



# MINUTES

## Citizens Advisory Committee

500 McCullough Ave., San Antonio, 78215 & Via WebEx

*July 12, 2023 | 11:30 a.m.*

### ATTENDANCE

<u>Member of CAC</u>	<u>Present</u>	<u>On-Line</u>	<u>Absent</u>
Richard Farias	✓		
Lawson Picasso			✓
Diana Aguirre Martinez	✓		
Frank Gonzalez	✓		
Cliff Soloway			✓
Raquel Zapata		✓	
Adelita Cantu		✓	
John Kelly	✓		
Tom Corser	✓		
Vanessa Alvarado			✓
Bill Day	✓		
Andra Clapsaddle		✓	
Steve Bonnette	✓		
Bob Zapata		✓	
Aaron Stein	✓		

### Also Present were:

Elaina Ball	Diana Coleman	Velma Corona	Carla De La Chapa
Benny Ethridge	Gabriel Garcia	Kip Giles	Ashely Glotzer
Julia Carrillo Haynes	Andrew Higgins	Laura Jacobs	Ann Kinnard
Rhonda Kirsch	Kelly Kuhle	Devi Kumar-Nambiar	Louis Labatt
Ana Lozano	Loretta McCrary	Richard Medina	Lizeth Oliver
Yvonne Pelayo	Unity Puente	Shanna Ramirez	Dominique Ramos
Jose Reyes	David Rivela	Angela Rodriguez	John Soltau
Prabha Somawardana	Melissa Sorola	Marie Stoner	Nancy Tabares
Bridget Weber			

### CALL MEETING TO ORDER

The meeting was called to order at 11:32 a.m. by Chair John Kelly.

### APPROVAL OF MINUTES

Approval for the meeting minutes from June 14, 2023 was motioned by Diana Martinez and seconded by Tom Corser.

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## **ENERGY BURDEN: BILL RELIEF THROUGH CUSTOMER ASSISTANCE PROGRAMS**

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Laura Jacobs, Sr. Manager of Customer Advocacy, briefed the Committee on energy burden. Jacobs described the various types of customers CPS Energy serves, from residential and small-to-medium businesses, to large commercial operations, and briefly touched on the services available to those customers.

Laura went on to define “energy burden” as a customer’s inability to afford their energy bill. If an individual’s annual energy bill is greater than 6% of their income, that is considered an energy burden. She then discussed CPS Energy’s focus on Asset Limited, Income Constrained, Employed (ALICE) customers that are earning above federal poverty level but not enough to afford a bare-bones household budget. While CPS Energy continues to leverage its existing programs, there is also a focus on enhancing the approach to be more equitable for those customers with the highest energy burden with support through targeted outreach, case management and partnerships.

Laura noted that customer outreach support includes approximately 200 agency partners. Utility Assistance fairs are hosted throughout the community to provide a comprehensive approach to meeting the needs of customers with the highest energy burden. To provide access to all STEP products and services, neighborhood outreach is being held throughout CPS Energy’s service area, which includes zip codes that have high disconnection rates as well as the most energy burden per census tract.

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## **COMMITTEE ROUNDTABLE DISCUSSION**

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Chair Kelly recognized Tom Corser who had a proposal for the Committee. Corser suggested each CPS Staff presenter to provide one slide to include the following questions:

- What you (the presenter) want the CPS customer to know.
- What CPS customers can/should do and why.
- What the CAC can do to help you, the presenter, be more effective.

The Committee discussed whether additional questions should be added to the list but ultimately decided to proceed with the questions presented by Corser.

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## **EXECUTIVE SESSION**

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Chair John Kelly took the Committee into Executive Session to discuss confidential matters at 12:30 p.m.

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## **ADJOURNMENT**

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With no action being taken in Executive Session, the meeting was adjourned at 1:20 p.m.