252	N	N	10	\$2,587.78	\$25,877.80	0.00	95	348	\$ 4,373.24	\$ 43,733.40
	Wesco	188	N	N	10	\$2,400.00	\$24,000.00	0.00	80	404	\$ 4,180.91	\$ 41,809.12
			98	N	N	10	\$0.00	\$0.00	0.00	0	0	\$ -

Max NL 95
 Min LL 348
 NL Loss Factor 10.297
 LL Loss Factor 2.320

Evaluation	Vendor	Value
Total Lead Time	0	56
Minimum Ownership Cost (Historical Loss Factor)	0	\$ -
Minimum Ownership Cost (Current Loss Factor)	0	\$ -
Minimum Purchase	Wesco	\$2,400.00

Rank	Total Lead Time	Minimum Ownership Cost (Historical Loss Factor)	Minimum Ownership Cost (Current Loss Factor)	Minimum Purchase	TOTAL
KBS	1	4	3	3	11
PM	4	1	1	1	7
Irby	1	5	4	4	14
TEC	1	2	2	2	7
Wesco	5	3	5	5	18
	#N/A	#N/A	#N/A	#N/A	#N/A
	#N/A	#N/A	#N/A	#N/A	#N/A

RFQ 2917
URD Mount Transformers 50 kVA 120/240
July 14, 2021

Historical Loss Factor

Description	Vendor	Delivery Days	Incomplete Submission	Excep.	Qty	Price Ea.	Total Bid Price	%Z	No-load Losses	Load Losses	Total Owning Cost	
											Each	Bid
50 kVA 120/240	KBS	252	N	N	15	\$2,636.00	\$39,540.00	0.00	107	482	\$ 3,325.68	\$ 52,900.17
	PM	224	N	N	15	\$2,871.00	\$43,065.00	0.00	81	611	\$ 3,866.19	\$ 57,992.91
	irby	252	N	N	15	\$39,123.75	\$39,123.75	0.00	107	482	\$ 3,498.93	\$ 52,483.92
	TEC	168	N	N	15	\$2,911.11	\$42,166.65	0.00	107	482	\$ 3,701.79	\$ 55,526.82
	Wesco	56	N	N	15	\$2,494.74	\$37,421.06	0.00	90	543	\$ 3,423.31	\$ 51,348.64
		96	N	N	15	\$0.00	\$0.00	0.00			\$ -	\$ -

Max NL 107
 Min LL 482
 NL Loss Factor 2.450
 LL Loss Factor 1.304

Current Loss Factor

Description	Vendor	Delivery Days	Incomplete Submission	Excep.	Qty	Price Ea.	Total Bid Price	%Z	No-load Losses	Load Losses	Total Owning Cost	
											Each	Bid
50 kVA 120/240	KBS	252	N	N	15	\$2,636.00	\$39,540.00	0.00	107	482	\$ 4,355.66	\$ 72,537.97
	PM	224	N	N	15	\$2,871.00	\$43,065.00	0.00	81	611	\$ 5,122.39	\$ 76,535.87
	irby	252	N	N	15	\$39,123.75	\$39,123.75	0.00	107	482	\$ 4,828.11	\$ 72,421.72
	TEC	168	N	N	15	\$2,911.11	\$42,166.65	0.00	107	482	\$ 5,030.97	\$ 75,464.62
	Wesco	56	N	N	15	\$2,494.74	\$37,421.06	0.00	90	543	\$ 4,581.05	\$ 70,215.88
		96	N	N	15	\$0.00	\$0.00	0.00	0	0	\$ -	\$ -

Max NL 107
 Min LL 482
 NL Loss Factor 10.297
 LL Loss Factor 2.320

Evaluation	Vendor	Value
Total Lead Time	0	56
Minimum Ownership Cost (Historical Loss Factor)	0	\$ -
Minimum Ownership Cost (Current Loss Factor)	0	\$ -
Minimum Purchase	Wesco	\$2,494.74

Rank	Total Lead Time	Minimum Ownership Cost (Historical Loss Factor)	Minimum Ownership Cost (Current Loss Factor)	Minimum Purchase	TOTAL
KBS	1	3	3	3	10
PM	4	1	1	1	7
irby	1	4	4	4	13
TEC	1	2	2	2	7
Wesco	5	5	5	5	20
	#/N/A	#/N/A	#/N/A	#/N/A	#/N/A
	#/N/A	#/N/A	#/N/A	#/N/A	#/N/A

RFQ 2917
URD Mount Transformers 75 kVA 120/240
July 14, 2021

Historical Loss Factor

Description	Vendor	Delivery Days	Incomplete Submission	Excep.	Qty	Price Ea.	Total Bid Price	%Z	No-load Losses	Load Losses	Total Owning Cost	
											Each	Bid
75 kVA 120/240	KBS	252	N	N	15	\$3,322.00	\$49,830.00		166	566	\$ 4,466.76	\$ 67,001.46
	PM	224	N	N	15	\$3,508.00	\$52,620.00		120	882	\$ 4,952.13	\$ 74,281.92
	Irby	252	N	N	15	\$3,287.63	\$49,314.45		166	566	\$ 4,432.39	\$ 66,485.91
	TEC	252	N	N	15	\$3,543.33	\$53,149.95		166	566	\$ 4,688.09	\$ 70,321.41
	Wesco	168	N	N	15	\$2,710.53	\$40,657.88		125	731	\$ 3,970.00	\$ 59,550.00
		56	N	N	15	\$0.00	\$0.00				\$ -	\$ -
	98	N	N	15	\$0.00	\$0.00				\$ -	\$ -	

Max NL 166
 Min LL 566
 NL Loss Factor 2.450
 LL Loss Factor 1.304

Current Loss Factor

Description	Vendor	Delivery Days	Incomplete Submission	Excep.	Qty	Price Ea.	Total Bid Price	%Z	No-load Losses	Load Losses	Total Owning Cost	
											Each	Bid
75 kVA 120/240	KBS	252	N	N	15	\$3,322.00	\$49,830.00	0.00	166	566	\$ 6,344.23	\$ 95,165.49
	PM	224	N	N	15	\$3,508.00	\$52,620.00	0.00	120	882	\$ 6,789.61	\$ 101,644.17
	Irby	252	N	N	15	\$3,287.63	\$49,314.45	0.00	166	566	\$ 6,309.86	\$ 94,547.94
	TEC	252	N	N	15	\$3,543.33	\$53,149.95	0.00	166	566	\$ 6,565.56	\$ 98,483.44
	Wesco	168	N	N	15	\$2,710.53	\$40,657.89	0.00	125	731	\$ 5,693.34	\$ 85,400.18
		56	N	N	15	\$0.00	\$0.00	0.00	0	0	\$ -	\$ -
	98	N	N	15	\$0.00	\$0.00	0.00	0	0	\$ -	\$ -	

Max NL 166
 Min LL 566
 NL Loss Factor 10.297
 LL Loss Factor 2.320

Evaluation	Vendor	Value
Total Lead Time	0	56
Minimum Ownership Cost (Historical Loss Factor)	0	\$ -
Minimum Ownership Cost (Current Loss Factor)	0	\$ -
Minimum Purchase	Wesco	\$2,710.53

Rank	Total Lead Time	Minimum Ownership Cost (Historical Loss Factor)	Minimum Ownership Cost (Current Loss Factor)	Minimum Purchase	TOTAL
KBS	1	3	3	3	10
PM	4	1	1	2	8
Irby	1	4	4	4	13
TEC	1	2	2	1	6
Wesco	5	5	5	5	20
	#N/A	#N/A	#N/A	#N/A	#N/A
	#N/A	#N/A	#N/A	#N/A	#N/A

RFQ 2817
URD Mount Transformers 100 KVA 120/240
July 14, 2021

Historical Loss Factor

Description	Vendor	Delivery Days	Incomplete Submission	Excep.	Qty	Price Ea.	Total Bid Price	%Z	No-load Losses	Load Losses	Total Owning Cost	
											Each	Bid
100 KVA 120/240	KBS	252	N	N	15	\$3,850.00	\$57,750.00		187	812	\$ 5,357.00	\$ 80,504.97
	PM	224	N	N	15	\$4,089.00	\$61,335.00		150	1007	\$ 5,769.63	\$ 86,544.42
	lrbj	252	N	N	15	\$3,810.31	\$57,154.65		187	812	\$ 5,327.31	\$ 79,909.62
	TEC	252	N	N	15	\$4,106.67	\$61,600.05		187	812	\$ 5,623.67	\$ 84,365.02
	Wesco	168	N	N	15	\$3,257.90	\$48,868.43		141	962	\$ 4,857.79	\$ 72,866.90
		56	N	N	15	\$0.00	\$0.00				\$ -	\$ -
		98	N	N	15	\$0.00	\$0.00				\$ -	\$ -

Max NL 187
 Min LL 812
 NL Loss Factor 2.450
 LL Loss Factor 1.304

Current Loss Factor

Description	Vendor	Delivery Days	Incomplete Submission	Excep.	Qty	Price Ea.	Total Bid Price	%Z	No-load Losses	Load Losses	Total Owning Cost	
											Each	Bid
100 KVA 120/240	KBS	252	N	N	15	\$3,850.00	\$57,750.00	0.00	187	812	\$ 7,659.12	\$ 114,866.75
	PM	224	N	N	15	\$4,089.00	\$61,335.00	0.00	150	1007	\$ 7,969.48	\$ 119,542.22
	lrbj	252	N	N	15	\$3,810.31	\$57,154.65	0.00	187	812	\$ 7,619.43	\$ 114,291.41
	TEC	252	N	N	15	\$4,106.67	\$61,600.05	0.00	187	812	\$ 7,915.79	\$ 118,736.81
	Wesco	168	N	N	15	\$3,257.90	\$48,868.43	0.00	141	962	\$ 6,941.32	\$ 104,119.76
		56	N	N	15	\$0.00	\$0.00	0.00	0	0	\$ -	\$ -
		98	N	N	15	\$0.00	\$0.00	0.00	0	0	\$ -	\$ -

Max NL 187
 Min LL 812
 NL Loss Factor 10.297
 LL Loss Factor 2.320

Evaluation	Vendor	Value
Total Lead Time Minimum	0	56
Ownership Cost (Historical Loss Factor) Minimum	0	\$ -
Ownership Cost (Current Loss Factor) Minimum	0	\$ -
Minimum Purchase	Wesco	\$3,257.90

Rank	Total Lead Time	Minimum Ownership Cost (Historical Loss Factor)	Minimum Ownership Cost (Current Loss Factor)	Minimum Purchase	TOTAL
KBS	1	3	3	3	10
PM	4	1	1	2	8
lrbj	1	4	4	4	13
TEC	1	2	2	1	6
Wesco	5	5	5	5	20
	#N/A	#N/A	#N/A	#N/A	#N/A
	#N/A	#N/A	#N/A	#N/A	#N/A

MEMORANDUM

To: Philip Stacy
Mark Cowden
Larry Howard
Bill Thomas
Mayor Bill Blackburn

From: Howard Hall

Date: July 14, 2021

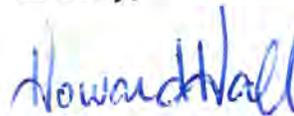
Re: Agenda Item No. 11 – Approval and Reporting of Purchases and Sales

Presented for your consideration and review are these recommendations for purchase and/or sale of goods or services.

- B. CRC Purchase Order.** Staff recommends approval of a Purchase Order to Cooperative Response Center, Inc. (CRC) for \$70,000. This amount should allow for after-hours call handling and line crew dispatching thru September 2022. KPUB has been receiving quality service since the Fall of 2018 for our staff and customers for after hours call handling. CRC was founded in 1992, and in Texas alone, is used by twenty-nine electric cooperatives and one municipality. CRC was selected because they are utility dispatch only and are able to work live with our NISC software including CIS, OMS, and AMI. Attached are the current fiscal years billing to date and a service level update email.
- C. Fleet Sales.** The following vehicles were auctioned and sold thru JJ Kane Auctioneers. Unit 3228, 201012 Ford F-150 ½ Ton Pick-Up \$6,750 and Unit 3226 2010 Ford F-150 ½ ton Extended Cab 4X4 for \$10,000. These amounts reflect the price received before commission. After commission we will net a total of \$15,912.50. Attached is the Seller Totals Report from the auction.

Please let me know if you have any questions or concerns.

Sincerely,



Howard Hall

UTILITY METRICS REPORT

Month	Consumer Calls Received	CSR Answered	Net All IVR Ans	All Greeting	Total Consumer Calls Completed	Total Incomplete Calls	Consumer Calls Completed %	Overall ANI Match	Consumer Avg Wait Time	Consumer Avg Wait All Coops	Dispatch Received	Dispatch Answered	Dispatch Answered %	Avg Disp Time	Dispatch Avg Wait Time	Dispatch Avg Wait All Coops
January	326	173	0	100	273	53	84	127	113	74	70	69	99	4.3	7	6
February	10216	553	1172	5665	7209	3007	71	4602	356	197	95	88	93	5.59	5	8
March	407	261	0	82	343	64	84	100	140	95	83	73	88	4.4	5	9
April	587	305	6	235	545	42	93	179	63	72	56	52	93	2.74	11	5
May	1306	527	18	669	1213	93	93	477	55	64	93	90	97	3.6	7	6
June	490	220	5	163	388	102	79	134	176	164	99	97	98	5.2	21	19
October	217	132	5	64	201	16	93	90	53	91	54	54	100	2.95	1	4
November	193	114	1	57	172	21	89	57	72	106	47	47	100	3.32	4	11
December	213	112	1	72	185	28	87	63	82	97	64	60	94	2.45	8	9
ALL	13955	2397	1208	7107	10529	3426	75	5829	152	105	661	630	95	4.07	8	9

Cooperative Response Center, Inc.
 2000 8th. Street N.W.
 Austin, MN 55912



Toll Free (800) 892-1578 Local (507) 437-2400
 Fax (507) 437-2099 www.crc.coop

Kerrville PUB (TX)
 Accounts Payable
 2250 Memorial Blvd
 PO Box 294999
 Kerrville, TX 78029-4999

Invoice Number 0127339
Invoice Date: Oct 31, 2020
Invoice Total: **\$4,168.57**
 Previous Balance:
 Total Account Balance: **\$4,168.57**

TERMS: *Net 30 Days*

DESCRIPTION	QUANTITY	UNIT COST	AMOUNT
Energy Dispatch			
Base Fee	22,750.00	0.138	3,139.50
Inbound Voice	186.00	2.254	419.24
Inbound Data	5.00	0.104	0.52
Front End Greeting	37.00	0.253	9.36
Dynamic Greeting	27.00	0.299	8.07
Outbound Voice	73.00	2.254	164.54
Restoral Callback	9.00	0.299	2.69
Credit Card Surcharge - Agent	33.00	0.300	9.90
CRCLink			
CRCLink User License	1.00	271.000	271.00
Multispeak OMS Interface	1.00	143.750	143.75
PO Number 19166			

Please make checks payable to Cooperative Response Center, Inc.

INVOICE SUBTOTAL: \$4,168.57
SALES TAX: \$0.00
INVOICE TOTAL: **\$4,168.57**

P.O. Number:

- Backup reports will arrive on the second business day of the month.
- To receive invoices via email contact accounting@crc.coop
- CRC accepts ACH payments email your form to accounting@crc.coop

Focusing on the Human Side of Technology®

Cooperative Response Center, Inc.

2000 8th. Street N.W.
Austin, MN 55912

Toll Free (800) 892-1578
Fax (507) 437-2099

Local (507) 437-2400
www.crc.coop



Kerrville PUB (TX)
Accounts Payable
2250 Memorial Blvd
PO Box 294999
Kerrville, TX 78029-4999

Invoice Number 0127867
Invoice Date: Nov 30, 2020
Invoice Total: **\$4,094.27**
Previous Balance:
Total Account Balance: **\$4,094.27**

TERMS: *Net 30 Days*

DESCRIPTION	QUANTITY	UNIT COST	AMOUNT
Energy Dispatch			
Base Fee	22,750.00	0.138	3,139.50
Inbound Voice	161.00	2.254	362.89
Inbound Data	1.00	0.100	0.10
Front End Greeting	53.00	0.253	13.41
Dynamic Greeting	4.00	0.300	1.20
Outbound Voice	67.00	2.254	151.02
Credit Card Surcharge - Agent	38.00	0.300	11.40
CRCLink			
CRCLink User License	1.00	271.000	271.00
Multispeak OMS Interface	1.00	143.750	143.75
PO Number 19166			

Please make checks payable to Cooperative Response Center, Inc.

INVOICE SUBTOTAL: \$4,094.27
SALES TAX: \$0.00
INVOICE TOTAL: **\$4,094.27**

P.O. Number:

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Austin, MN 55912

Toll Free (800) 892-1578
Fax (507) 437-2099

Local (507) 437-2400
www.crc.coop



Kerrville PUB (TX)
Accounts Payable
2250 Memorial Blvd
PO Box 294999
Kerrville, TX 78029-4999

Invoice Number 0128514
Invoice Date: Dec 31, 2020
Invoice Total: **\$4,163.28**
Previous Balance:
Total Account Balance: **\$4,163.28**

TERMS: *Net 30 Days*

DESCRIPTION	QUANTITY	UNIT COST	AMOUNT
Energy Dispatch			
Base Fee	22,750.00	0.138	3,139.50
Inbound Voice	172.00	2.254	387.69
Inbound Data	1.00	0.100	0.10
Front End Greeting	68.00	0.253	17.20
Dynamic Greeting	4.00	0.300	1.20
Outbound Voice	86.00	2.254	193.84
Restoral Callback	1.00	0.300	0.30
Credit Card Surcharge - Agent	29.00	0.300	8.70
CRCLink			
CRCLink User License	1.00	271.000	271.00
Multispeak OMS Interface	1.00	143.750	143.75
PO Number 19166			

Please make checks payable to Cooperative Response Center, Inc.

REMINDER: Meter counts are due by Jan. 8th

Contact us if you have not received your form.
Send completed forms to accounting@crc.coop.

- Backup reports will arrive on the second business day of the month.
- Questions on an invoice or to update contact info email accounting@crc.coop
- CRC accepts ACH payments, email your form to accounting@crc.coop

INVOICE SUBTOTAL: \$4,163.28
SALES TAX: \$0.00
INVOICE TOTAL: **\$4,163.28**

P.O. Number:

Focusing on the Human Side of Technology®

Cooperative Response Center, Inc.

2000 8th. Street N.W.
Austin, MN 55912

Toll Free (800) 892-1578
Fax (507) 437-2099

Local (507) 437-2400
www.crc.coop



Kerrville PUB (TX)
Accounts Payable
2250 Memorial Blvd
PO Box 294999
Kerrville, TX 78029-4999

Invoice Number 0129060

Invoice Date: Jan 31, 2021

Invoice Total: **\$4,709.67**

Previous Balance:

Total Account Balance: **\$4,709.67**

TERMS: *Net 30 Days*

DESCRIPTION	QUANTITY	UNIT COST	AMOUNT
Energy Dispatch			
Base Fee	23,118.00	0.150	3,467.70
Inbound Voice	242.00	2.254	545.47
Front End Greeting	81.00	0.253	20.49
Dynamic Greeting	19.00	0.299	5.68
Outbound Voice	107.00	2.254	241.18
Restoral Callback	1.00	0.300	0.30
Credit Card Surcharge - Agent	47.00	0.300	14.10
CRCLink			
CRCLink User License	1.00	271.000	271.00
Multispeak OMS Interface	1.00	143.750	143.75
PO Number 19166			

Please make checks payable to Cooperative Response Center, Inc.

INVOICE SUBTOTAL: \$4,709.67
SALES TAX: \$0.00
INVOICE TOTAL: **\$4,709.67**

P.O. Number:

- Backup reports will arrive on the second business day of the month.
- Questions on an invoice or to update contact info email accounting@crc.coop
- CRC accepts ACH payments, email your form to accounting@crc.coop

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Cooperative Response Center, Inc.

2000 8th. Street N.W.

Austin, MN 55912

Toll Free (800) 892-1578

Fax (507) 437-2099

Local (507) 437-2400

www.crc.coop



Cooperative Response Center, Inc.

Kerrville PUB (TX)
Accounts Payable
2250 Memorial Blvd
PO Box 294999
Kerrville, TX 78029-4999

Invoice Number 0129646

Invoice Date: Feb 28, 2021

Invoice Total: **\$7,635.02**

Previous Balance:

Total Account Balance: **\$7,635.02**

TERMS: *Net 30 Days*

DESCRIPTION	QUANTITY	UNIT COST	AMOUNT
Energy Dispatch			
Base Fee	23,118.00	0.150	3,467.70
Inbound Voice	641.00	2.254	1,444.81
Front End Greeting	2,443.00	0.253	618.08
Dynamic Greeting	3,222.00	0.299	963.38
Outbound Voice	167.00	2.254	376.42
Restoral Callback	1,123.00	0.299	335.78
Credit Card Surcharge - Agent	47.00	0.300	14.10
CRCLink			
CRCLink User License	1.00	271.000	271.00
Multispeak OMS Interface	1.00	143.750	143.75
PO Number 19166			

Please make checks payable to Cooperative Response Center, Inc.

INVOICE SUBTOTAL: \$7,635.02

SALES TAX: \$0.00

INVOICE TOTAL: **\$7,635.02**

P.O. Number:

- Backup reports will arrive on the second business day of the month.
- Questions on an invoice or to update contact info email accounting@crc.coop
- CRC accepts ACH payments, email your form to accounting@crc.coop

Focusing on the Human Side of Technology®

Cooperative Response Center, Inc.
 2000 8th. Street N.W.
 Austin, MN 55912



Toll Free (800) 892-1578 Local (507) 437-2400
 Fax (507) 437-2099 www.crc.coop

Kerrville PUB (TX)
 Accounts Payable
 2250 Memorial Blvd
 PO Box 294999
 Kerrville, TX 78029-4999

Invoice Number 0130349
Invoice Date: Mar 31, 2021
Invoice Total: **\$4,939.84**
 Previous Balance:
 Total Account Balance: **\$4,939.84**

TERMS: *Net 30 Days*

DESCRIPTION	QUANTITY	UNIT COST	AMOUNT
Energy Dispatch			
Base Fee	23,118.00	0.150	3,467.70
Inbound Voice	334.00	2.254	752.84
Front End Greeting	76.00	0.253	19.23
Dynamic Greeting	6.00	0.298	1.79
Outbound Voice	121.00	2.254	272.73
Restoral Callback	1.00	0.300	0.30
Credit Card Surcharge - Agent	35.00	0.300	10.50
CRCLink			
CRCLink User License	1.00	271.000	271.00
Multispeak OMS Interface	1.00	143.750	143.75
PO Number 19166			

Please make checks payable to Cooperative Response Center, Inc.

INVOICE SUBTOTAL: \$4,939.84
SALES TAX: \$0.00
INVOICE TOTAL: **\$4,939.84**

P.O. Number:

- Backup reports will arrive on the second business day of the month.
 - Questions on an invoice or to update contact info email accounting@crc.coop
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 Fax (507) 437-2099 www.crc.coop

Kerrville PUB (TX)
 Accounts Payable
 2250 Memorial Blvd
 PO Box 294999
 Kerrville, TX 78029-4999

Invoice Number 0130966
Invoice Date: Apr 30, 2021
Invoice Total: **\$4,927.80**
 Previous Balance:
 Total Account Balance: **\$4,927.80**

TERMS: *Net 30 Days*

DESCRIPTION	QUANTITY	UNIT COST	AMOUNT
Energy Dispatch			
Base Fee	23,118.00	0.150	3,467.70
Inbound Voice	357.00	2.254	804.68
Front End Greeting	198.00	0.253	50.09
Dynamic Greeting	37.00	0.299	11.06
Outbound Voice	71.00	2.254	160.03
Restoral Callback	12.00	0.299	3.59
Credit Card Surcharge - Agent	53.00	0.300	15.90
CRCLink			
CRCLink User License	1.00	271.000	271.00
Multispeak OMS Interface	1.00	143.750	143.75
PO Number 19166			

Please make checks payable to Cooperative Response Center, Inc.

INVOICE SUBTOTAL: \$4,927.80
SALES TAX: \$0.00
INVOICE TOTAL: **\$4,927.80**

P.O. Number:

- Backup reports will arrive on the second business day of the month.
 - Questions on an invoice or to update contact info email accounting@crc.coop
 - CRC accepts ACH payments, email your form to accounting@crc.coop

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 Austin, MN 55912



Toll Free (800) 892-1578 Local (507) 437-2400
 Fax (507) 437-2099 www.crc.coop

Kerrville PUB (TX)
 Accounts Payable
 2250 Memorial Blvd
 PO Box 294999
 Kerrville, TX 78029-4999

Invoice Number 0131562
Invoice Date: May 31, 2021
Invoice Total: **\$5,892.45**
 Previous Balance:
 Total Account Balance: **\$5,892.45**

TERMS: *Net 30 Days*

DESCRIPTION	QUANTITY	UNIT COST	AMOUNT
Energy Dispatch			
Base Fee	23,118.00	0.150	3,467.70
Inbound Voice	617.00	2.254	1,390.72
Front End Greeting	449.00	0.253	113.60
Dynamic Greeting	220.00	0.299	65.78
Outbound Voice	184.00	2.254	414.74
Restoral Callback	37.00	0.299	11.06
Credit Card Surcharge - Agent	47.00	0.300	14.10
CRCLink			
CRCLink User License	1.00	271.000	271.00
Multispeak OMS Interface	1.00	143.750	143.75
PO Number 19166			

Please make checks payable to Cooperative Response Center, Inc.

INVOICE SUBTOTAL: \$5,892.45
SALES TAX: \$0.00
INVOICE TOTAL: **\$5,892.45**

P.O. Number:

- Backup reports will arrive on the second business day of the month.
- Questions on an invoice or to update contact info email accounting@crc.coop
- CRC accepts ACH payments, email your form to accounting@crc.coop

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Howard Hall

From: Laura Beavers <laurabeavers@CRC.COOP>
Sent: Monday, July 12, 2021 9:40 AM
To: Howard Hall
Subject: FW: CRC- Service Levels (UPDATE)

Laura Beavers | Lead Service Excellence Coordinator | Dunlap Center | Cooperative Response Center, Inc. (CRC)
207 Resource Rd. | Dunlap, TN 37327 | 877-272-2407 | serviceexcellence@crc.coop.

Cooperative Response Center, Inc. | Focusing on the Human Side of Technology®



From: Michelle LaVelle
Sent: Monday, June 21, 2021 1:16 PM
To: Michelle LaVelle <michellelavelle@CRC.COOP>
Subject: CRC- Service Levels (UPDATE)

Dear Members,

We wanted to provide you an update on our current status relative to service levels at CRC. It will come as no surprise to many of you that our hold times and abandons are far greater than what either of us would like to see. It's important for us to let you know where we're currently at, how we got here and more importantly our plan going forward.

First, where are we currently at regarding staffing levels. At the present time we down over 50 agents from where we expected to be at the beginning of the year. Compounding this shortage is that we're still dealing with Covid cases amongst our employees so normal absenteeism is also running higher than anticipated.

How did we find ourselves in this predicament. Of the 50+ shortage of agents, we've lost 23 just in the last 4 weeks. The reasons people have for leaving doesn't revolve around a single factor but a multitude of factors (pay, covid fatigue, other work, government incentives, etc.). We also weren't able to hire as many agents as normal in the March-May timeframe as normal which also has been a factor.

Now, how are we going to get out of this and improve service levels overall. First, given the staff shortages, we'll be directing as much traffic as possible to our outage and billing IVR's during periods of high call volume. As an FYI, we don't charge for calls going into the IVR. Secondly, we will be having new training classes that normally wouldn't start until September/October moved up and we'll begin training classes in July and follow up monthly until we exceed the number of agents we need and build in some additional cushion for potential absenteeism due to continued Covid issues.

Beginning in July, to help attract new employees we'll raise our starting wage by 20% in Minnesota and Texas which will put us well above what other employers we compete against for new hires. This will cause a ripple effect with existing employees so we'll be doing wage adjustments for them as well to make sure we stem the tide of those potentially leaving for better pay opportunities.

Finally, we'll be testing a new concept whereby we partner with one of our member coops and train a group of people in that coop's territory using the coop office as the training facility. Upon completion of training, these agents will become totally remote agents. If this concept is successful, it's something we can roll out to other coops or do something similar within a community which has the right characteristics for attracting agents.

And should all the above fail, we'll be moving forward quickly with the establishment of a 4th site. Much of the preliminary work on this has already been completed. We value your membership and know we've fallen short of your expectations but we will get back to providing the service both of us want to see, it unfortunately just won't happen overnight.

In the meantime we'll be holding off on adding any potential new members to the cutover process until at least the 4th quarter of this year and likely longer so we don't add any more volume to the mix until our service levels return to the point we can provide the type of service our current members expect.

Thank you for your membership and continued patience as we work our way through these issues.

***This email is being distributed to each CEO/General Manager and SE Main Contact

Michelle

Michelle LaVelle | SE Director | Austin Center | Cooperative Response Center, Inc. (CRC)
2000 8th Street NW | Austin, MN 55912 | 423-949-8704 | www.crc.coop
Focusing on the human side of technology®



SELLER TOTALS REPORT

07/06/2021 - JJKane Exchange (TA210706)

KERRVILLE PUBLIC UTILITY BOARD

43007	3228	2012 Ford F150 Pickup Truck, 6-cyl Auto, A/C, with grill guard , (95,200 miles) (Runs and Moves) NOTE: This unit is being sold AS IS/WHERE IS via Timed Auction. For pickup information and terms, please reference the release form. (Buyer is responsible for removal. Assistance by consignor or JJ Kane Auctioneers is not assured.) V.I.N. 1FTMF1CMXCFB27263	\$6,750.00
73109	53	2010 Ford F150 4x4 Extended-Cab Pickup Truck, 8-cyl Auto, A/C, with bed cover, (145,445 miles) (Runs & Moves, Check Engine Light On) NOTE: This unit is being sold AS IS/WHERE IS via Timed Auction. For pickup information and terms, please reference the release form. (Buyer is responsible for removal. Assistance by consignor or JJ Kane Auctioneers is not assured.) V.I.N. 1FTFX1EV6AKC00211	\$10,000.00
SELLER TOTAL			\$16,750.00

Thank you for your participation in our auction, We appreciate your business. Your proceeds will be sent in 14 business days Made Payable to: Kerrville Public Utility Board and mailed to 2250 Memorial Blvd, Kerrville TX 78028. For any changes to the check payable to and/or address please contact Colleen Naylor at (856) 764-7163.

SELLER TOTALS REPORT

07/06/2021 - JJKane Exchange (TA210706)

TOTAL LOTS	2
SELLER TOTAL	\$16,750.00

MEMORANDUM

To: Philip Stacy
Mark Cowden
Larry Howard
Bill Thomas
Mayor Bill Blackburn

From: Paul Martinez

Date: July 16, 2021

RE: Agenda item # 12 — Capital Budget and Service Quality Reports

Attached for your review is the third quarter Capital Budget Report

Attachment 12A: FY21Q3 Capital Budget Report

- This table contains the third quarter expenditures and the budgeted amounts for each capital improvement project.

After reviewing the most recent Service Quality Report, Mr. Wittler and I discussed adjusting the report to make it more easily comprehensible. We will have a new format to present next quarter that will be easier to review and discuss.

Please let me know if you have any questions or concerns and I'd be happy to address them.

Best regards,



Paul Martinez, PMP, PE
Director of Engineering

CAPITAL BUDGET REPORT
FISCAL YEAR OCTOBER 1, 2020 - SEPTEMBER 30, 2021

Budget No.	Description	Budget Amount	Qtr 1 (Oct-Dec)	Qtr 2 (Jan-Mar)	April Actual	May Actual	June Actual	Qtr 3 (Apr-June)	YTD Total
0	Retirement W/O Replacement	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
40900	Energy Conservation Programs FY20-21	\$ 154,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
40901	Energy Eff. Programs FY 20-21	\$ 95,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
40902	Education & Training FY20-21	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
41701	Existing AMR System	\$ 30,000	\$ 1,768.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,768.00
41714	Customer Extensions	\$ 624,058	\$ 79,545.80	\$ 409,413.08	\$ 48,808.49	\$ 78,904.70	\$ 23,252.49	\$ 150,965.68	\$ 639,924.56
41721	Street Lights	\$ 114,720	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
41723	Padmount Refurbish & Replacements	\$ 236,520	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
41725	Digger Derrick (Replace Unit #3218)	\$ 245,000	\$ 208,000.00	\$ 1,514.60	\$ 1,550.00	\$ -	\$ -	\$ 1,550.00	\$ 211,064.60
41726	Tension/Reel Carrier (Replace Unit #3186)	\$ 100,000	\$ -	\$ -	\$ 82,814.00	\$ -	\$ -	\$ 82,814.00	\$ 82,814.00
41727	Ford F-150 Single Cab (Rep. Un #3228)	\$ 27,500	\$ -	\$ 53,734.74	\$ 4,512.37	\$ 1,118.24	\$ -	\$ 5,630.61	\$ 59,365.35
41728	Ford F-150 Single Cab (New Un #3263)	\$ 27,500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
41730	Ordinary Replacements	\$ 75,000	\$ -	\$ -	\$ 6,462.85	\$ 365.89	\$ 1,203.72	\$ 8,032.46	\$ 8,032.46
41731	System Improvements	\$ 1,641,420	\$ 98,184.68	\$ 504,099.18	\$ 55,108.49	\$ 224,462.05	\$ 24,648.36	\$ 304,218.90	\$ 906,502.76
41732	Power Factor Improvements/Control Replac	\$ 50,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
41733	Pole Inspection Replacements	\$ 600,000	\$ 45,007.54	\$ 72,799.85	\$ 5,586.92	\$ 47,796.24	\$ 78,077.94	\$ 131,461.10	\$ 249,268.49
41734	Reliability Improvements	\$ 25,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
41747	Harper Rd./Equipment Upgrade	\$ 147,000	\$ 90,673.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 90,673.00
41748	DA Equipment Deployment	\$ 350,000	\$ -	\$ 149,729.76	\$ 9,119.90	\$ 6,737.43	\$ 2,484.31	\$ 18,341.64	\$ 168,071.40
41749	SCADA Upgrades	\$ 150,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
41750	Minor System Improvements	\$ 300,000	\$ -	\$ 3,190.11	\$ -	\$ -	\$ -	\$ -	\$ 3,190.11
41760	IT Normal Replacements	\$ 65,000	\$ 6,015.99	\$ 2,571.89	\$ 4,088.90	\$ 8,051.52	\$ -	\$ 12,140.42	\$ 20,728.30
41761	Network Infrastructure	\$ 75,000	\$ -	\$ 46,260.58	\$ 14,984.08	\$ -	\$ -	\$ 14,984.08	\$ 61,244.66
41762	Security Camera Upgrade	\$ 50,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

CAPITAL BUDGET REPORT
FISCAL YEAR OCTOBER 1, 2020 - SEPTEMBER 30, 2021

Budget No.	Description	Budget Amount	Qtr 1 (Oct-Dec)	Qtr 2 (Jan-Mar)	April Actual	May Actual	June Actual	Qtr 3 (Apr-June)	YTD Total
41763	Email System Upgrade	\$ 45,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
41764	Access System Upgrade	\$ 50,000	\$ 837.93	\$ 6,682.07	\$ 47.16	\$ 316.22	\$ -	\$ 363.38	\$ 7,883.38
41765	Fuel Management Upgrade	\$ 25,000	\$ -	\$ -	\$ -	\$ -	\$ 29,448.55	\$ 29,448.55	\$ 29,448.55
41766	VM Ware	\$ 50,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
41767	Microsoft Office 2019 Upgrade	\$ 25,000	\$ -	\$ 14,702.00	\$ -	\$ -	\$ -	\$ -	\$ 14,702.00
41768	UPS	\$ 35,000	\$ -	\$ -	\$ -	\$ 495.30	\$ -	\$ 495.30	\$ 495.30
41769	Fiber Optic Communications	\$ 175,000	\$ -	\$ -	\$ -	\$ -	\$ 2,235.00	\$ 2,235.00	\$ 2,235.00
41770	Board Room Technology Upgrade	\$ 70,000	\$ 24,697.10	\$ 4,997.97	\$ -	\$ -	\$ -	\$ -	\$ 29,695.07
41774	Office Furniture	\$ 17,220	\$ -	\$ -	\$ -	\$ -	\$ 569.97	\$ 569.97	\$ 569.97
41775	Facilities Improvements	\$ 180,380	\$ 7,000.00	\$ 23,980.00	\$ 198.53	\$ -	\$ -	\$ 198.53	\$ 31,178.53
41776	Misc. Building Improvements	\$ 25,000	\$ 180.00	\$ -	\$ 8,937.79	\$ 1,160.00	\$ -	\$ 10,097.79	\$ 10,277.79
41778	Demonstration EE Projects	\$ 30,000	\$ -	\$ 25.67	\$ -	\$ -	\$ 4,600.00	\$ 4,600.00	\$ 4,625.67
41779	Misc. Capital Tools/Radios	\$ 25,000	\$ -	\$ -	\$ -	\$ 1,283.24	\$ -	\$ 1,283.24	\$ 1,283.24
41903	Community Support Tracking FY20-21	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Totals:	\$ 5,935,318	\$ 561,910	\$ 1,293,702	\$ 242,219	\$ 370,691	\$ 166,520	\$ 779,431	\$ 2,635,042

MEMORANDUM

To:

Philip Stacy
Mark Cowden
Larry Howard
Bill Thomas
Mayor Bill Blackburn

From: Allison Bueché

Date: July 15, 2021

RE: Agenda Item #13—Change for Charity Program Fund Update and Discussion and Action on Resolution 21-14

The Kerrville Public Utility Board (KPUB) Change for Charity program fund continues to be well received with the majority of our customers, and the partnership with St. Vincent de Paul is continuing smoothly as well.

We have had 27 customer opt-out since our last report, bringing a total of 779 residential customers who have opted out of the program as of July 15, 2021.

For the month of June, we granted \$10,005.08 in program funds to 80 households.

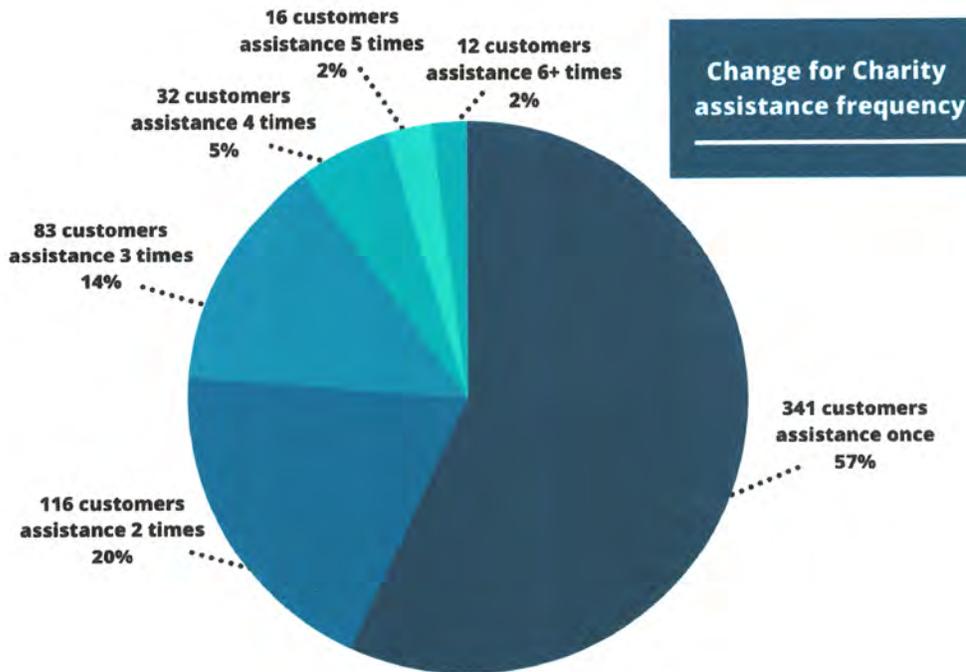
Since the program's inception in July of 2020, we have granted a total of \$151,326.59 in bill payment assistance through the Change for Charity fund to families in our community.

Staff is recommending that we continue to keep our Change for Charity round up program in place beyond the COVID pandemic. The primary purpose of the program would be to provide electric utility bill payment assistance to KPUB customers, and any excess funds could be used for other utility, food or disaster relief, but only with prior Board approval.

St. Vincent de Paul is interested in continuing to administer the program for KPUB at no charge. We have provided their financial statements and they will be present at the July 21, 2021, KPUB Board Meeting to give the Board an overview of how they administer the program and answer questions that you may have.

We have reviewed the assistance payments made by the Change for Charity program since its founding in July 2020 through May 31, 2021. After review, we determined that 341 customers received assistance once (~57%), 116 customers received assistance twice (~20%), 83 customers received assistance three times (~14%), 32 customers received

assistance four times (~5%), 16 customers received assistance 5 times (~2%) and 12 customers have received assistance six or more times (~2%).



Per the Board's request, I have attached is a summary of bill assistance programs that electric utilities in our region have.

Additionally, I have attached the board documents and press release from June 2020 when the program was established for your reference.

Staff is recommending approval of attached Resolution 21-14.

Please let me know if you have any questions or concerns.

Sincerely,

Allison Bueché
Director of Customer & Community Relations
Kerrville Public Utility Board



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Utility	Assistance/Program Comparison Overview	Program Structure
Austin Energy (Muni)	<p>Customer Assistance Program (CAP) Utility Bill Discounts: details here</p> <p>Overview: Residential customers on low or fixed incomes who participate in certain state, federal or local assistance programs can benefit from the City of Austin’s Customer Assistance Programs (CAP) utility discounts.</p> <p>CAP utility bill discounts help reduce Austin Energy customers’ bills an average of \$650 per year.</p> <p>Customers can qualify for electric service customer charge waivers, discount on total electric usage, discount on community benefit charges.</p>	<p>Program structure: Part of Austin Energy’s rate structure as a community benefit charge (mandatory)</p> <p>Eligibility includes household income less than 200% of the federal poverty level or if someone in the household participates in one of these programs: Medicaid, SNAP, CHIP, telephone lifeline program, Travis County comprehensive energy assistance program, medical access program, supplemental security income (SSI), veterans affair supportive housing.</p>
CPS Energy (Muni)	<p>Residential Energy Assistance Partnership (REAP) Program: details here</p> <p>Overview: Customer assistance program to help with energy bills who qualify for assistance.</p> <p>They also have a discount on their monthly service availability charge for customers whose income is at or below 125% of federal poverty guidelines. *maximum customer assistance is \$400 per year</p>	<p>Program structure: CPS donates \$1 million or more per year to the REAP fund (they are 30-40 times KPUB’s size for perspective) & customers can send in additional donations.</p> <p><i>To qualify for REAP you must:</i></p> <ul style="list-style-type: none"> • Have income at or below 125% of federal poverty guidelines and be experiencing financial hardship • Be elderly, handicapped, have small children in your home, or require critical care equipment • Be a resident of San Antonio of Bexar County
Bandera Electric (Co-op)	<p>Round Up Program with funds going to BEC Foundation: details here</p> <p>Overview: All contributions go to the BEC Foundation, the philanthropic arm of Bandera Electric Cooperative.</p> <p>Areas of philanthropic support include:</p> <ul style="list-style-type: none"> - health initiatives - education & youth programs - social services projects - community services projects 	<p>Program structure: The BEC Foundation is financially funded by BEC primarily, but members participate through the round up program. Funds benefit grant, donation and sponsorship requests. Grant requests are reviewed by the BEC Foundation board of directors on a monthly basis.</p>
City of Boerne (Muni)	<p>No assistance programs available.</p>	



**KERRVILLE
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<p>Pedernales Electric Cooperative</p>	<p>Member Aid Assistance Program: Details here.</p> <p>Overview: PEC earmarks funds for member assistance and partners with area agencies to match contribution funds for utility bill payment assistance, burn victim assistance, or building assistance. *maximum \$300 per calendar year for electric bill payment assistance.</p> <p>Also has: Power of Change program: Details here.</p> <p>Overview: Rounded up utility bill contributions go towards PEC community grants and educational support.</p>	<p>Program structure: PEC funded.</p> <p><i>Eligibility:</i></p> <ul style="list-style-type: none"> • Must be a PEC member & name on account. • Be a resident of San Antonio of Bexar County <p>Program structure: PEC member funded. PEC vets organizations themselves.</p>
<p>Central Texas Electric Co-op</p>	<p>Operation Round Up Program: details here</p> <p>Overview: Rounded up utility bills. All contributions go toward community organizations and families or individuals in need, that are vetted by CTEC's Operations Round-Up Board of Directors to ensure the funds will be used to make the community better.</p>	<p>Program structure: Operation Round-Up contributions are kept in a separate fund from CTEC's general funds.</p> <p>When grant applications are received, the Operation Round-Up Board will meet, in-person or virtually, to vet the organization, individual or family applying for the grant. If the grant is approved, a check is issued to the entity.</p>
<p>City of Fredericksburg (Muni)</p>	<p>No assistance programs available.</p>	
<p>Guadalupe Valley Electric Co-op (GVEC)</p>	<p>Power Up Community Fund: Details here.</p> <p>Overview: Rounded up utility bills. 20% of available Power Up Community Funds are allotted to help low-income and elderly GVEC members pay their electric bills.</p> <p>Other program funds (80%) are used for funding projects such as: Education Healthcare Community Development Civic & Community Outreach Public Safety & Service Youth Development</p>	<p>Program structure: Members must qualify for bill-pay assistance through guidelines set by GVEC and the Council of Government Offices who distribute the funds each month to local assistance agencies.</p> <p>For Power Up Grant funding projects, employees initially score/vet them and then applications are forwarded onto an external, non-GVEC affiliated committee for final recommendations for board approval.</p>



**KERRVILLE
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<p>New Braunfels Utilities (Muni)</p>	<p>New Braunfels Utilities (NBU) Assistance Program: Details here.</p> <p>Overview: The New Braunfels Food Bank manages NBU's Utility Bill Payment Assistance Fund, including the amount of assistance that can be provided to customers to help pay for electric, water, and wastewater charges.</p> <p>Low-Income Discount Program: The New Braunfels Food Bank also manages the NBU Low-Income Discount Program, which discounts the total customer bill for those who qualify.</p>	<p>Program structure: Both funds managed by the New Braunfels Food Bank.</p> <p>The Low-Income Discount Program is available for NBU customers who qualify and is applied over a 12-month period.</p>
<p>Bluebonnet Electric Co-op</p>	<p>No assistance programs available.</p>	
<p>San Marcos Electric Utility (Muni)</p>	<p>City of San Marcos Utility Bill Payment Assistance: Details here.</p> <p>Overview: The Utility Assistance program helps qualified utility customers with their past due balances due to financial impacts from COVID-19 or Winter Storm Uri. The program will pay the amount due on their utility account up to \$1500.</p>	<p>Program structure: <i>Eligibility</i> Only one application can be submitted per customer. Assistance may be approved for the balance, but not more than \$1500. Assistance does not relieve customer of any remaining balance or pending utility balance.</p>
<p>Brownsville Utilities (Muni)</p>	<p>Round-Up Program: Details here.</p> <p>Overview: Brownsville partners with a nonprofit, Project Help, who oversees the program for them. The Round-Up funds are intended to help families in extreme emergencies.</p> <p>Brownsville also has another assistance fund, Project Help, that's dedicated exclusively for utility bill payment assistance.</p>	<p>Program structure: Customer funded (automatic opt-in).</p>
<p>Greenville Electric Utility Systems (GEUS) (Muni)</p>	<p>Round-Up Program: Details here.</p> <p>Overview: Rounded up utility bills. Funds will be used to assist customers struggling to pay their electric bills.</p>	<p>Program structure: Customer funded (voluntary opt-in).</p>
<p>Floresville Electric Light & Power System (FELPS) (Muni)</p>	<p>Helping Hands Round-Up Program: Details here.</p> <p>Overview: Funds from this program are used to provide monetary assistance to individuals struggling to pay their electric bills. The program is administered by the Community Council of South Central Texas.</p>	<p>Program structure: Customer funded (automatic opt-in).</p>



**KERRVILLE
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City of Seguin (Muni)	Roll Up Seguin Program: Details here. Overview: Funds from this program are used to provide monetary assistance to individuals struggling to pay their electric bills. The program is administered by the Community Council of South Central Texas.	Program structure: Customer funded (automatic opt-in).
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MEMORANDUM

To: Bill Thomas
Philip Stacy
Mark Cowden
Larry Howard
Mayor Bill Blackburn

From: Mike Wittler

Date: June 12, 2020

Re: Agenda Item 12 - Consideration and Action on Resolution No. 20-13: Bill Payment Assistance Program

Staff is recommending that we establish a Round Up Program that is supplemented by transfers from the Revenue Fund to achieve a funding level equivalent to the PUC Program (\$0.33 per megawatt hour on total sales or \$13,750 per month).

- Round Up Program:
 - o Automatic enrollment
 - o Allow opt-out and refund upon request
 - o Enroll all residential meters
 - o All funding initially dedicated to bill payment assistance, with monthly status reporting to the Board
 - o In the future establish Board appointed committee to administer disbursements from the fund
 - o Continue Round Up Program post-COVID-19 with Board appointed committee to administer disbursements from the fund
- KPUB Contribution to Round Up Program:
 - o Recommend transfer to Round Up Program from the Revenue Fund to make total contribution to the Program equivalent to the PUC Program (\$13,750 per month)
 - o Estimated contribution \$4,000-6,000 per month
 - o Monthly status reporting to the Board and anticipate discontinuing this contribution when the City's Emergency Declaration is no longer in effect

Allison Bueche and Jo Anderson have additional details on our plans to partner with a non-profit to administer this program, establish customer communications plans, and schedule to return to normal billing and collections.

Please let me know if you need additional information to facilitate our discussion.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Wittler". The signature is stylized with a large, sweeping initial "M" and a long, horizontal stroke extending to the right.

Mike Wittler

MEMORANDUM

To: Bill Thomas
Philip Stacy
Mark Cowden
Larry Howard
Mayor Bill Blackburn

From: Allison Bueche

Date: June 11, 2020

Re: Agenda Item No. 12 - Consideration and Action on Recommendation to Partner with the Society of St. Vincent de Paul on KPUB's Utility Bill Assistance Program.

We have considered four different organizations as potential partners that have a history with helping our community members when they are seeking financial aid for utility assistance-The Salvation Army of Kerrville, Christian Assistance Ministry, Community Council of South Central Texas and the Society of St. Vincent de Paul.

I am recommending the Kerrville Public Utility Board (KPUB) partner with the Society of St. Vincent de Paul, a 501c3 nonprofit organization, to oversee and administer KPUB's new utility bill assistance program. The Society of St. Vincent de Paul is an organization that KPUB has had a good working relationship for many years. They are 100% volunteer-run and have an excellent system in place for granting funds to community members in need who have met eligibility criteria in the form of bill payment vouchers. The criteria includes verifying that an income base with the total income and size (i.e., number of household members) meets a matrix within federal poverty guidelines. Additionally, community members can be eligible to receive utility assistance on a case-by-case emergency situation.

Aid will be granted exclusively to KPUB customers through the utility assistance program funds and would be administered by the Society of St. Vincent de Paul with no additional program cost. KPUB also has the authority to dictate additional eligibility criteria for the program funds if we ever choose to do so.

An initial program draft is attached for your review. Please let me know if you have any questions or concerns.

Sincerely,



Allison Bueche
KPUB Marketing Manager



Change for Charity Program

PROGRAM PURPOSE

The Kerrville Public Utility Board (KPUB) has established a Change for Charity program fund for the accumulation and disbursement of funds to primarily provide community assistance for KPUB customers who are struggling to pay their past-due electric utility bills. Additional program funds can be used for other charitable purposes in KPUB's service area of upon committee approval. Upon dissolution of the program fund, any remaining funds shall be distributed only for charitable purposes.

ACCUMULATION OF FUNDS

The Change for Charity program funds will be collected by automatically rounding up the change on customers' monthly utility bills to the next whole dollar. If the customer's bill is \$87.83, it would be rounded to \$88.00 even. The additional .37 cents would be placed into the Change for Charity program fund that is offered to all of KPUB's customers. Participation in the Change for Charity program fund is optional, and the donation amount will be shown on a customer's bill.

Customers can also opt to contribute a specific amount monthly to the program fund or a combination of both. Should the customer choose not to participate, they can opt-out of the program by contacting KPUB's Customer Service Department or through their online SmartHub account. By giving an average of just over \$6.00 in change a year, KPUB customers can empower change for their neighbors in need here in our community.

MANAGEMENT OF FUNDS

Initially, the program funds will be forwarded to the Society of St. Vincent de Paul in a special fund exclusively for utility bill assistance for distribution. The funds are administered at no additional cost. Any future program funds accumulated that are in excess of our community's need for utility assistance will be granted by a committee approval for charitable purposes in the KPUB service area.

ELIGIBILITY CRITERIA

Eligibility for utility assistance through program funds is qualified through the Society of St. Vincent de Paul for income-eligible households by verifying that an income base with the total income and size (i.e., number of household members) of a participant's household meets a matrix within federal poverty guidelines. Additionally, community members can be eligible to receive utility assistance on a case-by-case emergency situation. As a general rule, applicants cannot earn more than 185% of the federal poverty guidelines. Aid will be granted exclusively to Kerrville Public Utility Board customers with program funds and is limited per calendar quarter by the Society of St. Vincent de Paul depending upon what has been granted to a household already and what funding is currently available.



HOW TO APPLY

Requests for financial aid for utility assistance with program funds can be requested to the Society of St. Vincent de Paul by email to svdpkerr@hctc.net by including the following initial information:

- Customer name, birthday and address
- The name of the utility or service provider
- The name and address on the account
- The account number
- The amount owed
- The due date for KPUB payment
- Phone number

HOW FUNDS ARE ISSUED

Checks are not issued to individuals for utility assistance. Vouchers are issued that are redeemable for the amount of utility assistance granted by the Society of St. Vincent de Paul with program funds made exclusively payable to Kerrville Public Utility Board.

MEMORANDUM

To: Bill Thomas
Philip Stacy
Mark Cowden
Larry Howard
Mayor Bill Blackbum

From: Jo Anderson

Date: June 11, 2020

Re: Agenda Item 12 - Planned communications on the Change for Charity Program and Plan to return to normal billing and collections.

If approved, the Change for Charity communication plan will begin July 1st. Cycle 1 billing statements will have special bill stuffer explaining the program. A link to the bill stuffer will be included in the email sent to customers that are on paperless billing, this will require the customer to click the link to access the flyer. The bill stuffer will run in each billing cycle though the month of July. In addition, an On Demand instant message introducing and explaining the program will go out to all customers with email addresses on file. Information about the program will be on our website, SmartHub, Facebook, and Twitter pages as well as radio and Facebook live interviews. Ads and press releases will be printed in local newspapers. All forms of communication will inform customers that they must contact us to opt out of the program.

Plan for resuming normal billing and collections:

Before the pandemic...

Bills due 16 days after issuance, late notice mailed on the 17th day giving additional 10 days to disconnect date (Monday). On Tuesday automatic calls go out to any unpaid account warning of possible disconnect. Wednesday the process for delinquent disconnects is ran and services are remotely disconnected. If AMI opt out meter, truck rolled to location.

Current Process - As of 3/18/20

- Penalties and late fees are being waived and disconnects suspended.
- Automatic phone call on Tuesday to customers with a current past due balance changed to generic call asking customers to contact us.
- Wednesday (Cut-off day) CSRs making personal contact with customers that would be subject to disconnect, setting up payment arrangements as needed.
- Prepaid disconnects stopped.

As of 6/11/20 there were 91 accounts with a balance over 90 days, 100 accounts over 60 days, 350 accounts over 30 days. As a comparison, on average we have about 10 accounts over 90 days past due, 60 over 60 days, and 280 accounts over 30 days past due.

Proposed timeline -

June-

- Letters were mailed June 5th - to accounts with balances over 90, 60, 30 days past due, informing customers that if they have not previously made payment arrangements, entered into a deferred payment agreement, or signed up for prepaid - They must contact KPUB by the due date as indicated on their bill due in July.
- Call - a special Robo call will be made to all customers with arrears - Friendly reminder to customers informing them that account is past due, KPUB's plan to resume disconnections for non-payment, and to contact Customer Service for needed arrangements.
- On Demand emails, notice on the billing statement, and press release notifying customers we will resume regular collection process August 1st.

This would begin with the bills mailed to Cycle 2 on July 8th and due July 24 with a cutoff date of August 5th.

August 1st - Tentatively

- Penalties and late fees go back into effect.
- Return to regular call out schedule and change message back to original call out message.
- Resume collections and disconnects. Beginning with Cycle 2 August 5th.
- Resume Prepaid Disconnects

Payment Arrangements -

As long as payment arrangement or deferred payment agreement is in effect, and payments are made timely, there will be no penalty or late fees assessed and service will not be disconnected.

Deferred payments extension up to one year from the date agreement entered. The average past due balance for residential is \$235.20. That would be the bill plus around \$20.00 each month. Some are less, some more. The highest residential past due balance is right at \$800.00 and that would be the bill plus \$66.67 per month. We could go up to 18 months under special circumstances. I think we will have to look at these on a case by case basis. Some may only need to be 3 to 6 months.

Prepaid deferred balances - 25% of payments go toward unpaid balance. Encouraged especially if we have a deposit to apply.

Please let me know if you have any questions or concerns.

Sincerely,

Jo Anderson

RESOLUTION NO. 20-13

A RESOLUTION OF THE KERRVILLE PUBLIC UTILITY BOARD OF THE CITY OF KERRVILLE, TEXAS, ADOPTING A PROGRAM TO PROVIDE RESIDENTIAL UTILITY BILL PAYMENT ASSISTANCE TO QUALIFIED RATEPAYERS.

WHEREAS, on March 13, 2020, in response to the growing threat of the coronavirus disease (COVID-19), Governor Greg Abbott issued a Declaration of State of Disaster for all counties in Texas; and

WHEREAS, on March 20, 2020, in response to the imminent threat of disaster posed by coronavirus, the Kerrville City Council ratified the disaster declaration signed by Mayor Blackburn on March 16, 2020, as revised, and consented to its continuation indefinitely, or until such time as it is terminated by order of the Council; and

WHEREAS, in response to the Governor's order and due to the public emergency and imperative public necessity, the Public Utility Commission of Texas (the "PUCT") in Project No. 50664 imposed certain requirements and prohibitions upon utilities subject to regulation by the PUCT to aid elderly, ill and/or unemployed residential rate payers; and

WHEREAS, although electric cooperatives and municipally owned electric utilities are generally not subject to the rate jurisdiction of the PUCT, they were urged to adopt programs to aid elderly and/or economically distressed residential rate payers and at last count 40 out of 70 municipally owned utilities implemented policies which to some degree aided distressed residential rate payers; and

WHEREAS, the Board of Trustees believe that it is in the public interest that KPUB adopt a reasonable program the result of which would enable all residential electric rate payers to pay their bills, reduce the expenses of delinquent bill collection and reduce the number of disconnections of service to the same customers endangering the elderly, sick and distressed; and

WHEREAS, The Board of Trustees finds the Residential Utility Bill Payment Assistance Program, described generally below is fair and reasonable and serves the public interest; now, therefore,

BE IT RESOLVED BY THE KERRVILLE PUBLIC UTILITY BOARD THAT:

Section 1. That the General Manager/CEO is authorized and directed to implement a Residential Utility Bill Payment Assistance Program to provide financial aid to qualified residential rate payers in general conformity with this Resolution.

Section 2. That the Program would be funded by revenue from contributions from residential customers initially calculated by rounding the customer bill up to the next whole dollar amount and a monthly contributions from the Revenue Fund in an amount approved by the Board and initially set to achieve monthly contributions totaling \$13,750.

Section 3. That all residential rate payers would be enrolled in the Program unless the rate payer opts-out. The Program concept is neighbor helping neighbor to at least afford the basic necessity of electric power. All residential rate payers, including those receiving aid, will be bill payers at the current rates.

Section 4. That if continued beyond the coronavirus pandemic, the Program shall be overseen by the General Manager/CEO and a committee established by the Board of Trustees.

Section 5. That applicants for assistance must be KPUB residential rate payers and qualified for assistance under the Program by an independent non-profit agency or charity experienced in screening and approved by the Board. Screening services will be memorialized by an appropriate agreement and will be furnished at no cost to KPUB. The General Manager/CEO is authorized and directed to negotiate and execute the agreement for screening services.

Section 6. That during the coronavirus pandemic the Board will be provided with monthly updates on the status of the Program. A full evaluation of the Program will be performed by the Board during each fiscal year. The Program may be modified or terminated by the Board upon reasonable notice to KPUB residential rate payers.

PASSED, APPROVED AND ADOPTED on this 17th day of June, 2020



Bill Thomas, Chairman

ATTEST:



Mark Cowden, Secretary



KERRVILLE PUBLIC UTILITY BOARD

2250 Memorial Blvd • P.O. Box 294999 • Kerrville, Texas 78029-4999 • 830-257-3050

For information:
Allison Bueché, Marketing Manager,
KPUB, 830.792.8250

KPUB APPROVES NEW CHARITY PROGRAM FOR NEIGHBORS HELPING NEIGHBORS

June 30, 2020—The ever-evolving COVID-19 health crisis is not close to being over, including the financial hardships that so many are experiencing across the country and in our own community. The Kerrville Public Utility Board (KPUB) took action back in March to ensure customers had uninterrupted access to utility services, suspending disconnects and late fees for customers with past due accounts. As a result, those past due bills have been accumulating each month for many of the utility's customers.

In August, KPUB will be transitioning to return to its normal billing and collection operations for customers—but life has not resumed back to normal for our community just yet. As a community-owned, not-for-profit utility, helping our neighbors is something important to KPUB because we are your neighbors, too. In response to the growing need within our community, the KPUB Board of Trustees approved the establishment of a new program fund at its June 17, 2020, board meeting that offers a solution to residential customers struggling to pay their electric bills.

The utility will launch a new Change for Charity program over the next month where funds will be collected by automatically rounding up the change on residential customers' monthly electric bills to the next whole dollar. For example, if your utility bill is \$87.63, it would be rounded to \$88 even. The additional \$0.37 cents would be placed into the Change for Charity program fund.

“The Public Utility Commission recently launched an electric relief program to help Texans experiencing economic hardships due to COVID-19, and KPUB wanted a program in place for us to follow suit,” said Mike Wittler, KPUB general manager & CEO. “The Change for Charity program allows neighbors to help neighbors during a time of need. Customer contributions are not expected to match up to the funding that would be produced by the PUC's standard program, so KPUB will be providing additional funding estimated at \$4,000 to \$6,000 per month.”

The average customer contribution per program participant is just \$0.50 a month or \$6 in change a year. While that sounds like a small amount, the dollars add up quickly when many customers participate and will provide help for your neighbors in need within our community. The Change for Charity program will replace the utility's former charity fund, Share the Light.



KERRVILLE PUBLIC UTILITY BOARD

2250 Memorial Blvd • P.O. Box 294999 • Kerrville, Texas 78029-4999 • 830-257-3050

The Society of St. Vincent de Paul, a local nonprofit, will administer the Change for Charity program for KPUB at no additional cost and handle any requests for bill payment assistance. Eligibility will be granted exclusively for residential customers and qualified by the Society of St. Vincent de Paul for income-eligible households within federal poverty-level guidelines and on a case-by-case emergency situation. Email instructions to apply can be found on their website at svdpndkerr.org/financial-aid.

The donation amount to the program fund will be shown on a residential customer's bill automatically. However, program participation is optional. If a customer does not want to participate in the program, they can opt-out by contacting KPUB's Customer Service Department at 830.257.3050, emailing custserv@kpub.com or through their online SmartHub account. Refunds will be granted upon request to any residential customers who would like their donation refunded back as a bill credit.

The KPUB Board of Trustees will evaluate the program's continuation when the City of Kerrville's emergency declaration is no longer in effect. If the KPUB Board of Trustees does choose to continue the program, any future program funds accumulated that are in excess of our community's need for electric bill assistance will be granted by a board-appointed committee to administer disbursements from the fund for charitable purposes in the KPUB service area.

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About KPUB

The Kerrville Public Utility Board (KPUB) was acquired by the City of Kerrville in 1987. KPUB serves approximately 22,750 customers throughout 146 square mile service area including Kerrville, Center Point, Ingram, Hunt, and surrounding areas in Kerr County. KPUB is overseen by a five-member board of trustees who serve without compensation and who are responsible to the City of Kerrville for the management and control of the system. KPUB is a responsive and efficient locally-owned provider of reliable, high-quality utility service at the lowest responsible price.

RESOLUTION NO. 21-14

A RESOLUTION OF THE KERRVILLE PUBLIC UTILITY BOARD OF THE CITY OF KERRVILLE, TEXAS, CONTINUING AND REVISING A PROGRAM TO PROVIDE RESIDENTIAL UTILITY BILL PAYMENT ASSISTANCE AND EMERGENCY RELIEF TO QUALIFIED RATEPAYERS.

WHEREAS, on June 17, 2020, in response to rate payers impacted by the coronavirus disease (COVID-19), the Board of Trustees adopted a program to provide residential utility bill payment assistance to qualified ratepayers; and

WHEREAS, the Board of Trustees believes that it is in the public interest that KPUB continue a reasonable program the result of which would help struggling residential electric ratepayers to pay their bills, reduce the expenses of delinquent bill collection and reduce the number of disconnections of service to the same customers endangering the elderly, sick and distressed and provide other emergency relief; and

WHEREAS, The Board of Trustees finds the Residential Utility Bill Payment Assistance and Emergency Relief Program, described generally below is fair and reasonable and serves the public interest; now, therefore,

BE IT RESOLVED BY THE KERRVILLE PUBLIC UTILITY BOARD:

Section 1. That the General Manager/CEO is authorized and directed to continue the Residential Utility Bill Payment Assistance and Emergency Relief Program to provide financial aid to qualified residential rate payers in general conformity with this Resolution.

Section 2. That the Program will continue to be funded by revenue from contributions currently being received from residential customers.

Section 3. That applicants for assistance must be KPUB residential rate payers and qualified for assistance under the Program by an independent non-profit agency or charity experienced in screening and approved by the Board. Screening services will be memorialized by an appropriate agreement and will be furnished at no cost to KPUB. The General Manager/CEO is authorized and directed to negotiate and execute the agreement for screening services.

Section 4. That the first priority for use of the funds must be electric bill payment assistance. The use of any excess funds must be approved in advance by the Board of Trustees and shall be limited to other utility, food, or disaster relief.

Section 5. That a full evaluation of the Program will be performed by the Board during each fiscal year. The Program may be modified or terminated by the Board upon reasonable notice to KPUB residential rate payers.

PASSED, APPROVED AND ADOPTED on this 21st day of July, 2021

Philip Stacy, Chairman

ATTEST:

Larry Howard, Secretary

MEMORANDUM

To: Philip Stacy
Mark Cowden
Larry Howard
Bill Thomas
Mayor Bill Blackburn

From: Mike Wittler

Date: July 16, 2021

Re: Agenda Item 14 – Review and Discussion on Strategic Plan

Since the last Board meeting, staff has had two meetings to review and update the Strategic Plan.

Attached you will find a SWOT analysis from our staff meetings as well as the mission, vision, long term goals, and programs with minor updates in red.

I look forward to discussing updates to the plan with the Board.

Thanks,



Mike Wittler

MISSION STATEMENT

KPUB is a responsive and efficient locally owned provider of safe and reliable utility service at the lowest responsible price.

VISION

SAFETY

Safety is built into how we work, how we live and what we teach.

We only do the work when we can do it safely.

EMPLOYEES

We will be a leading employer in the area by striving to achieve employee engagement, and a purpose-driven environment where people want to work.

Employees will be connected with each other, and knowledgeable of all areas of the business.

CUSTOMERS

We are responsive to our customers and committed to serving them.

Our customers are supportive that we are their locally-controlled electric provider.

As we implement technology, we will increase our customer's positive connection with KPUB.

VALUE

We will be widely recognized as a cornerstone of the economic success of the community because of the value we provide.

We will actively look for opportunities to take advantage of changing technologies to manage cost of energy for our customers.

We will be prepared to address trends and changing requirements that provide value to our customers.

LONG TERM GOALS

SAFETY

S1	1.Shift to an employee-driven safety culture
S2	2.Move to a proactive indicator of safety performance
S3	3.Implement a recurring survey of safety culture
S4	4.Develop a purpose-driven community safety outreach program
S5	5.Line the halls with APPA Safety Award Plaques
S6	6.Achieve top designation for RP3

EMPLOYEES

E1	1.Perform regular compensation surveys and address deficiencies to maintain a competitive compensation program to retain employees (Linemen, customer service, engineering, management)
E2	2.Develop a more formal employee development plan, including continuing education and succession planning
E3	3.Build an intentional communications plan, and continually monitor and adapt communications and programming for employees (office and field), to ensure all staff is informed, engaged and connected to KPUB
E4	4.Improve cross department knowledge and communications
E5	5.Increase employee participation in Community Activities to increase Employee to Customer and Employee to Community interaction

CUSTOMERS

C1	1.Design a customer portal so customers can do EVERYTHING online. No fax, no email, ...
C2	2.Develop a purpose-driven, ongoing customer communications plan that drives information about KPUB out to customer base
C3	3.Develop Key Accounts program, with intent to maintain strong stakeholder relationships.
C4	4.Design programs to build customer's long-term loyalty to KPUB so we create advocates in the community.

VALUE

V1	1.Develop a plan to provide TOU or market-based pricing by Jan-2024 (current contract ends Jan 2024).
V2	2.Identify and remove barriers to EV Adoption, and promote it to the customer base.
V3	3.Further leverage AMI technology in areas of advanced distribution modeling and optimization.
V4	4.Continually review power supply path and prepare appropriately (manage wholesale market transactions in house or have supplier do this for us).
V5	5.Evaluate competitive electric service and other utility services (gas, water, waste water, broadband, distributed solar) to add to KPUB's mission.

V6	6.Support the City's Comprehensive Plan where KPUB is called on to participate: EV chargers, retrofit street lighting in older neighborhoods, street light plan, holiday lighting, fiber optics and high-speed network, alternative modes of transportation, automated water metering...
V7	7.Establish an onboarding process for Board members, with defined orientation training, attendance at APPA/TPPA meetings, and ongoing training events.
V8	8.Develop comprehensive analysis of financial benefits to address periodic questions about City transfer payment and other benefits provided inside and outside city limits.

Description	Staff Lead	Comments
<p>S1.Shift to an employee-driven safety culture</p> <p>Employee Driven Safety Culture: Engage employees in building more of our safety practices. Do routine safety checks and audits performed by employees, which will help build ownership. Develop a culture where management communicates to the employees that they do NOT need to be in a managerial position to step up when it comes to safety. Have employees recognize that everyone is responsible for a safe work environment and watching out for fellow employees.</p>	Managers for their functional areas; compliance audited by HR Manager	Employee Safety Committee established. Need to leverage e-Compliance app more (more safety checks). Need to revise EIP Safety Goals Restarting Committee.
S2.Move to a proactive indicator of safety performance	HR Manager	9/30/2019 (first year goals rolled out). Need to revise EIP Safety Goals
Proactive Safety Goal Setting: Set baselines on e-Compliance and roll out goals		
S3.Implement a recurring survey of safety culture		
Safety Culture Identification: Conduct external safety culture assessment to set baseline and identify opportunities of improvement	HR Manager	Survey complete 09/28/2018 Need to ID opportunities and work on those. Next survey due Sept. 2020. (Overdue)
S4.Develop a purpose-driven community safety outreach program		
Develop Social Media Program to address utility safety, storm safety, home safety... Refine Arc-n-Spark safety program and increase program exposure.	HR Manager / Marketing Manager	Safety is incorporated into monthly social media plans. Need to work on Arc-n-Spark and similar opportunities.
S5.Line the halls with APPA Safety Award Plaques	Department Managers	Received award for second year in a row, then OSHA recordable
S6.Achieve top designation for RP3		
RP3 Level Advancement: Implement necessary changes to achieve the next level evaluation rating for RP3 Awards. This award assesses reliability, safety, workforce development and system improvement.	HR Manager / Chief Engineer	Submitted application Sept. 2020 and held rating at gold level. This program also contributes to Value.
Description	Staff Lead	Comments
E1.Perform regular compensation surveys and address deficiencies to maintain a competitive compensation program to retain employees (Linemen, customer service, engineering, management)		

<p>Compensation: Perform regular compensation surveys and address deficiencies to maintain a competitive compensation program to retain employees (Linemen, customer service, engineering, management)</p>	<p>HR Manager / GM</p>	<p>Currently participate in APPA Survey Annually KPUB Mgmt. 2017 KPUB Full 2013 Boerne Survey results Summer 2019 Participate in surveys as asked KPUB full survey again possibly 2022.</p>
<p>E2.Develop a more formal employee development plan, including continuing education and succession planning</p> <p>Employee Development Program: Develop a short and long term employee development plan for all employees in KPUB. The plan may include internal training, external courses, internal leadership opportunities, external leadership programs, The employee development plan is driven, monitored and updated by the department managers.</p>	<p>Managers for their functional areas; compliance audited by HR Manager</p>	<p>Operations in good shape. Customer Service next area to address--being addressed with formal cross training and individual training plans. Engineering has well defined plan. Dispatch certification program in place. Management, IT, Accounting, Substation less organized.</p>
<p>Formal New Hire Onboarding Process: Implement a new employee orientation program that consists of software, presentations, etc., to provide information and training to employees. The orientation material would be available and used on each new hire's first day and would include: -safety (with trainings) -work environment -job description review (in detail) -benefits (and eligibility) -company culture and history -organization chart</p>	<p>HR Manager with department managers</p>	<p>Goal to be Revised by Tammye with goal to move online and employee mentor program for new hires</p>
<p>Description</p>	<p>Staff Lead</p>	<p>Comments</p>
<p>E3.Build an intentional communications plan, and continually monitor and adapt communications and programming for employees (office and field), to ensure all staff is informed, engaged and connected to KPUB</p>	<p>Marketing Manager</p>	<p>In progress</p>
<p>Monthly Employee Update: Issue monthly employee update based on sneak peek of Board Briefs</p> <p>E4.Improve cross department knowledge and communications</p> <p>Outside/Inside Communications: Combine inside and outside management staff meetings, when possible, to deliver same information to office and field personnel and foster improved information sharing and collaboration.</p>	<p>General Manager / Department Managers</p>	<p>Restarted 6/2019</p>

<p>Employee Shadowing Program: Create formalized program for each department to provide a shadowing opportunity for employees from other departments to understand how work is performed within that department.</p> <p>E5.Increase employee participation in Community Activities to increase Employee to Customer and Employee to Community interaction</p>	<p>HR Manager</p>	<p>Starting with Dispatch in the field on the Service Truck.</p>
<p>Volunteer Policy/Culture: KPUB currently does a lot of "sponsorships", would like to develop a more formal plan of volunteer opportunities. Where the employees are proud to work for a company that gives back to their communities. Volunteering efforts where groups are assembled quarterly/semi quarterly to volunteer or help with raising money for a certain cause/organization etc. It will help promote leadership and build skills.</p>	<p>Marketing Manager / Employee Committee</p>	<p>Goal is to initially sponsor 1 KPUB community volunteer project per year and increase in future years.</p> <p>Policy needs to address compensable vs. volunteer activities.</p> <p>Examples: Adopt a Highway (w/ Customer Invited for \$10 Bill Credit), Employee Leader each quarter, Meals on Wheels, Community Service Infusion</p> <p>Regularly supporting Light on the Hill, Habitat and Blood Drives</p>
<p>Description</p>	<p>Staff Lead</p>	<p>Comments</p>
<p>C1.Design a customer portal so customers can do EVERYTHING online. No fax, no email, ...</p> <p>NISC Committee Involvement: Get one employee on an NISC committee by YE 2020. First establish regional workshop participation/leadership with cooperation with CTEC, and then build network within NISC user base to establish electability.</p>	<p>IT Manager</p>	<p>May move this program to a Value goal.</p> <p>NISC MIC attendees are to attend the Advisory Committee Meetings in Sept. 2019--missed.</p> <p>Working on hosting regional workshops.</p> <p>Hosting E&O Conference at Schreiner University.</p>
<p>Develop and refine KPUB's Customer Facing Platforms: Social Media.</p>	<p>Marketing/PR</p>	<p>Regular monthly plans in place</p>
<p>Develop and refine KPUB's Customer Facing Platforms: Website.</p>	<p>Marketing/PR</p>	<p>Website redesign complete.</p> <p>Need periodic review.</p>
<p>Develop and refine KPUB's Customer Facing Platforms: Outage Messaging, etc.</p>	<p>Marketing/PR</p>	<p>Text notifications are enabled.</p> <p>Need to look into settings in OMS to publish estimated restoration times.</p>
<p>Engineering Self Service Portal: Develop interface questionnaire to be used to create self serve portal for Engineering inquiries and service orders</p>	<p>Chief Engineer</p>	<p>Need to re-evaluate (New Chief Engineer)</p>

Increase SmartHub Utilization: Get X% of customers using SmartHub at least 1x every quarter; Need to establish baseline before committing to %	Customer Service Manager / Marketing Manager	Does this rise to EIP, or will it need to be addressed in other ways? Need to establish baseline and periodic reporting.
C2.Develop a purpose-driven, ongoing customer communications plan that drives information about KPUB out to customer base		
Service Policy and Service Process: Create a more user friendly service policy and defined service process timelines so expectations are clearly defined upon onset of customer request. Define specific milestones that will generate communications from KPUB to customer. Implement work management tracking so that customer service can provide status information to customers upon request.	Chief Engineer	Service Policy revision Board approved _____. Not complete. Milestone definition in progress. Work management notifications in 2020--complete?
Website and Social Media Content Refresh: Establish a committee to improve the website and execute continuous refresh of content that provides information to customers and builds KPUB loyalty. Include social media as a communications channel for updated content.	Marketing Manager	Re-evaluate? Had planned review twice a year.
Monthly Board Briefs: Publish monthly Board Briefs summarizing Board activities.	Marketing Manager	Re-evaluate?
Outage Communications: Develop Outage communications plan using Social Media, push notifications from SmartHub, website, text messaging, IVR inbound messages. Establish threshold for outbound communications, and responsibility for developing/posting messages.	Marketing Manager	Working on parts of this, hoping to bring together in 2022.
Community Organization Partnerships: Partner with community organizations and events to communicate the value of KPUB and build goodwill.	Marketing Manager	Still have work to do.
Description	Staff Lead	Comments
C3.Develop Key Accounts program, with intent to maintain strong stakeholder relationships.		
Key Accounts Program: Evaluate need and identify next steps	Marketing Manager	Pilot with All Plastics, and 1-2 other large customers, then evaluate benefits and staffing needs.
Key Accounts Program: Design	Marketing Manager	Pilot with All Plastics, and 1-2 other large customers, then evaluate benefits and staffing needs.
Key Accounts Program: Implementation	Marketing Manager	Pilot with All Plastics, and 1-2 other large customers, then evaluate benefits and staffing needs.
C4.Design programs to build customer's long-term loyalty to KPUB so we create advocates in the community.		
Volunteer Program will help support this goal.		
Solar cars at Peterson Middle school		Provided support for robotics teams.

	Customer Service/Engineering Staff Lead	
<p>Look for additional opportunities for educational programs in schools.</p>		
<p>Description</p>	<p>Staff Lead</p>	<p>Comments</p>
<p>V1. Develop a plan to provide TOU or market-based pricing by Jan-2024 (current contract ends Jan 2024).</p>	<p>Finance / Customer Service / Engineering</p>	<p>Longer term.</p>
<p>Variable Customer Billing Rates: Investigate feasibility of TOU rates: most immediate application could be EV charging and load shedding; long term market signals possible in 2024; intermediate signals could be based on wind and solar portfolio</p>		
<p>V2. Identify and remove barriers to EV Adoption, and promote it to the customer base.</p>	<p>Chief Engineer</p>	<p>May transition to a Customer goal in the future</p>
<p>EV Adoption: Review hurdles and identify incentive opportunities to increase EV Adoption including system impacts (pros and cons)</p>		<p>Have reached out to Central Texas Muni's. Meeting being scheduled with CPS, New Braunfels and Austin.</p>
<p>EV Municipal Collaboration: Collaborate with other Municipal utilities to establish shared EV network</p>	<p>GM</p>	<p>No interest from CPS and Austin.</p>
<p>V3. Further leverage AMI technology in areas of advanced distribution modeling and optimization.</p>		
<p>Distribution Automation (DA) Deployment: Create plan for DA deployment utilizing AMI network</p>	<p>Chief Engineer / Manager of IT</p>	<p>1. Solar reclosers 2019 2. Ingram/Hunt Recloser Ties 2019 3. Reclosers & Regulators 2020 4. Capacitor Control System 2021 (controls must be replaced first)</p>
<p>Improve Billing Processes: Use AMI capabilities to improve billing processes: NISC unbilled revenue calculation, reduce lag time, improve estimate accuracy, reduce errors.</p>	<p>CFO</p>	<p>Need status update and next steps. Per Audit Firm, NISC calculation does not work very well Firm read dates in progress Needs further investigation.</p>
<p>Power Quality with AMI: Utilize AMI to actively identify customers with low voltage or other power quality programs, and take action to correct the problem without customer initiating a complaint.</p>	<p>Chief Engineer</p>	<p>In progress--reviewed daily, seems to be working well, going to train Dispatch Field Services to do this review as well and will have a new service order type.</p>
<p>Description</p>	<p>Staff Lead</p>	<p>Comments</p>
<p>V4. Continually review power supply path and prepare appropriately.</p>		

<p>Power Supply Planning: Continually review power supply path and prepare appropriately.</p>	<p>GM</p>	<p>RFP on street for baseload and wind products, evaluate and possible execution by Oct. 2019. Jan. 2020 will issue RFP for managing daily wholesale market transactions. Uri has thrown a wrench in all of this, currently watching market to see how comfortable suppliers are quoting full requirements and complex transactions, will need to update Integrated Resource Plan in Fall 2021. PO to update IRP issued 7-12-2021. Need to continue to monitor ERCOT market.</p>
<p>V5.Evaluate competitive electric service and other utility services (gas, broadband, distributed solar) to add to KPUB's mission.</p>		<p>Water and waste water removed (May 2019). Ongoing discussions with community stakeholders. Need to investigate open access fiber to the home projects in the Northwest.</p>
<p>Expand Utility Services: Evaluate competitive electric service and other utility services (gas, broadband, distributed solar) to add to KPUB's mission and create value and economic development opportunities for our community.</p>	<p>GM</p>	
<p>V6.Support the City's Comprehensive Plan where KPUB is called on to participate: EV chargers, retrofit street lighting in older neighborhoods, street light plan, holiday lighting, fiber optics and high-speed network, alternative modes of transportation, automated water metering...</p>		
<p>Kerrville 2050: EV chargers, Retrofit street lighting, Street light plan, Holiday lighting, fiber optics and high-speed network, alternative modes of transportation, automated water metering...</p>	<p>Appropriate Department Managers</p>	<p>Not started</p>
<p>V7.Establish an onboarding process for Board members, with defined orientation training, attendance at APPA/TPPA meetings, and ongoing training events.</p>		
<p>Board Training Program: Develop a Board position description that includes commitments. Improve Checklist for in-coming board members to include orientation information packet/binder, training and tour.</p>	<p>General Manager / Executive Assistant</p>	<p>Initial version complete; now ongoing updates Need to get webinars for the new Board members.</p>

<p>Board Policy Review: Present all existing Board Policies to the Board for review and include in Board orientation information binder.</p> <p>V8. Develop comprehensive analysis of financial benefits to address periodic questions about City transfer payment and other benefits provided inside and outside city limits.</p> <p>Financial Benefits Tracking: Establish a method to capture financial benefits provided without charge to cities, counties, school districts, non-profits</p>	<p>General Manager / Executive Assistant</p>	<p>New</p>
	CFO	Not started
Future:		
Quarterly lunch with home builders/developers		
Cyber Security:		
Secure Works IT Policy Review		
Secure Works IT Incident Response Plan		
3-5 Year Cyber Security Program & Review		
Scholarship program review guidelines		
School Involvement on Educational Efforts		
Changes as a result of recent Storms		
Evaluate 24/7 dispatch for load shedding control		