

Grievance Procedure under the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the ADA. It is intended for use by anyone wishing to file a complaint or grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by CPS Energy.

Filing a Complaint:

The complaint must be in writing, containing details of the alleged discrimination including the name, address, phone number, and email address of the complainant, as well as the location, date, and description of the problem.

Alternative means of filing complaints, such as personal interviews or a tape recording, will be made available for persons with disabilities upon request.

Mail: CPS Energy

ATTN: ADA Coordinator, 500 McCullough Ave, San Antonio, TX 78215,

Mail Drop: CT1101

Email: ADACoordinator@cpsenergy.com

After Submitting a Complaint:

Within 15 calendar days of receiving the complaint, the ADA Coordinator will contact the complainant to discuss the complaint and possible resolutions.

Within another 15 calendar days of the meeting, the ADA Coordinator will respond in writing, in a format accessible to the complainant, explaining CPS Energy's position and offering options for the resolution of the complaint.

If the response does not satisfactorily resolve the issue, the complainant may appeal within 15 calendar days after receiving the response.

Mail: CPS Energy ATTN: General Counsel

P.O. Box 1771, San Antonio, TX 78296

Email: LegalNotices@cpsenergy.com

Notice under the Americans with Disabilities Act

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), CPS Energy will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

CPS Energy does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

CPS Energy will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in CPS Energy's programs, services, and activities, including making information and communications accessible to people who have speech, hearing, or vision impairments.

CPS Energy will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities.

Anyone who requires auxiliary aids or services for effective communication, or a modification of policies and procedures to participate in a program, service, or activity of CPS Energy, should contact the ADA Coordinator as soon as possible, but no later than 48 hours before the scheduled event.

The Americans with Disabilities Act does not require CPS Energy to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Complaints that a program, service or activity of CPS Energy is not accessible to persons with disabilities should be directed to the ADA Coordinator.

CPS Energy will not place a fee on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids

and services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Email: ADACoordinator@cpsenergy.com

Address: ATTN: ADA Coordinator, P.O. Box 1771, San Antonio, TX 78296

For Hearing Impaired: Call 210.353.2224 (24/7) TTY service available.

Service Centers:

Eastside: 4525 Rigsby Avenue, Suite 112, San Antonio, TX 78222

Southside: 660 S.W. Military Drive, San Antonio, TX 78221

Westside: 803 Castroville Road, Suite 406, San Antonio, TX 78237

Northside: 754 NW Loop 410, Suite 102, San Antonio, TX 78216