

## **CEC is Focused** on Better Serving You

#### **Executive Report**

Central Electric Cooperative (CEC) experienced a strong and transitional year in 2016. No year is without challenges and 2016 was no exception, but each of those challenges has been addressed and the overall result was continued improvement throughout the organization.

The three-year rolling strategic plan remains the focus of our efforts. The plan's newest updates include some significant changes intended to utilize our improved organizational structure and move CEC forward in direct support of our Mission Statement, Vision Statement and Strategic Initiatives. Those changes include additional planning and goal setting in the areas of member services and finance and accounting, as well as a renewed emphasis on our engineering efforts proactively looking for areas of system improvement. Additionally, the realignment of our safety department resources will provide a better focus in keeping our members and employees safer. Our efforts in planning have allowed us to positively address challenges as they have arisen.

In 2016, CEC focused on providing reliable and quality service, controlling rates, and being committed to the communities it serves. The weather pattern of 2016 was significantly different from the previous two years, resulting in a summer-system peak rather than the elevated



Jody P.
Weaver
President,
Board of
Directors

Matthew P.
Boshaw
CEO &
General
Manager



and winter system peak caused by the "polar vortexes" of 2014 and 2015.

Highlights for last year included:

- Returning a record \$1,583,000 in patronage capital to our members in the form of Capital Credits.
- Distributing 171 Energy Star Appliance Rebates totaling almost \$10,000 to members.
- Helping 153 families in need pay electric bills during the heating season. The Family Fund program is funded entirely by member contributions, the roundup program and unclaimed Capital Credits.

#### **Reliable Service**

Reliability and timely power restoration continued to be areas of emphasis in 2016. Total outage time per member decreased from 10.61

hours in 2015 to 8.1 hours in 2016, with power supplier outages causing 37 percent of the total. The cooperative continues to maintain its lines for improved reliability. In 2016, CEC made major improvements across its territory.

- Major improvements were made in the Saxonburg, Cowansville and Karns City substations.
- The meter change out project was completed by replacing the last 3,438 meters with new automated meter technology.
- 5,176 poles were inspected.
- 314 miles of rights-of-way were cleared.

#### **Quality Service**

New technologies again played a big part in member satisfaction. In 2016 CEC:

- Continued utilizing SmartHub, which provides convenient account access to members online or via mobile devices to manage payments, notify member service representatives of account and service issues, check usage and more.
- Increased electronic payment processing to 50 percent of all payments received, which is convenient for members and saves on processing costs.
- Processed and completed 10,826 member service orders.
- Installed 27 electric water heaters and 13 GenerLink<sup>™</sup> units



CEC's Ken Maleski (right) presenting a Bright Ideas Teacher Grant.

#### Rates

CEC's retail electric rates for members increased in 2016 by 5 percent, primarily to cover increases in distribution costs. CEC's last increase in retail rates was 5.5 percent in 2013. No rate increase is planned for 2017.

#### Community

CEC continued its commitment to the communities it serves. In 2016, CEC:

- Assisted 153 families in need pay their electric bill through the Family Fund program.
- Sent four students on Youth Tour, where they made lifelong memories and learned about government and cooperatives.
- Awarded 15 students the Good Neighbor Scholarship of \$2,000 each.

#### **Annual Meeting of the Members**

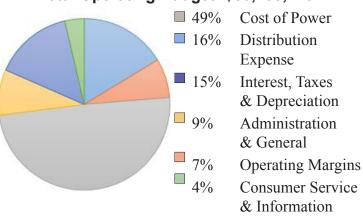
Almost 1,000 members and guests attended the cooperative's 79th annual meeting. Members re-elected board of director Kenneth Durrett, representing Butler County; and Rick Weaver, representing Clarion County at the meeting. CEC encourages members to attend this year's Annual Meeting of the Members Friday, Aug. 25, 2017.

CEC staff is committed to providing service to our members. As the information detailed in this report indicates, service is much more than poles, wires and meters to us. Our employees are talented and hardworking with a wide variety of expertise. In addition to those attributes, our staff brings a member focus that makes our cooperative much more than an electric service provider, we are a part of all the communities we serve and are proud to be.

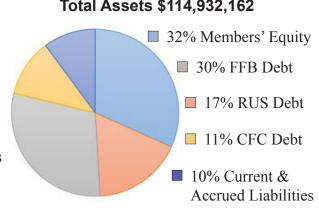
CEC is a Touchstone Energy Cooperative and serves approximately 25,000 members with over 3,000 miles of distribution line in portions of Allegheny, Armstrong, Butler, Clarion, Forest, Mercer and Venango counties. Find out more by visiting www.central.coop.

#### 2016 Year-End Financial Review

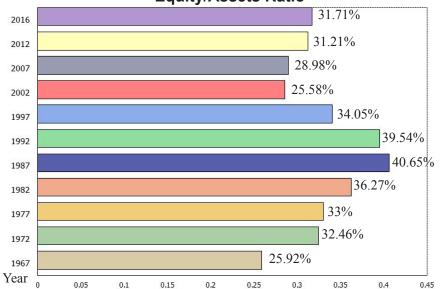
### Where Members' Electric Dollar Went Total Operating Budget: \$39,489,720



# Equity to Debt Members' Ownership vs. Borrowed Capital Total Assets \$114,932,162



#### **Equity/Assets Ratio**



### **Members Working for Members: Meet Your Board of Directors!**



Nancy Lendyak
Armstrong County



Richard Weaver Clarion County



Kenneth Durrett
Butler County



**Bette Walters**Forest County



William Eichner
Butler County



Kenneth Etzel
Venango County



Equity %

Jody Weaver Clarion County



Althea Smith Venango County

5

#### **Statements of Income and Comprehensive Income** For the years ended Dec. 31, 2016 2015 **OPERATING REVENUES:** Electric energy revenue \$38,496,315 \$37,090,003 Customers' forfeited discounts and penalties 125,723 130,285 Rent from electric property 844,562 851,796 Miscellaneous service revenue 3,762 4,304 Miscellaneous electric revenue 23,120 23,618 39,493,482 38.100.006 **TOTAL OPERATING REVENUES OPERATING EXPENSES:** Cost of power 19,455,583 19,470,882 Distribution - operations 1,925,886 1,834,915 Distribution - maintenance 4,527,710 4,233,415 1,080,723 Consumer accounts 1,036,051 Customer service and information 343,587 339,047 Sales 7,705 9,814 3,391,628 Administrative and general 3,216,358 Depreciation and amortization 3,842,296 3,914,218 Taxes 55,221 55,176 Interest - other 4,272 4,210 34,114,086 **TOTAL OPERATING EXPENSES** 34,634,611 **OPERATING MARGINS BEFORE FIXED CHARGES** 4,858,871 3,985,920 **FIXED CHARGES:** Interest on long-term debt 1,942,129 1,921,926 **OPERATING MARGINS AFTER FIXED CHARGES** 2,916,742 2,063,994 **G&T AND OTHER CAPITAL CREDITS** 543,157 490,072 **NET OPERATING MARGINS** 3,459,899 2,554,066 **NON-OPERATING MARGINS:** 228,812 Interest income 212,875 Loss on disposition of property (160,885)(226,195)Other 24,777 95,153 TOTAL NON-OPERATING MARGINS 92,704 81,833

NET MARGINS BEFORE PROVISION FOR TAXES ON INCOME 3,552,603 2,635,899 PROVISION FOR TAXES ON INCOME 883 1,086 **NET MARGINS** 3,551,720 2,634,813 OTHER COMPREHENSIVE LOSS Unfunded postretirement benefit plans: Net actuarial loss (1,399,474)Amortization of actuarial loss recognized in net margins 131,032 (1,268,442)TOTAL OTHER COMPREHENSIVE LOSS \$2,283,278 \$2,634,813 TOTAL COMPREHENSIVE INCOME The financial report statements are compiled from the 2016 Audit Report as presented by the firm of Buffamante Whipple Buttafaro, P.C. A complete copy of the audit is available for examination at the CEC office during normal business hours.