



January 17, 2018

RE: Gas Service Assessments in Olmos Park

Dear <<Customer Name>>,

We would like to inform you of an upcoming service reliability project that will soon begin in your neighborhood. In an effort to continually enhance the delivery of services to you, our contractor, (CONTRACTOR NAME), will survey underground natural gas infrastructure. This routine work is done periodically throughout our service territory on a regular basis and will not disrupt your natural gas service.

Providing you with safe and reliable natural gas service has been and will continue to be a priority for us. To accomplish this goal it may be necessary to enter your property to access our infrastructure. You will not need to be home but we do ask that the pathway to the natural gas meter be clear of any obstructions and that pets are secured.

Our contractor will conduct assessments of the natural gas infrastructure beginning at our service mains up to the natural gas meter on your property. This work will help us identify if the existing natural gas service lines continue to meet both our standards and those set by the Texas Railroad Commission, CPS Energy's natural gas utility regulator.

Once the survey is complete, CPS Energy engineers will determine if any repair work is needed. If so, the timeline for that project will be communicated to you once the work has been scheduled.

We are committed to providing you with regular updates via follow-up correspondence. In addition, the project can be found at cpsenergy.com/naturalgassurvey. For question regarding this work, please call 210-XXX-XXXX.

We thank you for your patience and understanding as we work to continue delivering reliable and affordable energy to you and your neighbors.

Regards,

Michael Fuentes
Director, Gas Operations & Construction