



August 24, 2016

RE: Reliability and Infrastructure Improvements Impacting the Braun Willow neighborhood

Dear Valued CPS Energy Customer:

As your electric and gas utility, please know we are committed to providing you reliable power so that your lights and gas turn on quickly, operate safely and remain affordable. We know that you and your neighbors have recently been affected by several service interruptions. While we have tried basic repairs to the system that serves your neighborhood, those repairs have proven to be unsuccessful. As such, we have provided a temporary fix that will require a more permanent reconstruction of our infrastructure. We acknowledge that this is an unacceptable level of service that we are committed to improving upon and we sincerely apologize for the inconvenience that these issues have caused you and your families.

Several CPS Energy crews will be arriving in your neighborhood beginning tomorrow to work on permanent repairs to the underground electric infrastructure. Our crews will be focused on two projects that will upgrade and replace the existing underground cable and transformer equipment that serve your community with a more reliable system. The projects will require excavation in several back yards and will take several weeks to complete. In total, we will be replacing 2.73 miles of cable and 40 pad mount transformers. Since we are repairing energized underground infrastructure, we ask that you **please stay clear of existing marked temporary lines for your safety.**

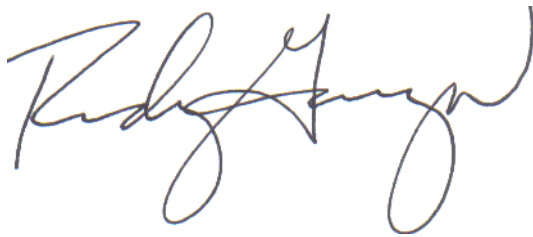
Our crews will be working up six days a week to complete these repairs in a timely manner from 7 a.m. to 7 p.m. and is likely that workers will be present in your back yards on Saturdays (with the exception of Labor Day weekend). Additionally, you may experience a brief outage as new infrastructure is placed into service. We will notify you in advance as these planned outages are scheduled, as well as if you will be affected by Saturday work. As our repairs move through your neighborhood, crews will replace any damaged sod and fences that were due to construction as the work is completed.

We will also be hosting a community meeting to discuss this project on Monday, August 29 at 6 p.m. at the Agape Baptist Church (formerly known as Northwest Hispanic Baptist Church), 9603 Braun Road, San Antonio TX 78254. Councilman Cris Medina will be in attendance and participate in this meeting.

In the event of a claim, you may file claims electronically at CPSEnergy.com (keyword: claims) or request a claim form by calling 210-353-4488. CPS Energy is committed to promptly processing your claims. If you have any further questions or comments, please email us at cpsenergy@cpsenergy.com. For now, as a token of our appreciation for your patience and in recognition of the inconvenience of our service issues to your families, please accept this HEB gift card on behalf of the CPS Energy team.

We would like to thank you for your patience and understanding as we work to continue delivering reliable and affordable energy to you and your neighbors. We recognize we need to do a better job of keeping you informed as these type of issues arise. As a result of your experience, and in recognition of the importance we place on you as a valued customer, we are committed to completely improving our approach to how we communicate with our customers. Once again, please accept our sincere apology for the inconvenience.

Sincerely,

A handwritten signature in black ink, appearing to read "Rudy D. Garza". The signature is fluid and cursive, with the first name "Rudy" being the most prominent part.

Rudy D. Garza  
Senior Vice President  
Distribution Services & Operations

RG:AC