

## Who is CPS Energy?

Established in 1860, we are the nation's largest public power, natural gas and electric company, providing safe, reliable, and competitively-priced service to **860,934** electric and **358,495** natural gas customers in San Antonio and portions of 10 adjoining counties. Our customers' combined energy bills rank among the lowest of the nation's 20 largest cities – while providing about \$360 million to San Antonio every year - almost \$1M every day..

As a trusted and strong community partner, we continuously focus on job creation, economic development and educational investment. True to our **People First** philosophy, we are powered by our skilled workforce, whose commitment to the community is demonstrated through our employees' volunteerism in giving back to our city and programs aimed at bringing value to our customers.

We are among the top public power wind energy buyers in the nation and number one in Texas for solar generation. For more information, visit [cpsenergy.com](http://cpsenergy.com).



**Typical Underground Meter Loop**

## How can you follow the progress of this project?

Our project team will post project information on our website at [www.cpsenergy.com](http://www.cpsenergy.com) search: conversion projects.

## Who can answer your questions?

The website will include regular updates on the project as steps are completed. Also, you may call, write or e-mail to:

### CPS Energy

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# SERVICE RELIABILITY

## CONVERSION PROJECT



**Typical Overhead Electric Line**

# INFORMATION ABOUT THE SERVICE RELIABILITY PROJECT

## **What is a conversion project?**

Our electric distribution system generally consists of a combination of overhead and underground lines and facilities installed along roadways and within easements. A conversion project is when existing overhead power lines are replaced with underground facilities.

## **How might this project affect you?**

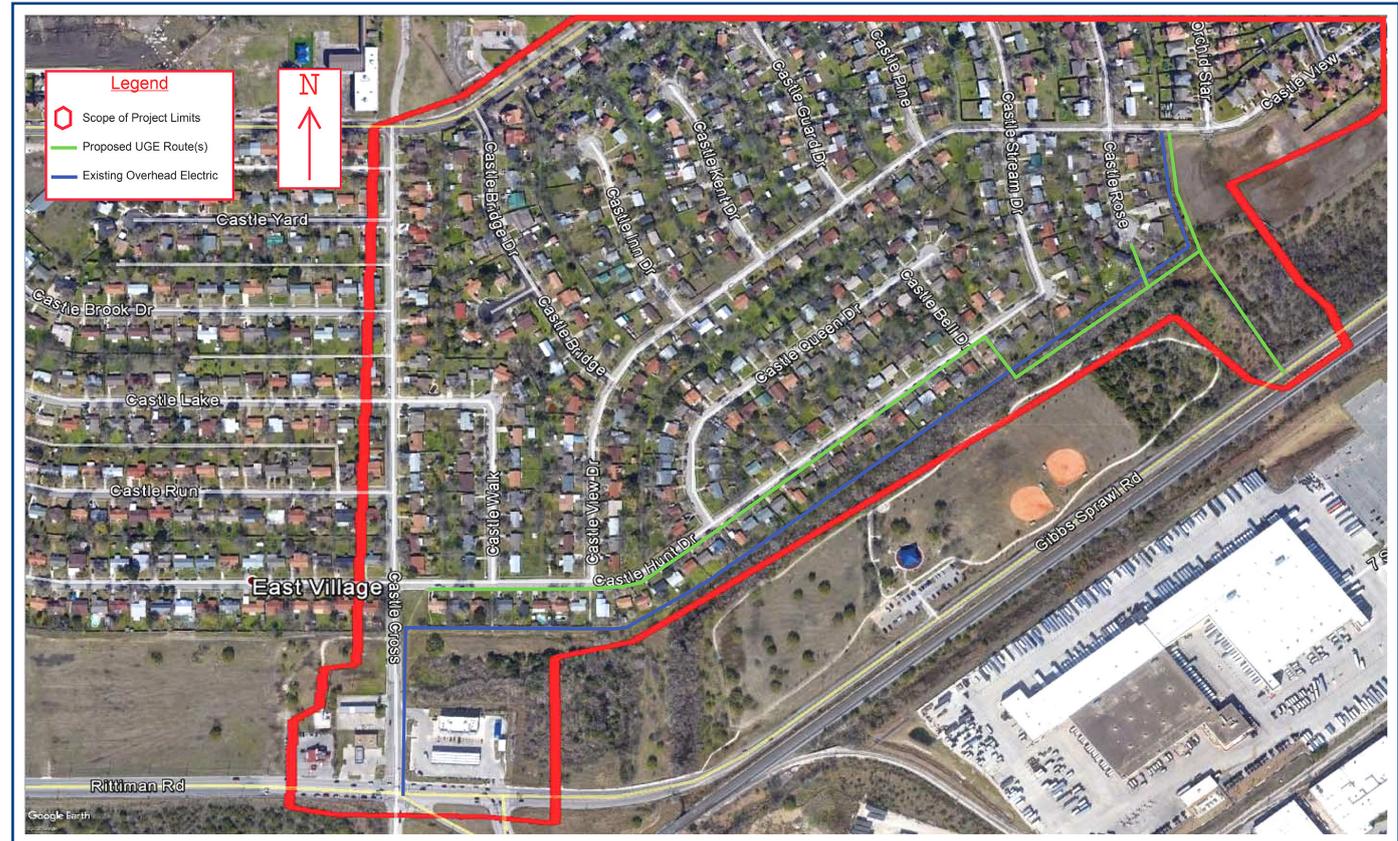
If the electric service that serves your residence is connected to an overhead power line, you may be asked to provide an easement in the front of your property. The easement will be used to install underground facilities such as cable and conduit, transformers, and secondary enclosures. Additionally, the electric service and meter loop serving your home may require modification. This will be at no cost to you.

## **Why is this project needed?**

We track the frequency, duration, and causes of power outages across its system. The outage data is collected and used to establish reliability metrics that help identify system improvement projects such as conversions. In summary, the conversion project will improve reliability in your neighborhood by reducing exposure from trees, winds, and severe storms.

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**Conversion Area Map**

**Typical  
Underground  
Facilities**

