Community Input Committee (CIC)
Subcommittee Report
Customer Relations and Communications

EXECUTIVE SUMMARY AND CHAIR REPORT FROM THE SEPTEMBER 18, 2024, MEETING

PREPARED FOR COMMITTEE CHAIR, MR. RICHARD FARIAS

FOR REPORT AT THE OCTOBER 28, 2024, BOARD OF TRUSTEES MEETING

The Customer Relations and Communications Subcommittee met on September 18, 2024. As part of the agenda, the Committee:

A. Received a presentation on the CPS Energy Customer Response Unit (CRU)
    a. History
    b. Function
        i. Provide concierge customer service:
            1. Participate in community resource fairs.
            2. Assist customers with assistance program applications.
            3. Assess other needs and connect customers with our partners.
            4. Support customers through bundled care services.
        ii. Cultivate community partnerships:
            1. Over 200 partner organizations.
            2. Partners recognized on customer materials.
            3. Constantly meet to gather partner information on their programs.
        iii. Liaison to City of San Antonio City Council District Offices:
            1. CRU team members assigned to council districts.
            2. Attend satellite office hours to meet with customers.
            3. CRU assistance publicized in council district newsletters.
    c. Statistics this year to date:
        i. Assisted over 1,800 customers.
        ii. Cycle time - 6 days per customer.
        iii. Home visits – 691.
        iv. All engagements – 2,100.
    d. Extended outage response:
        i. CRU triggers at 4 hours.
            1. On the scene in 1 hour to work with affected customers.
            2. Canvas the neighborhood, speak to customers and identify unregistered critical care customers in need.
        ii. Works closely with Corporate Communications to inform customers of the outage and estimated time of restoration.
        iii. Activate mobile command center:
            1. Provide snacks, water, and a charging station.

2. Customers can cool down/warm up.
3. During large extended outages, provide food for affected customers.
4. Act as the liaison between our crews and our customers.

B. Received an update on the Affordable Discount Program (ADP) which included:
    a. Description of the program.
    b. Why changes were made.
        i. City Council requested a change to the eligibility criteria.
    c. Changes.
        i. Income threshold now at or below 150% of the federal poverty guidelines.

C. Received a presentation on the Residential Energy Assistance Program (REAP) which included:
    a. Description of the program.
    b. Why changes were made.
    c. Changes.
        i. Income threshold now at or below 150% of the federal poverty guidelines.
        ii. Maximum benefit for Bexar County residents is now $1,200.

Subcommittee members expressed appreciation for the work CRU performs and were surprised to learn so much is done with so few CRU members. The subcommittee inquired about procedures for processing ADP/REAP applications, how customers engage the Customer Response Unit, and how the subcommittee members could get involved as volunteers.

The next Customer Relations and Communications Subcommittee meeting is November 13, 2024.