



CEO'S REPORT

PRESENTED BY:

Paula Gold-Williams

President & CEO

November 18, 2019

THIS MONTH'S TOPICS

- **CPS ENERGY BOARD MEETING AGENDA INSIGHTS**
- **GRIDEX**
- **PROTECTING OUR CUSTOMERS**

AGENDA INSIGHTS – 1 of 5

ITEM 7A – COST SAVINGS

- OPERATIONAL – SUBSTATION BATTERIES:
 - ❑ Automated testing & monitoring
 - ❑ By using improved technology, we can test batteries in real-time, which requires no truck roll. **We will save a total of \$328,000!**

NO ITEM – PRELIMINARY FINANCIAL UPDATE FORMAL REPORT WILL BE SENT SEPARATELY

- **STRONG PERFORMANCE CONTINUES:**
 - ❑ **Continued Prudent Cost Control**
 - ❑ **Optimized Wholesale Revenues**
 - ❑ **Metrics – Generally are Strong**

ITEM 10 – **ADDING AN ASSISTANT TREASURER**

- We have multiple qualified treasury leaders to cover the many activities we have that require review and oversight
- We currently have 3 Assistant Treasurers
- 1 of our Assistant Treasurers is retiring
- Our CFO & Treasurer will recommend a qualified replacement candidate who has over 30 years of industry & financial experience

ITEM 11 & 14 – ***FLEXIBLE PATH*** UPDATES

□ *Flexible Path* → *FlexPOWER* Bundle & *FlexSTEP*

□ Results:

- **Share engagement information**
- **Provide additional context**
- **We will continue interaction & outreach**

ITEM 12 – *CELEBRATING STEP SUCCESS*

- Energy Conservation & Efficiency:**
 - **Started with community interest**
 - **The Board, including Mayor Hardberger, was very interested in a new program**
 - **Board Approved → Council Also Enthusiastically Approved**
 - **Not everything was defined upfront**
 - **The program was updated each year**
 - **It has been a community success**

- This exercise was successfully conducted by:
 - The North American Electric Reliability Corporation (**NERC**)
- **5th** National Effort
- The exercise took place last week
- We had **numerous entities** from across S.A. participate
- Many lessons learned

PROTECTING OUR CUSTOMERS - 1 of 4

CUSTOMER AWARENESS - SCAMMERS

DAILY NEWS

CPS Energy warns customers of scammers demanding payment over the phone

**October 16, 2019,
KSAT 12**

DAILY NEWS

CPS Energy advierte sobre llamadas de estafadores

**May 30, 2019,
Telemundo**


DAILY NEWS

SCAM ALERT: CPS Energy worker confronts apparent phone scammer

July 26, 2019, KABB


Unfortunately, scammers target customers year round using aggressive and deceptive tactics to steal.

PROTECTING OUR CUSTOMERS - 2 of 4



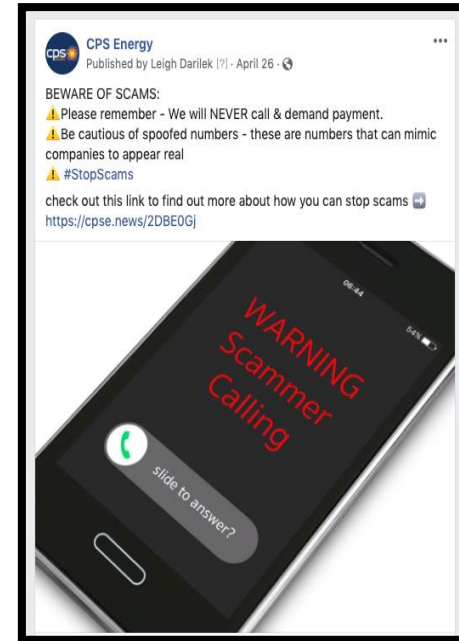
**CPS Energy Will Never
Call Demanding Payment.**

HANG UP ON SCAMMERS.



**CPS Energy Jamás
Llamará Para Exigir Un Pago.**

CUÉLGALE A LOS ESTAFADORES.

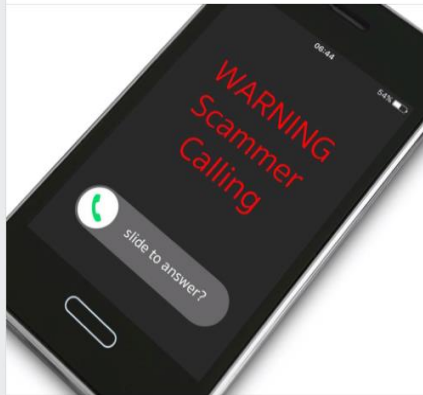


CPS Energy
Published by Leigh Darilek [?] · April 26 · 🌐

BEWARE OF SCAMS:

- ⚠️ Please remember - We will NEVER call & demand payment.
- ⚠️ Be cautious of spoofed numbers - these are numbers that can mimic companies to appear real
- ⚠️ #StopScams

check out this link to find out more about how you can stop scams 📄
<https://cpse.news/2DBEOG>



Year round, we use billboards, social media and news outreach to raise awareness.

PROTECTING OUR CUSTOMERS - 3 of 4

Winter campaign will target all customers
in both English & Spanish.

**DON'T LET SCAMMERS
RUIN YOUR HOLIDAY!**

CPS Energy Will Never Call Demanding Payment.

[CPSENERGY.COM/SCAMMERS](https://cpsenergy.com/scammers)



PROTECTING OUR CUSTOMERS - 4 of 4

Winter campaign messaging communicated via postcard mailer, bill message, advertising, in addition to ongoing social media and media outreach.

Don't Be a Victim of Phone Scams
Evita ser víctima de las estafas telefónicas


CPS Energy employees will:
NEVER threaten to disconnect your service
NEVER call you to request payment by phone
NEVER ask you to purchase credit cards or prepaid cards for payment
NEVER ask to enter your home or business unless you request service or receive prior notification
Report scam calls:
File a police report if you are a victim of a scam
Call 911 if you feel you are in danger

Los empleados de CPS Energy:
NUNCA amenazaran desconectar tu servicio
NUNCA te llaman para pedir que hagas un pago por teléfono
NUNCA pedirán que compres tarjetas de crédito o tarjetas prepagadas para hacer un pago
NUNCA entrarán a tu casa o negocio a menos que hayas hecho un pedido de servicio o recibido aviso previo
¡Denuncia las estafas telefónicas!
Pon una denuncia policial si eres víctima de una estafa
Llama al 911 si sientes que estás en peligro

Go online to learn what to do next:
Entérate de los pasos a seguir en línea:
cpsenergy.com/scammers

PROFIT STD MAIL
US POSTAGE
PAID
SAN ANTONIO TX
PERMIT NO. 218

P.O. Box 9771
San Antonio, TX 78226



Example of postcard

DON'T LET SCAMMERS RUIN YOUR HOLIDAY!



¡NO PERMITAS QUE LOS ESTAFADORES ARRUIEN LAS FIESTAS!

CPS Energy Will Never Call Demanding Payment.
CPS Energy jamás llamará exigiendo un pago.

CPSENERGY.COM/SCAMMERS

Pay Online www.cpsenergy.com
Pay-By-Phone **1-877-257-1172**
Customer Service **(210) 353-2222**
Gas or Electric Trouble **(210) 353-4357**
"Se Habla Español"

WE WILL NEVER call and threaten to disconnect your service or demand payment or ask you to purchase a prepaid credit or money card to pay your bill. Hang up on scammers.
NUNCA llamaremos y amenazaremos con desconectar su servicio o exigir el pago o pedirle que compre una tarjeta de crédito o dinero prepaga para pagar su factura. Cuelgue a los estafadores.
cpsenergy.com/scammers

Example of bill messaging



Thank You

GENERAL GLOSSARY / DEFINITIONS



- CAAP Climate Action and Adaptation Plan
- CEO Chief Executive Officer
- CFO Chief Financial Officer
- CRU Customer Response Unit
- EPRI Electric Power Research Institute
- FY Fiscal Year
- M Million
- MW Megawatts
- NERC North American Electric Reliability Corporation
- PFC SA Energy Acquisition Public Facility Corporation
- S.A. San Antonio
- RFP Request for Proposal