

President & CEO's Report for October 31, 2022 Board of Trustees Meeting

Connecting. Listening. Engaging. Serving.

Rudy D. Garza

President & CEO

AGENDA



- EXECUTIVE STRATEGY SESSION
- GENERATION PLANNING ENGAGEMENT
- INTERNATIONAL LINEMAN'S RODEO TEAM
- MONTHLY PERFORMANCE UPDATE METRICS
- EMPLOYEE RECOGNITION

EXECUTIVE STRATEGY SESSION



LEADERSHIP SPENT TWO DAYS FOCUSED ON HOW WE CAN BETTER SERVE OUR CUSTOMERS



Collaboration & Cultural Development

Strengthening relationships across leadership to build on our one team culture



Connecting • Listening • Engaging • Serving



FY2024 Planning

Aligning on priorities to meet customer & community expectations



Reliability • Resiliency • Competitively Priced • Sustainability • Equity



Beyond 2027

Strategic thinking around how to better serve our customers & community



Customer Experience • Generating Technologies • Products & Services • Workforce

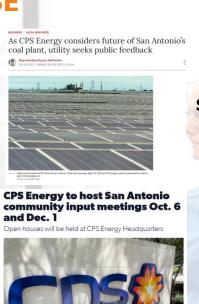
Additional strategic sessions are being planned for 2023.

GENERATION PLANNING ENGAGEMENT

OCTOBER 6 OPEN HOUSE



- HOSTED IN OUR HQ GRID **ROOMS & TWO TIME OPTIONS WERE AVAILABLE**
- COME & GO FORMAT
- SUBJECT MATTER EXPERTS **ENGAGED & ANSWERED QUESTIONS AT EACH** STATION
- COMMENTS COLLECTED THROUGH VIDEO, SURVEY, & **COMMENT CARDS**
- SPANISH SPEAKERS **AVAILABLE**
- OPEN HOUSE RECAP:
- ATTENDANCE: 35 (18 AM, 17 PM)
- SURVEY PARTICIPATION AS **OF OCTOBER 17: 125**





CPS Energy to host first open house for community input and



SAN ANTONIO **EXPRESS NEWS**

> KSAT 12 **NEWS**

NEWS 4 WOAI







GENERATION PLANNING ENGAGEMENT

UPCOMING EVENTS

CDS CONTROL OF THE PROPERTY OF

COMMUNITY "PEOPLE POWER"
TOWN HALL

- DATE: TUESDAY, NOVEMBER 15
- · LOCATION: WOODLAWN POINT COMMUNITY CENTER
- •TIME: 5:30PM-7:00PM
- ATTENDEES WILL VISIT INFORMATIONAL TABLES
- WE WILL HOST TABLES THAT WILL FOCUS ON PLANNING, PROCESS & MODELING RESULTS, IN ADDITION TO STEP, WEATHERIZATION, CONSERVATION & CUSTOMER ASSISTANCE

DECEMBER OPEN HOUSE

- DATE: THURSDAY, DECEMBER 1
- · LOCATION: HQ GRID ROOMS
- •TIME: 9:00AM-11:00AM & 5:30PM-7:30PM
- FEEDBACK WILL CONTINUE TO BE COLLECTED VIA COMMENT CARDS, SURVEYS & VIDEO
- SPANISH SPEAKERS WILL BE AVAILABLE
- A GRASSROOTS OUTREACH CAMPAIGN WILL ALSO BE IMPLEMENTED

DECEMBER VIRTUAL TOWN HALL

- DATE: THURSDAY, DECEMBER 8
- · LOCATION: VIRTUAL/CALL-IN
- ·TIME: 7:00PM-8:00PM
- WE WILL TAKE QUESTIONS & COMMENTS FROM THE COMMUNITY & ANSWER AS MANY AS POSSIBLE
- FEEDBACK WILL BE COLLECTED & DEVELOPED INTO A FAQ SECTION ON OUR GENERATION PLANNING PROCESS WEBPAGE
- SPANISH & ASL TRANSLATION WILL BE AVAILABLE FOR PARTICIPANTS

LINEMAN'S RODEO TEAM INTERNATIONAL COMPETITION IN KANSAS ENERGY TEAM INTERNATIONAL COMPETITION IN KANSAS TOTAL TOTAL





All smiles from our Rodeo Team after a great competition.

Job well done to our very own International Lineman's Rodeo team for representing us at the competition on October 15, 2022. We had a chance to show off how we safely perform our different lineman's work tasks.

Team consisted of 17 employees:

- 2 Journeyman Teams each with 3 members & 2 alternates
- 5 Apprentices
- 4 Judges

MONTHLY PERFORMANCE UPDATE TIER 1 METRIC UPDATE AS OF 9/30/2022





12 of 16 metrics remain on track to meet year-end targets



Metrics at-risk of meeting year end targets:

- Enterprise Recordable Incident Rate (RIR), &
- Days Cash on Hand (DCOH).



Metrics unrecoverable & will not meet year-end target:

- Portfolio Commercial Availability (PCA), &
- Customer Satisfaction Residential

EMPLOYEE RECOGNITION GAS SOLUTIONS SAFETY CULTURE TEAM





Our inaugural Safety Culture "Grassroots" Team

Eduardo Espinoza – Leak Repair Foreman
Garrison Lange – Trainee General
Blaine Saenz – Apprentice Corrosion Control
Kolby McCleod – Utility Worker
Dillon DiCarlo – Journeyman Gas Troubleshooter
German Munoz – Leak Repair Foreman
Shannan Villegas – Scheduler
David McCord – General Designer
Taylor Adkins – Journeyman Welder
Justin Mooney – Journeyman Gas Troubleshooter
Alfonso Estrada – Journeyman Gas Troubleshooter

Our Safety Culture Program is focused on improving safety by recruiting the help of front-line leaders to drive change from the "grassroots" through culture-based projects.

STAY INVOLVED & CONNECTED



Board of Trustees Meetings

 Meetings are typically held at 1:00 pm on the last Monday of every month

Rate Advisory Committee (RAC)

cpsenergy.com/rac

Customer Assistance Programs

cpsenergy.com/assistance

Rate Information & Bill Estimator

cpsenergy.com/newrates

Community Fairs & more

cpsenergy.com/events

Social Media



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