

# ***FEBRUARY 2022 WEATHER ACTION REPORT***

*PRESENTED BY:*

**Richard Medina**, Interim EVP Energy Delivery Services

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*Informational Update*

# VEGETATION MANAGEMENT PLAN

*PRESENTED BY:*

**Richard Medina**

Interim EVP Energy Delivery Services

## AGENDA

- **OUTAGE CAUSES & VEGETATION MANAGEMENT**
- **FEBRUARY 3<sup>RD</sup> EVENT RESTORATION & SUMMARY**
- **FORWARD FOCUS**
- **OPPORTUNITIES**

# OUTAGE CAUSES & VEGETATION MANAGEMENT (VM)

- Most common causes for power outages are:
  - Weather (ice, snow, rain, lightning)
  - Vegetation
  - Equipment failures
  - Animals
  - Human interference (vehicle hitting a pole, balloons in the lines)
- For the past 3 years, vegetation related events contributed to an estimated 30% of outages
- Last fiscal year (FY2022), we spent \$7.1M on VM



# FEB 3 EVENT RESTORATION



## ICE-LADEN TREES CAUSED 60% OF OUTAGES



Tree trimming in progress on  
Feb 3 2022

- Trees that were not previously close to our power lines were weighed down by the ice
  - Ice can increase the weight of the branches 30 times
  - Ice accumulation got worse through the event
  - Crews cleared trees as quickly & safely as they could
- Our restoration process prioritizes circuit level outages to restore power to larger number of customers

# FEB 3 EVENT SUMMARY



## LONGEST OUTAGES WERE 5 TO 24 HOURS

Location	Customers Impacted	Longest outage	Cause
Steubing Ranch	~3200	Over 15 hours	Ice/trees
Elm Creek	~400	96 customer for 5+ hours	Ice/trees
Forum/Universal City	~1000	~310 customers for 23 hours	Ice/trees
US90/1604 (Luckey Ranch)	~175	8+ hours over two days	Transformer failure/ice

**Tree-trimming already initiated for these subdivisions / impacted areas.**

# FORWARD FOCUS ON RELIABILITY



## INCREASING VM BUDGET BY 70%

- Reliability driven program in FY2023
  - Manual & drone inspections & data analysis to identify trouble spots
  - Poor performing & priority circuits (based on criticality of facilities served) targeted for trimming, maintenance, etc.
  - Trimming is prioritized by lowest reliability, highest number of tree-related outages



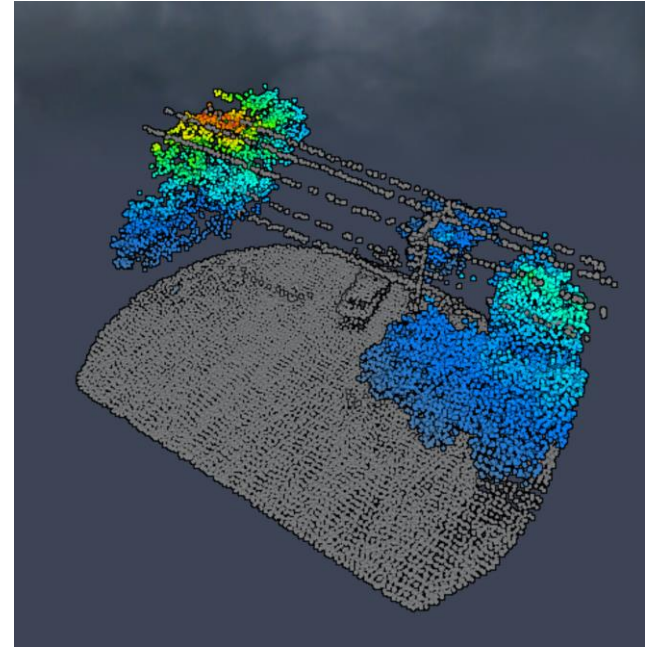
Left: Ice on trees in contact with power lines  
Right: Infra-red scanning of pole-top equipment using a drone

# FORWARD FOCUS ON RELIABILITY



## TECHNOLOGY & COMMUNICATION

- Collaborating with HOAs, suburban cities & neighborhoods to plan tree-trimming
  - We have had success with coordination with smaller suburban cities
- Seeking coordination with City brush pick-up schedule where possible
- LiDAR of entire service territory was conducted in Dec 2021-Jan 2022
  - Data is being processed to help us visualize & identify tree contact closest to our power lines



LiDAR Visualization showing power lines & vegetation closest to them (in red)

# FORWARD FOCUS ON RELIABILITY



## OPPORTUNITIES

- Increased budget, combination of data & technology is expected to increase reliability
- Enhancing communication with customers to educate them about our program
  - Replicating our success with smaller suburban cities
- The decline in pandemic cases is helping tree-trimming contractor staffing return to normal
  - We are exploring contracting options to gain additional contractor crews



# COMMUNICATING WITH OUR CUSTOMERS

*PRESENTED BY:*

**DeAnna Hardwick**

Interim EVP Customer Strategy

## AGENDA

- **CUSTOMER COMMUNICATIONS**
- **RESOURCES DURING OUTAGES**

# COMMUNICATIONS WITH CUSTOMERS



2.3M

**Residential Messages:**  
Outage alerts & updates sent via phone calls, emails, & text



>2,500

**Commercial Messages:**  
Military & Managed accounts as well as notifications to contractors and builders.



8

**Neighborhoods**  
patrolled during outages



>56,000

**Calls** received from customers

# OUTAGE SUPPORT



## Online

- Report outage using the phone number, address, or account number  
[cpsenergy.com/customeroutages/](https://cpsenergy.com/customeroutages/)
- View outages & details including:  
[outagemap.cpsenergy.com/](https://outagemap.cpsenergy.com/)
  - Impacted customer count
  - Estimated Time of Restoration
  - Cause
  - When first reported
- Outage tips  
[www.cpsenergy.com/en/customer-support/outage-center/outage-tips.html](https://www.cpsenergy.com/en/customer-support/outage-center/outage-tips.html)



## Call

- Report outage using the phone number, address, or account number:  
**(210)353-HELP**
- General outage awareness information will be played at the beginning of the automated system
- Outages & status information available using both the automated system & when speaking with Energy Advisors



## Critical Care

- For customers using electrically operated medical equipment, our Critical Care Program gives customers additional time to pay bills & additional outreach during extended outages.
- In case of emergency medical care needed, call **911**
- For transportation to a warming/cooling center call **311**



## Partnership

- Awareness on signing up for Critical Care Program
- Ask for Emergency Contact updates & preference (including English or Spanish)
- Share storm checklist
- Share video on tree trimming
- Help us identify how to best partner to be visible in the community

# COMMUNICATIONS RECAP WINTER STORM LANDON

*PRESENTED BY:*

**Melissa Sorola**

VP Corporate Communications & Marketing

## AGENDA

- **PREPARING CUSTOMERS**
- **COLLABORATIVE COMMUNICATIONS**
- **SOCIAL MEDIA ENGAGEMENT**
- **ONGOING COLLABORATION**

# PREPARING CUSTOMERS



- Energy Alerts and stakeholder messages sent Feb. 2 - 4.
- Focus on preparation and safety and then restoration information
  - New bilingual webpages: [cpsenergy.com/prepare](https://cpsenergy.com/prepare) and [cpsenergy.com/preparar](https://cpsenergy.com/preparar) with tips and videos
- Digital toolkit sent to stakeholders on Feb. 1 encouraging their constituents and organizations to update their emergency contact information

## Winter Preparation & Safety Tips

Prepare for winter weather before temperatures drop

- Don't wait for an emergency or power outage, make a family emergency plan now. If you have medical equipment that requires electricity or medicines that need refrigeration, check with your doctor when making your plan. You can find plan ideas at [ready.gov/plan](https://ready.gov/plan).
- Add/Update Emergency Contact Information through CPS Energy's Manage My Account (MMA) portal, or by calling Customer Service at 210-353-2222.
- Also register through MMA to receive energy alerts from CPS Energy. Find out more by visiting: [cpsenergy.com/alerts](https://cpsenergy.com/alerts).
- Follow CPS Energy on social media: Facebook, Twitter, Instagram, and LinkedIn. Also, look for our posts on Nextdoor.
- Sign up for local alerts through the **City of San Antonio: Stay Informed: Get Alerts**.
- Create an emergency kit for your family. Be sure to include flashlights, water, and canned and dried foods that don't require refrigeration in your emergency kit. **Ready.gov/kit** is a good source for emergency kit information and supply lists.
- Locate your electrical breaker box and main breaker switch(es). Visit: [cpsenergy.com/outagecenter](https://cpsenergy.com/outagecenter).
- Locate your gas and water shutoff valves and know how to use them.
- Fully charge all electronic devices and devices' battery chargers.
- Avoid using a generator during power outages unless you are sure it's safety tips at [cpsenergy.com/generatorsafety](https://cpsenergy.com/generatorsafety).
- Review your property insurance and have insurance and other critical information available.
- Have account numbers and important contact information available.



## Consejos de Seguridad Para el Invierno

Prepárese para el invierno antes de que bajen las temperaturas

- No espere a que se presente una emergencia o un apagón, haga un plan de emergencia familiar ahora. Si tiene equipos médicos que requieren electricidad o medicamentos que necesitan refrigeración, consulte con su médico cuando haga su plan. Puede encontrar ideas de planes en [ready.gov/plan](https://ready.gov/plan).
- Agregue/actualice la información de contacto de emergencia a través del portal Manage My Account (MMA) de CPS Energy, o llamando al Servicio al Cliente al 210-353-2222.
- Regístrese también a través de MMA para recibir alertas de energía de CPS Energy. Obtenga más información visitando: [cpsenergy.com/alerts](https://cpsenergy.com/alerts).
- Siga a CPS Energy en las redes sociales: Facebook, Twitter, Instagram y LinkedIn. Además, busque nuestras publicaciones en Nextdoor.
- Suscríbase a las alertas locales a través de la **Ciudad de San Antonio: Stay Informed: Get Alerts**.
- De incluir en su kit de emergencia alimentos, agua y suministros. **Ready.gov/kit** es una buena fuente de información sobre kits de emergencia.
- Revise sus dispositivos electrónicos y los cargadores de baterías de los dispositivos para asegurarse de que están totalmente cargados y que se ha instalado de forma segura y correcta los documentos críticos guardados en un lugar seguro y accesible.



## Update emergency contact information with CPS Energy



[cpsenergy.com](https://cpsenergy.com) or 210-353-2222

## Actualice su información de contacto de emergencia con CPS Energy



[cpsenergy.com](https://cpsenergy.com) o 210-353-2222





# COLLABORATIVE COMMUNICATIONS

- Joint news releases
- Joint media briefings
- Emergency Operations Center (EOC)
- Power plant winterization site visit



# SOCIAL MEDIA ENGAGEMENT

## FACEBOOK

- Reach:191,575
- 21 posts

## TWITTER

- Impressions: 311,332
- Total number of tweets (Includes replies to customers): 105

## NEXTDOR

- Impressions 121,187
- Luckey Ranch, Steubing Ranch, Elm Creek, Universal City



# ONGOING COLLABORATION OPPORTUNITIES



- Continued collaborative work
  - Bill inserts (pictured)
  - Tree trimming safety
- Ongoing bilingual efforts to encourage customers to be prepared and sign up for Energy Alerts.



**Prepare for Winter Weather Events**

- Make a family emergency plan
- If you have medical equipment that requires electricity or medicine that needs refrigeration, check with your doctor when making your plan
- Sign up for food alerts as well as warnings and monitor local news
- Follow local government and utilities on social media
- Prepare a kit stocked with food, water and other emergency supplies
- Install battery-powered carbon monoxide detectors and smoke detectors
- Always make sure that you're outside or under a heater to protect against cracks due to freezing water
- Get trained on specific needs your family may have

**During a Winter Weather Event**

- Stay indoors and off the roads
- Monitor available communication channels

**After a Weather Event**

- Continue to monitor communication channels for current news and alerts
- Only drive if necessary, to keep the roads clear for emergency crews
- Check your home for damage when it is safe to do so

The following resources and informational websites can help you prepare for, respond to, and recover from winter storms.

Emergency	City of San Antonio
City of San Antonio Services	Call 214-348-2111 or visit <a href="http://214sa.com/esa">214sa.com/esa</a>
City of San Antonio Emergency Preparedness	Visit <a href="http://saemergency.com">saemergency.com</a>
Brew County Office of Emergency Management	Visit <a href="http://brew.org/214emergency-management">brew.org/214emergency-management</a>
Community Resources	Call 214-348-2111 or visit <a href="http://wtrsa.org">wtrsa.org</a>
CPS Energy Winter Preparation & Safety Tips	Visit <a href="http://cpsenergy.com/prepare">cpsenergy.com/prepare</a>
New Report Electric Outage app	Visit <a href="http://cpsenergy.com/outageapp">cpsenergy.com/outageapp</a>
Report Outages, Downed Power Lines, or Natural Gas Issues	Call 210-353-4444 (P 4457)
SAMS: Be Ready for Freezing Weather online resources	Visit <a href="http://sams.org/be-ready">sams.org/be-ready</a>
Report and Stop Water Outages	Call 210-704-7207 or visit <a href="http://sa.gov/water-outage-map">sa.gov/water-outage-map</a>
Traffic Conditions	Visit <a href="http://sa.tdfr.com/the-district/SA7">sa.tdfr.com/the-district/SA7</a>
Weather Conditions	Visit <a href="http://weather.com/sanantonio">weather.com/sanantonio</a>
Federal Emergency Management Agency	Visit <a href="http://fema.gov">fema.gov</a>
San Antonio: Get Ready Winter Weather and Know Your Role in How to Stay Warm and Safe Winter Ready.gov	Visit <a href="http://ready.gov/winter-weather">ready.gov/winter-weather</a>
San Antonio: Get Ready Winter Weather and Know Your Role in How to Stay Warm and Safe Winter Ready.gov	Visit <a href="http://ready.gov/winter-weather">ready.gov/winter-weather</a>

Be sure CPS Energy and SAMS have your current contact information on file.



**Prepare for los eventos meteorológicos invernales**

- Haga un plan de emergencia familiar
- Si tiene equipos médicos que requieren electricidad o medicamentos que necesitan refrigeración, consulte con su médico cuando haga su plan
- Suscríbase a las alertas y envíe locales y siga las noticias locales
- Siga al gobierno local y a los servicios públicos en las redes sociales
- Prepare un kit de emergencia que incluya alimentos, agua y otros suministros de emergencia
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**Después de un evento meteorológico invernal**

- Siempre asegúrese de estar dentro de un hogar o debajo de un techo para protegerse de las gotas de agua
- Capótese sobre las necesidades específicas que pueda tener su familia
- Permanezca en el interior y fuera de las carreteras

Los siguientes recursos y sitios de información pueden ayudarle a prepararse, responder y recuperarse de las tormentas invernales.

Emergency	City of San Antonio
City of San Antonio Services	Call 214-348-2111 or visit <a href="http://214sa.com/esa">214sa.com/esa</a>
City of San Antonio Emergency Preparedness	Visit <a href="http://saemergency.com">saemergency.com</a>
Brew County Office of Emergency Management	Visit <a href="http://brew.org/214emergency-management">brew.org/214emergency-management</a>
Community Resources	Call 214-348-2111 or visit <a href="http://wtrsa.org">wtrsa.org</a>
CPS Energy Winter Preparation & Safety Tips	Visit <a href="http://cpsenergy.com/prepare">cpsenergy.com/prepare</a>
New Report Electric Outage app	Visit <a href="http://cpsenergy.com/outageapp">cpsenergy.com/outageapp</a>
Report Outages, Downed Power Lines, or Natural Gas Issues	Call 210-353-4444 (P 4457)
SAMS: Be Ready for Freezing Weather online resources	Visit <a href="http://sams.org/be-ready">sams.org/be-ready</a>
Report and Stop Water Outages	Call 210-704-7207 or visit <a href="http://sa.gov/water-outage-map">sa.gov/water-outage-map</a>
Traffic Conditions	Visit <a href="http://sa.tdfr.com/the-district/SA7">sa.tdfr.com/the-district/SA7</a>
Weather Conditions	Visit <a href="http://weather.com/sanantonio">weather.com/sanantonio</a>
Federal Emergency Management Agency	Visit <a href="http://fema.gov">fema.gov</a>
San Antonio: Get Ready Winter Weather and Know Your Role in How to Stay Warm and Safe Winter Ready.gov	Visit <a href="http://ready.gov/winter-weather">ready.gov/winter-weather</a>
San Antonio: Get Ready Winter Weather and Know Your Role in How to Stay Warm and Safe Winter Ready.gov	Visit <a href="http://ready.gov/winter-weather">ready.gov/winter-weather</a>

Be sure CPS Energy and SAMS have your current contact information on file.

- VIA bus cards (pictured)
- Radio – starting Feb. 14
- Print – SAEN, Conexion, La Prensa, SA Observer





**Thank You**