



Dear CPS Energy Customer,

At CPS Energy, safe and reliable delivery of natural gas is our number one priority to our natural gas customers. To accomplish this goal, we sometimes must inconvenience our customers as we upgrade our system. As we have previously communicated to you, we are in the process of upgrading our underground mainline pipeline systems in your area and it may create some short-term inconveniences, although we remain focused on minimizing any impact to you. We will soon begin work to upgrade the system providing natural gas service to areas along Bitters Road and within the cities of Hollywood Park and Hill Country Village.

This project is needed to ensure the reliability of our system that provides natural gas service to you and your neighbors. Specifically, these upgrades will replace older gas facilities and account for future growth in your area. We expect to begin construction as early as October 2, 2017 and continue through December 31, 2017. Please refer to the enclosed map highlighting the specific areas where construction activities will take place.

We recognize this may create some inconveniences and apologize in advance. We also recognize you may have questions and want you to know that we are available for you. Our project team members will be available to provide one-on-one detailed project information at an upcoming community meeting to be held on Monday, September 25, 2017 at Voigt Park Community Center, 700 El Portal from 6:30 – 8:00 pm. Or, if that's not convenient, please feel free to call us at 210-353-2777. Additionally, please be assured that up-to-date information will be publicly available on our website at [cpsenergy.com/naturalgasmain](http://cpsenergy.com/naturalgasmain) or by calling 210-353-2777.

Thank you for your patience as we continue working to ensure continued reliability of our system and service to you. We appreciate the opportunity to serve you.

Regards,

A handwritten signature in black ink that reads "Thomas Narendorf".

Thomas Narendorf  
Director, Gas Engineering & System Planning