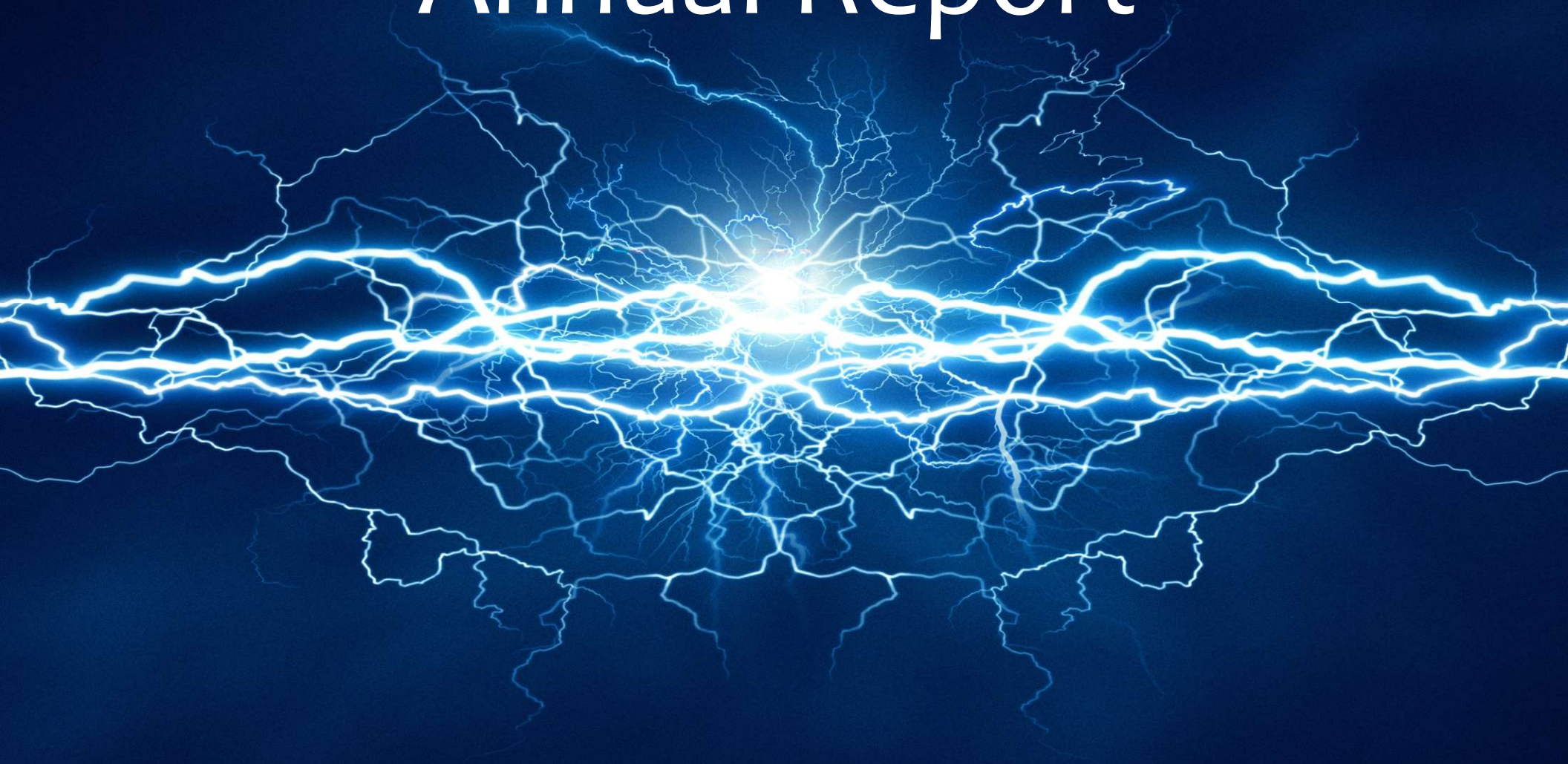


2023 Electric Department Annual Report



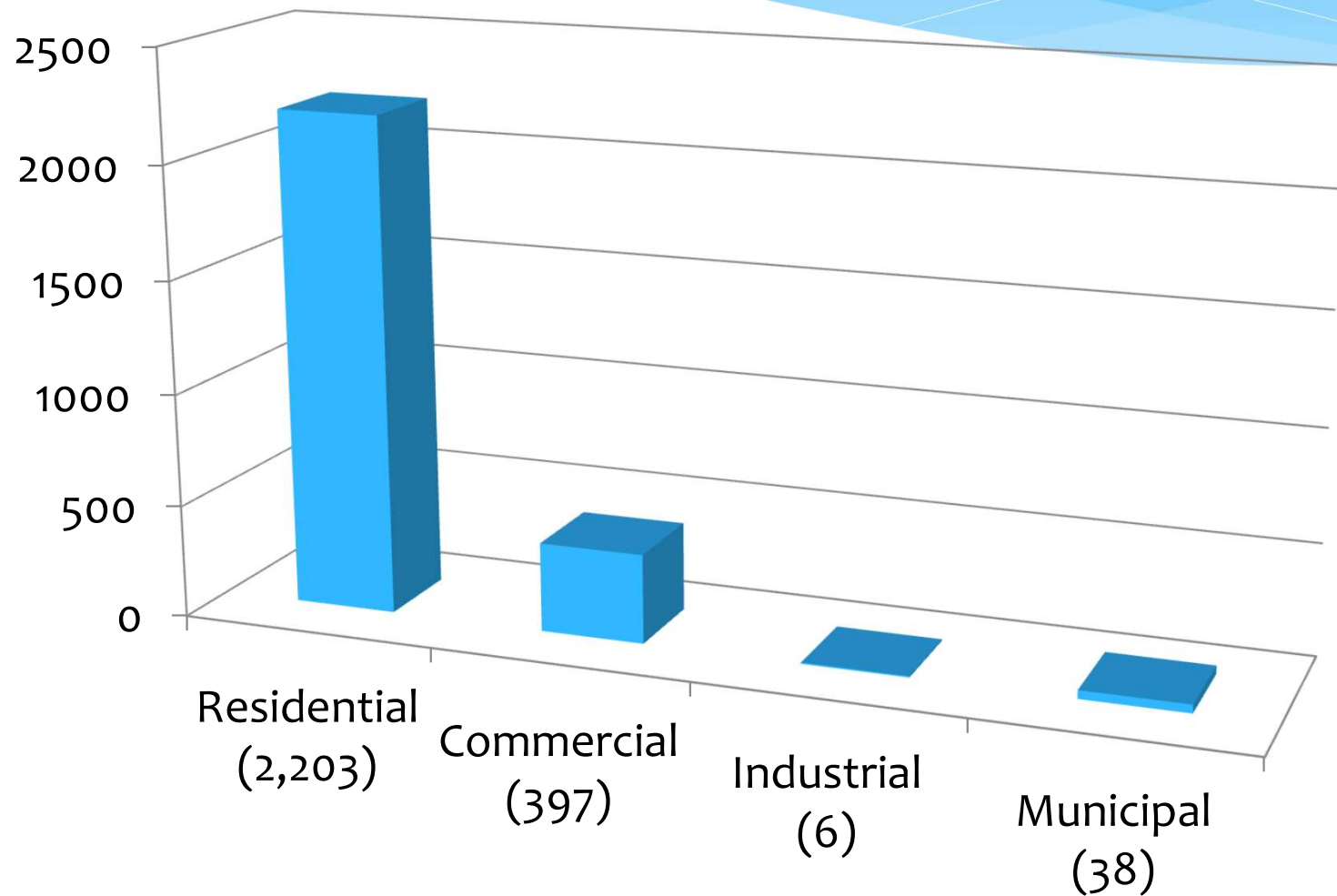
Rick Sisk, Electric Services Director

Electric Department Employees



Mike Starnes – 20 years
Hunter Fleming – 5 years
Ethan Webb – 6 years
Josh Greene – 6 years
Jonathan Cook – 20 years
Rick Sisk – 21 years

Customers By Type (2,644 Total)

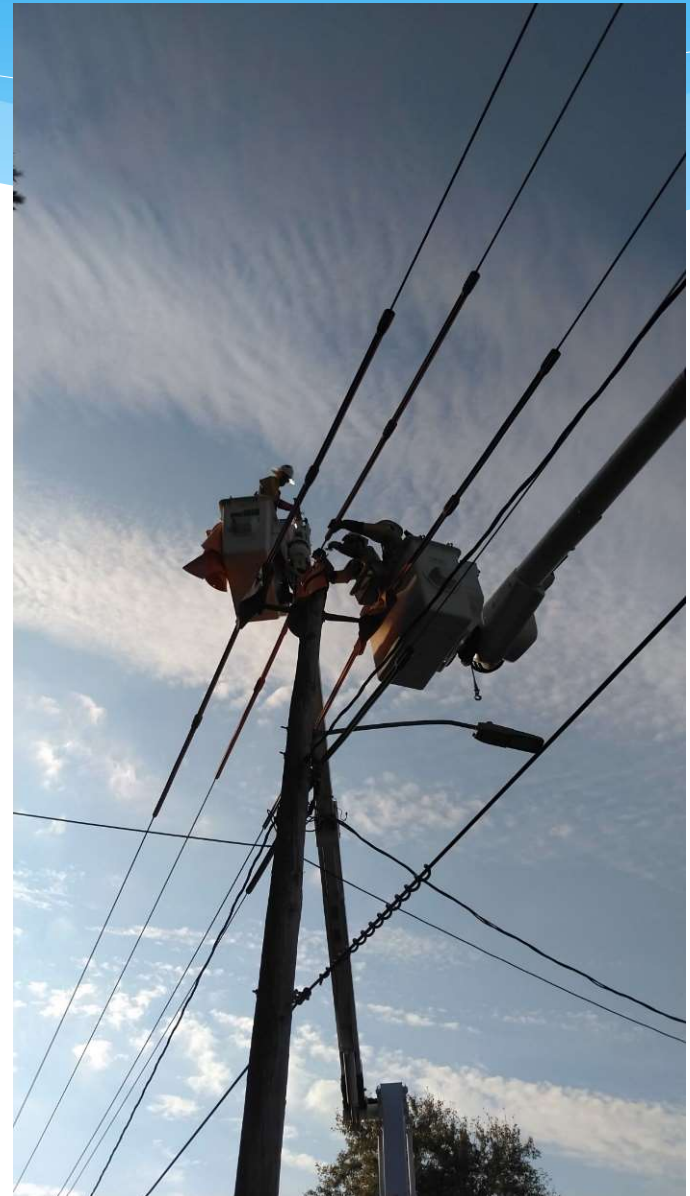


As of January 2024

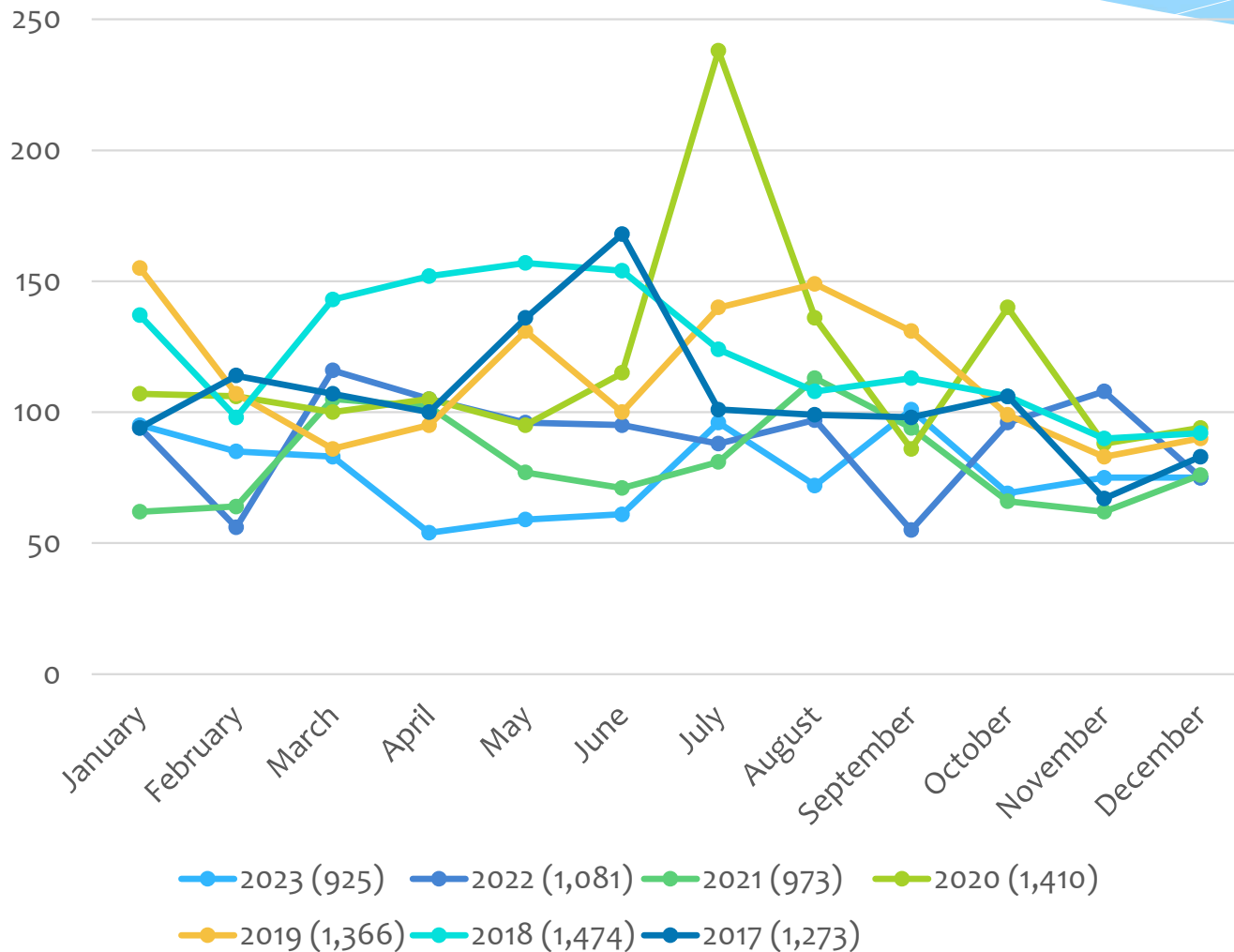
Construction and Maintenance

In 2023, the Electric Department:

- * Installed 24 new residential services
- * Installed 1 new commercial services
- * Installed 11 temporary services
- * Completed 13 service changes
- * Upgraded 11 underground and overhead services
- * Installed 4 new LED security lights
- * Upgraded 69 existing security/street lights to LED
- * Performed 1,842 various work orders for connections and disconnections, electric service, voltage quality studies, bad electric connections, streetlight repairs, etc
- * Tested 15 electric meters for accuracy



Utility Line Locates



Over 8,500 utility line locates were completed in the last 7 years.



**Know what's below.
Call before you dig.**

Tree Trimming

Our very aggressive Tree Trimming program continued again this year, eliminating many potential power interruptions and major outages. In 2023, we removed 12 ‘danger’ trees that were major concerns. These trees were capable of taking down main circuits and feeders.



DUDE, FORGET ABOUT TELEPHONE WIRES. IF YOU WANT A *REAL* BUZZ, YOU WANNA SINK YOUR TEETH INTO A POWER LINE OR TWO!



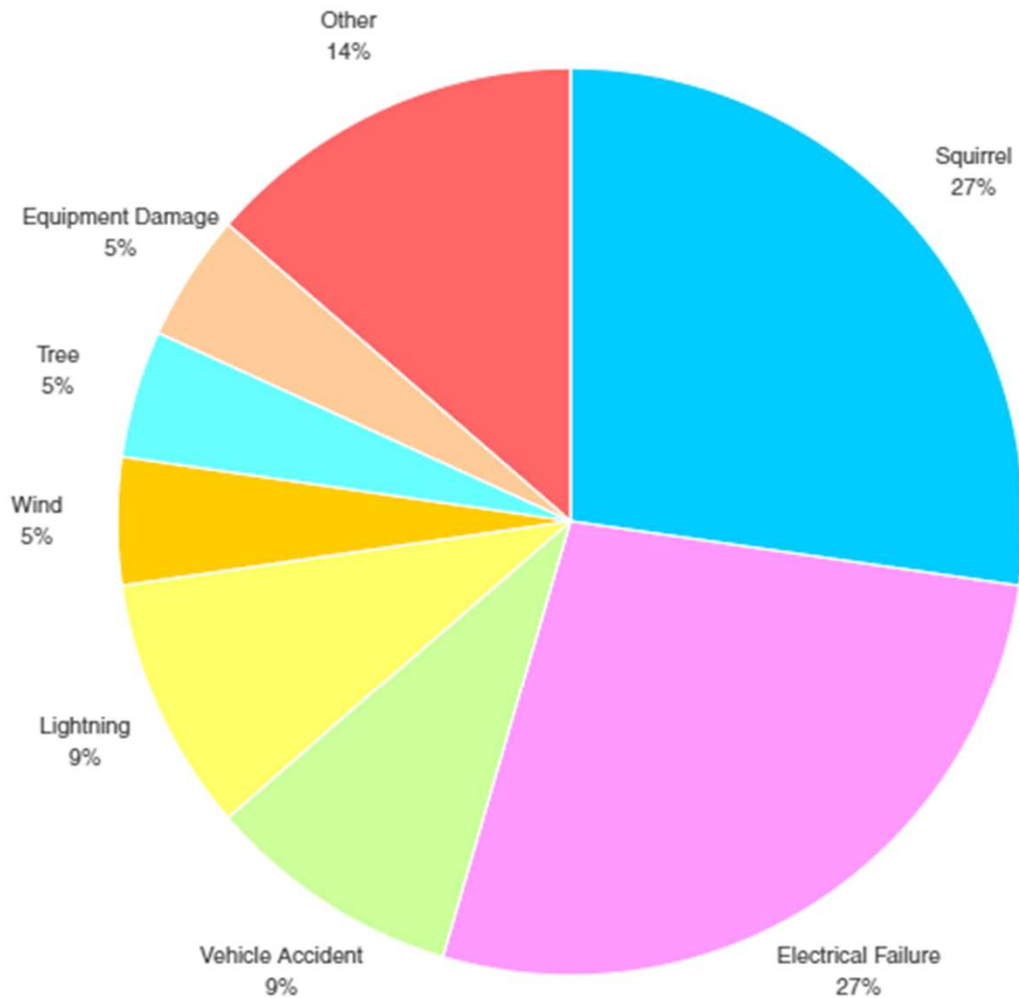
Outages

Squirrels are still one of our main causes of outages; however, this year, equipment failure caused more outages than vehicle accidents. We are reducing outages caused by squirrels by installing animal guards on primary bushings on transformers. We have also started to replace all steel construction on our structures with composite or polymer material. This year, we upgraded 11 poles with these non-conductive materials.

Outages



Outage Causes



Outage Cause	View
Squirrel	6
Electrical Failure	6
Vehicle Accident	2
Lightning	2
Wind	1
Tree	1
Equipment Damage	1
Scheduled	1
Human Accident	1
Equipment Worn Out	1
Total	22

CIP Projects and Infrastructure Upgrades



- * Replaced 23 'Danger Poles'
- * Replaced 3 Poles Hit by Motorists
- * Continued Street Light/Security Light Upgrade (575 of 955 have been upgraded from HID to LED)

Continuing Education

- Hazardous Communications:** Rick Sisk, Jonathan Cook, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- Emergency Action Plan:** Rick Sisk, Jonathan Cook, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- Fire Extinguisher Training:** Rick Sisk, Jonathan Cook, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- Personal Protective Equipment:** Rick Sisk, Jonathan Cook, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- Bloodborne Pathogens:** Rick Sisk, Jonathan Cook, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- Confined Space Entry:** Rick Sisk, Jonathan Cook, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- Electrical Safety:** Rick Sisk, Jonathan Cook, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- Lockout/Tagout Procedures:** Rick Sisk, Jonathan Cook, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- Trenching and Shoring:** Rick Sisk, Jonathan Cook, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- DOT Safety Inspection:** Rick Sisk, Jonathan Cook, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- Work Zone/Heavy Equipment:** Rick Sisk, Jonathan Cook, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- First Aid:** Rick Sisk, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- CPR:** Rick Sisk, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- AED:** Rick Sisk, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- Bucket Truck Rescue:** Jonathan Cook, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- Pole Top Rescue:** Jonathan Cook, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- Trailer/Equipment Loading & Securement:** Rick Sisk, Jonathan Cook, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- Intro to Voltage Sags:** Rick Sisk & Jonathan Cook
- Advanced Flicker Assessment:** Rick Sisk, Jonathan Cook, Mike Starnes, Ethan Webb, Josh Greene, & Hunter Fleming
- Purchasing and Contracting 101:** Rick Sisk

Awards & Designations



- * Received NC Public Power Awards of Excellence for: Strengthen Public Power
- * American Public Power Association Designation as a Diamond Level Reliable Public Power Provider (RP3) – Designation is awarded every 3 years – Received ‘Diamond’ Highest Designation Possible in 2024 – Perfect 100 Score!
- * Received American Public Power Association 2022 Safety Award of Excellence
- * Received American Public Power Association 2021 Certificate of Excellence in Reliability
- * Seventh Consecutive Year Gold Safety Award from NC Department of Labor
- * Received the ElectriCities 2022 Municipal Electric Safety Award for 0 Lost Work Days



American Public Power Association



Average Service Availability Index

Per our American Public Power Association eReliability Tracker, our ASAI or Average Service Availability Index is

99.9113%.

This Index indicates that Town electric service was provided an average of 99.9113% of the time for all electric customers.

