



MINUTES

Citizens Advisory Committee

November 13, 2019 | 11:30 a.m.

In Attendance

Member of CAC	Present	Absent
Juan Cano	✓	
Michelle Lugalía-Hollon		✓
Diana Aguirre Martinez	✓	
George Britton	✓	
Andy Castillo	✓	
Al Rodriguez	✓	
Roger Plasse	✓	
Robert Romeo - Chairman	✓	
Joe Yakubik		✓
Allie Watters	✓	
Klaus Weiswurm	✓	
David Walter	✓	
Mary Dennis	✓	
Bill Day	✓	
Luisa Casso		✓

Also Present were:

John Leal	Kevin Matula	Lynda Rodriguez
Velma Corona	Paula Gold-Williams	Jonathan Tijerina
Kari Meyer	Carolyn Shellman	Loretta Kerner
Shanna Ramirez	David Rivela	Kara Hill
Deanna Hardwick		

CALL MEETING TO ORDER, INVOCATION AND PLEDGE OF ALLEGIANCE

Robert Romeo called meeting to order at 11:33 a.m.

Mary Dennis presented an opening prayer and the pledge of allegiance.

APPROVAL OF MINUTES

The minutes of the CAC meeting held on October 9, 2019 were approved as read.

Motion by Mary Dennis seconded by Diana A. Martinez

SCAM ALERT

Denna Hardwick, Interim VP of Customer Success gave brief update on the Scams Calls.

Ms. Hardwick mentioned that CPS Energy is reporting increase in scam calls to customers and businesses. They have done media alerts on billboards, Twitter, Facebook and NextDoor. Also placed a message on the CPS Energy website.

CPS Energy employees will:

- o NEVER call and threaten to discount service
- o NEVER call residential or commercial customer to request payment by phone
- o NEVER as customer to purchase credit cards or prepaid cards
- o NEVER ask to enter a customer's home or business unless the customer initiates a request for service or receives prior notification.

STAFF UPDATE

John Leal, Director, Local Government Relations gave following updates:

- Introduction of Melissa Cox who will start on November 11, 2019.
- Roland Hinojosa is attending the Greater Bexar County Council of Cities (GBCCC)
- Advised committee to completed survey by Friday, if a hard copy is needed please talk to Lynda.
- Board of Trustees meeting will be on November 18, 2019 at 1:00 p.m.
- The next CAC meeting will be held at Hotel Contessa on December 3rd @ 5:15 p.m.

CITIZENS ADVISORY COMMITTEE ROUNDTABLE

Robert Romeo, Chairman asked each member to make announcements or comments at this time.

CEO UPDATE

Paula Gold-Williams, President & CEO met with the CAC for her annual state of the utility update for the membership. She provided commentary on CPS Energy's continuous outreach and engagement with various community partners. Conversation focused on generation, the Flexible Path strategy and essential components of embracing renewable technologies balanced with firm power supply to secure our communities future.

GRIDEX

Shanna Ramirez, Interim VP Integrated Security gave an overview of Gridex preview.

GridEx V is an unclassified, large-scale, electricity grid security and crisis response exercise conducted by the North American Electric Reliability Corporation (NERC) with coordination from the Electricity Information Sharing and Analysis (E-ISAC). CPS Energy participated in GridEx II and GridEx IV.

- Background and Purpose
- Exercise Objectives
- Exercise Logistics
- Exercise Type
- Exercise Scenario
- Exercise participants Hosted by CPS Energy

ADJOURNMENT

There being no further business to come before the committee the meeting was adjourned at 12:57 p.m.
Motion by Diana Martinez seconded by Mary Dennis.

GRIDEX OBSERVATION

Following the regular order of business, available CAC members attended the GridEx observation at La Villita Building.

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

DATES TO REMEMBER:

- Board of Trustee meeting, Monday, November 18, 2019
- CAC meeting, Wednesday, December 3, 2019.