



# AGENDA

## CITIZENS ADVISORY COMMITTEE (CAC)

WEDNESDAY, MAY 13, 2020

WebEx Meeting

*Mission: To Support CPS Energy's essential elements of success by acting as an interface between CPS Energy and its customers; to help tell the CPS Energy story often and well; to understand performance measures and to challenge CPS Energy to "think outside the box."*

*Vision: The vision of the CAC is to partner and to work with CPS Energy to be the best value for electric power and natural gas in the service area without compromising our quality of life while fostering an image of competence. The CAC will be a trusted interface in facilitating two-way communication between CPS Energy and its customers.*

### CPS Energy Safety Tailboard

#### Agenda items

11:30 a.m. - 11:35 a.m.	CALL MEETING TO ORDER, INVOCATION, PLEDGE OF ALLEGIANCE, ATTENDANCE ROLL CALL	David Walter, Chairman, CPS Energy Citizens Advisory Committee
11:35 a.m. - 11:40 a.m.	REVIEW AND APPROVAL OF MEETING MINUTES - APRIL 8, 2020	David Walter, Chairman, CPS Energy Citizens Advisory Committee
11:40 p.m. - 11:55 p.m.	CUSTOMER COMMUNICATION CHANNELS	Melissa Sorola, Interim Sr. Director of Corporate Communication & Marketing
11:55 p.m. - 12:15 p.m.	LATE FEE WAIVER CHANGE	Carolyn Shellman, Chief Legal Officer & General Counsel and Abigail Ottmers, Deputy General Counsel
12:15 p.m. - 12:30 p.m.	ALAMO REGIONAL SECURITY OPERATIONS CENTER	Shanna Ramirez, Vice President of Integrated Security
12:30 p.m. - 12:35 p.m.	STAFF UPDATE	John Leal, Director, Local Government Relations
12:35 p.m. - 12:40p.m.	CITIZENS ADVISORY COMMITTEE ROUNDTABLE	David Walter, Chairman CPS Energy Citizens Advisory Committee
12:40 p.m.	ADJOURN	David Walter, Chairman CPS Energy Citizens Advisory Committee

#### Additional information

Next CAC meeting will be Wednesday, June 10, 2020 @ 11:30 a.m.

Next Board of Trustees meeting will be Monday, May 27, 2020 @ 1 p.m.