**[DATE]**

<<Customer Name>>

<<Customer Address>>

<<City, State, Zip>>

Dear <<Customer Name>>:

Providing safe, reliable electric and natural gas service for you is a top priority for CPS Energy. As part of this commitment, we have contracted Zachry Underground Utility Services to begin replacing transformers in your neighborhood. This will increase the reliability of the existing electric distribution system for you and your neighbors.

As our crews and contractors work in your area, you may experience one or more unavoidable power outages to ensure crews are working in a safe environment as they replace electrical equipment. We are committed to notifying you by phone one business day before doing work to provide you with the start time and length of any required outage affecting you. We hope that this will allow you time to plan ahead and make any needed arrangements.

We encourage you to review your contact information on your account, and if your information is incorrect, please update it by visiting cpsenergy.com, clicking on ***Manage My Account*** and logging into your account. If you do not have an online account, you can call 210-353-2222 and speak with one of our expert Energy Advisors. Additionally, a door hanger will be placed on your front door in the event CPS Energy is unable to contact you by phone.

In order to ensure completion of this work, please remove anything that may prevent us for working in or around your property to provide adequate clearance for our crews to do their work. **The scheduled start date for this project is August 7 and the estimated completion date is the end of September 2017.**

For more information on this project, please contact Derrick Reed (CPS Energy Resource Management Supervisor) at 210-353-5525 or Shane Buck (Zachry Underground Utility Services) at 210-218-6188.

We appreciate your patience as we work on enhancing the reliability of your service, and thank you for allowing us to serve you.

Sincerely,



Ricardo Lopez, P.E.

Director

Distribution Engineering