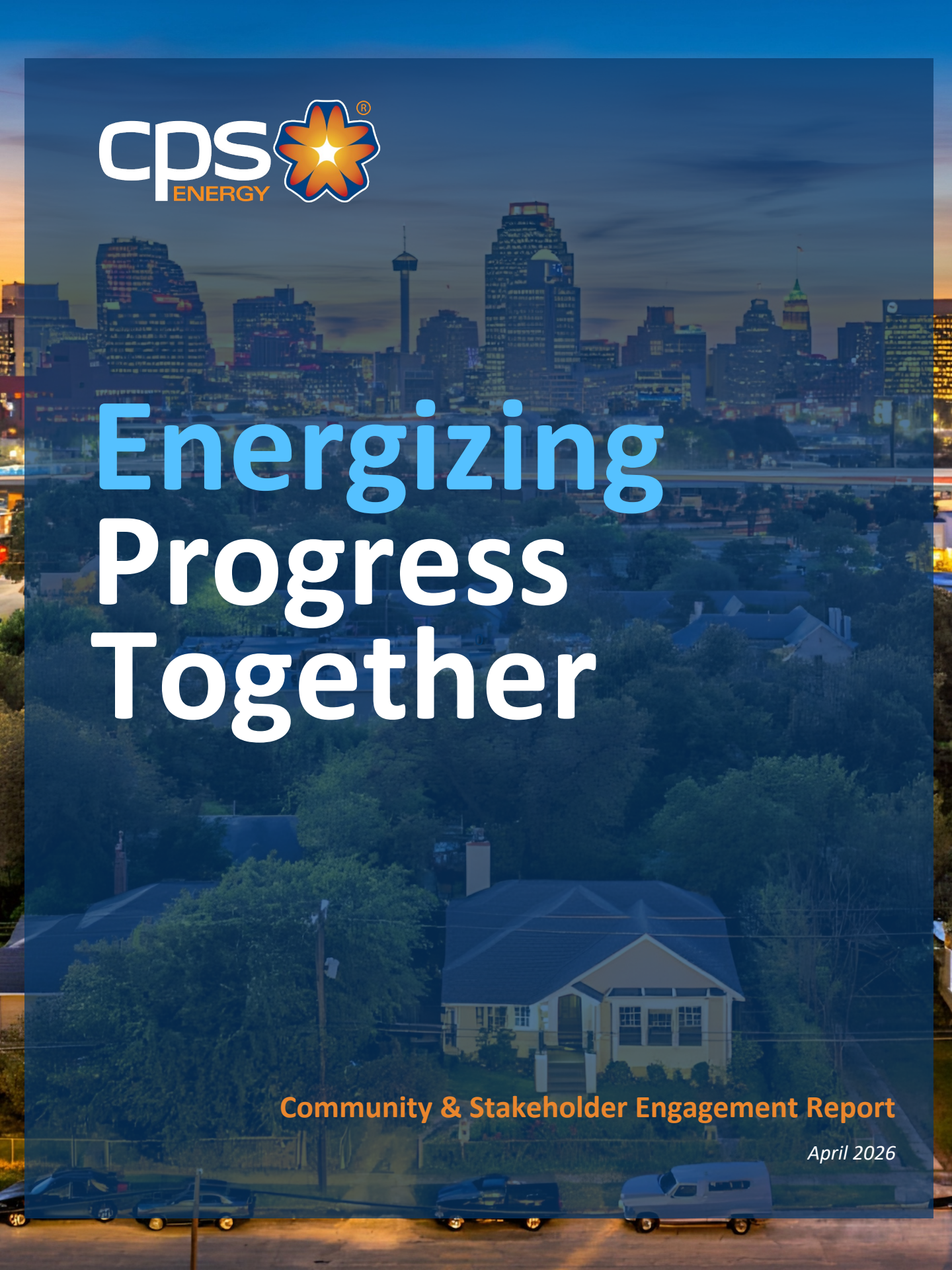


Energizing Progress Together

Community & Stakeholder Engagement Report

April 2026

ABOUT THIS REPORT

CPS Energy continuously reviews our plan for how we will power our community. Our current plan includes a mix of natural gas, solar, wind, and batteries to store energy. Our process includes listening to our community and incorporating their feedback into our vision.

This report includes an overview of our engagement efforts and outreach strategy as we review our plan for energizing our community into the future.

Our Engagement Approach

To support this effort, CPS Energy implemented a structured engagement process that unfolded across multiple phases and touchpoints.

Connecting, Listening and Engaging

The engagement strategy combined targeted outreach and accessible engagement opportunities to maximize community awareness and input



Community Engagement

Community wide engagement opportunities, including community resource fairs, pop ups, events with council districts and suburban cities, tele town hall, and our public survey.



Stakeholder Engagement

Events and meetings with stakeholders, including local chambers and organizations, committees, and partner agencies.



Marketing & Communications

Ongoing outreach and awareness conducted through media relations, social media, website, newsroom and electronic newsletters.



Employee Engagement

Direct engagement conducted with CPS Energy employees through in person, virtual, and print and electronic communication.

Engagement activities were conducted throughout the process

November

- D2 Community Fair
- Community Pop-Ups
- Community Survey
- Stakeholder Meetings
- Community Input Committee

December

- D7 Community Fair
- Community Pop-Ups
- Community Survey
- Stakeholder Meetings

January

- Community Tele-Town Hall
- D1 Community Fair
- Bexar County Community Fair
- D6 Community Fair
- Community Survey
- Stakeholder Meetings
- Board of Trustees Meeting

February

- Community Survey
- Stakeholder Meetings
- Community Pop-Ups
- Board of Trustees Meeting
- D4 Townhall
- D5 Townhall
- D7 Townhall
- D10 Townhall

March

- Community Survey
- Stakeholder Meetings
- Board of Trustees Meeting
- D8 Townhall
- D4 Community Fair

April

- Community Input Committee
- Board of Trustees Meeting

Board Consideration

Feedback & Awareness Methods

1,000,000+ touchpoints



Community Engagement

28,838

- Community Events: 41
- Community Events Touchpoints: +18,818
- Jan 13, 2026, Tele-Town Hall Attendance (phone, Facebook, and website): 5,040
- Public Meetings Livestream Views: 558
- Survey Participation: 4,376
- Focus Group Attendance: 46



Stakeholder Engagement

27,589

- Stakeholder Events: 42
- Stakeholder Events Attendance: 1,558
- Digital Toolkits/E-Blast Distributed: 2
- Digital Toolkits/ E-Blast Distribution Reach: 4,144
- CEO Engage Newsletter Reach (1 newsletter): 17,743



Marketing & Communications

1,097,166

- Social Media Impressions: 34,197
- Webpage Visits: 31,928
- Media Coverage: 13
- Community Value Letter: 941,028
- October 28, 2025, SA Report Sponsored Article: 30,000
- December 11, 2025, SA Report Sponsored Article: 30,000
- March 25, 2026, SA Report Sponsored Article: 30,000



Employee Engagement

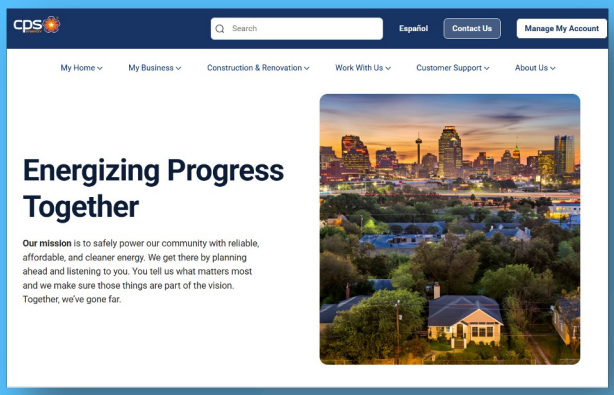
19,167

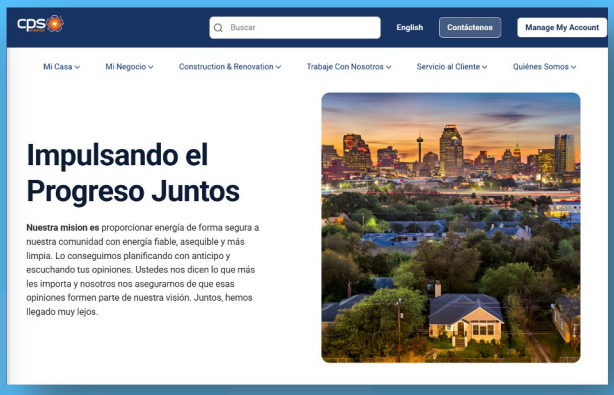
- Employee Newsletter Stories: 5
- Employee Newsletter Reach: 3,650
- November 19, 2025, Employee Town Hall Participant: 917

Bringing Engagement to Life

To amplify engagement efforts, a suite of informational materials was developed to ensure consistent messaging and strong visibility across all touchpoints.

INFORMATIONAL MATERIALS





Project Landing Page





Bilingual flyers with the survey QR code were shared at events across the community. We also offered printed surveys at our events.

INFORMATIONAL MATERIALS





Community Presentation

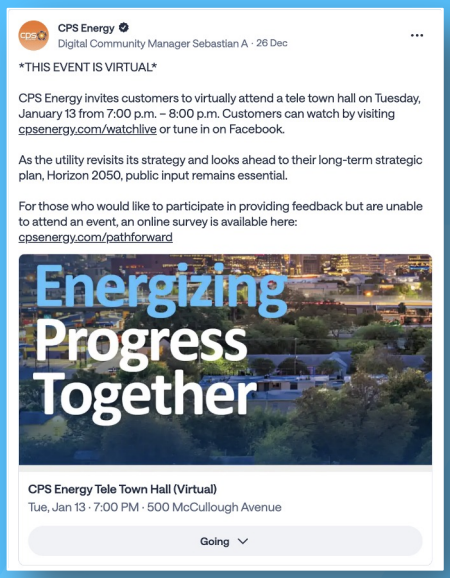


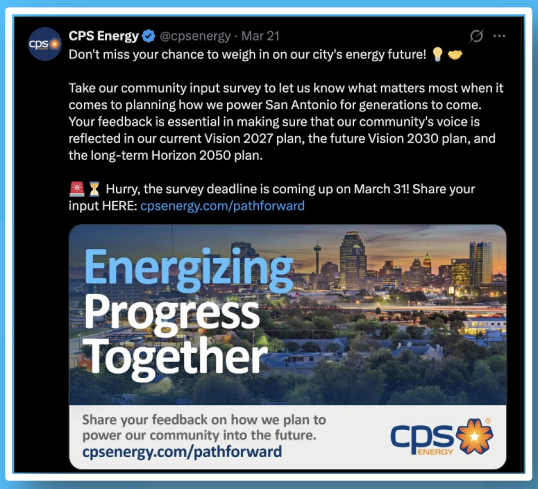
Community Value Letter

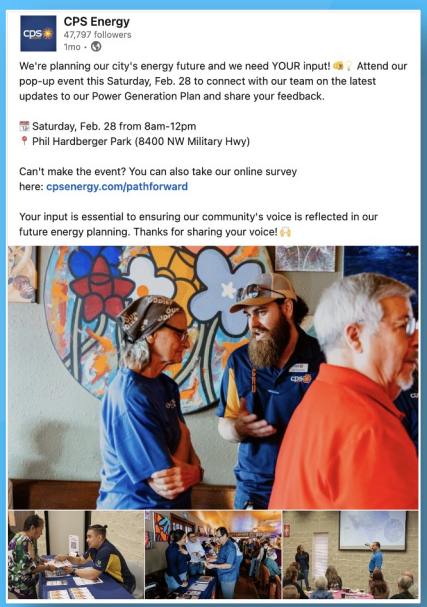


Survey Popup Feature on Website

SOCIAL MEDIA





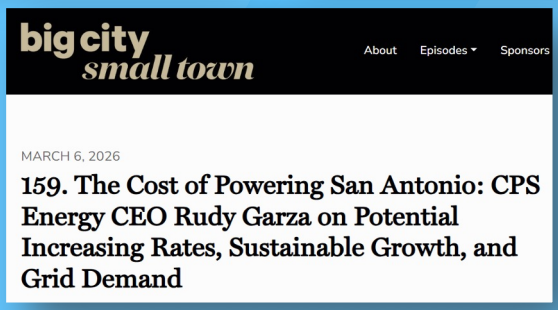


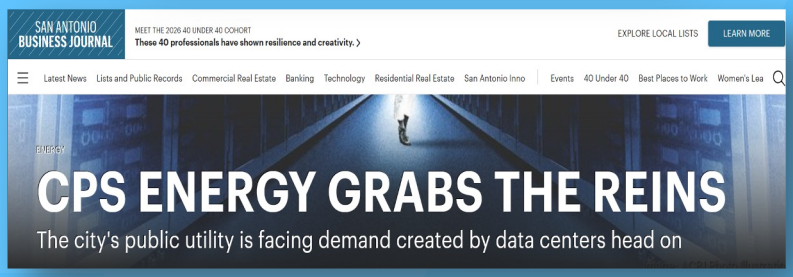


CPS Energy proactively engaged with media on our generation planning efforts resulting in 13 news stories











Community partners helped share information on CPS Energy's generation planning through their established communication channels







Connecting in the Community

In addition to partner-supported outreach, CPS Energy connected directly with community members through in-person events where presentations were given, flyers were distributed and survey participation was encouraged.

Community and Stakeholder events covered all ten San Antonio City Council Districts, four CPS Energy Board Quadrants, and several suburban cities.



District 4 Townhall



District 7 Townhall



Greater Chamber Public Policy Council



District 8 Townhall



Mays Family YMCA Pop-Up



St. Philip's College Pop-Up

COMMUNITY CONVERSATIONS



San Antonio Manufacturers Association



San Antonio Climate Ready Committee



District 5 Utility Townhall



South Texas Business Partnership Board of Directors



District 10 Townhall



Climate Justice San Antonio

COMMUNITY CONVERSATIONS



Northwest Vista College Pop-Up



McAllister Park Pop-Up



Las Palmas Pop-Up



Pearl Pop-Up



Phil Hardberger Park Pop-Up



San Antonio College Pop-Up

Community Feedback and Insights

Input gathered through these efforts informed the following insights into community preferences and priorities for CPS Energy's generation planning.

4,265

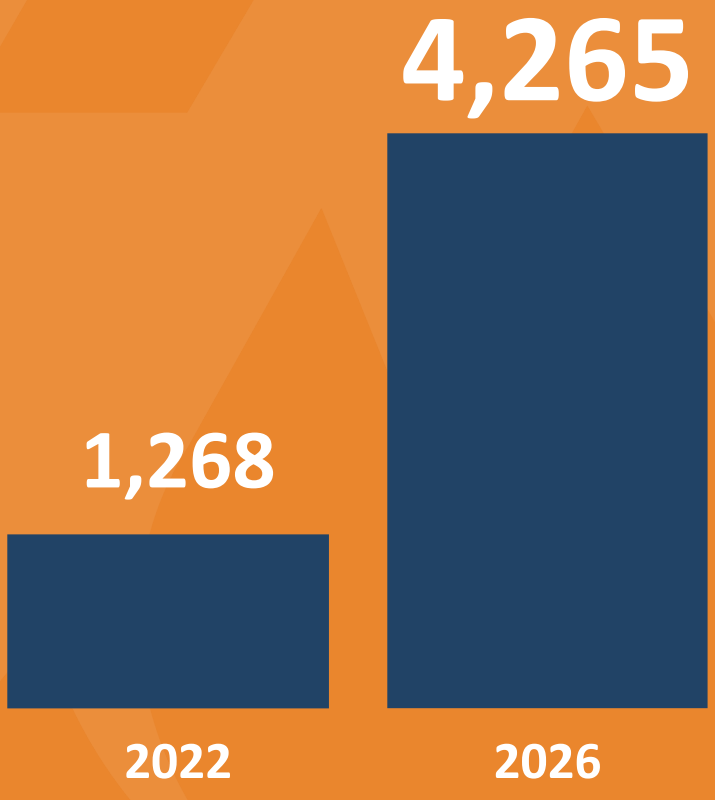
Completed Surveys

CPS Energy actively sought community feedback on our generation planning efforts to gain insight into community preferences for power generation resources and our strategic goals.

The survey opened to the public on November 17, 2025. It was available on our website and via a QR code on marketing materials that were present at every community event. The survey closed on March 31, 2026.

245%

increase in participation from 2022 survey



SURVEY RESULTS QUESTION 1

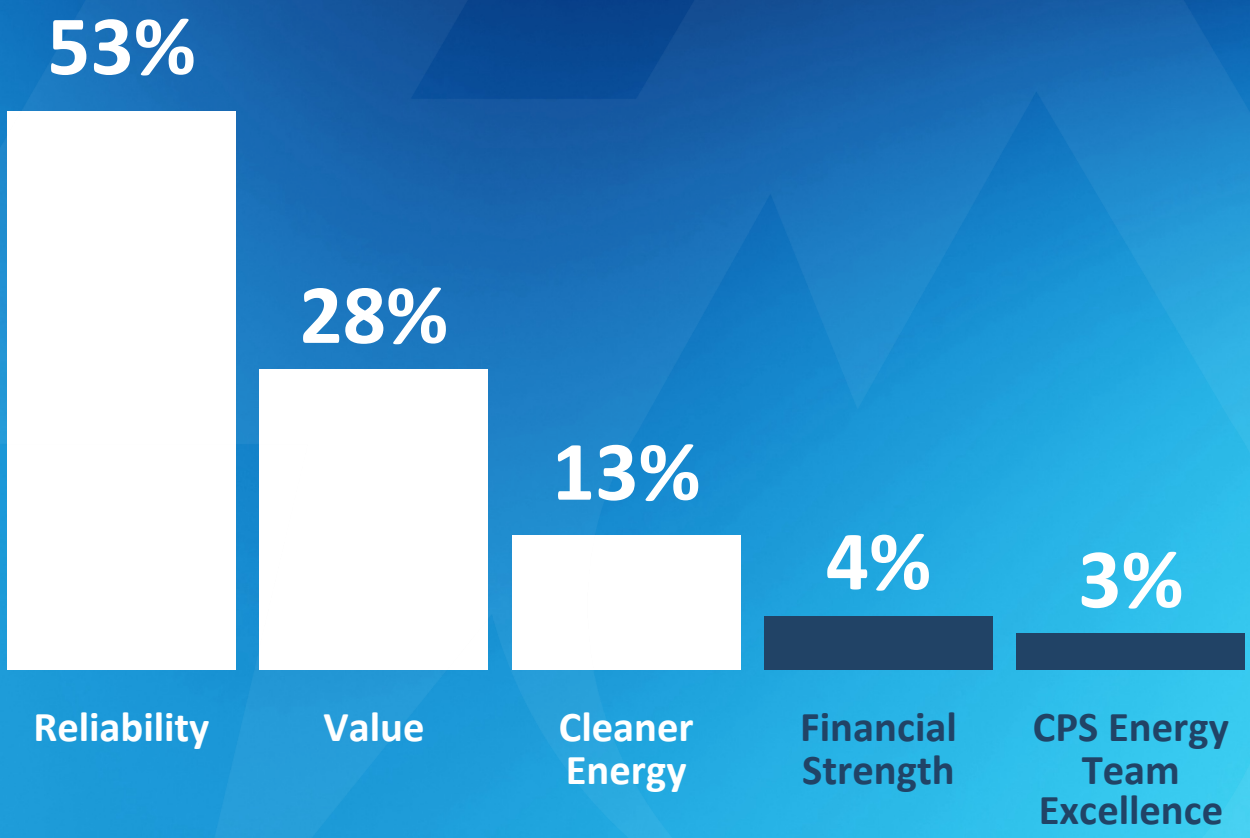
69%

of participating customers

Support continuing to use a blended mix of power sources

22% responded not sure
9% responded no

How our community ranks our strategic goals



Other considerations customers want us to keep in mind

- Reliability
- Cleaner Energy
- Cost/Affordability

"Reliability should be CPS (Energy) number one goal"

"Focusing on affordable pricing by using blended power sources"

"Sustainable energy with cost efficiency"

What customers are focused on:

Affordability, reliability and a faster push toward cleaner energy

These insights reflect themes identified from both community event discussions and responses to the survey, where customers shared key considerations for CPS Energy's generation planning efforts.

Reliability

- Questions about grid stability
- Concerns about infrastructure needed for large load businesses and data centers
- Want more transparency about CPS Energy operations

Affordability

- Students and older adults expressed concerns about affordability, including discounts and alternative rate structures
- Concerns about the impact of rising energy costs on households

Cleaner energy

- Strong interest in expanding cleaner energy sources
- Desire for faster progress on renewable energy development
- Concerns about health and environmental impacts from coal and natural gas

Balance clean energy with reliability and cost

There is support for sustainability, provided it does not compromise dependable service or affordability.

Affordability must remain the top of mind

Customers expect future investments to be managed in a way that minimizes bill impacts.

Plan ahead for growth and a resilient system

Customers expect proactive investment to meet rising demand and address aging infrastructure.

Deliver equitable solutions with clear communication

There is a strong desire for inclusive planning, paired with greater transparency into decisions and impacts.

The survey was also administered to the Community Input Committee (CIC), a representative body reflecting diverse perspectives across the CPS Energy service area.
The results reflect parallels to the community survey.

80%

of CIC members*

Support continued use of a blended mix of power sources

*10 of 16 active CIC members submitted a survey

What is the most important to the CIC?

Reliability

Value

Cleaner Energy

Continuing the Conversation

As CPS Energy moves forward, community input remains embedded in the generation planning process and will continue to shape future decisions.

Ongoing Community Input

Customer feedback is a core component of CPS Energy's generation planning process and is not limited to a single engagement period. Ongoing input will continue to inform future decisions.

CPS Energy remains committed to keeping the community informed and providing opportunities to share feedback through publicfeedback@cpsenergy.com and public events.

For the latest events, visit cpsenergy.com/events.

For the latest news, visit cpsenergy.com/newsroom.

Appendix

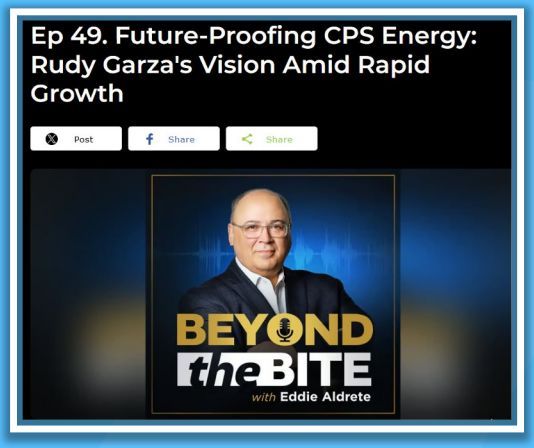
Public Events: These events featured team members encouraging learning about our generation planning initiative and survey participation.

Nov. 19 District 2 Community Fair at Second Baptist Church Community Center
Nov. 19 District 6 Community Pop-Up at Northwest Vista College
Nov. 22 District 10 Community Pop-Up at McAllister Park
Dec. 8 District 1 Community Pop-Up at Pearl
Dec. 10 District 7 Community Fair at St. Brigid Catholic Church Hall
Dec. 12 District 5 Community Pop-Up at Las Palmas Shopping Center
Dec. 12 District 3 Seniors' Holiday Celebration at Veterans of Foreign Wars Post 9186
Dec. 13 District 3 Winter Resource & Leadership Festival at District Field Office
Dec. 15 District 6 Winter Dance at Valero Community Space
Dec. 17 District 4 Holiday Social at Boeing Center
Dec. 20 District 9 Holiday Bash at Walker Ranch Senior Center
Jan. 14: District 1 Community Fair at D.R. Semmes Family YMCA
Jan. 22 Bexar County Community Fair at Our Lady Queen of Heaven Church
Jan. 28 District 6 Community Fair at Resurrection of the Lord Church
Jan 31 District 3 Sustainability Symposium at Harlandale STEM School
Jan. 31 District 9 New Year, New You at Walker Ranch Senior Center
Feb. 12 District 26 Sen. Jose Menendez Senior Sweetheart Dance at Garcia Event Centers - Lucky Ballroom
Feb. 18 District 2 Community Pop-Up at St. Philip's College
Feb. 21 District 6 Community Pop-Up at Mays Family YMCA
Feb. 21 District 5 Community Health Platica at Las Palmas Library
Feb. 24 District 1 Community Pop-Up at San Antonio College
Feb. 28 District 9 Community Pop-Up at Phil Hardberger Park
Feb. 28 District 5 Westside Resource Fair & Tree Adoption at Elmendorf Lake Park
Mar. 28 District 7 Ready Communities Resource Fair & Sound the Alarm at Joe Ward Community Center

External Stakeholder Meetings: These events incorporated presentations on the generation planning process, followed by opportunities for questions, feedback and discussion.

Nov. 21 Hispanic Chamber of Commerce Power of Lideres Breakfast
Dec. 2 San Antonio Manufacturers Association Luncheon (SAMA)
Dec. 3 Real Estate Council of San Antonio (RESCA)
Dec. 15 SA Climate Ready Committee Meeting
Jan. 9 South Texas Business Partnership Board Retreat
Jan. 12 Public Policy Committee of the Greater Chamber Meeting
Jan. 13 Greater Chamber Executive Connections Panel
Jan. 13 Community Tele-Town Hall
Jan. 20 Climate Justice SA & Cohort Groups Meeting
Jan. 21 San Antonio Business Coalition Meeting
Jan. 21 Masters Leadership Program Energy Day
Feb. 2 District 10 Town Hall at Northeast Senior Center
Feb. 3 District 5 Utility Townhall at Las Palmas Library
Feb. 21 District 4 Cafecito with the Councilman at Salvation Army Mission Corps Fellowship Hall
Feb. 21 District 7 Coffee with the Councilwoman at Barrio Barista
Jan. 27 SA Metro Chamber Board of Directors Meeting
Jan. 29 San Antonio Chapter of Associated General Contractors Meeting
Feb. 24 Real Estate Council of San Antonio Leadership Development Program
Feb. 25 NextGen Rise Up Series Meeting
Feb. 27 Suburban Cities Summit
Mar. 4 Leadership San Antonio Meeting
Mar. 17 District 8 Coffee with the Councilwoman at University Methodist Church
Mar. 11 Texas Energy and Climate Caucus Legislative Briefing
Mar. 18 Greater Bexar County Council of Cities Meeting

CPS Energy proactively shared information regarding our generation plan update with local media platforms.





Sept. 28 My SA
Oct. 25 SA Express-News
Oct. 27 SA Express-News
Nov. 6 SA Report
Nov. 12 Community Impact
Dec. 9 CPS Energy News Release
Dec. 9 TPR
Dec. 11 SA Report
Jan. 6 Beyond the Bite Podcast ft. Rudy Garza
Jan. 13 San Antonio Business Journal Interview (conducted by Rudy Garza at HQ)
Feb. 2 San Antonio Business Journal
Feb. 21 Telemundo Interview (conducted during D5 Utility Townhall)
Feb. 25 Big City Small Town Podcast ft. Rudy Garza
Feb. 5 Chamber 210 Podcast ft. Rudy Garza
Feb. 12 San Antonio Express-News Interview (conducted by Rudy Garza at HQ)
Feb. 25 Univision Interview (conducted by Public Relations Team at HQ)