



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

EXECUTIVE SUMMARY AND CHAIR REPORT FROM THE APRIL 8, 2026, MEETING PREPARED ON BEHALF OF WORKING GROUP CHAIR, MR. TOM CORSER FOR REPORT AT THE APRIL 27, 2026, BOARD OF TRUSTEES MEETING

The Working Group received a presentation about empowering customers with their energy data in addition to an update on CPS Energy's generation plan engagement.

1. Empowering Customers with Their Energy Data:
 - A. Original Improvement Opportunities
 - My Business Energy Portal
 - B. Exploring the New Experience
 - Empowering Customers
 - C. Customer Benefits and Relations
 - Unlocking Value
 - D. Future Opportunities
 - Leveraging Data to Enhance Value

2. Generation Plan Engagement:
 - A. Engagement
 - Engagement Survey
 - B. Survey
 - Community Participation
 - Survey Results Questionnaire
 - C. Touchpoints
 - Community Conversations
 - CIC Results
 - Next Steps

The Working Group members received an overview of CPS Energy's new technologies and tools to enhance energy management through My Business Energy Portal for business customers. They also received a preliminary recap of stakeholder participation in the generation plan community survey. The members expressed strong support for the overall approach and offered feedback on comprehensive and accessible communication methods for customers. Additionally, members suggested adding a standing item on working group meeting agendas to discuss future topics that are inclusive of input from members, staff and the CPS Energy Board of Trustees.

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

The next Customer Relations & Communications Working Group meeting is on June 10, 2026.