



TRI-COUNTY

Electric Cooperative, Inc.

“Taking Care of Our Member-Owners”

200 Bailey Ranch Road | Aledo, Texas 76008 | P: 817-444-3201 | F: 817-444-7679 | www.tcectexas.com

August 10, 2020

REVISED: August 11

REVISED: August 12

REVISED: August 13

Dear Valued Member-Owner,

Tri-County Electric Cooperative is working on system improvements to address the outages that occurred from July 9 through August 7 in Keller.

Many members have asked for a root-cause analysis of the outages that occurred. Below is an explanation behind the outages, and what we are doing to address the issue and increase your reliability.

The transmission service to certain substations in our area changed in May due to load limitations on certain transmission lines. In response, we were required to switch our load from other substations to address the transmission limitations. Our system was working well prior to the changes and our loads were balanced to provide reliable service. When we were required to move our loads to other substations, the changes created faults in our system that contributed to our recent outages. Our new response to these faults in our system will require us to take outages so we can change some of our equipment. We tried to create a plan that avoided “taking outages” to change our equipment until this latest outage occurred on August 7.

We are working on plans to address our load outages while trying to avoid taking forced outages to do these repairs. Avoiding service interruptions was our priority because many members were home working due to COVID-19 and did not want to see their power out, which affects their internet service. As the summer heat increased and the loads grew on our system, equipment became overloaded and load connectors failed quicker than our calculations predicted in May. The July 9 outage was identified quickly, and the on-call crew replaced the failed devices in a very short period because the location was easier to reach and repair. From this outage and its timing, we accelerated our plans to address our future outages but still tried to avoid “taking outages” because we had many members working from home.

Tri-County Electric Co-op’s system loads, and service seemed to hold together until July 23, when another connector failed in an underground manhole. Our engineering and operations departments went to work on a plan to adjust the feeder line service, a plan to balance the load and a plan to consider forced outages to get the repairs done before additional outages occurred.

Our plans to make repairs included the pulling of new wire so we could reduce the number of faults in our circuits. We were able to be put our plans in place so we could notify members of forced outages and utilized our crews to perform preventative maintenance so further outages would not happen in this area of our system.

Before these plans could be staged, another outage occurred on August 7 due to two underground connectors failing. Unfortunately, the location of this outage required our linemen to coordinate service restoration via a difficult location in an underground vault. We also had our communications team split up with responsibilities due to personnel taking some needed time off. We were hit from many different directions at the wrong time and our failings left our members with many unanswered questions and no information. There is really no excuse for these failings, and I must take responsibility for these failings in my role as General Manager/CEO of Tri-County Electric Cooperative. This is being addressed immediately and we are taking an aggressive approach to making repairs and communicating better to our members.

The Tri-County Electric Co-op system in the Keller, Southlake and Westlake areas was designed 15-20 years ago to provide reliable service to its members. We announced to the members at our Annual Membership Meeting in 2018 that we were working to perform system upgrades and perform system maintenance. The transmission system limitations brought on a challenge that put our substations under more pressure than we expected to happen. Our maintenance efforts to replace meters, inspect infrastructure, replace infrastructure, and respond to outages will continue as we work diligently to address these most recent extended outages.

Our crews began work on August 10 to address the load issues on our end by initiating emergency dig test orders, deploying new equipment to the areas of concern, and to make this week a priority for additional new services to our Cherry Grove area. The new design will take out the root-cause of the outages and bypass all underground connectors.

To complete these upgrades, scheduled power interruptions may occur on the following days so that our linemen may safely work in the area. Members will be notified via our website and Facebook each evening regarding the next morning's outage, and if it will or will not occur.

~~Tuesday, August 11, 8:30 am to noon~~ (Cancelled on August 10)

~~Wednesday, August 12, 8:30 am to noon~~ (Cancelled on August 11)

~~Thursday, August 13, 8:30 am to noon~~ (Cancelled on August 12)

Friday, August 14, 8 am to noon: crews will take the outage to make repairs.

We will only take an outage in the area if necessary, for crew safety.

We do understand your frustrations with the recent service, apologize for any inconvenience, and are working to increase your reliability. If you have any questions or concerns, please feel free to contact us at 817-444-3201. Lauren, with our community affairs division, will be available to members with other questions at 817-752-8226 or lbaccus@tcectexas.com, as well as myself.

As always, Tri-County Electric Cooperative strives to take care of our member-owners and provide the most reliable electric service possible. Your patience and understanding are greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read 'Darryl Schriver', with a long horizontal flourish extending to the right.

Darryl Schriver
General Manager & Chief Executive Officer
Tri-County Electric Cooperative, Inc.
schriver@tcectexas.com

“Owned by those we serve”