

Big Sandy Rural Electric Cooperative Board Meeting Summary

Serviceman **Doug Holbrook** was presented with the April Employee Recognition Award as well as his 25 year service award by General Manager, **Bruce Aaron Davis**.

Mr. Davis gave the reports for individual departments during the April Board Meeting. He addressed the board first by giving recognition to director **Gary Francis** for completing his Credentialed Cooperative Director classes through NRECA, which is a requirement for directors. Mr. Davis presented him with his pin and certificate.

President and General Manager Bruce Aaron Davis gave a snapshot of the Safety Report, Big Sandy RECC workers have worked 115,862.5 hours without a loss time accident as of April 15, 2020. We had 62 – 811 Locates in the month of March.

Mr. Davis stressed to the board that his objective for 2020 is to make TIER. With all the obstacles that we have encountered thus far, if we could make TIER that would be great. RUS TIER required is 1.25 and year to date ours is at 2.17.

Mr. Davis asked **VP of Operations Jeff Prater** to explain the cooperative's New Construction Work Plan. Jeff explained that he works with Mike Norman, our RUS field agent/representative to plan our Construction Work Plans. Mr. Norman suggests that Big Sandy put in place a new Construction Work Plan effective January 1, 2021. Plans are to establish a four-year Construction Work Plan including all service work, maintenance and upgrades to aid our reliability. Jeff plans to have a summary of these plans upon the May board meeting. Mr. Davis reiterated that this is consistent with our 5-Year Strategic Plan.

Mr. Davis gave a recap of Jeff's Right-of-Way report. Ten trim tree reports were completed. The average cost per mile, year-to-date is \$4,495 versus the Bid price of \$5,250. We are

projecting to cut an estimated total of 130 miles yearly. Jeff stated that we have been working with East Kentucky Power on the Rt. 172 project with the substation, to move lines and switches away from the water near that property.

Mr. Davis stated he was thankful for **IT Manager, Adam Ferguson's** dedication to our coop during this crisis. Adam has provided so much safety to our system, doing daily reviews and monthly checkups to our firewall and servers. He has setup laptops for several employees who are working from home and proves to be a constant source of help to everyone.

Mr. Davis took the Billing department totals and made a comparison chart to compare March 2019 and March 2020. Of the total cash collected for the month of March 2020, 35% of this total was collected either online, automated phone system or the mobile app and 65% was collected by employees (Paintsville and Prestonsburg offices and by the mail). The comparisons were as follows: total cash collected-25% decrease in 2020; Paintsville office collected – 15% decrease in 2020; online – 6% decrease in 2020; mail was practically the same; IVR – 5% decrease in 2020; mobile app – 15% increase in 2020 and the Prestonsburg office -32% decrease in 2020. These totals reveal the way our consumers do business.

Mr. Davis then gave the report of the Member Services department. Mr. Davis stated that **Manager of Member Services, Natasha Wiley** had been a crucial part of our communications during this pandemic. Most all forms of communications have been through Facebook. Her report listed the activities and meetings she had been working on this month.

Mr. Davis presented to the board a plan that **Member Services Manager Natasha Wiley** made to have the 2020 Annual Meeting virtually. The business meeting will be set up in the auditorium and will be streamed via Facebook Live. Member registration will be obtained via a webform added to the cooperative website. The door prize winners will be notified by telephone and can pick up prizes through our drive thru. Mr. Davis addressed the board for their opinions to have our Annual Meeting virtually. Everyone agreed that this plan makes perfect sense due to the situation we are currently in with the Coronavirus.

At this time, **Mr. Davis** gave the reports of the Member Satisfaction Surveys obtained by the Billing department. Big Sandy is continuously receiving good comments and high ratings. The preferred method of receiving account information is still by mail at 58%; and they still prefer to pay by mail as well. The percentage that still would like to continue receiving the Kentucky Living magazine is yes at 47% and no at 53%.

Other topics mentioned briefly were the Governance and Strategic Issues and small Business loans thru the Payroll Protection Plan. Regarding the outage on Easter night, Jeff Prater gave a handout to everyone showing the Outage Timeline. The directors asked Jeff questions about times of outages. Mr. Davis read a thank you letter from a member regarding the restoration of their power during that outage.

Mr. Davis gave an update on the **2020 Board Election**. Ballots began being mailed on Tuesday, April 7th and have continued to be mailed. He informed the board that if anyone states they have not received their ballot, they need to check with their post office. Mr. Davis said, according to the Big Sandy Bylaws, Big Sandy cannot give out ballots (and do not have any to give out). The Bylaws state the ballots must be mailed by a Third-Party Vendor. Big Sandy has only received one return to sender ballot and any ballots that have been dropped off thru our drive-thru or night drop have been taken immediately to the post office drop box.