



November 2020

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## Big Sandy Rural Electric Cooperative Board Meeting Summary

### Manager's Report

**President and General Manager Bruce Aaron Davis** began his report with the Safety report. Big Sandy RECC employees have worked 158,153 hours without a Loss Time Accident, as of Nov. 11, 2020.

General Manager Bruce Aaron Davis also explained to the board the development of four new committees. 1) Safety and Security 2) Audit 3) Member Outreach and 4) Governance Committee. These committees will have their specific meeting and if there's anything that needs reviewed or ideas added for approval it will be sent to the Governance committee for review and then if necessary, it will be presented to the board on the board meeting day for approval.

### Right of Way Report

**VP of Operations, Jeff Prater** Right of Way report. The bid work for Spurlock circuit for the 18 miles is now finished. The year to date estimated of cutting is 45 miles. Year to date miles sprayed 249 miles. Trim tree reports were 20 for the month, 243 total reports for the year. Our Right of Way Contractor has hired more employees and we will keep the board aware of how this helps meet our Right of Way budget and goals. He was asked about the area of cutting; whether we go out wider? If we do cut wider, we always get permission from the landowners first (due to ornamental trees & bushes). It has always been true that with the more cutting and spraying we complete, the better reliability we have towards keeping the power on. Thus, a more positive outcome than negative from our members due to outages from right of way.

### IT and Billing Department

**Adam Ferguson, IT and Billing Manager** has completed all check-ups on servers, firewalls and monthly reviews and updates. He then went on to give the Billing Department report. The percentage for each avenue receiving cash went as follows: Paintsville office-46%, Online - 10%, Mail - 16%, IVR - 19%, Mobile app - 9% and the Prestonsburg office Dropbox- 0.1%.

The Member Satisfaction Surveys were conducted on 602 members. All results are steady nine's in favor of Big Sandy RECC and our processes.

