



2025  
**MID-YEAR REVIEW**

## A Halftime Message from President & CEO Scott Spence

Earlier this year, Tri-County Electric Cooperative released our first [Annual Report](#) under this leadership team—outlining not only where we've been, but where we're going. At the heart of it was our clear and enduring commitment: to provide **safe and reliable power at the lowest possible cost**.

As we approach the halfway point of our fiscal year, this is a good moment to pause, reflect, and report back on the progress we've made together. Think of this as our **halftime report card**—an honest, data-driven update on how we're improving the Cooperative's financial health and enhancing the service experience for all 112,000 members.

### Reversing the Historic Debt Trend

The Cooperative is turning the corner. In June, for the first time since its inception nearly five years ago, the **line of credit balance decreased over a 12-month period**. In July, we **closed \$10 million in asset sales**, with **another \$50 million under contract**.

Combined with disciplined budgeting and ongoing cost-saving measures, we are now on track to **reduce total debt by \$80 million** by March 31, 2026—compared to the prior fiscal year.

That's not just a number. It's meaningful, measurable progress—and it means long-term value, stability, and sustainability.

### Reliability, Improved

Even with fewer people and tighter budgets, this team continues to do more with less—without compromising reliability. In fact, we're improving it. **For the 12-month period through June 2025:**

- SAIDI (the average time total of outages a member experienced): 107.8, *a 10-minute improvement*
- CAIDI (the average time to restore power to a member): 104.01, *slightly higher, but steady, acceptable range*
- SAIFI (the average number of outages a member experienced): 1.036, *a 10% improvement*

### Energy Efficiency That Doesn't Cost Members a Dime

The [2025 Energy Efficiency Pilot Program](#), funded entirely through unclaimed capital credits, has helped hundreds of members reduce energy use and lower their bills. As of July 31, more than **\$117,400 in bill credits** have already been awarded—with a goal of hitting \$250,000 before year-end. And members haven't had to pay a single extra cent to make it happen.

### Going Paperless, Saving Thousands

By July 31, 60,000 members have opted into paperless billing and out of the printed [Texas Co-op Power](#) magazine. That shift is saving the Cooperative about \$25,000 every month—more than \$300,000 per year, while giving members access to faster, more relevant updates through our [Current Conversations](#) newsletter.

### Faster Call Times, Better Service

As of July 31, when a member calls TCEC, they're speaking with a live Member Service Representative in under 20 seconds—down from over a minute just one year ago. We know fast, responsive service matters. Our members deserve nothing less.

### Brazos Hardship Fund: Support in Action

This year, more than 400 members have applied for help through the [Brazos Electric Ratepayer Hardship Fund](#), which was designed to offset charges related to Winter Storm Uri. In July alone, 224 TCEC members were approved for assistance—providing real relief.

### Cooperative Giving That Stays Local










So far, **236 members** have joined the [Round-Up Program](#), voluntarily rounding up their electric bills to support neighbors in need. As of July 31, **\$6,667** of the **\$25,000 allocated to Texas Neighborhood Services** has already been disbursed for direct member assistance.

### What Comes Next

We still have work to do. But as we head into the second half of this fiscal year, one thing is clear: **TCEC is moving forward—together**. We're committed to learning from the past while staying focused on what comes next.

We're not just cutting costs—we're building value. We're not just maintaining service—we're enhancing it. And most importantly, we're doing all of it with the same purpose that drives everything we do: **serving our members well**.

Thank you for your continued trust and partnership. Let's finish this year even stronger than we started.

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|---|----------------------------------|---|
| <b>FY 2026 Debt Projected Change</b><br>(as of July 31)                               | <b>\$80 million</b>              |    |
| <b>SAIDI</b><br>(12 months through June 2025)   | <b>107.8 minutes</b>             |    |
| <b>CAIDI</b><br>(12 months through June 2025)   | <b>104.01 minutes</b>            |    |
| <b>SAIFI</b><br>(12 months through June 2025)   | <b>1.036 outages</b>             |    |
| <b>Texas Co-Op Power Opt-Out/<br/>Paperless Billing Enrollment</b><br>(As of July 31) | <b>60,000 members</b>            |    |
| <b>Call Wait Times</b><br>(As of July 31)   | <b>0.31 minutes (18 seconds)</b> |    |
| <b>Brazos Hardship Fund Outreach</b><br>(As of July 14)                               | <b>411 applications</b>          |  |
| <b>2025 Energy Efficiency Pilot Program<br/>Funds Disbursed (As of July 31)</b>       | <b>\$117,400</b>                 |  |
| <b>Cooperative Giving Funds Disbursed</b><br>(As of July 31)                          | <b>\$6,667</b>                   |  |



Positive Trend



No Change



Negative Trend