



# Reliability

## Our Promise to You

BY JEFF WADSWORTH PRESIDENT & CEO

### ABOUT YOUR CO-OP

PVREA serves energy solutions to over 48,000 homes and businesses in Boulder, Larimer, and Weld Counties. We are a member-owned co-op, led by those we serve.

### OUR MISSION

We are committed to providing safe, reliable, efficient energy solutions with exceptional service to our members.



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### SOCIAL

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We all use electricity, both directly and indirectly throughout our day, at work, at play and at home. From our air conditioning systems and appliances to our smartphones, computers, TVs and Wi-Fi, reliable energy powers our quality of life.

You have probably seen or heard stories about the disruptive energy markets in the western United States, especially surrounding events in California and Texas. I'm proud to say your electric cooperative has not experienced those same major disruptions with the power we deliver to you. I'd like to discuss some of the ways we're committed to continually delivering reliable electricity to you, our members.

First and foremost, as a cooperative, we have a return on service mentality - not a return on investment. That focus on serving our members is a major contributing factor to the way we do business. Through a strategic focus on reliability from your Board of Directors, our dedicated employee team does both the little and big things to ensure members like you receive the service you expect.

### COMMITMENT TO RELIABILITY

Here is a look at some of the projects we have recently completed that illustrate our ongoing commitment to reliability.

- Completed a pole and power line ground inspection project that reviewed more than 75,000 poles for their internal integrity, that power line hardware was in working order, and had cleared rights-of-way.
- Utilized our metering infrastructure to have real-time access to our system, which increases the available data we can use to monitor, react to, and plan with.
- Sectionalized our system to better isolate outages and limit their impact while making it easier for our crews to find and repair issues quickly.

- Installed fiber optic cable to our substations to increase the speed and amount of data we receive back from our system to aid in restoration of our system.

### ONGOING SYSTEM MAINTENANCE

Below are some ways we are continually working to improve the resiliency of our system.

- Upgraded our substations to maintain system availability and reliability, allowing us to respond to needs now and anticipate needs in the future.
- Ongoing upgrades for both the overhead and underground system.
- Use of drones to inspect hard to access areas resulting in over 17,000 pole inspections.
- Injected underground primary cables with a polymer to substantially extend the lifetime of the cable system.

As we look to the future, we are constantly monitoring our distribution system and planning for what lies ahead. We are taking steps to incorporate more technology, like certifying our employees to operate drones, which could reduce the time it takes to restore an overhead outage.

In the end, we believe reliability and affordability go hand in hand and are critical pillars to delivering on our mission. We have worked tirelessly to ensure our product is a great value to you by being both reliable and affordable. Reliability and affordability will continue to work in tandem and be in the forefront in our return on service mentality, and that's our promise to you.