





# IT'S YOUR COOPERATIVE

## CELEBRATE THE MEANING OF MEMBERSHIP THIS NATIONAL COOPERATIVE MONTH

**N**early 90 years ago, the Pedernales Electric Cooperative was formed to bring electricity to the Texas Hill Country at a time when for-profit electric companies wouldn't. As your friends, family, and neighbors, we're not just here for you — we're here because of you.

That's the cooperative difference.

### **MEMBER-OWNED, MEMBER-GOVERNED**

The cooperative is owned by you and your fellow members and governed by the member-elected PEC Board of Directors.

### **COMMUNITY CENTERED**

We give back, because we've never forgotten we were created by and for our members. In 2025, PEC, its members, and its employees gave nearly half a million dollars in grants, donations, and scholarships.

### **SAFE AND RELIABLE**

Our commitment to people over profits allows us to invest in our system to

keep it safe, reliable, and resilient. As a result, PEC members average just 74 minutes of outage time per year — less than half the last reported Texas average of 153 minutes.

### **REAL RATES**

As a nonprofit, we aim to set rates at the cost of serving you, and any remaining margins are returned to members through capital credits. In the last ten years, we have returned \$112 million dollars to our members.

### **PEC welcomes CEO Christian Powell**



Christian stepped into his new role in August after eight years with the co-op. "PEC has an exceptional team and a strong foundation," he said. "I'm looking

forward to collaborating with our employees, leadership team, and board as we focus on serving our members and preparing for the future."



# At PEC, your service is our purpose

**CELEBRATING OUR OUTSTANDING AGENTS  
FOR CUSTOMER SERVICE WEEK**



## THE NUMBERS BEHIND PEC'S EXCEPTIONAL SERVICE

FIRST HALF OF 2026



**4.57-OUT-OF-5**

PEC MEMBER SATISFACTION



**89.5%**

ISSUES RESOLVED  
ON FIRST CALL



**160,907**

CALLS ANSWERED

In member relations, our agents treat every interaction as an opportunity to impress, whether answering billing questions, helping find the right rate option, or welcoming new members. During good times or difficult ones, on sunny days or during storms, they're a friendly voice and a steady presence for our members.

Their dedication to service shows! In the first half of 2026, they earned a 4.57-out-of-5 member satisfaction score and resolved 89.5% of issues on the first call. That's pretty impressive considering they are on track to handle 320,000 calls and 18,000 chats this year.

**"Doing our best for our members means the world to us. It's our pleasure to serve them!"**

– PEC Member Relations Manager  
Caroline DeCamp

Customer Service Week is October 5-9, and we thank our incredible team for always answering the call when they're needed.

Providing you the best possible service means making it easy no matter how you choose to work with us. Log in at [myPEC.com/account](https://myPEC.com/account), and you can chat with an agent, pay your bill, enroll in paperless billing and auto pay, track your use, activate outage texting, and more.

Need to report an outage? No need to call. Just go to [myPEC.com/map](https://myPEC.com/map) or text OUTAGE to 25022. Message and data rates may apply.

Learn more about our convenient services at [myPEC.com/self-service](https://myPEC.com/self-service).



# Fall planting starts with safety

SEE PEC'S TIPS BEFORE GETTING OUT YOUR GREEN THUMB

**F**all is here, which means it's the perfect time to plant. Trees can provide cooling shade to your home during the spring and summer months, but it's important to check our safety tips before you put shovel to soil.

## **Call 811 before you dig**

Power lines and other utility equipment might be just under where you plan to plant. Before you dig, call 811. It's the law and could save your life.

## **Keep the power lines in mind**

Prior to planting, consider the mature size of the species and ensure you're planting them far enough away from power lines. See the safe distances at [myPEC.com/plants](https://myPEC.com/plants).

## **Keep space around pad-mounted transformers**

Covering these green or gray metal boxes with shrubs or other plants can pose a hazard to our lineworkers. Leave 10 feet of clearance in the front and 5 feet around the sides.

## **Need a trim?**

Check your trees on your property. If their branches are at risk of coming in contact with power lines or the service drop at your home, please request free tree trimming through your online account. Never trim trees near electrical equipment yourself!

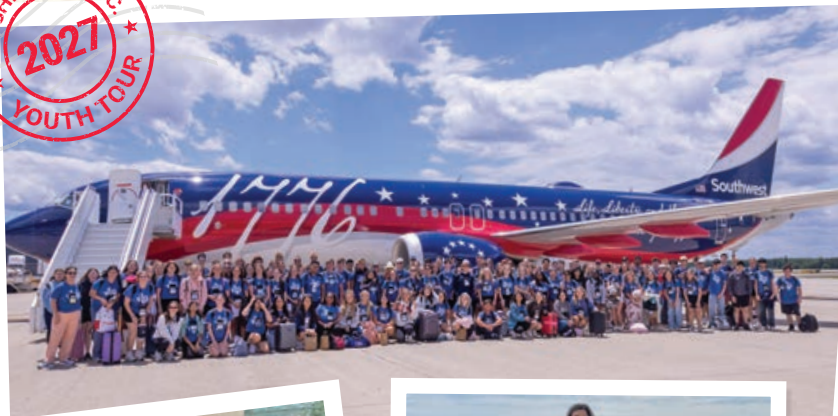
Learn more at  
[myPEC.com/plants](https://myPEC.com/plants).



CALL 811  
BEFORE YOU DIG

# APPLY FOR PEC YOUTH TOUR 2027!

WASHINGTON, D.C.



## DEADLINE TO APPLY IS NOVEMBER 12

PEC is gearing up for another exciting Youth Tour trip, and applications are open for high school sophomores, juniors, and seniors through November 12.

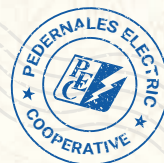
Each summer, we select high school delegates to join 1,500 students from electric co-ops across the country on an all-expenses-paid trip to Washington, D.C. During the visit, these students get to tour historical sites, meet local political representatives, and create lifelong friendships with students from all around the country!

"President Lyndon B. Johnson had a mission to inspire our future leaders, and each year, this program does exactly that," said PEC Community Outreach

Specialist Mikayla Herron. "By giving these students a glimpse into how our government works and providing them an opportunity to network with leaders and make lasting friendships, Youth Tour motivates them to get more involved in their local communities and learn more about a career in public service."

### To be considered, students must:

- ▶ Be classified as a high school sophomore, junior, or senior for the 2026-27 school year.
- ▶ Have a parent or legal guardian who is a PEC member in good standing.



Learn more and apply at  
[myPEC.com/youth-tour](https://myPEC.com/youth-tour).

