

Date:

December 13, 2021

Case:

CPS ENERGY BOARD OF TRUSTEES

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CPS ENERGY
BOARD OF TRUSTEES
PUBLIC INPUT SESSION

CPS ENERGY
500 MCCULLOUGH
SAN ANTONIO, BEXAR COUNTY, TEXAS

DECEMBER 13, 2021
6:00 P.M. - 7:15 P.M.

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1 A P P E A R A N C E S
2
3 BOARD OF TRUSTEES PRESENT AND PARTICIPATING:
4 Dr. Willis Mackey, Chairman
5 Ms. Janie Gonzalez, Vice Chair
6 Edward Kelley, Trustee, Northwest Quadrant
7
8 CPS ENERGY SENIOR CHIEFS PRESENT AND PARTICIPATING:
9 Rudy Garza, Interim President & CEO
10 Cory Kuchinsky, Chief Financial Officer
11 Paul Barham, Chief Operating Officer
12 Vivian Bouet, Interim Chief Information Officer
13 Shanna Ramirez, Chief Legal & Administrative Officer
14 Frank Almaraz, Chief Administrative & Business
15 Development Officer
16 Lisa Lewis, Chief Administrative Officer
17 Richard Medina, VP Grid Transformation & Engineering
18 DeAnna Hardwick, Interim Executive Vice President of
19 Customer Strategy
20 * * * * *
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1 please use the door that you used to enter the building
2 at the main entrance. Verbally alert others in the room
3 of the fire or emergency and evacuate. The primary
4 assembly point is the main parking lot in front of the
5 headquarters. The AT&T parking lot over the McCullough
6 and Brooklyn bridges is our secondary assembly point.
7 In the event of a situation like this, our
8 security team will be monitoring the situation and will
9 notify the appropriate emergency services and team
10 members. We also have employees nearby who are trained
11 to administer first aid, if needed. Safety is always a
12 top priority at CPS Energy and for our community and
13 while we hope this information is never needed we want
14 to be sure that we are always ready.
15 Reviewing an evacuation plan only takes a
16 couple of minutes. I want to encourage everyone to
17 review their evacuation plan with their family when they
18 get home tonight. It is easier to cope with an
19 emergency when you know what to expect, especially for
20 children. By planning ahead of what you will do for a
21 tornado, hurricane, blizzard, fire or other disaster you
22 have that sense of security that comes from knowing what
23 to do next. You cannot control when disaster strikes
24 but you can know what to expect and, once it does,
25 you will -- when you will have a well-designed plan.

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1 CHAIRMAN MACKEY: The time is 6 --
2 6:00 p.m. Ladies and gentlemen, this public meeting of
3 the CPS Energy Board of Trustees is hereby called to
4 order.
5 Ms. Ramirez, would you please call the
6 role?
7 MS. RAMIREZ: Yes, sir. We have Vice
8 Chair Gonzalez, Trustee Kelley and yourself. A quorum
9 is present.
10 CHAIRMAN MACKEY: Thank you, Ms. Ramirez.
11 Ms. Myers, do we have a -- she's --
12 MS. MYERS: Thank you, Chair, Dr. Mackey.
13 For those who are in attendance in the
14 auditorium we want to review the evacuation procedures
15 so that we are prepared to be safe in the event of an
16 emergency.
17 If you hear the firearm alarm follow the
18 instructions and the announcements delivered through the
19 PA system. If asked to evacuate use the glass doors
20 existing out the north side of the building.
21 After exiting the building, progress west
22 through the metal gate then proceed south to the primary
23 assembly point in the far corner of the parking lot.
24 CPS Energy employees will lead you to the assembly
25 point. If the doors on the north side are blocked,

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1 Having a plan so that everyone knows what to do means
2 that you and your children will feel safer and more
3 secure during the aftermath of an emergency.
4 I will now turn the meeting back over to
5 Chair, Dr. Mackey.
6 CHAIRMAN MACKEY: Thank you, Denae.
7 Now, as our moderator, David will provide
8 instructions for virtual public input.
9 MR. COSTENBADER: Thank you, Chair
10 Dr. Mackey.
11 Good evening. My name is David. The
12 CPS Energy Board of Trustees thanks you for joining this
13 December 13th hybrid Board public input session. There
14 are several ways to listen to this event.
15 You can participate in person at
16 CPS Energy's headquarters, listen by telephone in
17 English, which is the toll free number is (855)962-1328
18 or in Spanish at (855)962-1497. Or you can watch a
19 video simulcast and American Sign Language
20 interpretation at CPSEnergy.com/publicinput or at
21 Facebook.com/CPSEnergy.
22 Each person interested in speaking was
23 encouraged to preregister. If you preregistered to
24 speak, you may dial (855)962-1328 and press star 3.
25 Again, if you registered to speak virtually over the

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1 phone, you may dial (855)962-1328 and press star 3 on
2 your phone key pad. You'll be put in queue to speak, a
3 member of our staff will take your name. That number
4 again is (855)962-1328 then press star 3.
5 This information can also be found at
6 CPS Energy.com/publicinput. Cristela will now provide a
7 quick message in Spanish.
8 (Spanish spoken.)
9 MR. COSTENBADER: Thank you, Cristela.
10 I would like to now hand the meeting back
11 over to Chair, Dr. Mackey.
12 CHAIRMAN MACKEY: Good evening. My name
13 is Willis Mackey. I have the privilege of serving as
14 the chair of the CPS Energy Board of Trustees. Also
15 present are our Vice Chair Janie Gonzalez and Trustee Ed
16 Kelley. Trustee John Steen and Mayor Nirenberg send
17 their regrets that they are not able to attend tonight,
18 but look forward to the comments that will be provided.
19 On behalf of the Board, I would like to
20 welcome you to this public input session. Thank you for
21 taking time to join us. We are eager to connect with
22 you tonight to share key subjects about our rate case.
23 Vice Chair Gonzalez, Trustee Gonzalez and I will take in
24 your comments. In the case that you have questions,
25 our -- all of our senior chiefs are here to provide

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1 responses.
2 First, our Interim President & CEO
3 Mr. Rudy Garza will provide and overview of important
4 topics facing our community and the utility industry.
5 We will then move to the public input portion of our
6 meeting.
7 Please proceed, Rudy.
8 MR. GARZA: Okay. Testing. Sorry. I
9 got to -- I got to be able to look at you in the eye.
10 And, first off, let me say, I want to
11 thank everybody for being here this evening. I know
12 you've probably got better things to do with your time
13 than -- especially during the holiday season than being
14 here to, you know, hear what we have to say about our
15 financial need in serving our community. So I just want
16 to thank everybody for your time tonight. We will try
17 to be brief and get right to the comments. Before I
18 turn it over to Cory Kuchinsky, who is our chief
19 financial officer, there are a few things I -- I do want
20 to say.
21 First of all, I want to thank the Board,
22 you know, here publicly for giving me the opportunity to
23 lead CPS Energy. It's been a difficult couple of years
24 for us and, you know, we've had some turnover, some
25 transition, you know, my focus has been and will

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1 continue to be getting us moving in the right direction
2 focusing on providing service for our customers and --
3 and generally being -- trying to be good community
4 partners with all the various, you know, members of the
5 community that we're trying very difficult -- very, very
6 focused on -- on connecting with right now.
7 You know, my -- my charge and part of the
8 process as we -- we talk about, you know, our financial
9 need in -- in the form of a rate request to City
10 Council, who is our owner/regulator is -- you know, it's
11 our job as leaders of this utility company to look at
12 our financial condition, especially in light of the last
13 two years that we've been in a pandemic, we've suspended
14 disconnects, we saw Winter Storm Uri and all the
15 financial implications that have impacted not just
16 CPS Energy but the entire system in the state of Texas
17 and try to bring a balanced conversation forward about,
18 you know, nothing more than what we need to do our jobs.
19 We've got -- you know, we're under 3,000
20 employees, not a great place to be for a city that's
21 growing. A lot of that attrition has really been
22 because trying to make our financials work and do all
23 our part over the last, really, decade that -- that
24 we've been trying to cut -- cut costs. We've cut close
25 to \$900 million out of our financials over those years

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1 being as -- an efficient utility that our community
2 expects out of us. But, quite frankly, our employee
3 counts are make -- are going to make it difficult in the
4 years ahead to continue to -- to provide the -- the
5 service our community expects out of us, and Cory will
6 talk about that as an element of our overall request.
7 You know, this -- tonight -- events like
8 tonight -- we're also having a Tele-Town Hall tomorrow
9 evening. We've had a number of those Tele-Town Halls.
10 You can follow us live on Facebook or whatever platforms
11 you use. You go to our website and you can click on a
12 link and participate in that. That's tomorrow evening,
13 I believe, it's 6:30 right, Melissa? But those -- these
14 are events that are intended to try to do our part to
15 rebuild trust.
16 You know, we've got to communicate better
17 and more effectively across the community but, you know,
18 at the end of the day, it's our job to provide service.
19 We are -- you know, our fundamental purpose for being,
20 you know, an entity in San Antonio is to provide
21 electric and gas utility services and to try -- try to
22 do it in a manner that's affordable, that's reliable and
23 that's environmentally responsible. All the things that
24 our community expects out of us, we are trying to
25 deliver, you know, day in and day out.

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1 But, you know, eight years, which is the
2 last time we've done -- come in for a rate increase --
3 we've had one in the last 12 years -- quite frankly,
4 that is not a reasonable expectation to put off these
5 conversations that long. We do anticipate having to
6 come in multiple years over the next four or five years
7 to -- to reconcile where we are and -- and -- and where
8 the community, you know, expects us to be in terms of
9 providing service. So tonight we're going to -- we're
10 going to share all of that information with you in --
11 in -- in a transparent manner.
12 We welcome your feedback. Again, thank
13 you for being here. Our job is to sit here and listen.
14 In the event we -- that you'd like for us to engage, you
15 know, differently than we've done in past town halls
16 like this or -- or public input sessions, I -- my -- our
17 entire leadership team is here so that we can answer
18 your questions if we have answers to the questions that
19 you have -- you have we'd be glad to, you know,
20 concisely answer them, you know, real time. I'm looking
21 forward to that dialogue as well.
22 So thank you very much for being here. I
23 will now turn it over to Cory Kuchinsky.
24 MR. KUCHINSKY: All right. Thank you,
25 Rudy.

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1 Good evening, everybody. I like Rudy will
2 rotate so that you can see me a little bit.
3 And thank you, Chair, Dr. Mackey. Thank
4 you, Board. Appreciate that.
5 So I have a few slides and I'll spend the
6 next 10-15 minutes just kind of giving you a little
7 review of what we've been talking about with the -- the
8 community over the last couple of weeks.
9 Okay. So for today I want to do a couple
10 things. We'll talk a little about what we're doing in
11 terms of post Winter Storm Uri. Typically that comes up
12 as a conversation point when we're talking about rate
13 requests and dollars where that's going. To Rudy's
14 point, I'll give a little bit of context as to kind of
15 how things have changed in our community over the last
16 eight years. And then talk about the key areas of
17 proposed investment: Where the incremental spend is
18 going to go towards and what for, and then talk about
19 the customer impact from a -- a bill impact perspective.
20 So on this slide a few items to talk
21 about, the things that we've been doing, you know, for
22 our customers, for the community in preparation for this
23 winter. We've had a lot of conversations with Paul to
24 discuss before our Board, but I'll go through some of
25 these briefly.

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1 Fighting for our customers, No. 1. You've
2 heard a lot of numbers in the news and I'll talk about
3 it a little bit later in terms of the fuel costs that we
4 were charged. Of that billion dollars we're disputing
5 close to \$590 million of that. That's money that has
6 not been spent, hasn't gone out the door. We continue
7 to fight those -- those costs as best we can and those
8 will -- will play themselves out in the future.
9 The other two items in terms of improving
10 grid management, hardening critical infrastructure,
11 there's a whole lot of investment that's being done in
12 the near term and investment that we plan on doing in
13 the coming couple of years. I'll mention a couple of
14 them and we have our experts here to talk more about
15 them. But we've done a lot of preparation on our
16 generating units in terms of weatherization insul- --
17 ins- -- insulation, where we'll be.
18 Another thing that Frank and our
19 generation team have done is -- is moved up planned
20 outages out of the winter season so that come wintertime
21 we have everything sustained on the ground ready to go.
22 Those are some key changes.
23 From a distribution network perspective,
24 Paul Barham has talked about it at length at various
25 meetings about the changes that we've done, and the --

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1 the big change that we've done from a customer impact
2 perspective is, we've added about a third more circuits
3 that are available to be rotated during low shed. So
4 that will help for folks that were out for days. We're
5 now targeting much more reasonable increments of -- of
6 rotation in an event that is as large as Winter
7 Storm Uri.
8 So in terms of what we can control,
9 there's been a lot of investment so far in the near term
10 and there's still longer term investments that we have
11 planned for. There's still obviously a lot of things
12 that are out of our control, but we wanted to speak to
13 the things we have done and we can control for San
14 Antonio.
15 The other great thing was around
16 communicating with folks and -- not just the community,
17 but all of our partners. We've had extensive
18 conversations with SAWS. Everyone knows we had water
19 issues so we've been communicating with them on what
20 those critical pumping stations are and so forth so that
21 we're prepared, and, obviously, coordinating with the
22 City and broadly speaking improving our overall
23 communication with our customers: Text messages, being
24 more proactive, things of that nature. So I think
25 that's important to -- to know as we go into the -- the

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1 winter season as we're having this conversation about
2 the rate request at a very high level some of the key
3 things that we've done.
4 Okay. The next slide here, this is to
5 give a little bit of context as I was mentioning over
6 the last eight years. The big thing that stands out for
7 us is really growth. If you're looking at that graphic
8 from left to right, in that time, we've added about
9 125,000 electric customers and about 36,000 gas
10 customers. That's pretty significant. And, you know,
11 if you've been in San Antonio long enough you see the
12 growth happening in -- in your parts of town likely.
13 That's really necessitated a lot of investment.
14 And that investment we've been making over
15 the last eight years. And it's worth noting that the --
16 while we have additional customers, the prices that
17 we've charged haven't changed in eight years, but the
18 prices we're paying for that investment and
19 infrastructure have naturally gone up over time.
20 Part of what's been able to help us stay
21 away from rate requests, as Rudy mentioned, was moving
22 \$900 million in savings that we've tallied up over the
23 last decade or so. We continue to try to find more, but
24 we're at a point now where we're having this
25 conversation with the community because we think there's

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1 absolutely a need.
2 There's been some other things over eight
3 years, especially with respect to technology, we've all
4 seen the speed at which technology's changing. We have
5 some systems that are over 20 years old, which is
6 incredibly old for a utility our size and the -- the
7 customer service that you expect from us, so over the
8 next five or six years we have investments identified
9 for that.
10 And then, excuse me, from a -- from an
11 employee perspective, we have about 300 fewer employees
12 than we had about eight years ago. One of the focus
13 areas is about stabilizing staffing for us and I'll
14 speak to that in a minute. But all in all this helps
15 kind of contextualize how things have changed and kind
16 of where we're at today before I dive into the actual
17 request. So from a process perspective, just to give
18 some context, we really began the conversation with our
19 City Council two weeks ago. That's when it really
20 became kind of out there and we began that formal
21 process with our -- our regulator, ultimately.
22 So on the screen you can see that we have
23 proposed a recommended 3.85 percent base rate increase.
24 That approximates to about \$73 million in annual revenue
25 for CPS Energy and ultimately from a process

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1 perspective -- and we talked about this in council --
2 the approach that we've taken here lately is one that
3 focuses on emphasizing near term investments, immediate
4 financial stability. So we get a lot of questions, hey,
5 what's different about this approach from the approach,
6 you know, in the summer where we heard a bigger number.
7 Well, that's really the change.
8 We're focusing on some of the key areas
9 right in front of us and recognizing that a lot of the
10 complex policy issues that we've got to address --
11 future generation, rate design, equity issues, those
12 types of issues -- we need further conversation with our
13 Board, with our Rate Advisory Committee. So this
14 approach allows us to focus on what we need, stabilize
15 us, and buys us time for those conversations.
16 Okay. So what's included?
17 On the next slide here you see kind of the
18 key four areas of incremental investment and then the
19 areas that you would expect that we spend -- spend
20 dollars on. Infrastructure Resiliency. This goes
21 towards investing in our generation assets and our
22 distribution assets as well to help support operations
23 during extreme weather. From a technology perspective,
24 I mentioned that we have incremental investment here and
25 we have a number of projects over the next five-six

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1 years that we'll be making investment in. And dollars
2 to support growth. We continue to anticipate strong
3 residential and commercial growth in the City of San
4 Antonio. And then people. We mentioned we want to
5 stabilize our staffing levels and so we have additional
6 funds for that as well.
7 You know, as an accountant I don't
8 normally talk all day, but I've been talking about four
9 of five hours so bear with me.
10 So the second part of the conversation
11 that we've been having has been around Winter Storm Uri.
12 And everyone's heard the headline, \$1 billion, that was
13 the fuel costs. Well, I want to break it down to you
14 very clearly for the community. Of that \$1 billion
15 there's about \$418 million that we have paid and we have
16 not recovered from our customers yet. These are dollars
17 that we identified as legitimate. We brought a third
18 party in to assess the situation and identify what
19 reasonable amounts would be and -- and that's the
20 \$418 million.
21 Now, what we're proposing, as part of this
22 request, is to recommend to our Board and to our City
23 Council that instead of recovering those dollars through
24 fuel like we normally would and in a very short window
25 of time, 60 to 90 days, we want to protect our

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1 customers, we want to minimize that bill impact, and the
2 way we can do that is through a tool called a regulatory
3 asset. That's just a word you'll here us talk about
4 with our Board and the City Council, but it's a tool
5 that basically allows us to hold those dollars on our
6 balance sheet and expense that slowly over time which
7 means that I can recover it slowly over time from my
8 customers as well.

9 And so when you -- when you take that
10 approach you have about a \$1.26 same -- impact on -- of
11 recovery residential customer's bill that will go
12 through fuel. And I'll point out, again, the other
13 remaining \$587 million that we are disputing, we have
14 not paid. CPS doesn't have money out the door for that.
15 We are not asking our customers as part of this request
16 to recover any of those dollars. We're going to let
17 those -- that -- that play out over the coming months.

18 And so this next slide is where we kind of
19 all -- put it all together. And this is, you know,
20 the -- the slide that you would take home to your
21 neighbor and your friends when they ask, hey, what does
22 this really mean to me on my bill.

23 So there's two parts on this slide. And
24 so there's a base rate increase, which is the first
25 number I told you about. I said it was 3.85 percent,

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1 \$73 million a year. What does that mean to you as -- as
2 an average electric and gas customer? About \$3.84 per
3 month. The second component of that under Bill, you
4 know, we had a fuel adjustment component, well, that's
5 where the second part of this -- this request is going
6 to be. That's that \$1.26 that I mentioned earlier. So
7 when you put those two together you're looking about a
8 \$5.10 total bill impact for our residential electric and
9 gas customer. And these were our customers who are not
10 on any of our affordability discount programs. I'll
11 speak to that in a minute.

12 So part of this proposal that we're
13 talking about is recognizing the fact that we've had a
14 lot of conversations with our Board, Rate Advisory
15 Committee, and -- and the council about rate equity and
16 utility burden, things of that nature. Well, we wanted
17 to do something in the near term because that is one of
18 those complex policy issues I mentioned earlier that we
19 need more conversation on. So as part of this request
20 we've done two things for our affordability discount
21 program for customers that meet those requirements.

22 We have proposed to offset the base rate
23 increase component of that for customers for the \$3.84 I
24 mentioned. We've proposed to offset that. The second
25 thing we're proposing to do is increase our customers

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1 that can be on that plan by about 14,000 customers, so
2 potentially having enrollment of up to 65,000 customers.

3 So we think that's, you know, important.

4 Every -- well, at least the last rate request we have
5 done, I think, some element of support for those --
6 those folks who qualify. You can see, total what that
7 looks like from a volume perspective of a total discount
8 of \$16.14 per month for our customers who qualify and
9 close to \$200 a year.

10 The other thing I'll note that is new
11 information that we didn't have in the summer that we
12 have now for customers who qualify for affordability
13 discount program is, we received \$20 million from the
14 City of San Antonio through their federal fund, their
15 ARPA funds, that go towards customers that are impacted
16 by the pandemic. Well, that -- that's new to us. They
17 approved it right before Thanksgiving so that's really
18 been helpful.

19 So for folks that, you know, are concerned
20 about not just the go-forward amount of increase on the
21 bill who -- who may need that help on the back end, if
22 they've accumulated balances, this \$20 million that the
23 City provided allows us to help clear out those -- those
24 old balances. So it benefits our customers, it benefits
25 CPS Energy, we get a new injection of liquidity, and so

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1 that's really helpful. It allows us to see how folks
2 respond to the coming, you know, months in terms of
3 paying on past due bills.

4 So the next slide here is a quick summary
5 of what it looks like from a commercial -- commercial
6 account perspective. I'm not sure if there are any
7 businesses in the room, but this is a quick snapshot of
8 what the billing paths look like for all of the
9 different electric groups that we have. Starting with
10 small commercial all the way to super large and then our
11 gas customers as well. You can see that, generally
12 speaking, the electric customers have a -- a tight range
13 around 3.6 to 3.8 percent total bill impact. Their --
14 their bills are structured a little differently than us
15 residential customers and so you see that they've got a
16 little bit higher total bill impact. You can see the
17 nominal amounts there as well. Gas customers have a
18 little bit higher total bill impact. They don't have
19 the benefit of our blended fuel that our electric
20 customers do.

21 Okay. So we went through that pretty
22 quickly. The last slide here is really around just kind
23 of orient everyone on who we're doing an engagement
24 with, what the timeline looks like, things of that
25 nature. So the very top line is our Rate Advisory

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1 Committee. We've had a lot of sessions with them as you
2 can see. They've been very instrumental in -- in
3 dialogue and influencing us, especially with this
4 request. We have another meeting coming up with them
5 this week as noted up there with the -- the checkmark.
6 And then going down, the Citizens Advisory
7 Committee, we just met with them last week. We're going
8 to meet again with them in January. They're going to
9 provide their perspective as well?
10 And then thirdly, we'll have the Board of
11 Trustees. We just had, obviously, a meeting today. Our
12 next touch point formally will be on January 10th when
13 we'll be asking for approval from our Board on the rate
14 increase and the regulatory asset. But at that point
15 you'll see we already would have had input from the Rate
16 Advisory Committee and the Citizens Advisory Committee,
17 which is important in ensuring that we're getting the
18 right input and our Board is getting the right feedback.
19 And then following would be our City
20 Council meeting on January 13th where we would propose
21 to City Council in a very similar fashion as we do to
22 our Board approval for both the rate increase and the
23 regulatory asset.
24 So we're in the conversation component
25 right now. No one's taken any votes on anything. The

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1 dialogue formally began about a couple weeks ago with
2 City Council. Our key members have been in dialogue for
3 months and months with the media. So hopefully we can
4 answer questions for everyone today.
5 The very last slide just has a couple of
6 dates proposed to reference. And some of them I
7 mentioned on the previous slide, and a couple of links,
8 of course, the different areas of our website where we
9 do have more detailed information that you can research
10 on your own and ask us questions later, if you'd like.
11 So I believe that's my last slide and I
12 will thank everyone for their time and hand it back to
13 you, Rudy, or whoever is next.
14 MR. GARZA: I believe we'll move to the
15 facilitated comments. So Melissa who are you handing it
16 off to now? Dr. Mackey?
17 MR. COSTENBADER: Good evening. I
18 believe -- this is David, the moderator, for the
19 phone-based hybrid event. We -- at this point in time I
20 believe we're going to take some of the callers live.
21 We encourage everyone that has dialed into
22 the event tonight that was interested in speaking,
23 again, you were encouraged to preregister. If you
24 preregistered to speak, you now may -- and you're on the
25 call, you may now press star 3, that's star 3 on your

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1 touchtone key pad or your phone key pad, and you'll be
2 put in queue to speak. A member of our staff will take
3 your name. And -- and, again, you can hit star 3. This
4 information can also be found at CPSEnergy.com/public
5 input.
6 Let me go over the guidelines tonight for
7 our -- our commenters, citizens that will be going live
8 on the phone. As a reminder, each person interested in
9 speaking was encouraged to preregister. When you hear
10 me say your name, that you are live on the call, your
11 line will open. You will have two minutes to speak and
12 ask questions. You will hear a chime sound to indicate
13 that you have 15 second remaining. After the allotted
14 time has expired, your line will close. Once you have
15 completed your input or question for a more immersive
16 experience we encourage you to hang up and watch via the
17 live video stream at CPSEnergy.com/public input.
18 I will call a speaker's name two times.
19 If there is no response that person will forfeit their
20 opportunity to speak and the next speaker will be
21 called. After I call the current speaker's name, I will
22 also call the name of the next registered speaker. All
23 of the speakers are asked to introduce themselves to the
24 Board and state the city in which they reside.
25 If, for any reason, you do not get the

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1 opportunity to convey all of your input or if you prefer
2 not to speak you may put your thoughts in writing and
3 send to CPS Energy, Attention: Public Input, 500
4 McCullough, San Antonio, Texas 78215 or you can e-mail
5 to feedback@CPSEnergy.com. All written comments will be
6 provided to leadership and to the Trustees. Now, I'm
7 going to registered virtual speakers so we can hear your
8 comments and questions.
9 The first speaker tonight is Jesus
10 Ramirez.
11 Jesus, you are now live.
12 MR. RAMIREZ: Hi. How is CPS going to
13 attempt to implement a rate increase when CPS has a
14 history of negligence that has come to light recently
15 and Board members making thousands of dollars in
16 inappropriate spending, including the CEO that makes
17 over \$900,000 a year. It's your job to make sure the
18 consumers have the services they pay for and make sure
19 your employees are conducting themselves above board.
20 You all have lost the trust of the community. And this
21 \$128 million that CPS has paid to buy natural gas
22 because CPS was negligent in buying the day before
23 (inaudible) on news stations that reported on pertaining
24 to.
25 You all say that it's not suitable for the

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1 company to go eight years plus without a rate increase.
2 It's not suitable for a company -- for the company to
3 not stay on top of weatherization. You keep saying that
4 you all have saved around \$900 million when just about a
5 year or two ago the City ordinance approved for a
6 \$440,000 pay raise.
7 On several online media platforms that
8 (inaudible) have said that there should be several
9 investigations on how it was handled by outside parties
10 in the entire company. You all have passed -- you all
11 passed a \$128 million bill from -- to the consumers for
12 not -- for not being prepared for -- I'm sorry. You all
13 passed a \$128 million bill from not being prepared to
14 the consumer who wasn't at fault for our negligence and
15 not weatherization -- for not weatherize -- weatherizing
16 or keeping surplus gas on hand days before the storm
17 that was well known about.
18 You all also attempted to keep the total
19 outages confidential regarding any -- regardless of any
20 arbitrary reason or -- regardless of any arbitrary
21 reason you all have for doing so again that furthers the
22 distrust and (inaudible) questions. You all have
23 conducted yourselves poorly throughout this ordeal and
24 it seems CPS has a pattern of operating outside
25 guardrails (inaudible) employees to ensure the

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1 company -- I mean, I'm sorry, the consumer is protected.
2 I yield my time.
3 MR. COSTENBADER: Okay. Is there a
4 comment from the staff, please.
5 CHAIRMAN MACKEY: No comment. No comment.
6 MR. GARZA: Yes. This is Rudy Garza,
7 Interim President & CEO. A couple of comments I'd make
8 is that the event was -- from February was an event
9 unlike anything, you know, certainly I've seen in my 25
10 years in this business. The -- the amount of fuel that
11 was pushed through all systems in Texas was, you know,
12 just, you know, tremendous. We've taken a lot of action
13 based on what we've learned in February. The entire
14 state was freezing, down in Mexico, and while we had,
15 you know, the supply that we had planned for, for a
16 normal winter, obviously, it wasn't a normal winter. It
17 was -- you know, the event in terms of the amount of
18 outages it caused was five times worse than anything we
19 had seen. So we have done a lot in terms of what we,
20 you know, learned from last event to -- you know, to --
21 to change our approach, to have more physical gas
22 available to us this year than we did last year. So it
23 was certainly an opportunity to assess, you know, kind
24 of where we were and -- and -- and make some changes
25 to -- to -- you know, to deal with that risk, you know,

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1 going forward.
2 As far as the spending and some of the
3 other comments, I'd say, I -- the Board took action on a
4 resolution today to really dig into our expense policies
5 and -- and the things that we've got to do as an
6 organization to be mindful of how we're spending utility
7 dollars that are, ultimately, dollars provided to us by
8 the public. We've got to do better. You know, I would
9 characterize those as not systematic in nature. I think
10 by and large our -- our employees use the resources that
11 we get through our system to serve our customers. But,
12 certainly, there are opportunities to do better and I
13 believe the Board is focused on, you know, as -- as well
14 as the leadership team, on -- on holding ourselves
15 accountable.
16 MR. COSTENBADER: Okay. Thank you.
17 The next speaker will be Donna Olsen
18 followed by Theresa Herrera.
19 Donna, you -- you are live.
20 MS. OLSEN: Yes. Thank you so much. This
21 is Donna Olsen.
22 So I just want to make a couple of -- of
23 comments, just really quickly up front, about the
24 registering to make a public comment. It would have
25 been great for you to include that in the communication

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1 that you sent out about the rate increase -- the
2 increase. The -- the verbiage, you know, it just said
3 join this website or this -- go to this link to -- to
4 join an online session. You know, it was very -- very
5 disheartening to do that today when we were supposed to
6 do that, and then be faced with a message saying, you
7 know, you really needed to register to make a public
8 comment on Friday. It just would have been nice to have
9 that up front and -- and not get that today when you try
10 to join.
11 Also I signed up to join the online
12 session and no one has called me back, whatsoever. I'm
13 on the call, only I wasn't able to see any slides at
14 all. And so all I essentially did was give CPS and the
15 Kakio, or however you pronounce their name, whatever the
16 company -- the third-party company is that name,
17 permission to send me, quite frankly, spam e-mail about
18 offers. So that's very frustrating. So I just wanted
19 to get those two comments out to give you that feedback
20 so you can think about for -- for the future.
21 But I -- I simply -- you know, I do think
22 the first commenter and I -- you know, I've looked at
23 your financials, I've gone online, your basic statements
24 that are out there, and, quite frankly, unless you're a
25 CPA they're still difficult to follow and understand.

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1 I'm -- I consider myself an intelligent person, but I --
2 I read a lot of it and I didn't even know what -- what
3 it was telling me. But I have a very difficult time
4 understanding how the company goes from bringing in so
5 much revenue to not having the -- the money to make
6 improvements. It -- so I'm -- I'm keeping this very
7 basic and high level, just -- just dumbing down my
8 concerns without going into those -- those -- those
9 things on your financial statements. You know, and, I
10 guess, said differently, how -- how -- I don't know --
11 how is it that you can afford to pay your leaders so
12 much money and still not have money to -- to pay for
13 these improvements.
14 And, in addition, it doesn't -- it just
15 doesn't make sense to me that, you know, these
16 exorbitant expense accounts or expense reports, or
17 whatever, of the two leaders recently that have resigned
18 because of their exorbitant spending, how does that go
19 un-noticed for so long. And that -- that's kind of a
20 scary idea, you know, that that went un-noticed for so
21 long. Those are my comments. Thank you very much.
22 MR. COSTENBADER: Would staff care to --
23 care to comment on -- on that speaker or should we go to
24 our next speaker?
25 MR. GARZA: I think I addressed the -- you

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1 know, the issue regarding expenses on the last go round,
2 so I think we can go on to our next speaker.
3 I -- I would just say, you know,
4 technology is a wonderful thing. You know, it doesn't
5 always work exactly like we want it to. So I apologize
6 for the frustration for getting on and, you know, we'll
7 continue working on it.
8 MR. COSTENBADER: Okay. Our next caller
9 to go live is Theresa Herrera.
10 Theresa, you have the floor for two
11 minutes.
12 MS. HERRERA: Yes. Thank you very much to
13 the Board of Trustees of CPS for this opportunity for
14 giving me to speak.
15 I am, first of all, a single parent with a
16 child with a disability and running a household and I
17 honestly cannot afford continued increases to my
18 CPS Energy. Throughout this whole freeze issue not once
19 did I talk to your services -- when the federal
20 government did provide millions of dollars to the City
21 of San Antonio to assist us with our utility bills and
22 never once was I able to take advantage of those funds.
23 So since they've given San Antonio
24 millions of dollars for the infrastructure and for the
25 issue of the freeze in San Antonio, where is that money?

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1 Where are those dollars? And why should we as taxpayers
2 have to kind of add -- deal with more increases? We're
3 getting an increase to our property taxes. We're
4 getting an increase to our water bills. Now, we're
5 going to get an increase to our electricity and our
6 energy bills. When -- enough is enough.
7 As a -- as a law abiding citizen of this
8 city and the State of Texas I'm appalled. I'm really
9 appalled. Because this is not right. It -- it's just
10 not right. Because you're not taking into consideration
11 the single parent that works real hard to put food on
12 the table, and then she comes home and -- and has to
13 turn around and see her light bill, and then you have to
14 make a decision whether you're going to pay your light
15 bill or you're going to get your prescription.
16 Think about that when you vote, which I'm
17 sure is already in process, that this particular
18 increase already has passed. I'm sure it has already
19 passed. You're just giving us the opportunity to vent.
20 But you know what? Thank you for that opportunity to
21 vent and please take into consideration the millions of
22 families in the City of San Antonio that work from
23 paycheck to paycheck to make ends meet. We have just
24 come over -- we are just trying to get over this
25 pandemic and trying to get back onto our feet.

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1 MR. COSTENBADER: Okay. This participant
2 has -- has -- has used all of her time.
3 Our next caller to go live with -- for two
4 minutes is Carol.
5 Carol, you are now live on the call.
6 MS. SUDENSKI: Okay. My --
7 MR. COSTENBADER: If you can, pronounce
8 your full name for the record too and then you may
9 start.
10 MS. SUDENSKI: Correct. My name is Carol
11 Sudenski. I'm a native San Antonian that moved down
12 here from Minneapolis, Minnesota; everybody knows that's
13 a very cold, cold place. At one time I worked for an
14 association called Midwest Association of Power Plants,
15 acronym M-A-P-P. You know, when we talk about the
16 February event and no electricity up there MAPP was 14
17 United States and about three provinces in Canada and
18 this was about 20 some-odd years ago. Now, the people
19 don't know that -- what that was. They bought and sold
20 electricity from each other. Why didn't that happen for
21 Texas?
22 MR. GARZA: Ma'am, I -- I will just make a
23 quick comment.
24 Texas is -- we -- we do buy small
25 components of power across very small ties to other

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1 parts of the -- of the eastern grid and into Mexico.
2 But ERCOT, the state of Texas, is a kind of
3 self-contained independent system. So our ability to
4 move power across state lines is very, very limited.
5 MR. COSTENBADER: Okay. We have one last
6 registered speaker Norma Tellez.
7 Norma, you are live on the event.
8 MS. TELLEZ: Yes. This is Norma Tellez.
9 I'm very disappointed, starting from the top, the mayor
10 and the City Council, for allowing for Paula
11 Gold-Williams to misuse -- and the COO Fred Bonewell to
12 misuse the funds, and the negligence of CPS and how they
13 handled the winter storms and, prior to that, not buying
14 sufficient energy. And I would like to see about a
15 year's worth before another -- before this increase goes
16 through because I would like to see audits. I want to
17 just -- I want to see action and not just words.
18 MR. COSTENBADER: Okay. That was our last
19 registered virtual speaker.
20 I will now turn the call over to
21 Ms. Loretta Kerner for in-person registered speakers.
22 VICE CHAIR GONZALEZ: Just real quick,
23 what was the lady's name that just spoke?
24 MS. RAMIREZ: Norma Tellez.
25 MR. GARZA: Tellez.

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1 VICE CHAIR GONZALEZ: Ortega?
2 MR. GARZA: Tellez.
3 VICE CHAIR GONZALEZ: Oh, yeah. It's just
4 I'm writing down. I want to make sure I'm writing
5 notes.
6 MS. KERNER: Okay. Thank you, David.
7 We will follow a similar process for our
8 in-person speakers. After I call the current speaker's
9 name, I will also call the name of the next speaker.
10 When I do that, can you please make sure to make your
11 way to the seat behind one of our two microphone stands
12 which are in the middle of these grid rooms.
13 As a reminder, all speakers are asked to
14 introduce themselves to the Board and state the City in
15 which they reside. There's going to be a timer up here
16 on the wall and you'll have two minutes to speak and to
17 ask questions. When you see a red screen your time is
18 up and your microphone will be muted so we can allow the
19 next person to speak. At that time, please return to
20 your seat.
21 I will now invite the first in-person
22 speaker so we can hear your comments and questions, and
23 our first in-person speaker is Henrietta LaGrange.
24 MS. LAGRANGE: Good evening. My name is
25 Henrietta Queta Flores LaGrange and one of the reasons

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1 that I'm here is to congratulate the Board (CPS Board),
2 because we have waited 70 years to have somebody that is
3 going to represent us. I feel like God is listening.
4 And let me introduce my friend. Her name is Irene
5 Felan. We both reside in San Antonio. We live in
6 Mulberry Street. So we are part of the Mulberry Street
7 Girl Gang. And we're seniors but we don't mind being in
8 a gang. And one -- one of the reasons that I'm here is
9 because my father retired from CPS Energy, his name was
10 Juan Flores. Also my brother retired from CPS Energy,
11 his name is Homer Flores.
12 In listening to a lot of the people, you
13 know, I understand because a lot of us have things that
14 we need to sort -- to sort through, but what I find
15 disappointing is the fact that we still need employees.
16 And let me give you all some good advice. I'm a product
17 of San Antonio Independent School District, very-well
18 educated, I educated myself, and you can find the best
19 workers in the SAISD area, west side part of San Antonio
20 introduce yourselves to them. Offer internships.
21 Remember, children or -- or students like to work. So
22 offer them internships. Go promote yourselves. Don't
23 just sit there, please.
24 And also is \$21 million enough for us for
25 the City of San Antonio, for the citizens or the rate

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1 payers of CPS Energy.
2 And today I am only going to make it all
3 about Rudy Garza. Lord, thank you for hearing our
4 prayers.
5 MS. KERNER: Thank you. Thank you for
6 your input.
7 Our next speaker is Megan Sams followed by
8 Thomas Riester.
9 And I'll call Megan Sams one more time.
10 All right. Our next speaker is Thomas
11 Riester followed by Dan Simmons.
12 Thomas Riester?
13 All right. Dan Simmons followed by Laura
14 Garcia.
15 I'll call for Mr. Simmons one more time.
16 Next: Laura Garcia followed by Alan
17 Montemayor.
18 All right. Laura Garcia.
19 All right. Take it away Mr. Montemayor.
20 MR. MONTEMAYOR: Thank you once again for
21 the opportunity to speak with you. I don't take it for
22 granted because I've been in many countries where you
23 don't have this opportunity.
24 I've already talked to many of the Board
25 on many occasions about many different topics, and I did

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1 so earlier, so I'm not going to cover some of those same
2 things. I'd like to speak briefly about trust.
3 The environmental community has worked
4 with CPS Energy for years, really, trying to push you
5 guys forward into renewables, into electric vehicles, to
6 get rid of coal, many different things that we feel are
7 in the best interest of the citizens of San Antonio.
8 We're not doing it for profit. We're really doing it
9 because we truly believe in these things. We -- we
10 trust you guys. We know that you're professionals. We
11 really appreciate the great job you do to keeping the
12 lights on and the heat flowing, et cetera, but we don't
13 feel that we can trust you. And the reason for that is
14 that we've sat in those meetings and we've tried time
15 after time after time to approach the topic of getting
16 rid of the last coal plant in San Antonio.
17 The San Antonio City Council has signed on
18 to a process, the Climate Action & Adaptation Plan, that
19 says we will -- we're going to get rid of coal in San
20 Antonio. We've asked to have that dialogue with you
21 guys for years now. We've asked for the figures to make
22 it a reasonable approach to do this in a time frame
23 that's not going to bankrupt CPS or the citizens of San
24 Antonio. You have not been forthcoming with that
25 information. You have obfuscated. You have slowed down

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1 everything.
2 I don't know if that's a -- that's a
3 function of Paula Gold-Williams and will that -- will
4 that get better in the future, but I ask sincerely that
5 you engage in the dialogue because we need move to
6 forward on this for the citizens of San Antonio. For
7 their health, for climate action, for many different
8 reasons.
9 The -- the studies have shown that there
10 is no financial difficulty with moving away from coal.
11 So why isn't this happening? We do understand the fixed
12 costs and the amortization of those costs over time. So
13 let's have that dialogue and let's learn to trust each
14 other once again. Thank you.
15 MS. KERNER: Thank you for your input.
16 Our next registered speaker only provided
17 their first name. So, Leslie, if you are here.
18 I'll call for Leslie one more time.
19 And our next registered speaker is Ricky
20 Carroll followed by Charles Hanor.
21 Ricky Carol, are you here?
22 All right. I'll go to Charles Hanor.
23 Our next registered speaker, again, only
24 provided their first name. So, Nanette, are you here
25 this evening?

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1 Call for Nanette one more time.
2 And I will now move to Christine Martinez
3 followed by William Rountree. Christine?
4 Call for Christine one more time.
5 We've got William Rountree followed by
6 Greg Ulig. William?
7 All right. Do we have Greg Ulig here?
8 All right. I will go ahead and transition
9 to the speakers who registered on site.
10 Klaus Weiswurm.
11 MR. WEISWURM: Hello. I'm here.
12 My name is Klaus Weiswurm. I run a
13 business in the Schertz area and live nearby as well. I
14 have three points that I'd like you all to consider.
15 The first one is: There remains an
16 outstanding debt of about \$100 million for utilities
17 used, not paid for, by some people that probably
18 couldn't afford them then, won't be able to afford them
19 now, even with the rate increase, and how -- then --
20 then there are others that chose just not to pay and
21 probably won't pay any time in the future either. So
22 how will you equitably address those two dichotomies?
23 You're looking at a rate increase of about
24 3.85 percent, it is the first increase in over eight
25 years. Would it be better, like sometimes other

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1 government agencies do, where you do cost of living or
2 cost of manufacturing or cost of reduction increases
3 that you foster upon the citizenry annually? Just
4 something to think about.
5 Currently, you're increasing the discount
6 for ADP, which is the Affordability Discount Program,
7 from \$12.30 to \$16.14. I think you're to be commended
8 for doing that because they need all the help they can
9 get. That's an increase of that discount amount by
10 about 31 percent. Do you feel that this additional
11 discount will provide better opportunity for that rate
12 payer that has a tough time already to meet their
13 obligations? It is an obligation. They are getting
14 that utility, aren't they?
15 The City's been asking for input on -- and
16 not City Public Energy, but the City itself. I get
17 e-mails constantly from councilmen about what do we do
18 with this extra money the fed gave us? About
19 \$230 million worth. I'd offer that some of that could
20 be used to reduce that debt that's out there.
21 CPS Energy is the golden goose that provides this city
22 about a million dollars a day. No strings attached.
23 Here's the money. Do with it what you like. There is
24 not a whole lot of forthcoming on the City's part about
25 what they're doing with that money either and I think,

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1 right now, since they have all of that federal money,
2 some of that could certainly be used that -- above the
3 21 thou- -- \$21 million they gave you could help reduce
4 where that debt is.
5 The City -- the City coffers -- so
6 you're -- you're welcome to address any of those, Rudy,
7 if you'd like.
8 MR. GARZA: Klaus, thank you for being
9 here.
10 And I -- I guess what I would -- what I
11 would say is, you know, I do believe that we'll continue
12 to have dialogue with the City about federal dollars
13 that are coming down for -- you know, to help offset,
14 you know, some of the -- the -- the support that our
15 customers need to catch up and -- and we're doing
16 everything we can to maximize those funds. We're also
17 working with the City to look at resiliency projects for
18 us and SAWS and, you know, other entities around town to
19 ensure their critical infrastructure is taken care of.
20 I will speak to, you know, the revenues
21 sent back to the City. They're a owner. It's -- that's
22 theirs to -- you know, to do with what the community
23 needs. But -- but, certainly, there is always an
24 opportunity to -- to do as much as we possibly can for
25 those that need it in our community, and we've got a lot

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1 of programs that -- that do that, but we -- you know,
2 we're starting to knock on doors, which we've never done
3 before, and -- and to ensure somebody who's eligible for
4 funding doesn't miss out on the opportunity. And so
5 we're trying to change our game up as well and -- and be
6 the best we can be in -- in -- in engaging with -- with
7 the customers who need us.
8 MR. WEISWURM: Well, great.
9 MS. KERNER: Thank you for your input.
10 Our next registered speaker is Lisa
11 Wendorff and followed by Richard Owen.
12 MS. WENDORFF: No.
13 MS. KERNER: Lisa?
14 MS. WENDORFF: No.
15 MS. KERNER: No? Okay.
16 Richard Owen.
17 DR. OWEN: I would respectfully request
18 for some of the time that wasn't used by the others
19 because we weren't notified of the two minutes in
20 advance.
21 Mr. Garza, members of the SLT, members of
22 the Board, members of the City Council, although
23 noticeably absent, and, most importantly, fellow
24 citizens of San Antonio, thank you for the opportunity
25 to speak.

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1 My name is Dr. Richard Owen, although, I'm
2 certainly here as a tax paying, rate paying voter and
3 citizen of San Antonio, in the interest of full
4 disclosure I am not without electric utility industry's
5 knowledge of over 25 years and eight of those proudly
6 spent consulting with CPS Energy from 2010 through 2018.
7 All of the above preceding would indicate
8 I watched as CPS dutifully invested millions in the
9 climate change driven green energy initiatives demanded
10 by the mayor and the City Council. Any discussion about
11 a rate increase to the citizens was categorically denied
12 by City Council before it ever went public and, yet,
13 also without public input every green initiative was
14 pursued. In -- in addition, CPS updated their
15 infrastructure to provide better control of the power
16 grid right down to each appliance in our homes, if we
17 let them.
18 This is not going to end well because of
19 your time limit.
20 Now, as most of the executive staff have
21 managed to march to the madness of green due on part of
22 CPS, the mayor and City Council are convinced we are
23 pointed in the right direction and past the point of no
24 return, I would submit you a better idea. Cooperation.
25 I think we should take the City's portion of CPS Energy

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1 and turn it into a co-op. San Antonio Electric Co-op.
2 The electric co-op business model is built
3 and well proven. Electric co-ops are all around us and
4 all over the State of Texas. The best example of how
5 they work is that of a credit union that is a member
6 owned and operated versus a bank that is controlled by
7 self-interested executives. I think it's an idea that
8 needs to be entertained.
9 And there's two minutes.
10 MS. KERNER: Thank you for your input.
11 Is there anyone else who is in attendance
12 physically in the auditorium today that has not provided
13 input that would like to?
14 All right. If not, David, I'm going to
15 turn it back over to you to see if anyone else is on the
16 line to provide virtual input.
17 MR. COSTENBADER: Certainly. Again, if
18 you have dialed into the event and you would like to
19 speak and take two minutes for your public comment, we
20 encourage you now to press star 3 on your phone key pad.
21 You'll be put in queue to speak. A member of our staff
22 will take your name. And that, again, is star 3 on your
23 touchtone key pad.
24 It -- the other information we've talked
25 about also throughout tonight is available at

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1 CPSEnergy.com/publicinput. But if you have dialed in
2 and have not spoken, please hit star 3 and we'll give
3 you a second here. We do have one other person that has
4 hit star 3 to get in the queue to speak. You'll be
5 given two minutes after a member of our staff will take
6 down your name. Thank you.

7 So right at this moment now we do have one
8 other person that has voiced an interest online through
9 the phone to be taken live. If you give us just about
10 five or ten seconds, we should be able to take that
11 person live.

12 Okay. We have a Lorena Naveja who wants
13 to speak.

14 Lorena, if you please speak your --
15 pronounce your name for us. I'm sorry if I got the --
16 your last name wrong. You will have two minutes for
17 your comment. You are now live, Lorena.

18 MS. NEVEJA: Hello. Yes. I am Lorena
19 Naveja. I recently have moved here to San Antonio,
20 Texas. I've been here a year, so I was part of the
21 family that was affected by the winter storm. I was out
22 of water and electricity for four days.

23 I do have two small children, so this does
24 create a hardship for me being that I'm a newly
25 citizen/resident of San Antonio, Texas, if the rates do

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1 increase. So I really do hope that you guys are taking
2 every consideration in process of these families that
3 will be affected.

4 I do plan to become very involved with the
5 City and all regarding any new laws, any rate increases.
6 So I just want to share my opinion that causing
7 increasing to a 3.6, I believe, or a 3.4 rate increase
8 on the CPS bill does create a hardship for me because I
9 am a single parent working minimum wage where the wages
10 have not increased here in San Antonio in a really long
11 time.

12 I have been doing my little research in
13 regards to the City -- even though you guys do have
14 beautiful places and sceneries to enjoy family life;
15 that's one of the reasons I moved here. So I really do
16 hope that you are taking everything into consideration
17 when it becomes -- involving rate increases.

18 MR. COSTENBADER: Thank you for your
19 comments.

20 We have one other -- one other person that
21 has gotten in the queue to -- to go public again with
22 their input. If you'll give us another five or ten
23 seconds. And I believe that should be our -- our last
24 person in the queue. Thank you.

25 Okay. Folks, we have a -- a Dana Causey

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1 to speak.

2 Dana, you are now live on the call.

3 Please state your name. You have two minutes for your
4 input.

5 MS. CAUSEY: Thank you.

6 My name is Dana Causey from San Antonio
7 and the Bexar County area, and my question is: CPS is
8 one of the only companies that is still offering a full
9 retirement program to their employees and I think that's
10 something that needs to be considered. Because that is
11 a huge overhead cost that could definitely help with the
12 people who are trying to pay their bills -- and that
13 gets very difficult these days because the CPS employees
14 make darn good money. So I just think that retirement
15 program going forward -- I know it can be anything on
16 existing employees -- but going forward that needs to be
17 something that needs to be reconsidered by the Board.

18 Also the people who were affected by the
19 snow in February that had no electricity for three and
20 four and five days, these rate increases to cover the
21 expenses that y'all had to incur because of not
22 reserving enough electricity and gas for future use --
23 which I understand y'all can do -- why are we going to
24 be penalized when we had no electricity? So we didn't
25 use any of that expensive electricity that y'all had to

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1 purchase.

2 And I had another question, but I can't
3 remember it, so I will yield back.

4 MR. COSTENBADER: Okay. Thank you for
5 your input. That was the last registered virtual
6 speaker for the event. I will now turn the meeting back
7 over to Chair, Dr. Mackey.

8 Dr. Mackey, you have the floor.

9 CHAIRMAN MACKEY: Okay. At this time, I
10 would like for Vice Chair Gonzalez to make a few
11 comments.

12 VICE CHAIR GONZALEZ: First of all, I want
13 to thank speaker Jesus, Donna, Theresa, Carol, Norma,
14 Henrietta, Alan, Klaus -- and I'm sorry I mispronounced
15 your name. I know you're in the audience -- Dr. Richard
16 Owen, Lorena and, I believe, Dana was the last speaker.
17 So, first of all, thank you for those of you who
18 participated online and for those of you who
19 participated in person and many of you -- I'm not
20 sure -- you -- you registered and you're not here.

21 The whole purpose of these public input
22 sessions is that we do hear your input -- your feedback.
23 It's been really interesting and really difficult this
24 past year, and so I'm here to just, again, let you know
25 that I can't change the past, but I can definitely tell

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1 you that, for those of us who are here in person, we're
2 very committed to changing the way things are done at
3 CPS. And so we have new leadership and under the Chair
4 and -- and a lot of us, as Trustees, we might not always
5 agree, but I will tell you that all of us are committed
6 to doing right by all of you. It's always hard. As you
7 know, I'm a parent of five, you can't -- you can't treat
8 them all the same and you can't please all your children
9 the same, and so we are doing the best that we can under
10 extreme circumstances.

11 So here are the things that I heard and
12 hope that -- and I apologize if I miss anything. Here
13 are some of the concerns: The debt because of the
14 no-disconnect and the fuel costs during winter Uri; the
15 mismanagement; co-op as a consideration; effective
16 communication to including offline and online;
17 affordability; hardships for single parents and
18 low-income families; gain trust, especially with the
19 environmental community; some people are pleased with
20 diversity of representation of our executive leadership
21 and Board; and then to look at the retirement program.

22 So if I forgot any thoughts, you know,
23 again, let us know.

24 And, again, we want to encourage you to
25 reach out. We do have assistance. It is important for

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1 those of you who are here, we can provide you
2 information, share with your community. Those of you
3 who are very active in HOAs or on online, please share
4 that information with your neighbors. It's important
5 that you know that we have several programs available to
6 provide assistance -- not just to residents but also
7 business owners.

8 And so, again, we thank you for being here
9 and we're here to listen. And, yes, sometimes it feels
10 like formality. You think I'm (sic) frustrated?
11 Sometimes I'm frustrated too, you know, but we -- we are
12 working to change that, and, again, thank you. And that
13 concludes my statements and -- and let us know how we
14 can help you.

15 CHAIRMAN MACKEY: Okay. I would like to
16 turn it back over to David. We have one more virtual
17 speaker.

18 MR. COSTENBADER: Yes. Thank you, Chair,
19 Dr. Mackey. We had someone who joined us late here. We
20 are going to bring live Rosie Kilch (phonetic).
21 Rosie, you have two minutes for your
22 public comments. Thanks for joining us tonight.

23 MS. KILCH: Thank you so much for allowing
24 me to speak.

25 I've been a native San Antonian for 52

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1 years and I love my city and I've seen -- and I am a
2 realtor in San Antonio for 34 years and I've watched our
3 city grow.

4 My concerns are that what -- how -- what
5 the other speakers and other people have commented was
6 the fact that this increase is going to -- to cause --
7 cause some stress in -- financially in a lot of people.

8 And I have spoken to people and they've
9 tried to get some assistance and it's really hard. It
10 really is hard to work through those -- those barriers
11 that you put in front -- that you have to do this, and
12 you have to do that, and you have to qualify for this
13 and that. And there's so many hurdles that you have to
14 jump, most people can't do it, especially if you -- you
15 have -- you -- you don't have the means to get -- even
16 to have internet or maybe even a phone. Or -- and now
17 with the increase of property taxes, we're going to see
18 a lot of people not being able to make their -- their --
19 their mortgages because of tax increase. That's the
20 other concern -- the other that I have. I've been
21 through the '70s, I -- and the '80s when we went into
22 that -- that recession in San Antonio and we know
23 that -- what happened there.

24 So the mismanagement of CPS and everything
25 that we've been talking about today, I hope that we get

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1 a handle on this, because we really need to move forward
2 and not put anymore stress and strife on our -- our
3 citizens. The -- and also to make the developers and
4 the builders accountable for all of the thing -- all of
5 the infrastructure that they've been destroying in
6 our -- in our land (inaudible).

7 I'm looking outside my back yard and --
8 and a beautiful hillside that I've been looking at.
9 Now, I look at apartments.

10 MR. COSTENBADER: Rosie, we appreciate
11 your input. That was our last registered speaker in the
12 actual virtual event.

13 I'd like to now turn the meeting back over
14 to Chair, Dr. Mackey. Dr. Mackey, you have the floor.

15 VICE CHAIR GONZALEZ: Actually it's vice
16 chair. That's okay. I just got promoted. Just
17 kidding. No. No.

18 But, in all seriousness, I forgot to
19 mention the customer assistance phone number and that is
20 area code (210)353-2222. Again, the phone number for
21 customer assistance for utilities is (210)353-2222.

22 And, again, thank you, Rosie, for calling
23 in.

24 CHAIRMAN MACKEY: This is Willis Mackey,
25 I'd like to express my -- express the Board's sincere

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