

Big Sandy Rural Electric Cooperative Board Meeting Summary

Safety Moment:

General Manager Bruce Aaron Davis asked Jeff Prater to give a Safety Moment. Jeff spoke about electrical cord safety. Jeff stated that while using an electric heater at his home, he noticed something not exactly right with the heater. As he went to unplug the cord to check it out, he noticed the cord was extremely hot! Jeff said to be extra careful, especially when using 220 voltage, to check cords with electric heaters; they can be very dangerous. Also, it was mentioned by a director to notice how hot your cell phone cord is while charging and everyone agreed. Then Jeff reiterated to be very cautious with working on or using any electrical cords.

SAFETY: Our Big Sandy RECC employees have worked 170,309 hours without a Loss Time Accident, a wonderful achievement! The last Loss Time Accident was 8/23/2018. A Safety & Security Committee has been established and they had their first committee meeting.

FINANCE

Robin Slone, Accounting Manager gave her report of our financials. TIER is 2.9 year to date; our Equity is at 19% with a blended loan interest rate of 2.6% and DSC year to date is 1.07. We sold 10 million fewer kWh than budgeted for in 2020.

OPERATIONS

Jeff Prater reported to the board the yearly totals of Operational work. Some highlights were the following: 284 completed service connects, 214 service disconnects, 207 yard light connects, 172 yard light disconnects, 362 completed work orders, 276 retired work orders, 198 new yard lights, 138 retired yard lights and 1281 outages. Regarding the outages, the main reason for outages were in the Maintenance category. The maintenance category includes such things as trees (the main reason) and wires/lines breaking...of which Jeff explained in further detail.

RIGHT OF WAY – Jeff Prater

- 286 Trim Tree reports completed
- 63 miles cut and 249 sprayed
- Average cost per mile from January 2019 to now; \$4786 verses bid price of \$5250- Savings per mile \$464.

IT REPORT – Adam Ferguson

Adam reported for 2020; there were 53 successful scans on the main Firewall and Credit Card Firewall. Adam stated that he had completed 4 Pin tests successfully and explained what this meant. 12 months of PCI Credit Card weekly scanning done. All servers kept up and updated as needed. Software audits for Millner and VmWare. Desktops were scanned, with 7 being changed out and updated. Adam reported that we have 10 Servers that are backed up offsite nightly and all were successful backups.

BILLING

IT & Billing Manager Adam Ferguson continued his reports with the Billing report and summarizing 2020.

The avenues in which payments were received this year was the following:

- Paintsville office - (46% of Total)
- Online - (8% of Total)
- Mail - (17% of Total)
- IVR - (18% of Total)
- Mobile App - (10% of Total)

MEMBER SATISFACTION SURVEYS

Regarding the Member Satisfaction Surveys, all responses were in positive favor for the cooperative, with all responses either 9.4 or 9.5. Responses of the method preferred to receive account information is still the same, with by mail at 55%. All survey questions seem to all be consistently the same.

In other business:

Approve Revision of Effective Date to Policy #100-106; Paid Sick Leave and Expanded Family and Medical Leave

As explained in the Governance Committee report, Chairman Danny Wallen looked to the board for motions to approve the revision. The effective date of March 31, 2021 will be

replacing the December 31, 2020 date on Policy #100-106 with the motion from Jim McKenzie and a seconded by James Vanhoose. All votes were in favor to revise the policy date.

Resolution to Approve Designation of FEMA Agents

President & General Manager Bruce Aaron Davis presented a Resolution to the board to approve Jeff Prater and/or Megan VanHoose as FEMA agents for all signing of FEMA documents. Chairman Danny Wallen asked for a motion to approve. Greg Davis made a motion and Gary Francis seconded the motion. All votes were favorable.

Approval of Third-Party Vendors for 2021 Director Election:

David Garrett, CPA

Attorney Tyler Green addressed the board to approve David Garrett to handle the ballots for the 2021 Board Election. Tyler explained to the board that this is extremely sensitive material and he handled it all in the Board Election of 2020 with total professionalism. David Garrett is a member of Big Sandy RECC and is backed by his CPA License. Mr. Garrett gave a bid proposal for the following work:

- To provide a post office in Allen, Ky for the ballots to be mailed;
- To check the mail daily-Monday -Saturday;
- To tally the ballots by creating an excel spreadsheet with results;
- In case of a recanvas, he would bill his normal hourly rate of \$150.00

Chairman Danny Wallen addressed the board for a motion. Jason Holbrook made a motion to approve and Gary Francis seconded that motion. All votes by the board were unanimously in favor to approve David Garrett.

Southland Printing

Attorney Tyler Green looked to the board for approval of Southland Printing of Lexington, KY to handle the ballots for the 2021 Board Election. There would be approximately 13,000 ballots to send out. They would develop the ballots, stuff all ballots, provide all envelopes and postage for mailing.

Chairman Danny Wallen addressed the board for a motion to approve Southland Printing. James Vanhoose made a motion to approve. Jim McKenzie seconded the motion and all votes were unanimous to approve Southland Printing.