



# MINUTES

## Citizens Advisory Committee

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

May 10, 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		✓	
Mary Dennis			✓
Bill Day		✓	
Andra Clapsaddle		✓	
Steve Bonnette	✓		
Bob Zapata		✓	

### Also Present were:

Justin Chamberlain	Velma Corona	Melissa Carrillo Cox	Carla De La Chapa
Darlene Dorsey	Gabriel Garcia	Ashley Glotzer	Julia Carrillo Haynes
Jesse Hernandez	Andrew Higgins	Nicholas Hooper	Laura Jacobs
Rhonda Krisch	Cory Kuchinsky	Ana Lozano	Kari Meyer
Milady Nazir	Lizeth Oliver	Yvonne Pelayo	Unity Puente
Dominique Ramos	David Rivela	Angela Rodriguez	Alexa Saavedra
Prabha Somawardana	Marie Stoner	Nancy Tabares	Christen Waggoner
Bridget Weber			

### CALL MEETING TO ORDER, INVOCATION AND SAFETY MESSAGE

The meeting was called to order at 11:33 a.m. by Chair John Kelly.

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## **APPROVAL OF MINUTES**

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Approval for the meeting minutes from April 12, 2023 was motioned by Steve Bonnette and seconded by Diana Martinez.

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## **STAFF UPDATE**

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Yvonne Pelayo mentioned that on May 2, the Texas House of Representatives honored CPS Energy Board of Trustees Chair Janie Gonzalez and Vice Chair Dr. Francine Romero for their accomplishments and outstanding leadership. State representative Elizabeth Campos introduced a resolution to honor Rudy Garza for his strong leadership and accomplishments during his ten months as the Interim President & CEO and praised him for becoming the first Hispanic President & CEO of CPS Energy. State Representative Philip Cortez proposed a resolution to honor and congratulate Chair Gonzalez and Vice Chair Romero for becoming the Board's first two female leaders.

Yvonne also mentioned that Chair Gonzalez was honored by the San Antonio Chamber of Commerce as part of its annual Tribute to Women Business Leaders. Chair Gonzalez, the CEO of Web Head, was presented with the Brenda Vickrey Johnson award. This award recognizes people who demonstrate leadership qualities that have contributed to their success and the success of others.

Yvonne then informed the Committee of various upcoming meetings and events for the Committee's interest and awareness.

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## **CUSTOMER PROGRAMS AND ENGAGEMENT BRIEFING: SUSTAINABLE TOMORROW ENERGY PLAN (STEP), AFFORDABILITY PROGRAMS AND CUSTOMER RESPONSE UNIT (CRU)**

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Ana Lozano, Director of Technology & Product Innovation and Jesse Hernandez, Sr. Director of Equity & Community Engagement provided a briefing on Community Engagement and Customer Programs.

Ana provided a briefing on the Sustainable Tomorrow Energy Plan (STEP). As part of the newly revised STEP, there is an expanded commitment to equity with initiatives focused on increasing the parameters for eligibility. Through the new equity-focused lens, funding for weatherization will be increased to cover weatherization of multifamily structures, and a home repair fund has been created for homes previously disqualified due to structural issues. Additionally, multi-family properties that are 25% occupied by renters who receive some form of low-income assistance, or a property that is owned and operated by a 501(c)(3) organization, are both now eligible for weatherization.

Ana also highlighted the no-cost home energy assessments, the HVAC tune-ups and the retail discount program, which are available to all CPS Energy customers. CPS Energy is dedicated to lowering participation barriers and creating programs that boost energy savings for low-income customers.

Jesse presented a list of the customer support programs that CPS Energy provides including the Affordability Discount Program (ADP) which has approximately 65,000 participants enrolled. The ADP, which is income dependent, provides on average a 10% discount on a customer's bill. Additionally, customers who are senior citizens and meet the program's qualifications are immediately registered for the senior citizen late charge waiver.

Jesse provided an overview of the Casa Verde weatherization program, which lowers energy costs through free energy efficiency upgrades to homeowners and renters who meet the minimum income requirements. Possible upgrades may include wall insulation, attic insulation, air sealing, LED lightbulbs, solar screens, and more. On average, CPS Energy spends between \$4,500-\$5,000 per home and since 2009 there have been 30,000 homes weatherized.

The Customer Response Unit (CRU), created in 2014, supports sensitive and/or escalated customer matters through one-on-one case management, mobile unit visits to customers at their homes, community awareness-raising and assistance program enrollment drives, and collaborations with more than 100 agency partners and non-profits across the San Antonio Metro area.

Lastly, Jesse mentioned the extended outage support offered by CRU, which includes actions such as critical care personalized calls, customer site visits, neighborhood patrolling, and mobile support center unit.

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## **AT-LARGE POSITION BACKFILL**

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Chair Kelly began a discussion about moving forward to backfill the at-large position held by Mayor Mary Dennis, whose term expired in 2022. The backfill for her position would be chosen from the pool of 2022 applicants received for the at-large positions that also expired in 2022. He stated Aaron Stein was a candidate from the applicant pool who underwent an interview and who's experience would be a great addition to the CAC. Kelly further stated that the Committee would undertake a new solicitation process in 2023 to backfill the at-large position held by Bill Day whose term expired in April. Additionally, Chair Kelly emphasized the participation from the suburban cities within the CPS Energy service territory and the future possibility for two of the five at-large positions being dedicated and filled by the suburban cities. Andra Clapsaddle and Frank Gonzales expressed support for filling Mayor Dennis's position with the pool of candidates from 2022, as well as designating some at-large positions for the communities outside of the City of San Antonio. Diana Aguirre Martinez emphasized the importance of considering representation outside of San Antonio City Council districts for the at-large positions as to avoid duplication on the Committee. Tom Corser made a motion to amend the by-laws to state that all at-large positions be filled from outside the San Antonio City Council districts. Lawson Picasso urged the Committee to accept duplication of district representation because there are San Antonio City Council districts where inequity is persistent and residents do not have an active voice. Richard Farias suggested the Committee consider adopting this idea as a practice rather than through a by-law change where it could potentially restrict the Committee. Frank suggested amending Tom's motion to further increase dialogue on the topic to find a solution. Tom suggested creating a subcommittee to reach concurrence on wording to bring to the committee for consideration.

Motion by Tom Corser: To amend the by-laws to state that all at-large positions be outside the San Antonio City Council districts, including the municipalities and un-incorporated areas of Bexar County.

No Second

Chair Kelly called for a vote to move forward to contact Aaron Stein to backfill Mayor Mary Dennis's position.

Motion by Tom Corser: To move forward and contact Aaron Stein about the At-Large position.

Seconded by Steve Bonnette

In favor: Richard Farias, Lawson Picasso, Diana A. Martinez, Frank Gonzalez,  
Adelita Cantu, John Kelly, Thomas Corser, Vanessa Alvarado, Bill Day,  
Steve Bonnette, Andra Clapsaddle, Bob Zapata.

Opposed: None

Abstentions: None

Passed unanimously 12-0 with 3 absent

Chair Kelly stated he would like to form a subcommittee to develop language that would address the intent to gather a more geographically diverse representation on the Committee. He appointed the following members to that subcommittee:

Diana Aguirre Martinez– Chair

Tom Corser

Frank Gonzalez

Lawson Picasso

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## **COMMITTEE ROUNDTABLE DISCUSSION**

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Chair John Kelly asked each member to make announcements or comments.

Diana: Requesting a date for a Solar tour with new CAC members. Yvonne advised scheduling after summer.

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## **ADJOURNMENT**

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The meeting was adjourned at 1:08 PM.