



**TILLSONBURG
HYDRO INC.**

Powering your community

Quarterly Update

Dan Rasokas – Board Chair

September 23, 2019

Changes in Staff



- Over the past year, the staffing compliment working for the Town performing duties under the MSA have changed, key changes include:
 - General Manager – Ian McKenzie
 - Manager of Operations – Don Matthews

Number of Customers



- Dec. 31, 2016
 - Residential = 6,402
 - Total = 7,163
- Dec. 31, 2017
 - Residential = 6,464
 - Total = 7,229
 - 1.0% growth
- Dec. 31, 2018
 - Residential = 6,579
 - Total = 7,343
 - 1.5% growth
- July 31, 2019
 - Residential = 6,645
 - Total = 7,412
 - 1.9% growth
(annualized)

Dividend



- 2017 - \$150,000 (delivered @ 2018 AGM)
- 2018 - \$200,000 (delivered @ 2019 AGM)
- 2019 - \$200,000 (delivered @ 2020 AGM)

2019 Capital Budget



- 2019 Approved Capital Spend
 - \$2,600,000
 - \$500,000 - System Access (customer driven)
 - \$1,500,000 – System Renewal (refurb. of plant)
 - \$600,000 – System Service (growth / expansion)
- July 31, 2019 YTD Spend - \$1,555,000

2019 Capital Budget



- Key Projects & Status
 - Subdivisions (providing growth to community)
 - Potters Gate & Brookside – THI portion complete
 - Andrews Crossing Ph 2 – THI portion complete
 - System Upgrades (increasing system reliability and agility)
 - Insulator upgrade & End of Life poles – sch. Q4
 - 4 kV conversion – in progress, on schedule
 - large 2019 capital project to remove last Municipal Transformer Station and allow for decommissioning
 - New MVI switch – complete
 - Wren Crt & Trottier - complete

2019 OM&A Budget



- Key Projects & Status
 - Customer Survey – complete
 - Meter Re-verification – complete
 - Staff Training – scheduled / complete
 - Tree Trimming (3rd party) – complete
- New Tools
 - Customer Access Portal Upgrade - complete

Board Objectives



- New Board Member orientation - completed
- Update Strategic Plan – in progress
- Governance Review – in progress