



***Utility Task Force (UTF)
Short-Term
Recommendations
Results***

PRESENTED BY:

Paul Barham

Senior Vice-President

February 7, 2018

Informational Update

Confidential Information - Property of CPS Energy

AGENDA



- UTF Short-Term Recommendations
High-Level Results

Background



- In 2016, the Mayor developed the Utility Task Force (UTF) with CPS Energy, San Antonio Water System (SAWS), Customer Economic Organizations, and Developer representatives
- Bi-weekly meetings over ~6 months
- Report out of recommendations provided to Mayor and Council in relations to the UTF Focus Areas

UTF Focus Areas



- Technology Improvements
- Quality Customer Service
- Outsourcing Opportunities
- Staffing to Workload Demand
- Consistency of Policies & Procedures

Technology Improvements



- Automatic Customer E-Mail Notifications for Key Work Milestones and Delays
- End-to-End Process Workflows of Customer Work Requests
- Web Portal:
 - ✓ 24/7 Work Status
 - ✓ Access for Sub-Contractors
 - ✓ Add/View Project Attachments
- Ability to Add Contacts- Comments to Projects and Work Requests

Quality Customer Service



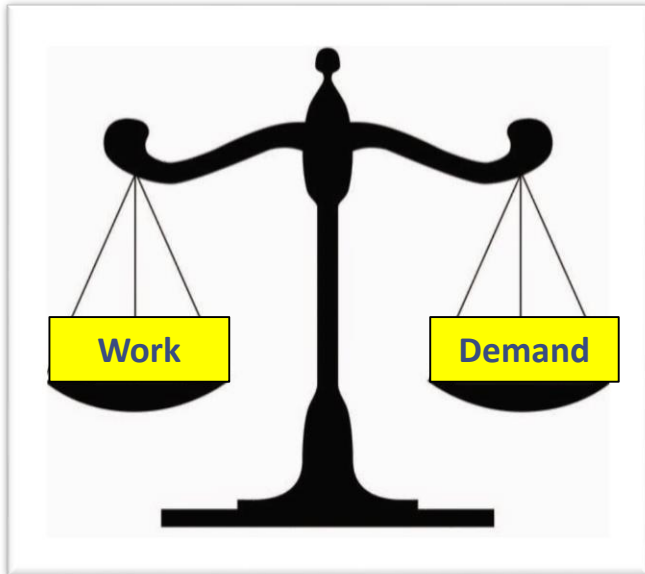
- E-Mail Signature Block Customer Survey for Designer Performance
- New Designer and Customer Service (“People First Academy”) Training
- Employee Engagement Action Plans
- New Executive Account Management (EAM) Team
- New Procedure to Promote Customer Awareness of Design/Process Changes and Obtain Customer Feedback

Outsourcing Opportunities



- Contracted 12 Engineering Firms to Provide Design Services
- Turn-Key Option for Multi-Family Projects
- Field Construction:
 - ✓ Pre-Design Meetings Between Developers and Construction for Jobs Requiring More Coordination
 - ✓ 80% Wet-Installed Requirement for Multi-Family Developments

Staffing to Workload Demand



- Added 18 Positions and 12 Temporary Employees
- Hired 2 Project Managers for Large Commercial/Industrial Design
- Worked with Talent Acquisition to Refine Onboarding Process
- Dedicated Recruiter for Customer Engineering
- Assigned Experienced Designer to Train New Designers
- Approved New Designer Programs for Progression Opportunities

Consistency of Policies & Procedures



- Regulation-Specific Training for Employees
- Coordinated with COSA to Obtain 2017-2022 Bond Projects List and Reviewed with Impacted Engineering Business Areas
- Evaluating Zero Lot Line (ZLL) Development Standards for Submersible Transformers and Switchgear and Associated Vault/Room Specifications
- 2 Pilot Projects In Progress to Evaluate Reduction in Cost of Underground Infrastructure (McNay & Mission San Juan)
- Expedited Process for All Project Types to Request Exceptions to Standard Utility Easements (11 business days to Complete)



Thank You