



Reliability and Infrastructure Improvements Oak Grove Subdivision

QUESTIONS & ANSWERS

Q: Why has our neighborhood been affected by so many recent power outages?

Your neighborhood's outages were a result of aging underground electric infrastructure. While we have tried basic repairs to the system that serves your neighborhood, as those repairs were made, we experienced additional failures along the system, which led to the extended outage you recently experienced.

Q: What is the long-term plan to avoid future outages?

Crews will be arriving in your neighborhood beginning tomorrow to work on permanent repairs to the underground electric infrastructure. They 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. In total, we will be replacing 2.73 miles of cable and 40 pad mount transformers.

Q: How long will the permanent repairs take and what will the process be like?

Crews will be working six days a week in an effort to complete repairs promptly. We anticipate that the entire project will take several months.

Q: Will you need access to my back yard?

Yes. Our crews will need to access equipment and lines which are located in or near your yard.

Q: What day and time will the crews be working in my yard?

Crews will be working up to six days a week to complete repairs in a timely manner. Work hours will be from 7 a.m. to 7 p.m. and occasionally on Saturdays.

Q: Will you be replacing sod in my back yard that is affected by your work?

Yes. As our repairs move through your neighborhood, crews will replace any damaged sod and fences that impacted due to construction. Replacements will be made as the work is completed.

Q: Will there be intermittent outages while the repairs take place?

There may be intermittent outages while service is transferred from a temporary transformer to new infrastructure. We will notify you in advance as these planned outages are scheduled, as well as if you will be affected by Saturday work.

Q: How will I be notified of Saturday work or interruptions of service?

You will receive a call informing you of Saturday work or interruptions in service.

Q: Can you explain your claims process?

Our Claims Department investigates and resolves property damages. Claims may be submitted electronically at cpsenergy.com (keyword: claims) or you may request a claims form by calling 210-353-4488.

Q: Who can I contact for more information on the project?

Feel free to contact us at cpsenergy@cpsenergy.com.