



MINUTES

Citizens Advisory Committee

Via WebEx

May 13, 2020 |11:30 a.m.

ATTENDANCE

Member of CAC	Present	Absent
Juan Cano		✓
Michelle Lugalia-Hollon	✓	
Diana Aguirre Martinez	✓	
Frank Gonzalez	✓	
Andy Castillo	✓	
Raquel Zapata	✓	
John Kelly	✓	
Joe Yakubik	✓	
Allie Watters		✓
David Walter - Chairman	✓	
Mary Dennis	✓	
Bill Day	✓	
Luisa Casso		✓
MaryEllen Veliz	✓	

Also in attendance:

Velma Corona	Melissa Cox	Guillermo De Hoyos
KJ Feder	Luis Garcia	Rudy Garza
Gary Gold	DeAnna Hardwick	Ann Kinnard
Kelly Kuhle	Louis Labatt	John Leal
Gregory Lee	Kevin Matula	Kari Meyer
Robert Nathan	Abigail Ottmers	Christine Patmon
Shanna Ramirez	David Rivela	Lynda Rodriguez
Ricci Schooler	Carolyn Shellman	Melissa Sorola
Marie Stoner	Garrick Williams	

CALL MEETING TO ORDER, INVOCATION

The WebEx meeting was called to order at 11:30 a.m. by Chairman David Walter.

Mary Dennis presented an opening prayer.

APPROVAL OF MINUTES

The minutes of the CAC meeting held on April 8, 2020 were approved by unanimous consent.

CUSTOMER COMMUNICATION CHANNELS

Melissa Sorola, Interim Sr. Director of Corporate Communication & Marketing and Kelly Kuhle, Director of Marketing met with the CAC and gave an update on the utility's communication channels. Items discussed included the development and deployment strategy for communications, marketing and branding; as well as how to ensure messaging consistency across all types of media. The presentation also shared (1) how CPS Energy keeps employees & the community informed; (2) the utility's ongoing communication efforts related to COVID-19; (3) current and future corporate communications initiatives; and (4) how CAC members can stay engaged and CPS Energy news amongst their networks, city council districts and community partners.

LATE FEE WAIVER CHANGE

Carolyn Shellman, Chief Legal Officer provided an update on Late Fee Waiver Change. On March 11, CPS Energy announced the temporary suspension electric & gas disconnections during the pandemic. Typically, late fees account for 2% of the customers electric and/or gas portion of their bill and low-income customers age 60 and over are not charged late fees.

For customers to not be charged late payment fees, customers must call and request a deferred payment plan and make timely payments on plan. The Late Fee Waiver is included in our tariffs; therefore the CPS Energy Board of Trustees approved this change during the April Board Meeting. The tariff change will also require approval from the San Antonio City Council.

ALAMO REGIONAL SECURITY OPERATIONS CENTER

Shanna Ramirez, Vice President of Integrated Security provided an update on the proposed Alamo Regional Security Operations Center (ARSOC).

In an age when cyber-attacks have multiplied and become much more sophisticated, the goal of the ARSOC is to add another layer of protection on a community partnership level to do real time intelligence sharing, leverage space to maximize efficiencies, share expertise, hardware, software and training exercises.

The ARSOC is a 50/50 partnership between the City of San Antonio (COSA) and CPS Energy; however, will look to increase future partnership opportunities in the future. The facility will be located at Port San Antonio and operated by COSA CPS Energy and employees. It will house COSA's primary security operations center, network operations center and a portion of their emergency response team. CPS Energy will have the ability to house a backup security operations center if needed and can perform cyber training and testing as well.

COSA and CPS Energy continue to work toward a interlocal agreement which requires approval by the San Antonio City Council. Pending ILA approval, it is expected for the facility to be in use by 2021.

STAFF UPDATE

John Leal, Director of Local Government Relations provided the staff update:

- CPS Energy continues to seek engagement opportunities and as part of our ongoing Facebook Live series, President & CEO Paula Gold-Williams will host another even on Thursday, May 14 at 3:30 p.m. featuring the San Antonio Women's Chamber of Commerce, Alamo City Black Chamber of Commerce, and West San Antonio Chamber of Commerce.
- The June CAC meeting will include presentations on the following topics Green & Resiliency Tariffs, updates on the new Tezel Rd. Substation and an update on the COVID-19 Financial Impact for the utility.
- The next Board of Trustees meeting will be held on May 27th at 1:00 p.m. by telephone conference

CITIZENS ADVISORY COMMITTEE ROUNDTABLE

Chairman Walter asked each member to make announcements or comments at this time.

MaryEllen Veliz noted the COVID-19 Community Action Working Groups created by Mayor Nirenberg and County Judge Nelson Wolff to address ongoing community needs related to the pandemic. Veliz complimented CPS Energy's leadership in working with the Philanthropy committee and continued conversations on how to increase the philanthropic effort and build a sustainable pool of funds that will be available to the community well beyond the current pandemic.

ADJOURNMENT

There being no further business to come before the committee the meeting was adjourned at 12:40 p.m. by unanimous consent.

Key Dates to Remember, Board of Trustee and Public meeting attendance

- Board of Trustee meeting, Wednesday, May 27, 2020 at 1:00 p.m. (by telephone conference)
- CAC meeting, Wednesday, June 10, 2020. (WebEx meeting)