

TURLOCK IRRIGATION DISTRICT

2020

ANNUAL REPORT



WATER & POWER
Serving Central California since 1887


Our Mission

TID will provide reliable and competitively priced water and electric service, while being good stewards of our resources and providing a high level of customer satisfaction.


Our Vision


TID's reputation will be as a trusted partner, innovative leader, and model of sustainability in enhancing the quality of life for our community, through embracing our core values at every level of our organization.


Our Core Values


 **Reliability** — TID plans, builds and maintains its water and electric systems to reliably serve its customers.


 **Affordability** — TID provides stable, competitive rates for its customers.


 **Stewardship** — TID provides leadership by sustainably managing the resources entrusted to us.

 **Safety** — TID ensures a safe environment for employees and customers.

 **Quality Workforce** — TID attracts and retains highly-skilled and experienced team members.

 **Customer Focus** — TID is committed to building strong and lasting relationships with our customers and community through engagement, transparency, accountability and trust.

 **Local Control** — Decisions made by local people to address local needs are essential to TID's continued success.

 **Visionary** — TID proactively balances near-term decision making with the long-term well-being of its customers.

A Letter from the General Manager



2020 proved to be a year that required resilience, collaboration, flexibility and compassion. Prior to reflecting on the accomplishments and opportunities Turlock Irrigation District advanced in 2020 as outlined in our Annual Report, it is important to recognize that our nation, state and communities continue to be impacted in unimaginable ways due to COVID-19.

“ The benefits of being community-owned showed themselves in our ability to exercise flexibility and make customer-focused decisions. ”

Although 2020 was a disruptive year—not only did we navigate a global pandemic, we also experienced devastating wildfires and emerging drought conditions—it was also my first year as General Manager of TID and one that I was wholeheartedly honored to have led. Although this was not the start I had envisioned, I can say without a doubt that I've never been more proud to work alongside TID team members. I am grateful for the trust the team and community has instilled in me throughout 2020 and I continue to be impressed with how nimble and forward thinking our team has been throughout a year of uncertainty.

The 2020 Annual Report highlights the Districts' successes, ability to navigate

changes and challenges while delivering on our set initiatives. Over the last year our team mobilized to new work environments, schedules and protocols, and increased internal communications helped keep everyone on the same page— even if that page was constantly turning. We suspended late fees and power disconnections for non-payment and enhanced the frequency and methods of outreach to our customers, in order to ease the impacts of the pandemic, provide resources and continue to be a trusted partner to the community. The benefits of being community-owned showed themselves in our ability to exercise flexibility and make customer-focused decisions while never faltering on our mission of providing essential services of power and irrigation water.

In a year that brought forth much uncertainty, TID remained committed to delivering on our promise of serving our community and maintaining the health and safety of our essential workers. We are a united community. Together, We Are TID.

Michelle Reimers
General Manager

Implementing Change, Remaining Resilient Throughout the Pandemic

Turlock Irrigation District provides essential services to our community and customers around the clock, 365 days a year. Even in the midst of a pandemic, the expectation is to deliver on our mission of providing safe, reliable and affordable irrigation water and power.



TID customers adapted as we closed our lobbies to the public and put new practices into action.

While 2020 was a year filled with challenges, unknowns and constant changes, TID maintained its commitment to meeting existing goals, finding new ways to accomplish every-day duties, and continuing to push projects forward while ensuring the safety of our team members. TID never wavered in its commitment to remain accessible to customers and employees as the District navigated a new, socially distanced path to conducting business. TID customers adapted, along with the District, as we closed our lobby doors and put new practices into action, such as virtual Board meetings, de-centralized work locations and remote work plans.

TRUSTING THE TEAM

From the start of the pandemic, TID led and made decisions based on two key objectives: keeping our employees healthy and safe, and fulfilling our responsibility to provide essential services while maintaining a high level of customer service. With these two principles top of mind, the District implemented safety measures that ranged from developing a multi-phased re-entry plan, facility enhancements and the creation of new procedures.

It was imperative that TID sustained all of its functions, whether it be in a remote or socially distanced environment or in the field, because it is the collective contributions of each team member that allows the District to maintain its quality service and vital operations.

COMMITTED TO OUR COMMUNITY

The COVID-19 pandemic impacted the financial wellbeing of many throughout the world, and TID understood that its customers may be facing financial challenges. In an effort to alleviate any additional hardships that households might have been facing as a result of the pandemic, TID suspended power shutoffs and late fees in April of 2020.



Keeping our employees healthy while providing essential services and high customer service was a necessity to TID.

As a community-owned utility, TID provided resources to individuals and small businesses through TID payment assistance programs and by collaborating with community partners to connect customers to additional resources. Throughout the year, TID was ready to work with customers with outstanding balances and remained proactive in customer service outreach calls, informational mailings and social media posts that included payment assistance information.

WHAT WE LEARNED

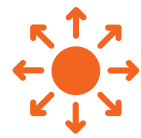
2020 may be a year most wish to move on from without looking back, but it was also a year in which we learned that TID's team members are resilient, dedicated, visionary and flexible. The implementation of a District-wide Strategic Plan, entry into the Energy Imbalance Market, launch of virtual platforms to remain connected to the community, modifications to programs that support customers are among a few of the successes achieved while navigating a new normal. TID can look back on this year and be proud that we rose to the needs of our team members and our customers. Together, We Are TID.



2020 Vision Leads to Strategic Action

After a thoughtful, yearlong planning process, Turlock Irrigation District was ready to implement its five-year Strategic Plan in 2020 — a plan that would engage the District at all levels, celebrate successes and provide a new level of accountability and transparency for improved operations and customer service.

The 2020–2025 Strategic Plan, which was adopted by the Board of Directors, builds on the District’s past success while looking to the evolving needs of the District, by focusing on six Strategic Priorities:



Water and Electric Supply and Distribution

The water and electric infrastructure that TID has developed over decades is a key reason why TID has been able to provide reliable services at affordable rates. TID will work to maintain and enhance its water and electric resources and customer distribution systems in a sustainable manner.



Finance and Rates

Financial stability is an important strategic element as it enables the possibility for the other strategic priorities to be pursued and achieved. TID will continue to provide value to customers through financial stability and with competitive and affordable rates.



Workforce

TID’s workforce is an essential component to successful operations that benefit customers. It is critical that TID maintain a customer-focused, innovative, skilled and engaged workforce.



Customer Service and Community Relations

Improvements to the services TID provides to customers and the means in which those services are provided will lead to a higher level of recognition as a trusted community partner. TID will earn customer trust by continuing to partner with and participate in the local community and by providing quality customer care and service in a responsive and professional manner.



Safety

The safety and security of our customers and workforce is a top priority. TID will make certain this priority is top of mind through proper planning and training so that our actions ensure the safety of our employees, customers and the community.



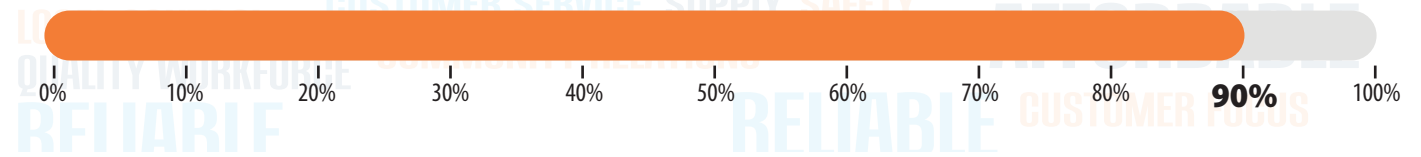
Technology

TID must embrace viable technology to further enhance internal operations and improve customer engagement. TID’s efforts will use innovative technologies to maximize customer benefits and guide operational decisions.

The Strategic Plan provides a roadmap for the next five years through the outlined priorities and the District’s vision and core values.

A Year in Review

106 out of 118 tasks were completed in 2020.



In its first year, the Strategic Plan provided clarity of direction and defined the District’s actions. From prioritizing maintenance projects to best serve our customers, to implementing emerging technology to streamline processes, the Strategic Plan has outlined a path to fulfill the District’s five-year goals.

NOTABLE ACCOMPLISHMENTS

Water and Electric Supply and Distribution:

- Negotiated the purchase of property to construct the Ceres Main Canal regulating reservoir that will bolster TID’s irrigation system for enhanced operational efficiency, improved water quality and water conservation.

Finance and Rates:

- Introduced quarterly financial reporting to the Board and public to increase transparency and accountability.

Workforce:

- Planned and executed an employee engagement survey to evaluate employee morale, identify opportunities and support retaining a skilled workforce.

Customer Service and Community Relations:

- Evaluated and proposed adjustments to TID’s CARES Program to meet the diverse and changing needs of the District’s customers.

Safety:

- Received platinum level designation from APPA for being a reliable public power provider.

Technology:

- Utilized Oracle Utility Analytics to allow the District to further leverage technology to support a proactive evaluation of accounts in order to improve internal processes and enhance the decision making process.



ENDORSEMENT AND ENGAGEMENT IN THE DISTRICT

In contrast to the District’s last Strategic Plan, significant effort was made to include team member feedback in compiling the goals, actions and tasks outlined in the Strategic Plan. To further engagement with the Strategic Plan, an internal microsite was developed to allow employees access to view the Plan and the progress being made towards the goals of the Plan. Regular updates highlighting significant milestones continue to keep team members apprised of successes throughout the District.

2020 Water Year in Review

As a trusted steward of the regions' water supply, Turlock Irrigation District works closely with our stakeholders and continues to invest in the enhancement of technologies that support water use efficiency. In 2020 we continued to prepare for the vast range of very wet years to very dry years through increased communication with growers and the implementation of new water tools.

2020 FAST FACTS (WATER YEAR RUNS OCT. 1–SEPT. 30)

- 17th driest year in the last 124 years of record
- 42 inches available water per parcel
- 64% of precipitation compared to average year
- 1,416,315 acre-feet of water in storage at Don Pedro storage at the end of the water year

TAKING TECHNOLOGY TO NEW HEIGHTS

Over the course of nearly two years, Turlock Irrigation District spearheaded and shepherded the introduction of the innovative research and technologies of the airborne

snow observatory (ASO) program to legislators and federal agencies. These advocacy efforts were instrumental in securing funding towards the program, which offers strategic water management resources. The ASO program maps and analyzes the distribution of snow water equivalent and snow albedo in mountain basins, using aircraft equipped with LiDAR and an imaging spectrometer to fly over each watershed, providing a true representation of the snowpack. This technology removes the uncertainty and conjecture regarding how fast the snow is melting and when it will reach reservoirs. ASO technology is the single best source to know the true make-up of the snowpack and gives water managers the tools to adapt to changing conditions with 97% accuracy.

Through the course of meetings, rallies, subject matter expert testimonials and meaningful collaboration with legislators, not-for-profit peers and private organizations, TID was successful in validating the need for further funding of the ASO program, and in 2020 gained endorsement through the development of legislation through HR 8041 (Harder CA-10) and S 4530 (Feinstein CA).



LiDAR technology measures the snowpack.

Encouraging Community Involvement in Groundwater Plans

As the development of Turlock Subbasin's Groundwater Sustainability Plan (GSP) continued in 2020 to meet its January 2022 deadline, participation from the public was on the rise as groundwater managers began to virtually expand their reach to stakeholders.

Turlock Irrigation District continued its stewardship role in the Subbasin as one of the primary movers in progressing the GSP and encouraging stakeholder engagement. TID works as one member of the 12-member West Turlock Subbasin Groundwater Sustainability Agency (GSA). This GSA is one of two in the Turlock Subbasin.

Reaching stakeholders in 2020 required an increased visual and digital presence through the use of the Turlock Groundwater YouTube channel and other methods.

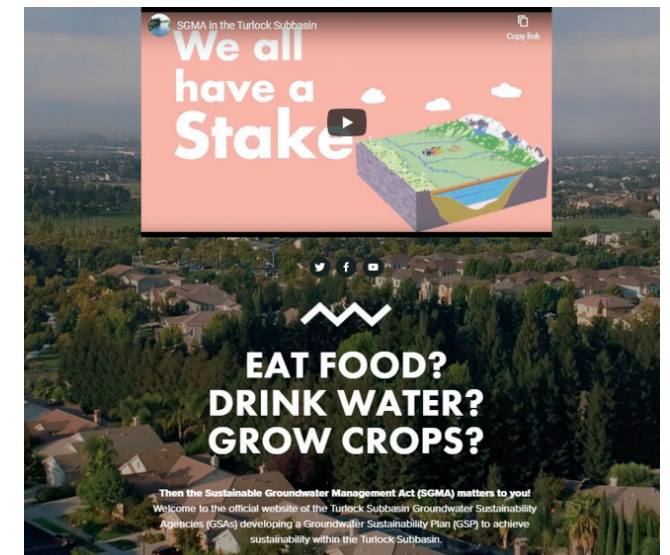
Projects such as the five-minute, multi-language 'SGMA in the Turlock Subbasin' educational video helped increase communication to customers. Shorter videos were also utilized, promoting upcoming workshops and informing stakeholders as to how they can receive meeting notices and newsletters related to the GSP and other GSA activities. Persistent and increased use of virtual meeting platforms due to COVID-19 mandates increased participation at GSA meetings; they also aided in transparency efforts since videos on such platforms are more efficient compared to traditional in-person meeting recordings.

Events such as regular Groundwater Lunch Hours helped to connect groundwater users with Subbasin managers, facilitating discussions about concerns in an open-house format. With TID's aid, GSAs also tested out new features such as live streaming Virtual Community Workshops with success.

Finally, the Subbasin's reach to stakeholders continued to expand through regular meeting notices and newsletter emails to an ever-growing distribution list. Customers continue to opt-in the contact list via turlockgroundwater.org.



TID is a key partner in ensuring groundwater sustainability.



Turlock Groundwater website (TurlockGroundwater.org).



The two groundwater sustainability agencies within the Turlock Subbasin.

Responsive and Reliable Year-Round

TID'S DEDICATED TEAM ON THE SCENE

The August SCU Lightning Complex Fire included the Canyon Zone Fire that burned within a region of TID's western-most service territory. At the onset of the fire, TID's Security & Emergency Preparedness team coordinated with CalOES and CalFire to provide support and timely communication to the residents in the impacted area. The District's Construction & Maintenance Department was on-site to clear fire lines around TID poles to help defend our infrastructure and the community.

TID's Line Department was on the scene to assess damage and modify equipment in an effort to expedite the repairs needed in a safe and timely manner. TID crews worked for weeks to safely replace poles and string new wire to bring back power for TID customers.



TID crews safely expedited the replacement of 72 poles and new wire to restore critical infrastructure to the area impacted by the Complex Fire.

WILDFIRE MITIGATION

Year upon year, weather conditions grow more extreme, leading to drier dry years and more severe storms. As California continues to experience the devastating effects of wildfires exacerbated by these conditions, TID remains diligent in mitigating the drivers of fire ignition, such as managing vegetation growth and contact with wires.

Each year TID updates its Wildfire Mitigation Plan, which outlines the District's wildfire mitigation efforts. Additionally, in 2020, TID was asked to present its Plan to the Wildfire Safety Advisory Board as a model for other utilities to follow.

During the spring of 2020, TID fire zone line patrol identified and trimmed 856 trees. In the fall of 2020, a 12 foot radius area was cleared at the base of 1,555 poles for fire protection.



Ongoing maintenance of trees keeps branches away from power lines.

Stewards of the Grid

THE AUGUST HEAT WAVE

During the summer of 2020, California experienced a period of excessively hot temperatures that created a strain on generation resources. While wildfires traumatized communities throughout the state, TID made preparations to adjust its operations and took steps to minimize the impact to the local power grid.

TID first noticed a potential issue on August 13, 2020 when TID energy traders analyzed the Day Ahead market and took immediate steps to ramp up generation in order to minimize impact to the grid and TID customers. All around the state, energy consumers experienced blackouts, and while TID encouraged its customers to participate in energy conservation efforts, TID customers were not impacted by imposed rolling blackouts due to TID's status and efforts as a balancing authority.

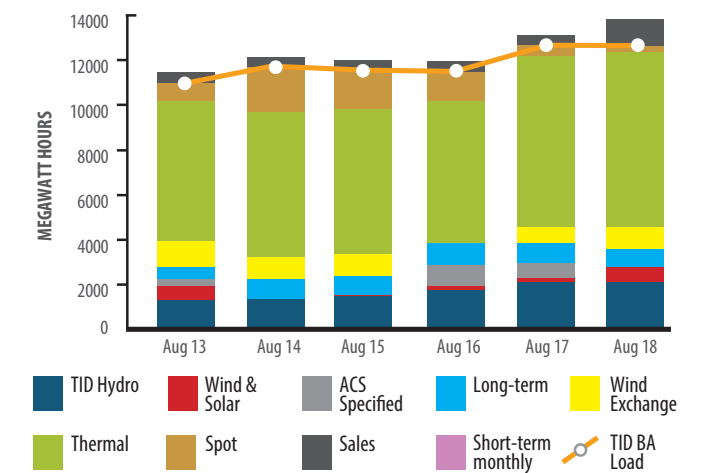
On Monday, August 17, 2020 the TID Balancing Authority System Peak was 692MW (highest on record, compared to a max forecasted average peak for August of 652MW). CAISO requested that TID have generation available to support the grid which TID was able to provide. During the week of August 14th, TID offered and sold 592 MWh, providing crucial capacity to the ISO when the need was highest (over 31 peak hours).

Additionally, TID was asked for, and provided, assistance during the September Flex Alert incident (85 MWh over six peak hours).

TID supports its customers' power needs by maintaining a diverse portfolio that includes wind, solar, natural gas, hydroelectric and more. TID's ability to keep the lights on through the use of well-planned local generation assets during ordinary and extreme times to deliver reliable electric supply to its customers year-round, is just one example of the many benefits of being a community-owned utility.

TID Balancing Authority Area

Daily system energy use for August 13-18



TID REWARDED FOR ENERGY EFFICIENCY AND RELIABILITY BEST PRACTICES

In 2020, TID was recognized for its commitment to energy efficiency, distributed generation, renewable energy, and environmental initiatives. TID joined only 93 other public power utilities out of over 2,000 agencies and earned the designation of Smart Energy Provider (SEP).

Also in 2020, TID earned the Reliable Public Power Provider (RP3) Platinum designation from the American Public Power Association for providing reliable and safe electric service. The RP3 designation recognizes public power utilities that demonstrate proficiency in reliability, safety, workforce development and system improvement.



Planning for a Sustainable Future

DIVERSIFYING OUR ASSETS

TID has a diverse portfolio of generation assets, including wind, solar, geothermal, large and small hydroelectric, and two state of the art combustion turbine plants providing local reliability.

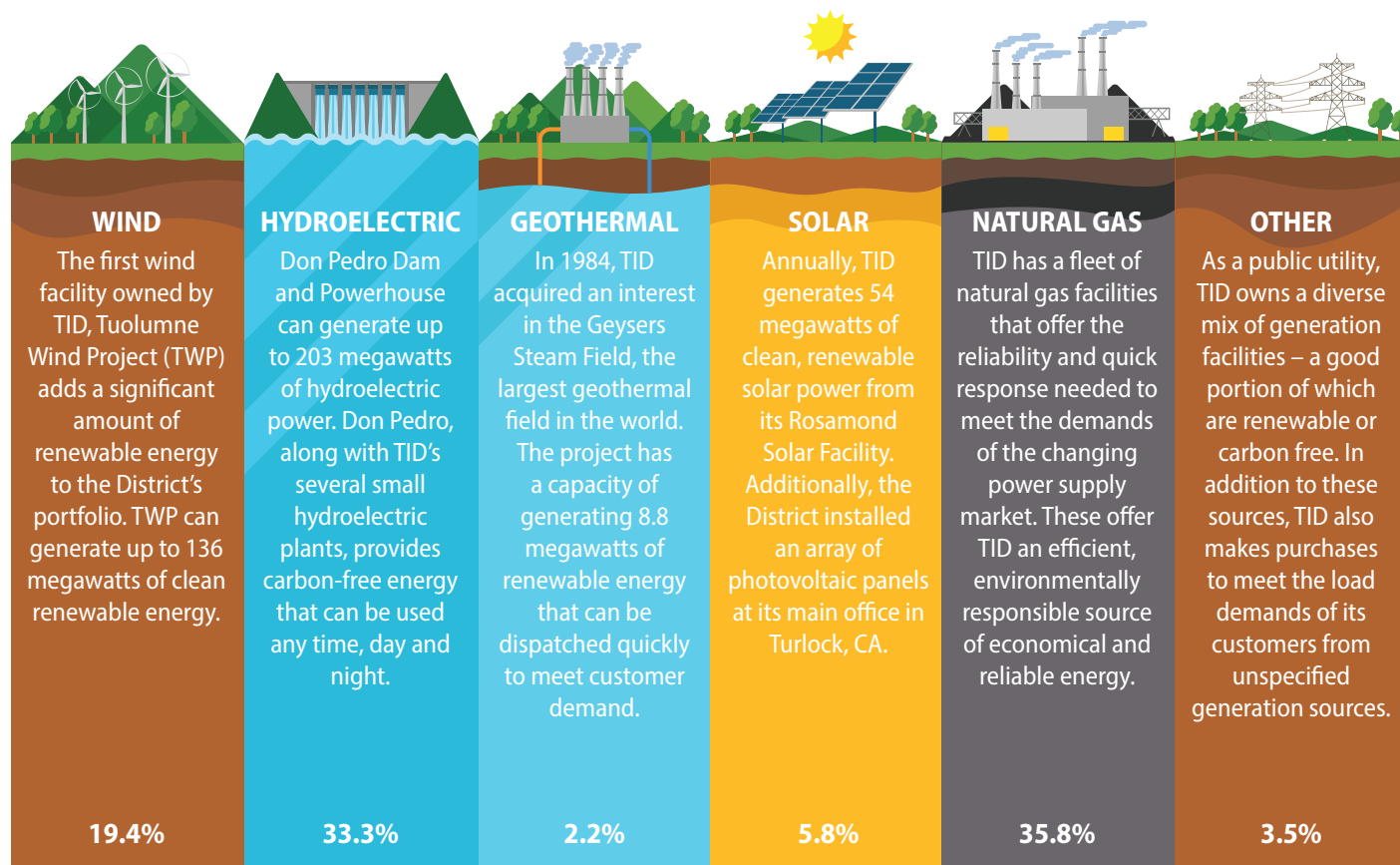
In 2020, TID's retail electric portfolio was 60.7 percent carbon-free, which included TID's large hydro facility. TID is committed to long-term carbon decline of its energy supply and considers this effort to align with TID's mission to provide reliable and competitively priced irrigation water and electric service, while being good stewards of our resources and providing a high level of customer satisfaction.

TID is on track with the state's climate policies and is on track to meet the ambitious goal of a 100% carbon-free retail electric grid by 2045.

A TRUSTED PARTNER

As the community's trusted energy provider, TID takes pride in providing its customers with safe, reliable and competitively-priced electrical service. One way the utility industry measures electrical service reliability is through System Average Interruption Duration Index (SAIDI) monitoring. SAIDI measures the average duration (in minutes) TID customers experience service interruption during a sustained power outage.

In 2020, TID's annual SAIDI was 56 minutes. By comparison, the industry standard in 2019 was 139 minutes. TID crews work hard to ensure reliability for our customers.



Turlock Irrigation District's 2020 Retail Power Portfolio

Customers Benefit from Energy Efficiency Efforts



TID'S ENERGIZES ITS ELECTRIC VEHICLE PROGRAM

TID is committed to California's roadmap to transportation electrification and that commitment starts by supporting our customers' utilization of clean-air technology. In an effort to provide information, access and incentives, TID developed an Electric Vehicle (EV) Program. In addition to outlining the environmental benefits, TID's EV Program offers economic benefits to purchasing an electric vehicle through rebates for qualified electric vehicles and level 2 charger purchases.

One of the most prominent components of the EV Program is the implementation of the TID Electric Vehicle Guide (EV Guide), a tool that assists customers by outlining potential savings and overall benefits of owning an electric vehicle. The EV Guide offers incentives, EV facts, electric vehicle make and model comparisons, charging station locations and more. The EV Guide provides a one-stop location to view all incentives offered to our customers to ensure they maximize their saving potential when purchasing an electric vehicle.

COMMUNITY SAVINGS THROUGH ENERGY EFFICIENCY EFFORTS

1,812 residential customers received **318,478 kWh** in rebate savings

62 non-residential customers received **12,061,594 kWh** in rebate savings

23 non-residential customers participated in LED direct install program, saving **1,354,360.56 kWh**



TID PREMIER SHADE TREE

In an effort to help customers reduce their energy costs – while creating a healthy environment—TID partnered with a local nursery on the TID Premier Shade Tree Event.

Beginning in August, TID sold vouchers that allowed customers to pick up a tree planting kit at The Greenery Nursery and Garden Shop during a designated time period in September. The kits included a five-gallon shade tree, one cubic-foot of potting mix, and a four-pound bag of fertilizer. Customers had a choice between an October Glory Maple and a Keith Davey Pistache.

331 shade tree kits were purchased at a discounted rate of \$20. The Premier Shade Tree Event yielded a total net savings of 83,412 kWh.

855 fixtures replaced in Dusk to Dawn streetlights with LED's, saving **419,852 kWh**

14,154,284 kWh total saved in 2020 (residential and non-residential)

99 Electric Vehicle rebates issued in 2020 (residential and commercial)

Investing in Customer Communications

STAYING CONNECTED AND MAKING ADVANCEMENTS IN A VIRTUAL ENVIRONMENT

Being customer focused is a fundamental component of TID's core values and therefore our customers are always at the forefront of TID's operations. In 2020 an even greater emphasis was placed on finding ways to strengthen communications and encourage engagement to increase transparency, accountability and trust in the middle of a distanced environment.

- Redesigned and increased the frequency of TID's newsletters to electric and irrigation customers
 - *The Grower*
 - *The Wire*
- Conducted Virtual Board meetings
- Collected feedback through the use of surveys
- Used additional direct mail, social media and TID.org to provide customer assistance resources



EFFICIENCY IN CUSTOMER RELATIONS

In the midst of a global pandemic, Turlock Irrigation District went live with its Customer to Meter (C2M) project, propelling the District, its business functions and its customer service capabilities to the next level. The new system provides additional functionality and automation of the District's customer information system and streamlines the internal processes to improve the customer experience through a consolidated billing system. Customers now experience a single consolidated account, rather than managing multiple account numbers for multiple services.

With the sophisticated system, Turlock Irrigation District is able to use real-time data to address the needs of the District and to provide customers with enhanced service.



TID customers can sign into a single consolidated user account to pay bills and manage their TID services.

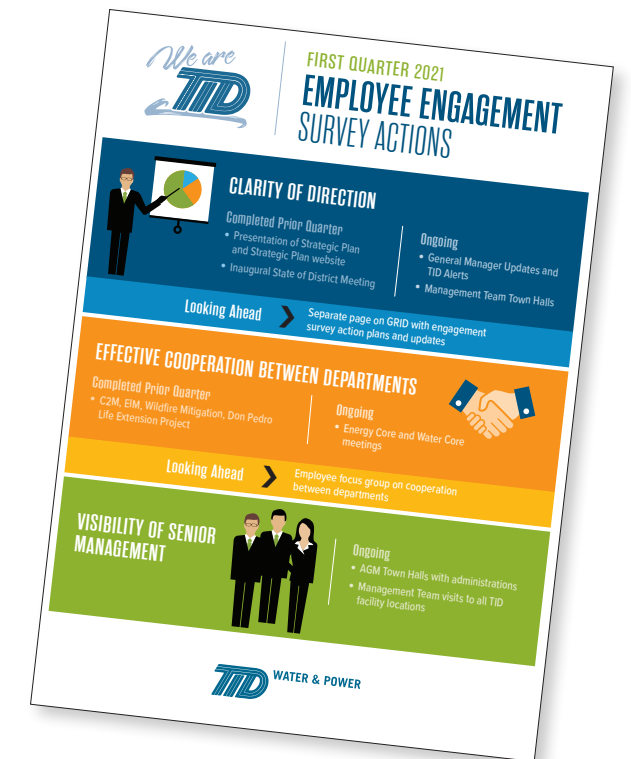
Supporting a Quality Workforce

EMPLOYEE ENGAGEMENT SURVEY

In early March 2020, TID completed the We Are TID Employee Engagement Survey. The survey encouraged team members to share perspectives on the strengths and weaknesses of the District, which would be used to shape District goal setting.

With 85% of employees participating, TID was assessed in 14 categories, receiving favorable marks in all areas. Still, five areas of improvement were identified: Visibility of Senior Management, Clarity of Direction, Effective Cooperation Between Departments, Recognition of Accomplishments and Employees Feeling Like Their Opinions Matter. These areas of improvement and the results of the survey were shared with employees at a virtual Town Hall in July 2020.

In the remainder of 2020, actions were identified and implementation begun to ensure continuous improvement in the areas noted. These efforts, updates on their progress, and follow-up surveys, will continue into the years ahead.



TEAM TID IN ACTION

Team TID, an employee-based giveback program founded in 2018, believes that an active and engaged workforce builds a stronger community and fosters a better quality of life for all of us. In 2020, when team members were not able to come together due to COVID-19 restrictions, unique virtual opportunities were sought out to support the community.

A virtual food drive gave employees the opportunity to make a monetary donation in the amount they would have spent on food for a traditional food drive. All donations went to the United Samaritans organization which delivers food throughout the TID service territory, reaching those families and members of our community that need it most.

Team TID also hosted a virtual Angel Tree and a virtual 5K, which both provided contributions to organizations supporting community needs within TID's service territory.



Historical Results of Operations

(\$ in thousands)

Operating Revenues

| | 2020 | 2019 | 2018 | 2017 | 2016 |
|--------------------------------|----------------|----------------|----------------|----------------|----------------|
| Electric energy - Retail | \$275,323 | \$264,836 | \$268,963 | \$304,200 | \$257,495 |
| Electric energy - Wholesale | 47,052 | 54,980 | 53,476 | 51,482 | 41,140 |
| Irrigation | 13,213 | 13,314 | 13,201 | 13,145 | 13,023 |
| Wholesale Gas | 2,005 | 3,600 | 4,311 | 4,273 | 5,041 |
| Other | 4,383 | 6,237 | 4,315 | 5,173 | 1,637 |
| Total Operating Revenue | 341,976 | 342,967 | 344,266 | 378,273 | 318,336 |

Operating Expenses

| | 2020 | 2019 | 2018 | 2017 | 2016 |
|---------------------------------|----------------|----------------|----------------|----------------|----------------|
| Power Supply: | | | | | |
| Purchased Power | 58,027 | 50,537 | 54,718 | 55,237 | 53,615 |
| Generation and Fuel | 83,200 | 93,607 | 95,612 | 95,281 | 76,808 |
| Total Power Supply | 141,227 | 144,144 | 150,330 | 150,518 | 130,423 |
| Other Electric O&M | 25,207 | 26,008 | 28,032 | 26,512 | 26,932 |
| Irrigation O&M | 13,996 | 14,126 | 14,281 | 12,474 | 13,336 |
| Public Benefits | 5,119 | 4,732 | 4,722 | 5,457 | 5,841 |
| Administration and General | 27,639 | 26,687 | 25,612 | 24,786 | 23,707 |
| Depreciation & amortization | 65,276 | 65,793 | 65,001 | 64,567 | 64,691 |
| Total Operating Expenses | 278,464 | 281,490 | 287,978 | 284,314 | 264,930 |

Operating Income

| | | | | | |
|--|--------|--------|--------|--------|--------|
| | 63,512 | 61,477 | 56,288 | 93,959 | 53,406 |
|--|--------|--------|--------|--------|--------|

Other Income (Expense)

| | | | | | |
|--------------------------------|---------------|---------------|---------------|---------------|---------------|
| Interest/Derivative (loss)gain | 7,243 | 6,723 | 4,049 | 3,230 | 2,056 |
| Miscellaneous | 10,407 | 10,278 | 14,099 | 10,028 | 10,512 |
| Total Other Income | 17,650 | 17,001 | 18,148 | 13,258 | 12,568 |

Interest Expense

| | | | | | |
|--------------------------|---------------|---------------|---------------|---------------|---------------|
| Long Term Debt | 44,544 | 48,334 | 49,845 | 47,473 | 51,255 |
| Net Income (Loss) | 36,618 | 30,144 | 24,591 | 59,744 | 14,719 |

Net Position

| | | | | | |
|--|--------------|--------------|----------------------|--------------|--------------|
| Beginning of Year | 415,138 | 384,994 | 360,403 ¹ | 310,814 | 296,095 |
| End of Year | \$451,756 | \$415,138 | \$384,994 | \$370,558 | \$310,814 |
| Debt Service Coverage Revenue Bonds | 3.76x | 3.54x | 2.93x | 2.81x | 2.91x |

(1) Government Accounting Standards Board (GASB) Statement No. 75, Accounting and Financial Reporting for Postemployment Benefits Other Than Pensions, was adopted in 2018 and as a result beginning of year Net Position was restated as of January 1, 2018

Historical Operating Statistics

(\$ in thousands)

Average Customers at End of Period

| | 2020 | 2019 | 2018 | 2017 | 2016 |
|--------------|----------------|----------------|----------------|----------------|----------------|
| Residential | 74,376 | 73,978 | 73,730 | 73,381 | 73,029 |
| Commercial | 7,386 | 7,320 | 7,282 | 7,236 | 7,148 |
| Industrial | 876 | 883 | 878 | 860 | 866 |
| Other (1) | 21,346 | 21,085 | 21,060 | 20,853 | 20,814 |
| Total | 103,984 | 103,266 | 102,950 | 102,330 | 101,857 |

MWh Sales

| | | | | | |
|--------------------------|------------------|------------------|------------------|------------------|------------------|
| Residential | 821,010 | 745,512 | 732,041 | 764,099 | 714,966 |
| Commercial | 134,617 | 134,018 | 132,867 | 133,967 | 128,568 |
| Industrial | 808,223 | 792,909 | 790,621 | 774,613 | 774,467 |
| Other (1) | 399,657 | 373,378 | 390,310 | 375,219 | 382,287 |
| Total Retail | 2,163,507 | 2,045,817 | 2,045,839 | 2,047,898 | 2,000,288 |
| Interdepartmental meters | 49,925 | 48,470 | 48,811 | 48,871 | 58,883 |
| Wholesale Power | 1,124,759 | 1,307,447 | 1,299,777 | 1,379,433 | 1,260,372 |
| Total | 3,338,191 | 3,401,734 | 3,394,427 | 3,476,202 | 3,319,543 |

Sources of MWh

| | | | | | |
|-----------------------|------------------|------------------|------------------|------------------|------------------|
| Generated by district | 2,182,107 | 2,136,572 | 2,062,189 | 2,251,144 | 1,954,296 |
| Purchased | 1,244,993 | 1,341,973 | 1,410,460 | 1,307,532 | 1,443,813 |
| Subtotal | 3,427,100 | 3,478,545 | 3,472,649 | 3,558,676 | 3,398,109 |
| System losses | 88,909 | 76,811 | 78,222 | 82,474 | 78,566 |
| Total | 3,338,191 | 3,401,734 | 3,394,427 | 3,476,202 | 3,319,543 |

Electric Energy Revenues: (In Thousands)

| | | | | | |
|--|------------------|------------------|------------------|------------------|------------------|
| Residential | \$130,991 | \$119,534 | \$117,429 | \$122,325 | \$114,519 |
| Commercial | 19,186 | 19,039 | 18,886 | 19,013 | 18,283 |
| Industrial | 96,630 | 95,450 | 94,828 | 93,356 | 92,721 |
| Other (1) | 54,167 | 51,031 | 53,188 | 51,034 | 51,819 |
| Power Supply Adjust. Recognized (Deferred) | (25,935) | (30,235) | (23,405) | (23,443) | (20,398) |
| Rate Stabilization Transfer | 0 | 9,570 | 7,506 | 41,370 | |
| Total Retail Energy | 275,039 | 264,389 | 268,432 | 303,655 | 256,944 |
| Electric Service Charges | 246 | 409 | 502 | 489 | 473 |
| Other Electric Revenue | 38 | 38 | 29 | 56 | 78 |
| Electric Energy Retail | 275,323 | 264,836 | 268,963 | 304,200 | 257,495 |
| Wholesale Power | 47,052 | 54,980 | 53,476 | 51,482 | 41,140 |
| Total | \$322,375 | \$319,816 | \$322,439 | \$355,682 | \$298,635 |

System Peak Demand (MW)

| | | | | | |
|--|-----|-----|-----|-----|-----|
| | 571 | 537 | 526 | 549 | 527 |
|--|-----|-----|-----|-----|-----|

Average MWh Sales Per Customer

| | | | | | |
|-------------|---------|---------|---------|---------|---------|
| Residential | 11.039 | 10.077 | 9.929 | 10.413 | 9.79 |
| Commercial | 18.226 | 18.308 | 18.246 | 18.514 | 17.987 |
| Industrial | 922.629 | 897.972 | 900.479 | 900.713 | 894.304 |

Average Revenue Per MWh

| | | | | | |
|-------------|----------|----------|----------|----------|----------|
| Residential | \$159.55 | \$160.34 | \$160.41 | \$160.09 | \$160.17 |
| Commercial | \$142.52 | \$142.06 | \$142.14 | \$141.92 | \$142.20 |
| Industrial | \$119.56 | \$120.38 | \$119.94 | \$120.52 | \$119.72 |

Average Cost of Power per KWh for Retail Load (2)

| | | | | | |
|--|---------|---------|---------|---------|---------|
| | \$0.064 | \$0.065 | \$0.069 | \$0.069 | \$0.066 |
|--|---------|---------|---------|---------|---------|

(1) Includes agricultural and municipal water pumping and street lighting. (2) Includes depletion and depreciation on generation assets, excludes debt service.

QUICK FACTS



Number of Employees
458



Electric Service Area
662 square miles

Electric Accounts
103,984

Electric Service Customers
72% Residential
20% Other*
7% Commercial
1% Industrial



Irrigation Service Area
307 sq. miles

Irrigation Accounts
4,700

Gravity-fed Canals
250 miles

Irrigated Acres
146,791

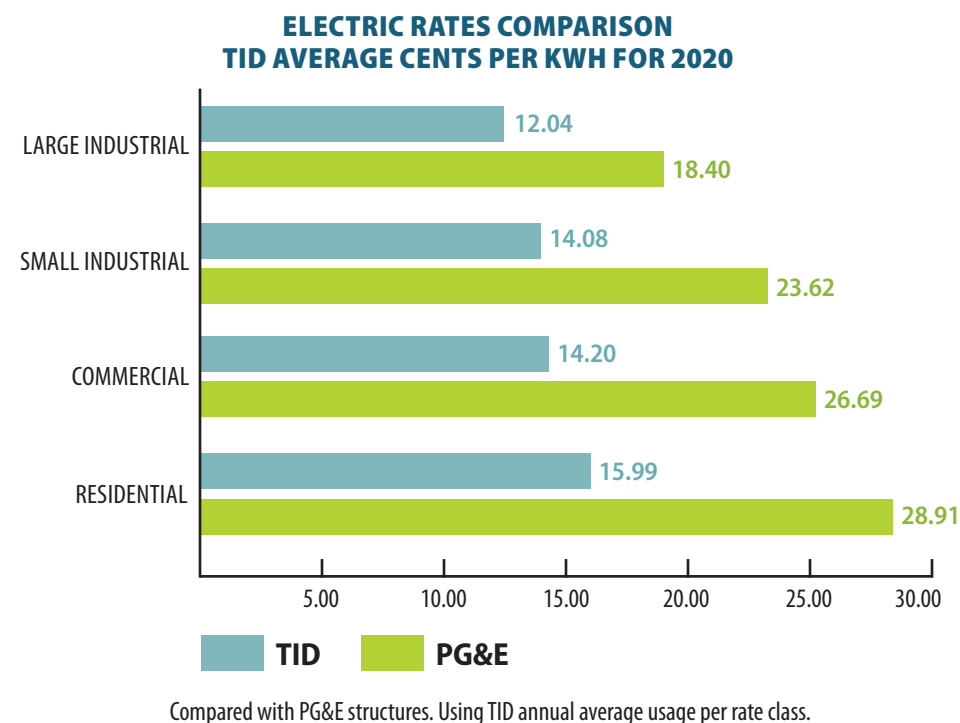
* Includes agricultural & municipal water pumping and street lights



TID Overview

Established In 1887, the Turlock Irrigation District (TID) was the first publicly owned irrigation district in the state. Today it is one of only four irrigation districts in California that also provides electric retail energy directly to homes, farms and businesses. Organized under the Wright Act, the District operates under the provisions of the California Water Code as a special district. TID delivers irrigation water through 250 miles of a gravity-fed canal system that irrigates approximately 150,000 acres of farmland.

In addition, TID owns and operates an integrated and diverse electric generation, transmission and distribution system that serves more than 103,000 customer accounts within a 662 square-mile area. TID is one of seven Balancing Authorities in California and operates independently within the Western United States power grid. A Balancing Authority performs a balancing function in which customers' usage and resources are matched on a moment-by-moment basis. TID is governed by a five-member, locally elected Board of Directors.



TID Board of Directors



Division 1
Michael Frantz,
Vice President



Division 2
Charles Fernandes



Division 3
Joe Alamo



Division 4
Rob Santos,
President



Division 5
Ron Macedo,
Secretary

TID Management Team



Pictured left to right:

Manjot Gill
Assistant General Manager,
Electrical Engineering & Operations

Tou Her
Assistant General Manager, Water Resources

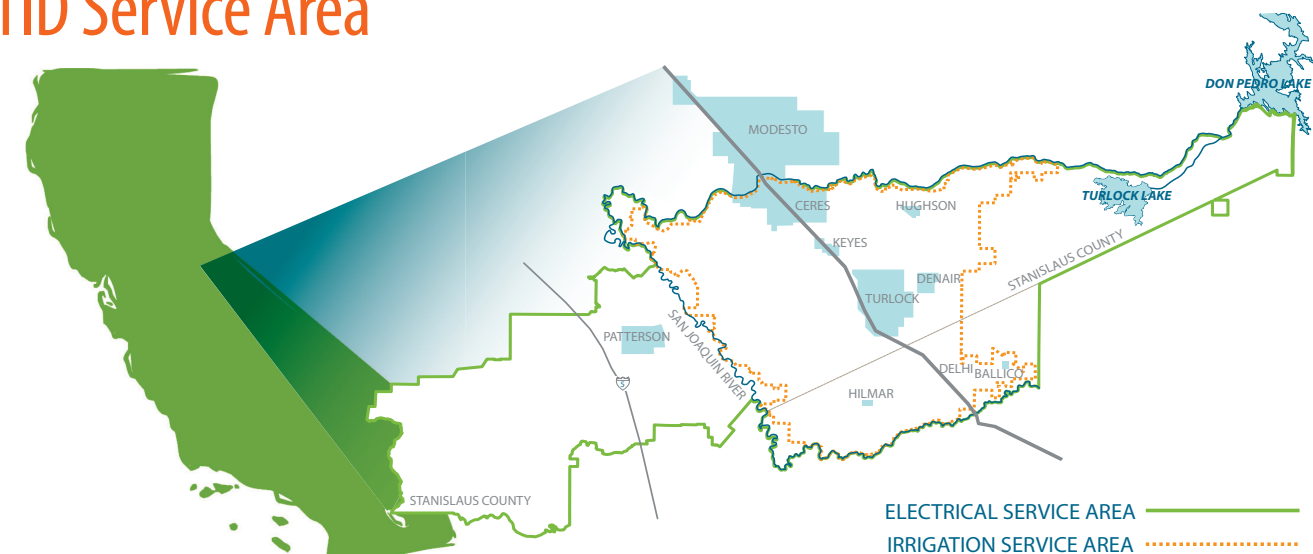
Brad Koehn
Chief Operating Officer

Michelle Reimers
General Manager; CEO

Dan Severson
Assistant General Manager, Power Supply

Brian Stubbert
Assistant General Manager,
Financial Services; CFO

TID Service Area





WATER & POWER
Serving Central California since 1887

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