CPS ENERGY BOARD OF TRUSTEES MEETING
TO BE HELD ON SEPTEMBER 28, 2026, AT 1:00 PM
LOCATION: CPS ENERGY BOARD ROOM (500 MCCULLOUGH AVE)
LIVESTREAM: CPS ENERGY BOARD OF TRUSTEES MEETING LIVESTREAMS

At any time during the Board Meeting, the Board may go into an executive session as permitted by the Texas Open Meetings Act, (Chapter 551 of the Texas Government Code) regarding any item on this agenda. To note, the Public Comment Registration period runs the Tuesday prior to the Board of Trustees meeting at 5:00 PM through 12:30 PM on the day of the meeting via our online registration form in addition to the ability to register via phone from the Tuesday prior to the Board of Trustees meeting at 5:00 PM through the Friday prior at 1:00 PM.

AGENDA

ITEM	TOPIC	ACTION	PRESENTER/ SPONSOR
1	**CALL TO ORDER**	Execute	Dr. Francine Romero
2	**SAFETY MESSAGE, INVOCATION, & PLEDGE OF ALLEGIANCE**	Execute	Mr. Will Avila
3	**PUBLIC COMMENT**	Discuss	Dr. Francine Romero
UPDATE ON CHAIR'S PRIORITIES			
4	**CHAIR'S REMARKS**	Discuss	Dr. Francine Romero
5	**INTERIM PRESIDENT & CEO RECOGNITION AND REMARKS**	Discuss	Mr. Frank Almaraz
CONSENT AGENDA			
6	**APPROVAL OF CONSENT ITEMS:** A. Payment to the City of San Antonio for August 2026 B. Minutes from the Regular Board Meeting, held on August 31, 2026	Vote	Dr. Francine Romero

REGULAR AGENDA			
7	**COMMUNITY INPUT COMMITTEE REPORTS:** A. Customer Relations and Communications Working Group Meeting held on August 12, 2026 B. Finance and Business Working Group Meeting held on August 12, 2026 C. Power and Technology Working Group Meeting held on August 12, 2026 D. Community Input Committee (CIC) Meeting held September 9, 2026	Discuss	Dr. Francine Romero
CONVENE TO EXECUTIVE SESSION			
8	**EXECUTIVE SESSION:** A. Attorney Client Matters (§551.071) & Critical Infrastructure (§551.0761) B. Security Personnel or Devices (§551.076) & Critical Infrastructure (§551.0761) C. Personnel - Duties, Employment and Evaluation of Interim President & CEO (§551.074)	Discuss	Dr. Francine Romero
RECONVENE TO OPEN SESSION			
9	**CEO SEARCH COMMITTEE UPDATE & RECOMMENDATION TO PROCEED WITH CONTRACT NEGOTIATION**	Vote	Dr. Francine Romero
10	**COMMUNITY INPUT COMMITTEE (CIC) CANDIDATE NOMINATIONS & APPROVAL FOR D3, D7, AND Q3** (Ms. Kathy Garcia)	Vote	Dr. Francine Romero
11	**TEXAS SMARTBUY UPDATE**	Vote	Mr. Bert Hargesheimer
12	**STEP UPDATE: PROGRAM YEAR 4**	Discuss	Mr. Ben Jordan & Ms. Ana Lozano

13	**OPERATIONAL ASSESSMENT: AUGUST 28 WEATHER EVENT**	Discuss	Mr. Jose G. Trevino & Ms. DeAnna Hardwick
14	**STORM RESPONSE BENCHMARKING** (Mr. Rob Earl, First Quartile)	Discuss	Ms. Elaina Ball
ADJOURNMENT			
15	**ADJOURNMENT**	Execute	Dr. Francine Romero
If the Board meeting has not adjourned by 4:30 PM, the presiding officer may entertain a motion to continue the meeting, postpone the remaining items to the next Board meeting date, or recess and reconvene the meeting at a specified date and time.			

Approval of Payment to the City of San Antonio for August 2026

The New Series Bond Ordinance that took effect February 1, 1997 provides for a total cash payment to the City of San Antonio (City) in an amount not to exceed 14% of gross revenue as calculated pursuant to such Ordinance, less the value of other services provided to the City, with the percentage (within the 14% limitation) to be determined by the governing body of the City. The cash transfer to the City for the month of August 2026 is based on actual gross revenue per the New Series Bond Ordinance of $390,753,965.74, less applicable exclusions. The revenue for the month of August 2026 is calculated as follows:

Gross revenue per CPS Energy financial statements		
Electric revenue	$464,051,578.45	
Gas revenue	10,095,177.79	
Other operating revenue	591,390.96	
Interest and other income	5,450,974.53	
Gross revenue per CPS Energy financial statements	480,189,121.73	
Excluded revenue		
School and hospital revenue per City Ordinance 55022	(10,500,143.95)	
LVG revenue per City Ordinance 100709	0.00	
Fuel cost component of off-system nonfirm energy sales per City Ordinance 61794 and revenue for wholesale special contracts	(70,545,426.48)	
Noncash and other income, GASB 31 investment market value change, miscellaneous interest income, gas billing adjustment and unbilled revenue	(8,389,585.56)	
Total excluded revenue	(89,435,155.99)	
Gross revenue per New Series Bond Ordinance subject to 14% payment to the City	$390,753,965.74	
City payment per Bond Ordinance for August 2026 based upon August 2026 revenue	$54,705,555.20	
City payment per memorandum of understanding (MOU) regarding wholesale special contracts	2,672,144.72	
City Payment reduction per gas customer billing adjustment MOU	(12,500.00)	
City payment per Bond Ordinance plus adjustments for MOU	57,365,199.92	**A**
Utility services provided to the City for August 2026	(3,167,036.51)	
Net amount to be paid from August 2026 revenue to the City in September 2026	$54,198,163.41	

Comparison of City payment per Bond Ordinance (plus adjustments for memorandums of understanding) vs. Budget before deduction for utility services provided to the City:

(Dollars in thousands)

August 2026	Actual	Budget	Variance	
Current Month **A**	$57,365	$68,581	($11,216)	-16.4%
Year-to-Date	$323,783	$334,143	($10,360)	-3.1%

Approval of the following resolution is requested:

"**BE IT RESOLVED** by the CPS Energy Board of Trustees that payment to the City of San Antonio in the amount of $54,198,163.41 representing 14% of applicable system gross revenues for the month of August 2026, such payment being net of City utility services ($3,167,036.51), is hereby approved."

CPS ENERGY
MINUTES OF THE REGULAR MEETING OF THE BOARD OF TRUSTEES
HELD ON AUGUST 31, 2026

The Regular Meeting of the Board of Trustees of CPS Energy for the month of August was held on Monday, August 31, 2026, in the Board Room on the First Floor of the CPS Energy headquarters located at 500 McCullough, San Antonio, Texas.

I. CALL TO ORDER

Chair Romero called the meeting to order at 1:02 p.m.

Present were Board members:
Dr. Francine Romero, Chair
Dr. Willis Mackey, Vice Chair
Ms. Janie Gonzalez
Dr. Erika Gonzalez
Mayor Gina Ortiz Jones (arrived at 1:07 p.m.)

Also present were:
Mr. Frank Almaraz, Interim President & CEO
Ms. Shanna M. Ramirez, Chief Legal & Ethics Officer, General Counsel & Board Secretary
CPS Energy staff members

II. SAFETY MESSAGE, INVOCATION AND PLEDGE OF ALLEGIANCE

A safety message, invocation, and the Pledge of Allegiance were delivered by Ms. Cynthia Garza, Business Management Strategist.

III. PUBLIC COMMENT

Ms. Henrietta LaGrange, community member, thanked CPS Energy employees for their service and urged CPS Energy to support employees during storm restoration.

Ms. Edward Banas, community member, urged CPS Energy to pause the Howard-to-Solstice transmission project to further consider the proposed route and raised concerns regarding pricing.

Mr. Jason Massiatte, Hope at Heart Foundation, urged the Board to support underserved communities and families affected with pediatric cancer and encouraged coordination of resources during emergency response efforts.

Ms. Marianna Sanchez, community member, discussed the need for assistance and support for families and expressed an interest in partnering with CPS Energy to help coordinate resources among community organizations.

IV. CHAIR'S REMARKS

Chair Romero addressed the recent extreme weather event that caused power outages within the CPS Energy service area. During the discussion that followed, the entire Board of Trustees and Mr. Almaraz thanked community members for their patience during restoration efforts and expressed appreciation for neighbors supporting one another. The Board of Trustees also recognized CPS Energy crews for working around the clock to restore power.

Chair Romero provided information on how to sign-up for energy alerts and accessing estimated outage restoration information. She also stated that a follow-up session would be held for members of the community.

Mr. Almaraz provided an overview of the extreme weather event, noting the highs winds, lightning, and the resulting damage across the impacted areas. He reviewed outages by hour and highlighted the positive impact of resiliency efforts and reclosers in reducing the number and duration of the outages. He reviewed CPS Energy's restoration process, noting that crews prioritized larger outages and those impacting public safety first. He also reminded community members to drive carefully and to move over or slow down when approaching CPS Energy crews working in the field.

Ms. DeAnna Hardwick, Chief Customer Strategy Officer, noted that the Customer Engagement team was available at Woodlawn Lake to assist customers needing additional support. She reviewed our bill assistance programs and community partnerships available to assist customers with food and water needs.

Trustee Gonzalez thanked community members who stepped forward to assist those in need, noting the strong support demonstrated throughout San Antonio. She also requested an after-action review to identify successes and lessons learned during the response.

Mayor Jones expressed her appreciation for the partnership between CPS Energy and the City of San Antonio and encouraged community members to contact 311 when assistance is needed without fear of receiving a citation.

Trustee Dr. Gonzalez also noted the need for an after-action analysis to identify opportunities to further refine CPS Energy's response efforts.

Vice Chair Dr. Mackey noted his appreciation to Pedernales Electric Cooperative and other crews that assisted with restoration efforts, noting that CPS Energy's longstanding history of assisting other communities.

V. INTERIM PRESIDENT & CEO RECOGNITION AND REMARKS

Mr. Frank Almaraz, Interim President & CEO, recognized the Smart Energy Education Scholarship Program offered through CPS Energy's partner Itron. He invited the program lead and a scholarship recipient to share insights about the program and their experiences.

VI. CONSENT AGENDA

On a motion by Trustee Dr. Gonzalez, seconded by Chair Romero, and upon the affirmative vote of all members present, the following items on the Consent Agenda were unanimously approved:

A. Approval of Payment to the City of San Antonio for July 2026

The New Series Bond Ordinance that took effect February 1, 1997 provides for a total cash payment to the City of San Antonio (City) in an amount not to exceed 14% of gross revenue as calculated pursuant to such Ordinance, less the value of other services provided to the City, with the percentage (within the 14% limitation) to be determined by the governing body of the City. The cash transfer to the City for the month of July 2026 is based on actual gross revenue per the New Series Bond Ordinance of $369,107,811.65, less applicable exclusions. The revenue for the month of July 2026 is calculated as follows:

Gross revenue per CPS Energy financial statements		
Electric revenue	$441,876,023.49	
Gas revenue	15,419,078.64	
Other operating revenue	734,316.67	
Interest and other income	135,550,888.82	
Gross revenue per CPS Energy financial statements	593,580,307.62	
Excluded revenue		
School and hospital revenue per City Ordinance 55022	(11,855,584.46)	
LVG revenue per City Ordinance 100709	(10,625.73)	
Fuel cost component of off-system nonfirm energy sales per City Ordinance 61794 and revenue for wholesale special contracts	(71,516,715.71)	
Noncash and other income, GASB 31 investment market value change, miscellaneous interest income, gas billing adjustment and unbilled revenue	(141,089,570.07)	
Total excluded revenue	(224,472,495.97)	
Gross revenue per New Series Bond Ordinance subject to 14% payment to the City	$369,107,811.65	
City payment per Bond Ordinance for July 2026 based upon July revenue	$51,675,093.63	
City payment per memorandum of understanding (MOU) regarding wholesale special contracts	2,726,496.28	
City Payment reduction per gas customer billing adjustment MOU	(12,500.00)	
City payment per Bond Ordinance plus adjustments for MOU	54,389,089.91	**A**
Utility services provided to the City for July 2026	(3,105,864.31)	
Net amount to be paid from July 2026 revenue to the City in August 2026	$51,283,225.60	

Comparison of City payment per Bond Ordinance (plus adjustments for memorandums of understanding) vs. Budget before deduction for utility services provided to the City:

(Dollars in thousands)

July 2026	Actual	Budget	Variance	
Current Month **A**	$54,389	$59,860	($5,471)	-9.1%
Year-to-Date	$266,418	$265,562	$856	0.3%

Approval of the following resolution is requested:

"**BE IT RESOLVED** by the CPS Energy Board of Trustees that payment to the City of San Antonio in the amount of $51,283,225.60 representing 14% of applicable system gross revenues for the month of July 2026, such payment being net of City utility services ($3,105,864.31), is hereby approved."

B. Minutes from the Regular Board Meeting held on July 20, 2026

C. Procurement Items:

1. **Item Description:** Financial Audit Services
   Category: Professional Services
   Supplier: Baker Tilly US, LLP

2. **Item Description:** Gas Construction Services
   Category: General Services
   Supplier: Benton Georgia, LLC
   Mears Installation, LLC
   MasTec North America, Inc.
   Dimension Energy Solutions, LLC dba Dimension Industrial Services
   Wampole Miller, Inc. dba Miller Bros
   Medina Utility Services Corporation

3. **Item Description:** Engineering Services for Natural Gas Infrastructure
   Category: Professional Services
   Supplier: Cobb, Fendley & Associates, Inc.
   LIA Engineering, Inc.
   DCCM Infrastructure, Inc.
   TRC Pipeline Services, LLC dba TRC
   KCI Technologies, Inc.
   Halff Associates, Inc.
   Civil Design Services, Inc. dba CDS/Muery

DRAFT

4. **Item Description:** Gas Inspection Services
   Category: General Services
   Supplier: EN Engineering, LLC dba ENTRUST Solutions Group
   Magnolia River Services, Inc.
   Triple R Enterprises, Inc. dba Triple R Pipeline and Environmental Services

5. **Item Description:** Customer Construction Design & Engineering Services
   Category: Professional Services
   Supplier: Atwell LLC
   Black & McDonald Engineering Services, LLC
   Cobb, Fendley & Associates, Inc.
   DCCM Infrastructure, Inc.
   EN Engineering, LLC dba ENTRUST Solutions Group
   Halff Associates, Inc.
   LIA Engineering, Inc.
   Merrick & Company
   Pape Dawson Consulting Engineers, LLC dba Pape Dawson Engineers, LLC
   Reop Eng, LLC dba Utility Engineering
   TRC Engineers, Inc.

VII. EXECUTIVE SESSION

At approximately 1:58 p.m., Chair Romero announced the Board would go into Executive Session, and Ms. Ramirez announced that the required notice had been posted and that the Trustees, with only necessary parties in attendance, would convene into Executive Session, pursuant to the provisions of Chapter 551 of the Texas Government Code, for discussion of the following:

A. Attorney Client Matters (§551.071)
B. Attorney Client Matters (§551.071) & Competitively Sensitive Matters (§551.086)
C. Attorney Client Matters (§551.071)
D. Personnel – Duties, Employment and Evaluation of Interim President & CEO (§551.074)

The Board reconvened in open session at 4:07 p.m. The quorum was re-established, and all members were present. Ms. Ramirez reported that only the matters cited above, and no others were discussed, and no votes were taken in Executive Session.

VIII. BOARD COMMITTEE REPORTS

In the interest of time, Chair Romero accepted the submission of the following reports for the record in lieu of having them read during the meeting:

Board Committee Reports

A. Audit and Finance (A&F) Committee Meeting held on July 13, 2026. The report is attached as Attachment “A” to the meeting minutes.

B. Employee Benefits Oversight Committee (EBOC) Meeting held on July 13, 2026. The report is attached as Attachment "B" to the meeting minutes.
C. Nominations Committee Meeting held August 3, 2026. The report is attached as Attachment "C" to the meeting minutes.

IX. VOTE TO REAPPOINT THE TRUSTEE FROM THE NORTHWEST QUADRANT TO SERVE A SECOND TERM ON THE CPS ENERGY BOARD AND APPROVE RELATED RESOLUTION

Vice Chair Dr. Mackey, serving as Chair of the Nominations Committee, moved to reappoint Dr. Francine Romero, Trustee for the Northwest Quadrant, to serve a second term; approve the associated resolution; and recommend Dr. Romero to City Council for consideration and approval of a second term. Trustee Gonzalez seconded the motion, and it was unanimously approved. [1]

X. FY2027 SECOND QUARTER PERFORMANCE UPDATE

Ms. Elaina Ball, Chief Strategy Officer, presented the second quarter performance update on the enterprise scorecard and metrics. She highlighted areas that were on track and discussed measures considered unrecoverable. Members of the Board of Trustees discussed and asked questions related to the impact of aging equipment on plant availability and how the cleaner energy metric is tracked.

Mr. Cory Kuchinksy, Chief Financial Officer & Treasurer, reviewed the second quarter financial performance results and discussed the key drivers contributing to actual results compared to the plan. Members of the Board of Trustees discussed and asked questions primarily related to the financial impacts of storms and severe weather.

XI. LEGEND FALLS ROUTING AND SITING PROJECT

Mr. Jose Treviño, Interim Chief Operating Officer, presented an overview of the Legend Falls Routing and Siting Project, which includes construction of the new 138kV Legend Falls Substation and two segments of a double circuit transmission line. He reviewed public involvement efforts and summarized the Public Utility Commission's (PUC) route approval. He then requested that the Board approve a resolution authorizing CPS Energy to proceed with the PUC-approved Route 17 and execute planning, easement acquisition, and construction of the project.

Vice Chair Dr. Mackey moved to approve, and Trustee Gonzalez seconded. Ms. Ramirez read the resolution, and resolution was approved unanimously.[2]

XII. CEO SEARCH COMMITTEE UPDATE & RECOMMENDATION TO PROCEED WITH CONTRACT NEGOTIATION

This item was deferred to a future meeting.

[1] The resolution is attached as Attachment "D."
[2] The resolution is attached as Attachment "E."

XIII. ADJOURNMENT

Chair Romero asked Ms. Ramirez to review the requested action items. There being no further business to come before the Board, upon a motion duly made by Vice Chair Dr. Mackey, seconded by Mayor Jones, and upon an affirmative vote by all members present, the meeting was unanimously adjourned at 4:47 p.m. by Chair Romero.

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Shanna M. Ramirez
Secretary of the Board

DRAFT

Community Input Committee (CIC)
Working Group Report
Customer Relations and Communications

EXECUTIVE SUMMARY REPORT FROM THE AUGUST 12, 2026, MEETING
PREPARED ON BEHALF OF WORKING GROUP CHAIR, MR. TOM CORSER
FOR REPORT AT THE SEPTEMBER 28, 2026, BOARD OF TRUSTEES MEETING

The Working Group received a Corporate Communications and Marketing Mid-Year Update.

A. Insight-Driven Strategy to Meet 2026 Objectives
B. What We Want People to Know About Us
C. One Team Communications & Marketing Approach
D. Campaign Overviews

Working Group members received a presentation on CPS Energy's Corporate Communications & Marketing Mid-Year Update, which featured highlights and summaries for 2025 and 2026. They learned the communication and marketing efforts are focused on informing, engaging, and empowering customers through campaigns grounded in feedback and aligned with our Vision, Mission, and Horizon 2050 strategy. In addition, they learned that each campaign tailored its messaging by incorporating graphics and employee testimonials, highlighting community engagement, strategic planning, and a commitment to customer care.

There was considerable discussion on these topics and others. Members requested educational materials about large loads, including data centers, focusing on their impacts to neighborhoods as this is a dominate discussion point that CIC members are experiencing in the community. They also asked about grid reliability, emissions and the permitting processes for large loads. In discussion regarding the municipally-owned utility model, CIC Members also requested clarification regarding city payment and how that is reflected in bill comparisons across utilities in Texas.

This report has been distributed to all members of the Community Input Committee.

The next Customer Relations and Communications Working Group meeting is on October 14, 2026.

Community Input Committee (CIC)
Working Group Report
Finance and Business

EXECUTIVE SUMMARY REPORT FROM THE AUGUST 12, 2026, MEETING
PREPARED ON BEHALF OF WORKING GROUP CHAIR, MR. BOB ZAPATA
FOR REPORT AT THE SEPTEMBER 28, 2026, BOARD OF TRUSTEES MEETING

The Working Group received a presentation and overview of the customer interconnection process and Contributions in Aid of Construction (CIAC).

A. Trending Growth
   - New Meter Installs
   - Growth Outlook

B. Understanding CIAC
   - Overview
   - Customer Contribution Funding
   - Infrastructure Investments & Cost Recovery
   - Infrastructure Funding Framework
   - Customer Construction Cost Examples

C. The Customer Interconnection Journey
   - Overview of the CIAC Process

D. Key Takeaways
   - Growth Pays for Growth
   - Every Project is Unique.
   - CIAC is One Step in the Interconnection Process
   - CIAC Supports Reliable Infrastructure for our Growing Community

Working Group members received an overview of CIAC and the customer new service request process, gaining an understanding of how continued residential and community growth drives sustained demand for new meter installations and underscores the importance of thoughtful infrastructure planning. They learned about the utility's energy system planning process, how CIAC ensures growth pays for project-specific infrastructure and how the structured interconnection journey supports reliable, sustainable service for the community. Members inquired how the Cost-of-Service studies impact pricing for commercial and residential projects. They also sought additional clarity on how CPS Energy determines the shared cost within the infrastructure funding framework, requesting a more detailed example of a customer's contribution and revenue sources. In addition, members encouraged CPS Energy to evaluate potential utility surcharge fees for high-density areas.

Members expressed appreciation for CPS Energy's proactive efforts, including interest in participating in the upcoming legislative session and a request for improved access to real-time updates on emerging topics.

This report has been distributed to all members of the Community Input Committee.

The next Finance and Business Working Group meeting is on October 14, 2026.

Community Input Committee (CIC)
Working Group Report
Power and Technology

EXECUTIVE SUMMARY AND CHAIR REPORT FROM THE AUGUST 12, 2026, MEETING
PREPARED ON BEHALF OF THE WORKING GROUP CHAIR, MR. PETER ONOFRE
FOR REPORT AT THE SEPTEMBER 28, 2026, BOARD OF TRUSTEES MEETING

The Working Group received a presentation on CPS Energy's Sustainable Tomorrow Energy Plan (STEP).

A. STEP Overview
   - Timeline: August 1, 2022 – July 31, 2027
   - Goals:
     - Demand Reduction: 410MW
     - Reduce Barriers: 36,000 Homes Weatherized
     - Bill Savings: 1% Energy Savings Per Year
     - Carbon Emissions Reductions: 1.85M tons of Co2 avoided

B. Portfolio of Programs
   - Comprised of over 25 program offerings
     - Low Cost / No Cost Programs
     - Demand Response
     - Electric Vehicles
     - Residential/Commercial Energy Efficiency
     - Solar

C. STEP Performance

D. Program Highlights
   - Casa Verde Enhancements
   - New Multifamily Weatherization Program
   - New Community Solar Program now open for enrollment
   - Expanded Electric Vehicle Offering
   - New STEP Innovation Hub

E. Next Steps
   - Community outreach and stakeholder engagement

Working Group members received an overview of the performance of CPS Energy's Sustainable Tomorrow Energy Plan (STEP), a 5-year plan designed to help customers save energy and money. The presentation included highlights of key programs within STEP and discussion about future stakeholder engagement as the plan approaches sunset on July 31, 2027. Members inquired about measurable estimates of customer savings, contractor performance, and the distribution of customer participation. Members expressed appreciation for the new community solar program and STEP Innovation Hub while offering feedback on program language and weatherization performance.

This report has been distributed to all members of the Community Input Committee.

The next Power and Technology Working Group meeting is on October 14, 2026.

Community Input Committee (CIC)
Committee Report

EXECUTIVE SUMMARY AND CHAIR REPORT FROM SEPTEMBER 9, 2026, MEETING

PREPARED FOR COMMITTEE CHAIR, MR. STEVE BONNETTE

FOR REPORT AT THE SEPTEMBER 28, 2026, BOARD OF TRUSTEES MEETING

The Community Input Committee met on September 9, 2026. The meeting was open to the public, livestreamed, and a recording of the video has been posted on the CIC website. As part of the agenda, the committee:

A. Received a presentation on CPS Energy's FY2027 Second Quarter(Q2) Financial Update from Cory Kuchinsky, Chief Financial Officer & Treasurer. The presentation summarized year-to-date financial performance and expectations for the remainder of the fiscal year. Non-fuel revenue fell short of expectations due to unplanned outages and decreased customer activity. O&M costs rose in response to outages, while capital spending was lower this quarter due to the timing of generation and transmission projects. As of July 2026, according to a benchmarking survey, CPS Energy is ranked third in the percentage of customers current on their bills, while 35% of past due balances are enrolled in payment plans. Despite Q2 challenges, CPS Energy has maintained its financial metrics and expects to continue to uphold its financial position through the remainder of the year but does foresee macroeconomic challenges that may apply pressure going forward.

B. Received a Regulatory and Legislative Update from Kari Meyer, VP, Government Relations, Regulatory Affairs and Public Policy, and David Kee, Director Energy Market Policy. Key topics included Senate Bill 6 and Batch Zero implementation, transmission routing and siting process policy discussions, and recent announcements and orders from Governor Abbott. The Federal & State Relations team will return in late fall to provide the CIC with an overview of their policy agenda for the upcoming legislative session.

The next regular CIC meeting is scheduled for November 11, 2026.

COMMUNITY INPUT COMMITTEE CANDIDATE APPROVAL

PRESENTED BY:

Kathy Garcia
Chief External Relations Officer & Chief of Staff

September 28, 2026
Request for Approval

AGENDA

- Overview of the Community Input Committee (CIC)
- Review of the Application Process
- Presentation of the CIC Candidates for Approval
- Approval of Nominations

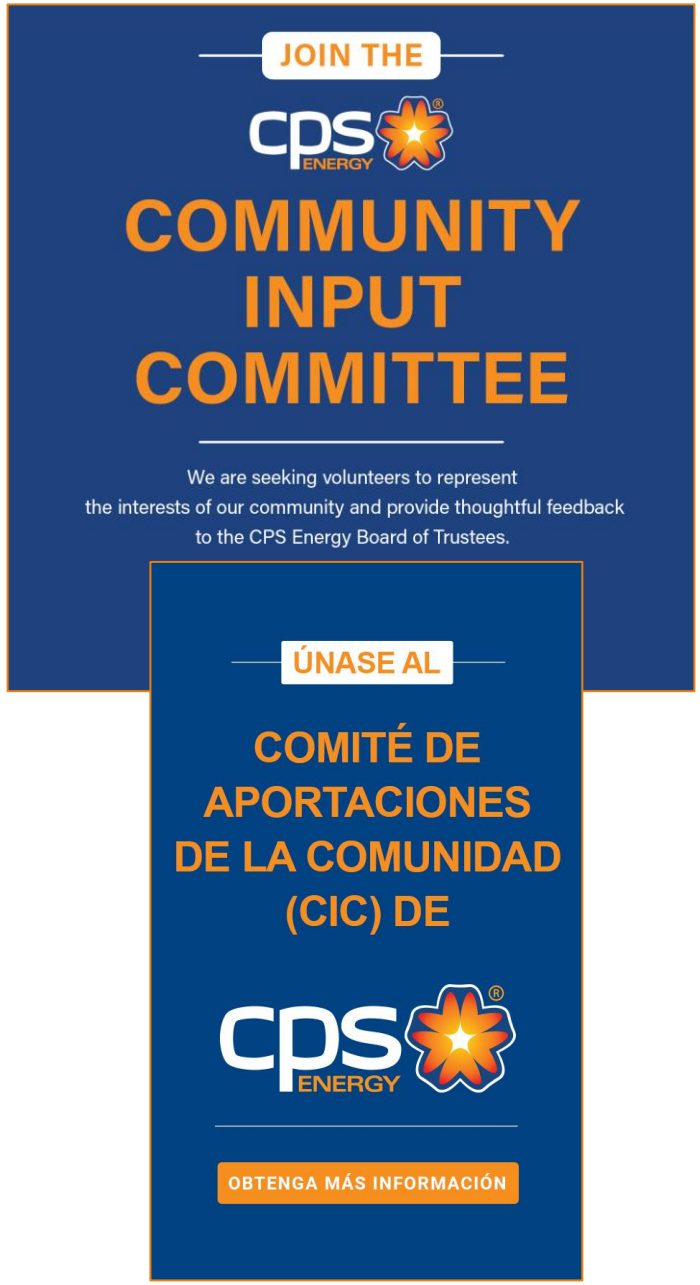
We are seeking your approval of three nominees to the CIC.

OVERVIEW OF THE CIC

- The CIC is a 19-member community advisory body composed of:
  - 10 members nominated by the San Antonio City Council.
  - 4 members nominated by the CPS Energy Board of Trustees.
  - 5 At-Large members nominated by the CIC.
- All CIC nominations require CPS Energy Board approval.
- CIC members can serve 3 two-year terms, for a total of 6 years.
- We are seeking the approval of 3 positions, including:
  - Quadrant 3 (Trustee Dr. Mackey)
  - City Council District 7 (Councilmember Alderete Gavito)
  - City Council District 3 (Councilmember Viagran)

REVIEW OF THE APPLICATION PROCESS

- Board-nominated CIC positions are selected by their respective Trustee and approved by the full Board of Trustees.
- Applications for the Board-nominated vacancies were open from August 7th-28th and promoted on all CPS Energy communication channels.
- 7 applications were received.
- Council-nominated CIC positions are provided by their respective City Council Office and approved by the full Board of Trustees.



COMMUNITY INPUT COMMITTEE (CIC) QUADRANT 3 CANDIDATE



Wayne Eddington

Quadrant 3 Nominee

- Retired U.S. Air Force Major
- Texas Realtor
- Lead Engineer and Construction Manager, Covenant Community Church
- Former Rate Advisory Committee Member (RAC)

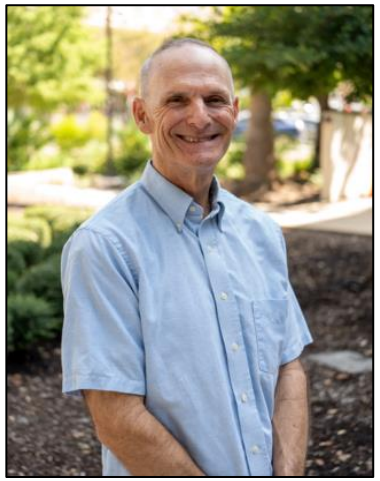
COMMUNITY INPUT COMMITTEE (CIC) COUNCIL DISTRICT CANDIDATES



Julie Rodriguez

City Council District 3 Nominee

- Accounting Manager
- Founding member, Harlandale McCollum Neighborhood Association
- Member, San Antonio Board of Realtors



John W. Watson

City Council District 7 Nominee

- 40 years managing people, coaching, and educating on sustainability practices.
- Board member, Jefferson Neighborhood Association
- Member, Near North Planning Committee

REQUEST FOR APPROVAL

- Wayne Eddington (Quadrant 3)
- John W. Watson (City Council District 7)
- Julie Rodriguez (City Council District 3)

We are seeking your approval of 3 nominees to the CIC.



THANK YOU

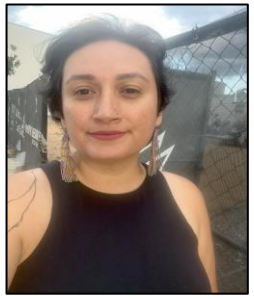
APPENDIX

CURRENT CIC MEMBERS

COUNCIL-NOMINATED AND AT-LARGE MEMBERS



Martin C. Gutierrez, Jr.
(D1)



Diana Lopez
(D2)



Vacant
(D3)



Melinda Lechuga
(D4)



Dr. Julián Villarreal
(D5)



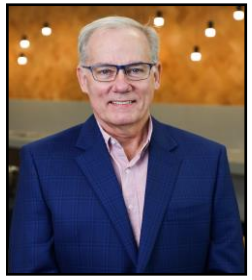
Lawson Picasso
(D6)



Vacant
(D7)



Michael Kennick
(D8)



Tom Corser
(D9)



Vanessa Alvarado
(D10)



David Gannon
(At-Large)



Bob Zapata
(At-Large)



Aaron Stein
(At-Large)



Steve Bonnette
(At-Large)



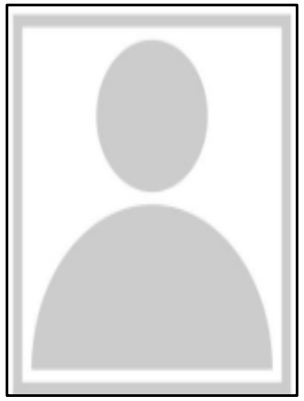
Maria Nelson
(At-Large)

CURRENT CIC MEMBERS

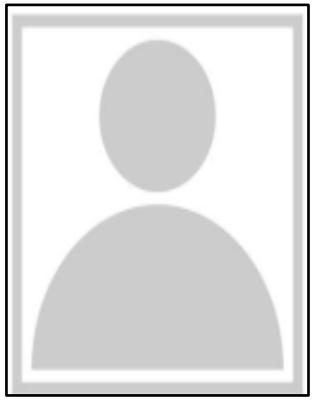
BOARD-NOMINATED MEMBERS



Christopher Fullerton
Quadrant 1 (Northwest)



Vacant
Quadrant 2 (Northeast)



Vacant
Quadrant 3 (Southeast)



Peter Onofre
Quadrant 4 (Southwest)

TEXAS SMARTBUY UPDATE

PRESENTED BY:
Bert Hargesheimer
VP Operational Support Services

September 28, 2026
Request for Approval

AGENDA

- What is Texas SmartBuy
- Operational & Financial Impact
- Seeking Resolution Approval



Documentation update required by Office of The Comptroller.

TEXAS SMARTBUY
MEMBERSHIP BENEFITS

Texas SmartBuy is a membership-based **e-commerce platform and purchasing cooperative** managed by the Texas Comptroller of Public Accounts.

It allows local government entities and eligible organizations to **purchase goods and services at state-negotiated prices to leverage the State of Texas's buying power for deeper discounts.**

This procurement method is similar to TX DIR.

- **Quadient / USPS Mail Meter Refresh (Required by Dec 2027)**
  - Due to USPS decertification of legacy meters, CPSE must refresh its USPS meter equipment.
  - ~27% cost savings vs alternative sources.
- **FedEx Contract – Expires Nov 2026**
  - Supports ~30+ invoices per month across nearly 50 cost centers and work orders.

A member since 2004, CPS Energy requires an updated membership form to renew participation with Texas SmartBuy, as previously passed and adopted on December 29, 2003.

REQUEST FOR APPROVAL

Seeking resolution approval to participate in Texas SmartBuy Membership.

We are seeking your approval to continue participating in the Texas SmartBuy Membership.

Texas SmartBuy Membership Program

Resolution

State of Texas, County of Bexar
(County Entity Located In)

Whereas, the Texas Comptroller of Public Accounts is authorized to provide purchasing services for local governments **pursuant to §§271.082 and 271.083 of the Local Government Code**.

Whereas, the Board of Trustees
(Enter Board of Directors, City Council, Commissioner's Court, School Board, etc..)

of City of San Antonio acting by and through City Public Service Board ("CPS Energy") , is a:
(Enter Name of Qualified Applicant/Entity)

(Check One of the Following)

- ☐ Appraisal District
- ☐ Community Supervision/Corrections Department
- ☐ County
- ☐ Fire Prevention District
- ☐ Judicial District
- ☐ Library District
- ☐ Municipality
- ☐ State-funded Assistance Organization
- ☐ Special District
  - ☐ Emergency Service
  - ☐ Housing
  - ☐ Political Subdivision
  - ☐ Port or Transportation Authority
- ☐ Workforce Development Board
- ☐ Charter/Academy School
- ☐ Council of Governments/Planning Commissions
- ☐ Education Service Center
- ☐ Hospital District
- ☐ Junior/Community College
- ☐ Mental Health/Mental Disability Organization
- ☐ School District
- ☐ Texas Rising Star Care Provider
- ☑ Utility District
  - ☐ Drainage
  - ☑ Municipal
  - ☐ Special

defined as an entity qualified to participate in the Texas SmartBuy Membership Program of the Texas Comptroller of Public Accounts pursuant to §271.081 of the Local Government Code.

Laura Jacobs / Mgr Contract Management and
Primary Contact and Title

Robert Duran / Mgr Procurement
Secondary Contact and Title

is/are authorized to execute all documentation for CPS Energy pertaining to its participation in the
(Entity Name)

Texas Comptroller of Public Accounts Cooperative Purchasing Program; and

Whereas, CPS Energy acknowledges its obligation to pay annual participation fees established by the
(Entity Name)

Texas Comptroller of Public Accounts.

Now, Therefore Be it Resolved, that request be made to the Texas Comptroller of Public Accounts to approve

CPS Energy for participation in the Texas Comptroller of Public Accounts Cooperative Purchasing Program.
(Entity Name)

Adopted this 28 day of September, 2026 by CPS Energy
(Entity Name)

By: _____ Dr. Francine Romero, Board Chair
Signature of Chair — Printed Name and Title of Chair

Jacobs, Laura U. Digitally signed by Jacobs, Laura U. Date: 2026.08.27 16:51:52 -05'00' — Laura Jacobs / Mgr Contract Management
Signature of Primary Contact — Printed Name and Title of Primary Contact

Duran, Robert P. Digitally signed by Duran, Robert P. Date: 2026.08.27 13:59:58 -05'00' — Robert P. Duran / Mgr Procurement
Signature of Secondary Contact — Printed Name and Title of Secondary Contact

STEP UPDATE: PROGRAM YEAR 4

PRESENTED BY:

Benjamin Jordan
VP, Corporate Development

Ana Lozano
Director, Technology & Product Innovation

September 28, 2026
Informational Update

AGENDA

- Sustainable Tomorrow Energy Plan (STEP) Overview
- Program Performance
- Year 4 Initiatives
- Next Steps

Our objective today is to provide an update on performance and new initiatives for the STEP program.

A GENERATION PLAN STRATEGY

STEP PROGRAM OVERVIEW

The STEP program supports our mission to safely power our communities with reliable, affordable and cleaner energy.



GENERATION STRATEGY

Energy efficiency is a key strategy in our generation plan



RELIABILITY SUPPORT

Programs provide flexibility to meet energy needs on peak days



REDUCED CUSTOMER BILLS

Participants reduce their energy use and save on monthly bills



REDUCED CARBON

Lowering energy use enables the downward trend in carbon emissions

It costs twice as much to procure new energy as it does to help our community save it.

GOALS & METRICS

STEP PROGRAM OVERVIEW

Through Board and City Council approval, our 5-year, $350M STEP program took effect on August 1, 2022.

Goals

- **Demand Management**
- **Bill Savings**
- **Reduce Barriers**
- **Innovation**
- **Emissions Reduction**

Metrics

- **410 MW** of incremental demand reduction
- **1%** of energy savings per year
- **16,000** homes and **20,000** multifamily units weatherized
- **$665M** in lifetime avoided fuel and capacity costs
- **1.85M** tons of avoided carbon

STEP aims to reduce our community's demand for energy by 410 MW over 5 years with accessible programs designed to help customers save energy & money.

OPPORTUNITIES TO PARTICIPATE

PORTFOLIO OF STEP PROGRAMS

Low Cost / No Cost Programs
- Free Home Energy Assessments
- Free HVAC Tune-ups
- Discounted Retail Program
- Casa Verde Weatherization
- Multifamily Weatherization

Demand Response (DR)
- Commercial & Industrial DR
- Automated DR
- Smart Thermostat
- WiFi Thermostat Rewards
- Power Players
- My Battery Rewards

Electric Vehicles (EV)
- Off-Peak Rewards
- Smart Rewards
- Weekly Energy Reports

Residential Energy Efficiency
- HVAC Rebates
- Home Efficiency
- New Home Construction
- Cool Roof

Commercial Energy Efficiency
- Commercial & Industrial Solutions
- Schools & Institutions
- Small Business Solutions
- High Efficiency Tune-Ups
- Direct Lighting Program

Solar
- Community Solar
- SolarHostSA
- Commercial Rebates

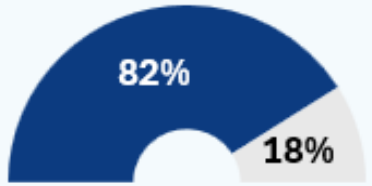


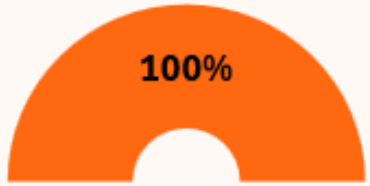
Our STEP program aims to create paths for all customers to participate in saving energy and money.

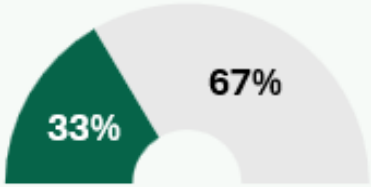
METRICS & PERFORMANCE

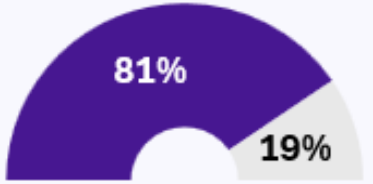
PROGRAM PERFORMANCE

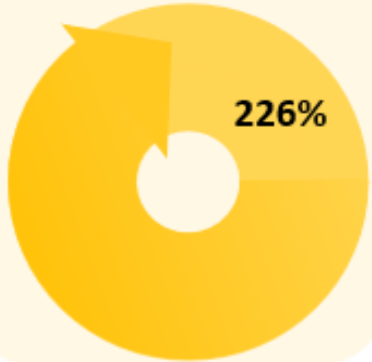
	DEMAND MANAGEMENT	BILL SAVINGS	REDUCE BARRIERS	CARBON EMISSIONS	RETURN ON INVESTMENT
GOAL	410 MW	1 %	36K Residences	1.85 Tons	$665M
METRIC ACHIEVED	337 MW	1 %	11.9K Residences	1.5 Tons	$1.5B











Note: All figures are subject to third-party year-end measurement & verification

Helping Customers Save Energy, Lower Bills and Reduce Emissions

RETURN ON INVESTMENT

THIRD-PARTY MEASURED & VERIFIED

	TARGET	ACHIEVED
UTILITY COST TEST (UCT)	1.9	4.3
INVESTMENT	$350M	$268M
LIFETIME AVOIDED COST	$665M	$1.15B

Note: Achieved values are subject to third-party year-end measurement & verification.

The Utility Cost Test (UCT) weighs the benefits of a portfolio against the costs. A score greater than 1.0 indicates that the program delivered more benefits than costs incurred.

For every $1 spent on the STEP program, our community receives $4.30 in return on that investment.

CONNECTING WITH OUR COMMUNITY

PROGRAM REACH & PARTICIPATION

MARKETING & OUTREACH

9.78M
EMAILS SENT

22M
IMPRESSIONS

354K
INTERACTIONS WITH THE WEBSITE

3K+ Events

110K+ Attendees

PARTICIPATION

473K
UNIQUE PARTICIPANTS

200
TRADE ALLIES



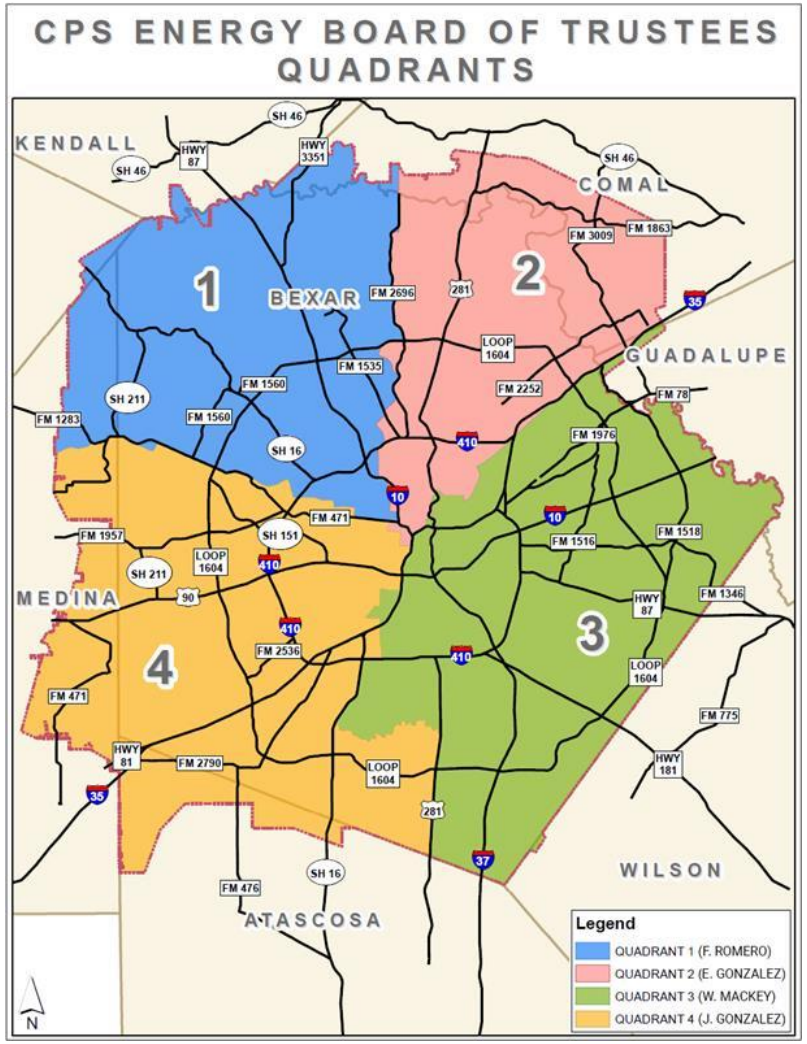


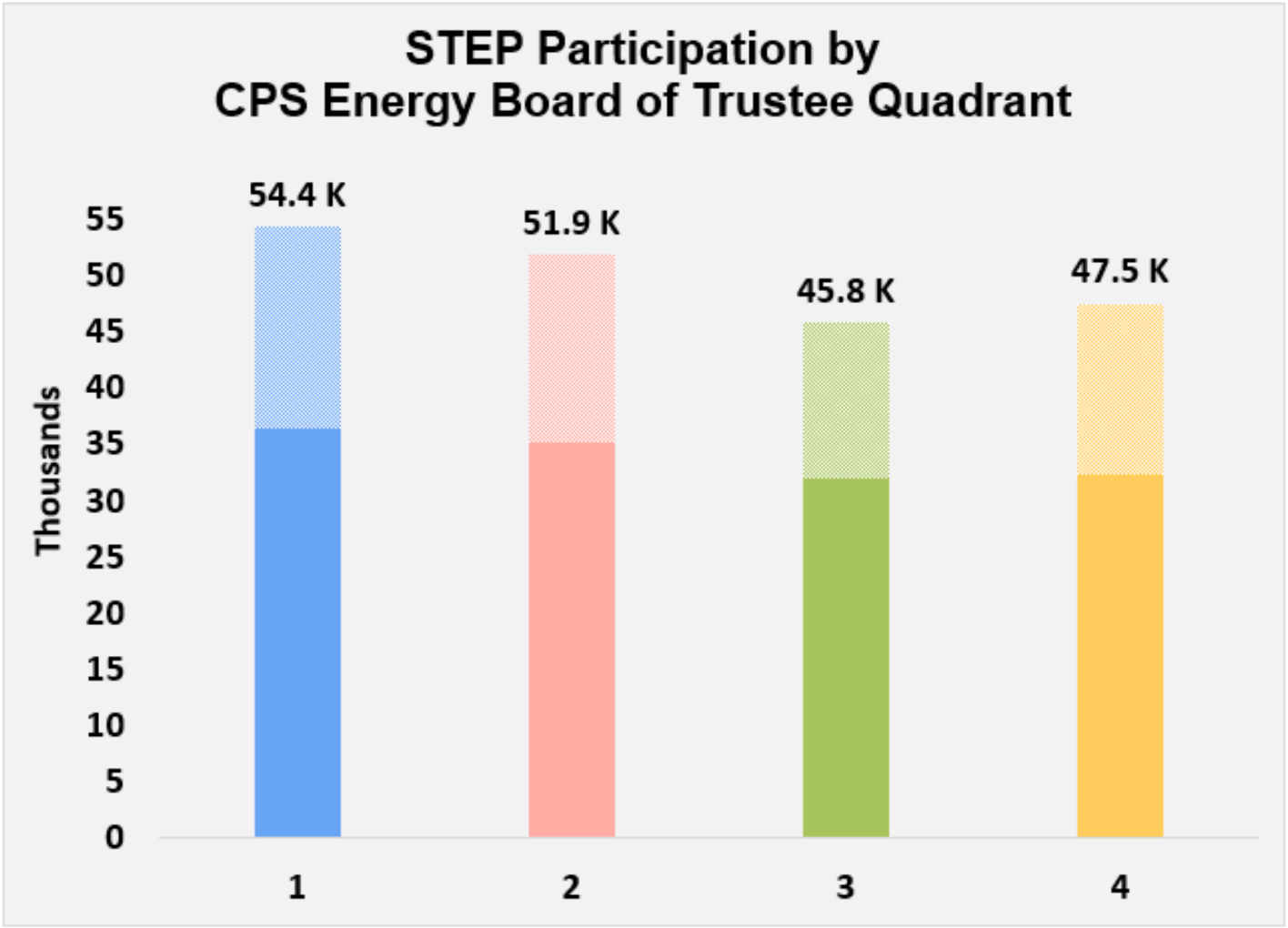
Nearly 50% of our customers participated in STEP last year.

Note: Reported values are for August 1, 2025 – July 31, 2026

STEP PARTICIPATION

BOARD QUADRANTS



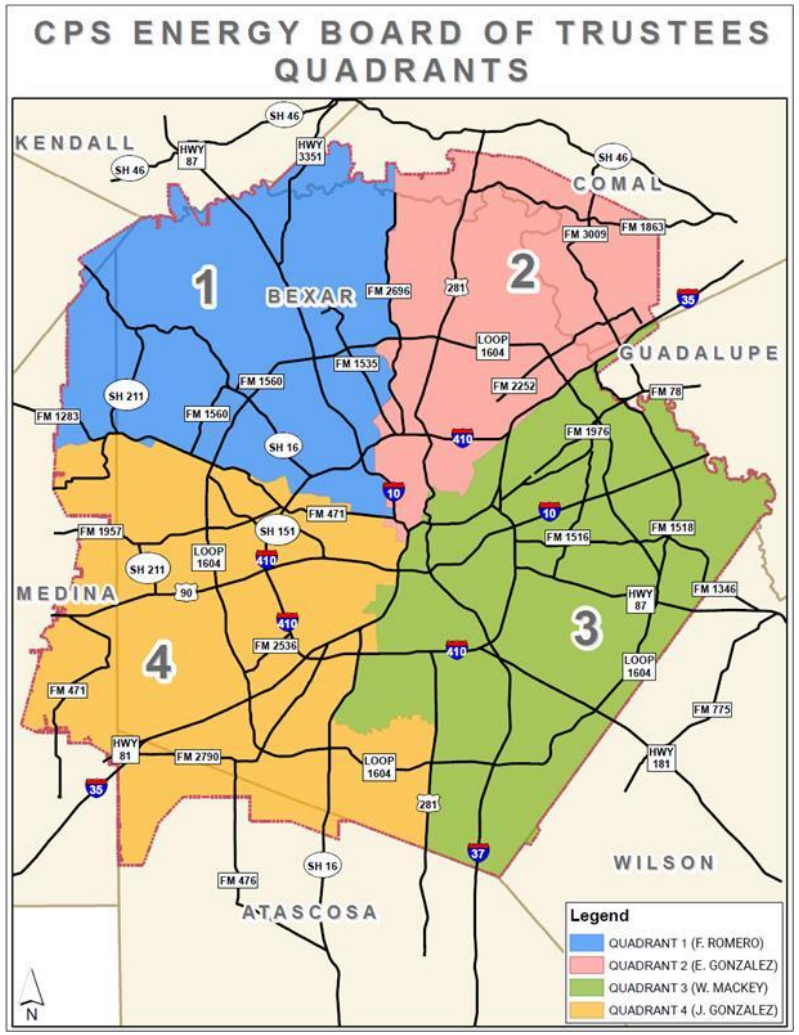


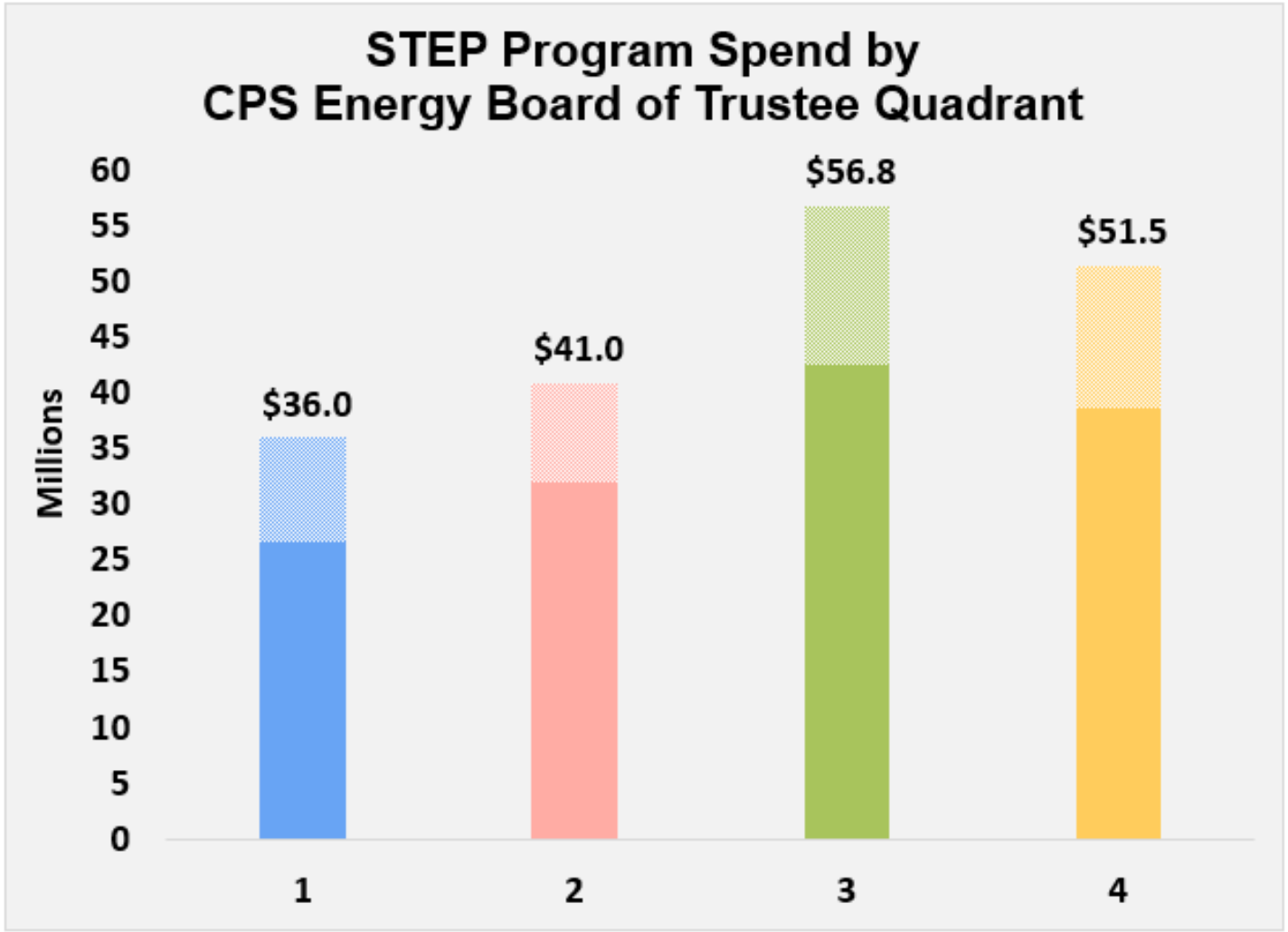
Notes:
1. STEP participation between August 2022 - July 2026.
2. All figures are subject to third-party year-end measurement and verification.
3. These figures do not include ~367K Power Players participants or retail purchases.

Program Years 1 - 3	
Program Year 4	

STEP INCENTIVES

BOARD QUADRANTS





Notes:
1. STEP participation between August 2022 - July 2026.
2. All figures are subject to third-party year-end measurement and verification (M&V).

Program Years 1 - 3	
Program Year 4	

MULTIFAMILY PROGRAM

PROGRAM IMPACTS THROUGH JULY 31, 2026



25
COMPLEXES WEATHERIZED

8.8K
TOTAL UNITS IN QUEUE

3,738
UNITS WEATHERIZED

5M kWh
REDUCED

9
TRADE ALLIES

$95K
AVERAGE INVESTMENT PER COMPLEX

This program transitioned from a pilot to a full-scale program with strong customer demand.

CASA VERDE ENHANCEMENTS

RESIDENTIAL WEATHERIZATION

- Expanded customer choice in the work performed and trade ally selection
- Streamlined enrollment and reduced wait time
- Funding for minor home repairs through Weatherization Repair Assistance Program (WRAP)
- Rebates paid directly to contractors



Over 2K homes have been weatherized since the program transitioned in October 2025.

COMMUNITY SOLAR PROGRAM

NOW OPEN FOR ENROLLMENT



Big Sun Solar will deliver up to 50 MW of community solar.

- ✓ More local renewable generation
- ✓ New path for customers to participate in solar

To learn more, visit BigSunCommunitySolar.com

ELECTRIC VEHICLE (EV) PROGRAM

EXPANDING DEMAND RESPONSE

New EV charging programs help reduce load during peak times.

- Available to CPS Energy residential customers
- Incentives for off-peak charging (10 PM – 4 PM)
- Supports both active & passive participation
- Customers retain full control and can opt out anytime



Incentives encourage off-peak charging to support grid needs.

STEP INNOVATION HUB

INVITATION TO INNOVATE

This initiative aims to create a path for innovators to pilot new approaches for energy efficiency and conservation.

- A formalized process will allow applicants to submit proposals for consideration.
- CPS Energy will engage with applicants to learn more and assess feasibility.
- Successful concepts will have the opportunity to be incorporated as a pilot in our STEP program.



The STEP Innovation Hub is live and open for submissions.

ON THE HORIZON

BEYOND 2027

Work is underway to support the next iteration of STEP.

This month we will begin stakeholder engagement and input initiatives to gain a fresh perspective into what matters most to our community when saving energy.

Upcoming efforts will include:

- Community input sessions, customer engagement, and surveys
- Engagement with CPS Energy Community Input Committee (CIC), Board of Trustees, and City Council



Weatherization stakeholder meeting held in 2025.

A recommendation will be brought to the Board of Trustees in early FY2028.

ROADMAP TO FY2028

FY2027							FY2028								
Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Stakeholder Engagement Input from our community will be incorporated into the design of the new program.					**Regulatory Consideration for Approval** Recommendation will be brought to CPS Energy Board of Trustees and City Council for input and consideration for approval.						**Transition** Our goal is to have the new program active by August 1, 2027.			

STEP Ordinance:

"CPS Energy will reassess the New Program in 2026 to determine if continuing the program beyond 2027 is a viable option based on projected annual reductions in energy consumption going forward and the costs that would be incurred to achieve such reductions. CPS Energy will provide the City's Office of Public Utilities its recommendation at least six (6) months prior the end of the program."

KEY TAKEAWAYS

- STEP continues delivering meaningful community value through lower bills, avoided generation costs, and reduced emissions.
- Work is underway to gather community input to help inform the design of the next iteration of the STEP program.
- We will be seeking consideration and approval in FY 2028.



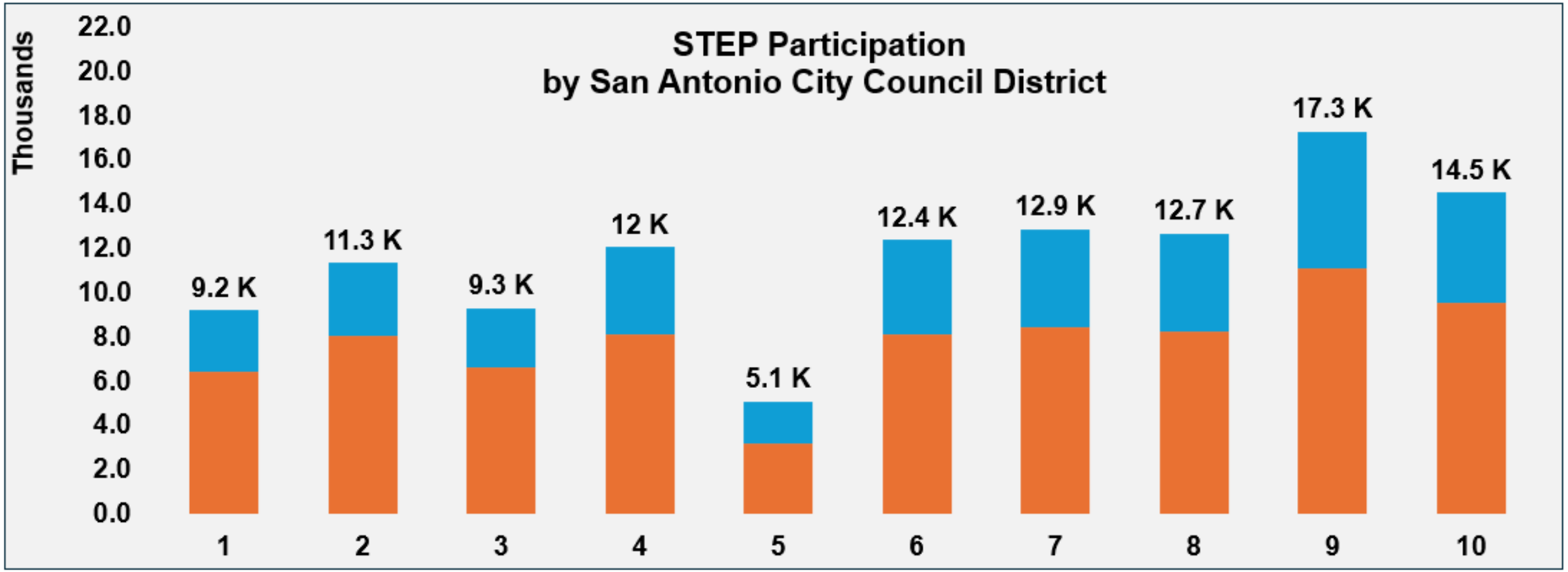
Customers can learn more or provide feedback at CPSEnergy.com/STEP or by calling (210) 353-2SAV (2728).



THANK YOU

APPENDIX

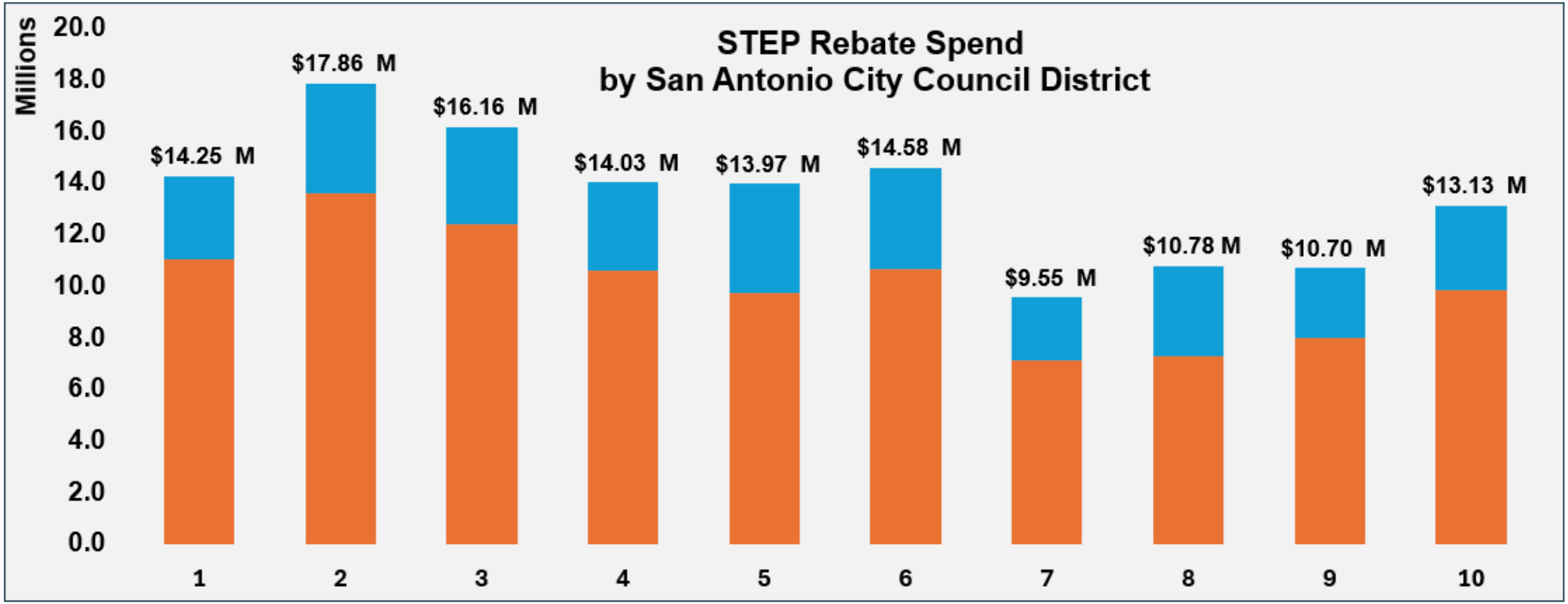
STEP PARTICIPATION
CITY COUNCIL DISTRICTS



Notes:
1. STEP participation between August 2022 and July 2026.
2. Excludes ~83K STEP participants outside CoSA city limits.
3. All figures are subject to third party year-end measurement and verification.
4. These figures do not include ~363K Power Players participants and retail purchases.

Program Years 1 - 3	
Program Year 4	

STEP INCENTIVES
CITY COUNCIL DISTRICTS



Notes:
1. STEP participation between August 2022 and July 2026.
2. Excludes ~$49.8M STEP spend outside CoSA city limits.
3. All figures are subject to third party year-end measurement and verification.

Program Years 1 - 3	
Program Year 4	

MEASURING COST EFFECTIVENESS

UTILITY COST TEST

The Utility Cost Test (UCT), also called the Program Administrator Cost Test (PACT), is equivalent to a Return on Investment (ROI). It measures the lifetime benefits from STEP programs in relation to their cost.

$$UCT^* = \frac{\text{\$ Value of Avoided MW \& MWh (Avoided fuel costs \& plant capital)}}{\text{\$ Program Costs}}$$

Examples	UCT
Bring Your Own Thermostat	12.26
Small Business Solutions	10.65
C&I Demand Response	6.67
Commercial Solar Rebates	5.52
Multifamily Weatherization	1.95
Casa Verde (Weatherization)	0.89
Portfolio UCT (FY26)	5.78

As part of our measurement and verification process, we weigh the cost against the benefits of each program.

Note: Target UCT for STEP portfolio is 1.9.

GLOSSARY / DEFINITIONS

ACRONYM OR WORD	DEFINITION	ACRONYM OR WORD	DEFINITION
CoSA	City of San Antonio	MW	Megawatt
K	Thousand	MWh	Megawatt-hour
kW	Kilowatt	M	Million
kWh	Kilowatt-hour	STEP	Sustainable Tomorrow Energy Plan

CUSTOMER VALUE LETTER

STEP CONTRIBUTION

Annual customer letters provide insight into customers' contribution to STEP.



CPS ENERGY

JOE CUSTOMER
125 FRONTAGE ROAD
SAN ANTONIO, TX 78001

ACCOUNT NUMBER: 3001234567

Your Energy Use September 2024 - August 2025

Avg. xxx kWh per month
Average Electric Bill per montha
$xxx.xx

Avg. xxx ccf per month
Average Gas Bill per month
$xxx.xx

SEE THE DETAILS

You can check your bill and energy use with our free online tool in **Manage My Account** at cpsenergy.com. The tool helps you see how the weather and your energy use affect your energy costs.

Reliability Is Important To You

You count on us to keep your power on and to restore quickly when outages happen. Over the past 12 month customers have had an average power-on rate[1] of:

99.99%

[1]Major regional weather events and natural disasters ar included. You can stay informed during outages by visi cpsenergy.com/outagecenter

Connect with us:

Stay informed about CPS En news and updates. Visit and subscribe to our Newsroom at cpsenergy.com/newsroom

FOCUSED ON OUR ENERGY FUTURE

CPS Energy is preparing today to meet tomorrow's needs. Our Vision 2030 plan focuses on near-term steps, while Horizon 2050 sets our long-term goals. Together, these plans guide how we deliver reliable, affordable, and cleaner energy for the future.

Learn more at cpsenergy.com/horizon2050

Balance Your Bill Throughout the Year

Our Budget Payment Plan helps you manage your energy costs. It averages your bills over 12 months, with a small allowance for fuel and weather changes. You'll pay a steady monthly amount that adjusts for your real usage. Almost 35,000 households already use BPP to keep their bills steady.

Learn more at cpsenergy.com/budgetpaymentplan

Conserve and Save!

Join **Cam the Chameleon** in saving energy and money during times of high energy demand. Small changes—like turning off lights or adjusting your thermostat a few degrees—can make a big difference.

Learn more at cpsenergy.com/ConserveAndSave

How You've Made A Better Tomorrow

From September 2024 to August 2025, you contributed **$XXX.XX** to our **Sustainable Tomorrow Energy Plan (STEP)**.

STEP Sustainable Tomorrow Energy Plan

STEP gives customers incentives and rebates to install energy-saving equipment that lowers electricity use.

Visit cpsenergy.com/step to understand the difference you've made.

food, housing, and healthcare needs.
Learn more at cpsenergy.com/assistance

How Can We Help?

CPS Energy offers programs that provide discounts, rebates, and extra time to pay your bill.
Use our one-stop tool to see what you qualify for at cpsenergy.com/assistancefinder

Affordability Discount | Senior Citizen Late Payment Waiver | casa verde | reap | Budget Payment Plan

OPERATIONAL ASSESSMENT: AUGUST 28 WEATHER EVENT

PRESENTED BY:

Jose G. Treviño
Interim Chief Operating Officer

DeAnna Hardwick
Chief Customer Strategy Officer

September 28, 2026
Informational Update

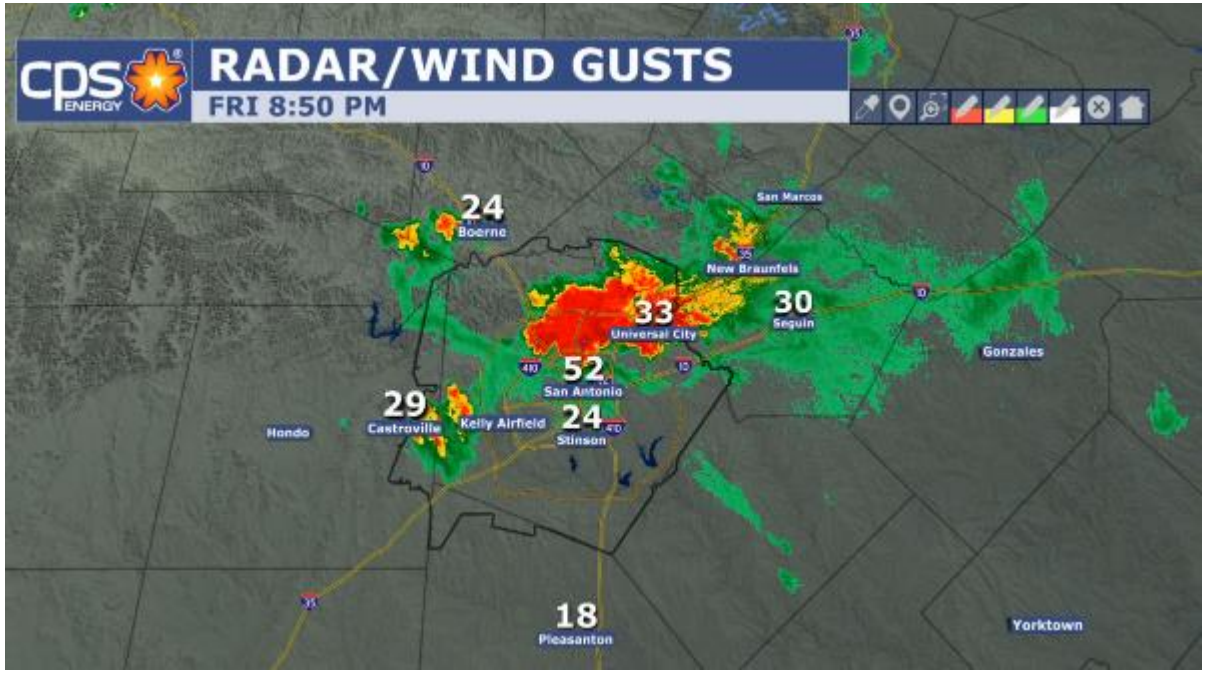
AGENDA

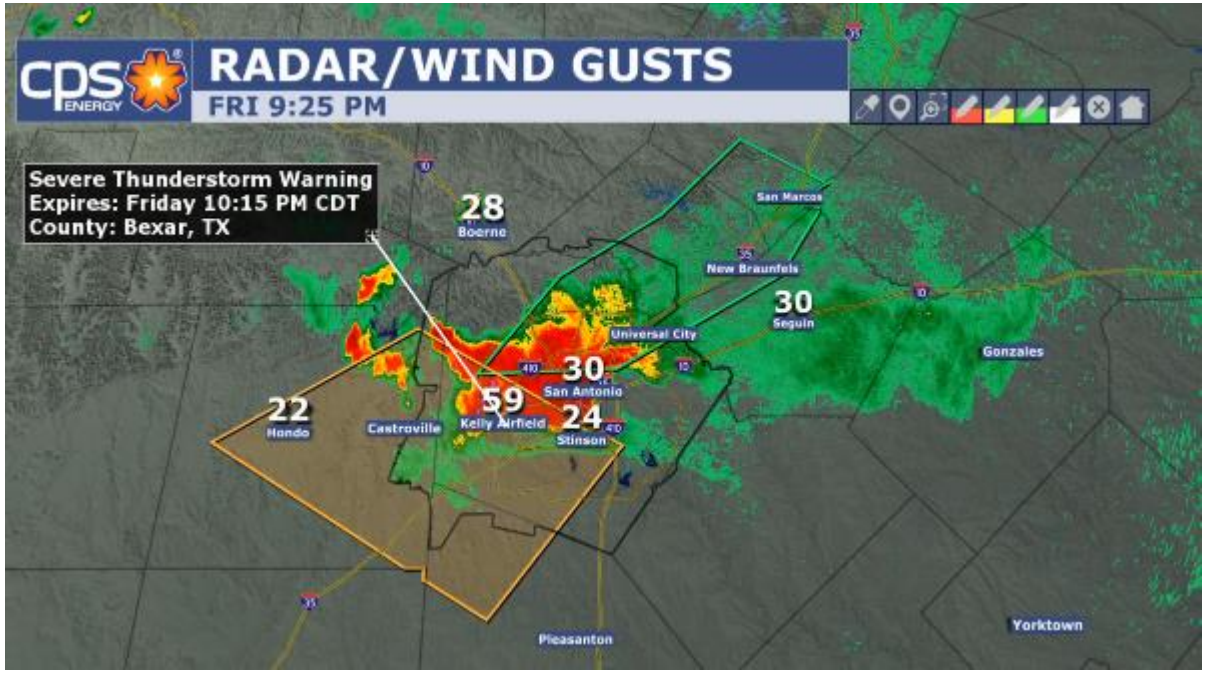
- Event Overview
- Storm Impact & Damage
- Restoration Efforts
- Customer Support & Community Response
- Lessons Learned

Our intent today is to provide the Board of Trustees with an assessment of the actions taken during and after the August 28 weather event.

FAST DEVELOPING SEVERE WEATHER

AUGUST 28, 2026





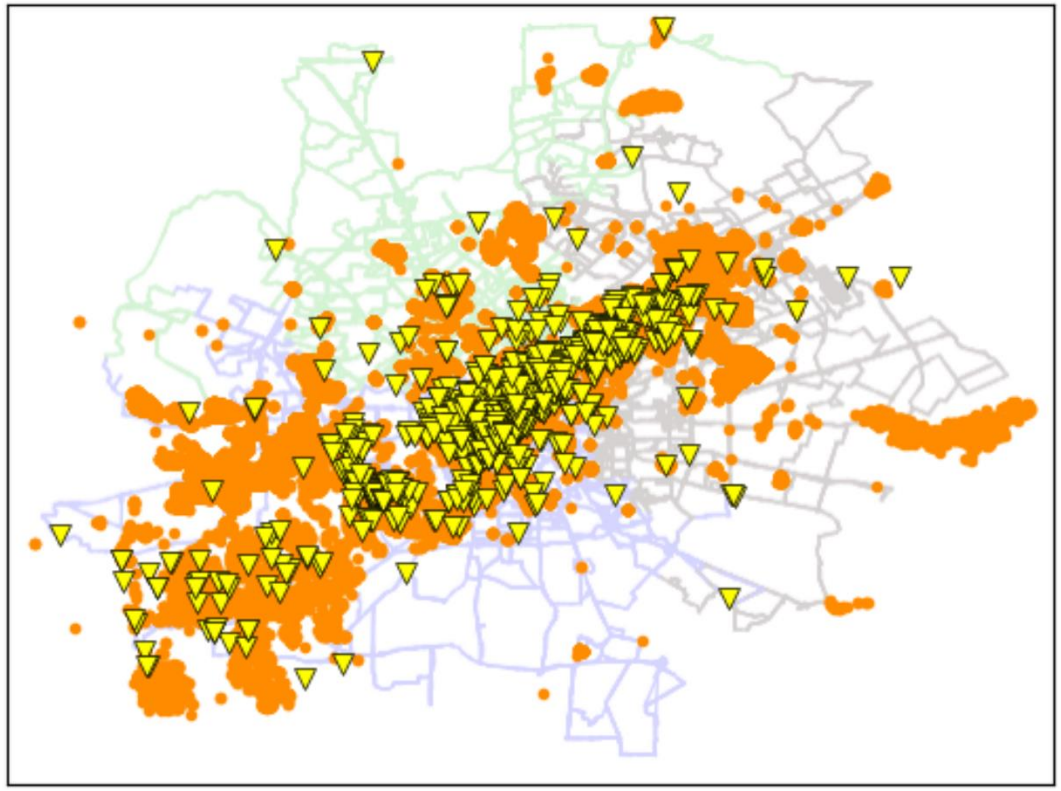
- Extreme downburst-driven event
- 60-80 MPH straight-line winds
- Gusts near 75-80 MPH (= hurricane cat. 1)
- More than 2,400 lightning strikes

- Remained stationary several hours
- Intense convective activity
- Damaging outflow-boundary winds

The storm intensified as it crossed our service area.

60/70

WIDESPREAD DAMAGE FROM NE TO SW



Customer Outage

Report of Power Line Down







This severe storm caused broken poles, downed power lines, damaged and uprooted trees, and significant debris throughout its path.

POWER OUTAGE RESTORATION PRIORITY

When storms come through our service territory, they have the ability to knock out power to our customers. These outages are largely caused by trees and vegetation falling into power lines. Our outage restoration process is designed to get power restored as quickly and safely as possible. The order in which crews work to restore power during an outage is as follows:



Please avoid downed power lines and report them immediately at 210-353-4357 (HELP). Do NOT attempt to move or drive over power lines.

1) **WIRE DOWN ORDERS**

2) **RESTORING OUTAGES IMPACTING THE MOST CUSTOMERS**

3) **TARGETING PRIORITY LOCATIONS**
   - Medical Facilities
   - Water & Sewer Pumps
   - Police & Fire Departments

4) **SINGLE OUTAGES AFFECTING ONE TO TEN CUSTOMERS**

When conditions permit, these actions are executed in parallel.

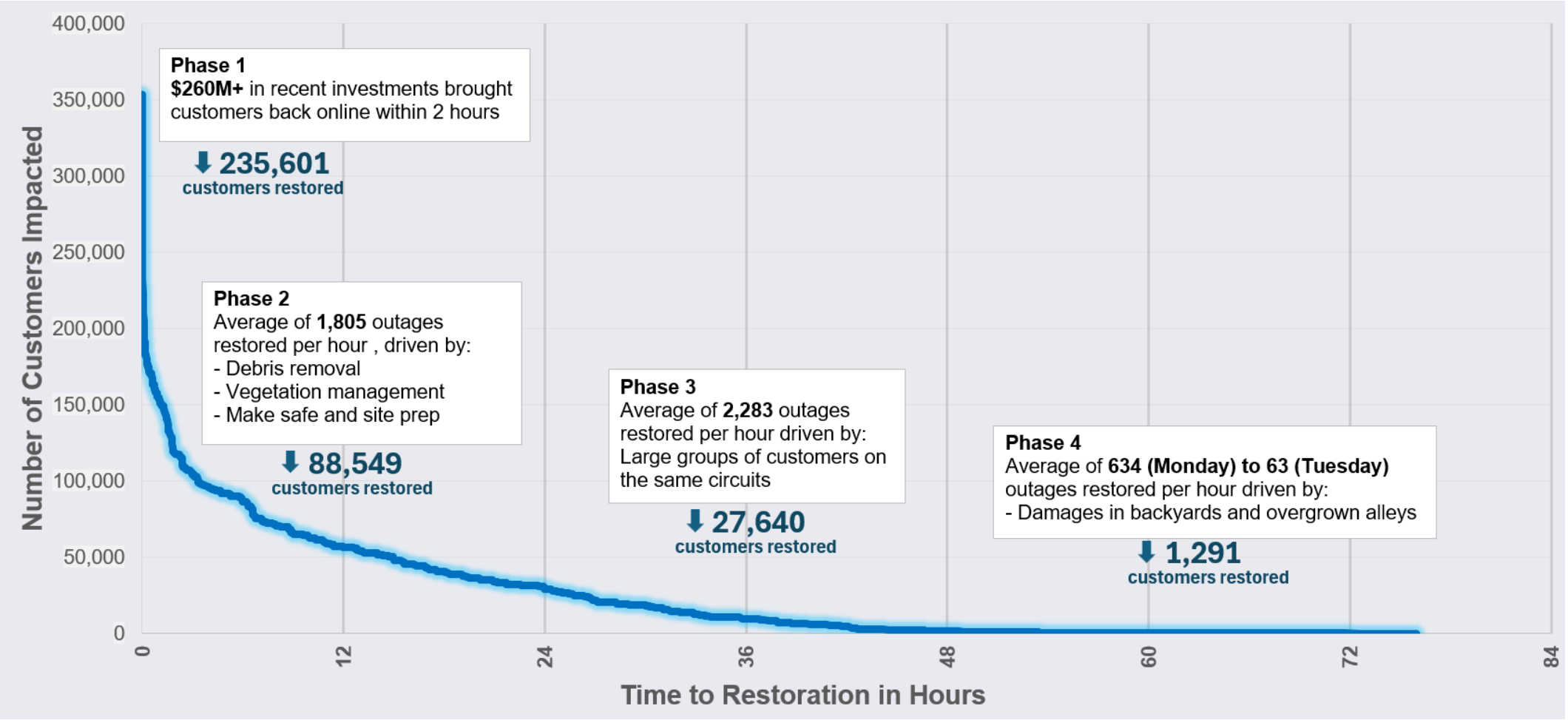
PREVIOUS INVESTMENTS PLAYED A CRITICAL ROLE

- Automated devices such as reclosers shortened or eliminated sustained outages
- ~3X investment annually in our vegetation management program since 2021
- Pole inspection and replacement programs



These investments are part of a broader resiliency strategy which reduce the impacts of adverse events and restore service more quickly.

A FOCUSED RESTORATION EFFORT



Our team safely enabled full restoration of 350,000 customers.

OUTAGE RESTORATION EFFORTS













353,000
# of customers impacted

~2X
# of crews available

60
# of poles replaced

1,100
# of wire down calls

280
# of tree trimming operations for debris

135
# of transformers replaced

CUSTOMER SUPPORT EFFORTS











283,990
# of direct energy alerts sent

2,890
# of customers assisted

880
# of locations for Managed Accounts supported

30,240
# of emergency water bottles distributed

154,100
# of calls received by the call center

1,220
# of emergency meals distributed

281
# of CPS Energy Customer Strategy team members supported

OUTAGE LESSONS LEARNED











Damage Assessment	• Maximize use of drones • Phased crew configuration • Photos of specific damaged assets
Mutual Assistance	• Enhance onboarding for external crews
Technology	• Outage Map/Online Reporting • Energy Alerts sign-up options
Communication and Partnerships	• CoSA Partnership for Brush Cleanup • Identification of Phase 4 Locations



THANK YOU

APPENDIX

STORM COMMUNICATIONS RESPONSE

From real-time updates to community information, our team worked around the clock to keep customers and employees informed during the storm.

SOCIAL MEDIA

Real-time updates kept customers informed and connected.

46
Social posts

1.75M+
Impressions
(total times content was viewed)

608K+
Video views

19,770
Total engagements
(likes, comments, shares)

3,879
New followers across platforms

PUBLIC RELATIONS

Timely media coordination and updates.

3
Joint press conferences with CoSA

4
Press releases
(3 with CoSA, 1 storm closeout)

162
Media Mentions
(print, digital, TV)

7
Media inquiries

INTERNAL COMMUNICATIONS

Maintained our employees informed and engaged.

3
Employee messages
(email & text)

2
Leadership video messages

2
Employee newsletter updates

3,700+
Employee reached