



OUR CUSTOMER BASE

PRESENTED BY:

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EVP, Customer Strategy

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Rate Advisory Committee

AGENDA



- **WHO WE SERVE**
- **ASSET LIMITED, INCOME CONSTRAINED, EMPLOYED (ALICE) CUSTOMERS**
- **ENERGY BURDEN CUSTOMERS**
- **PAST DUE BALANCES**
- **AFFORDABILITY DISCOUNT PROGRAM CUSTOMERS**

Defining who our customers are helps us understand who needs help.

WHO WE SERVE



We serve 913,502 customers



LARGE & INDUSTRIAL
2,042 (~1% of total)



SMALL & MEDIUM
84,122 (9% of total)



RESIDENTIAL
827,338
(90% of total)



LARGE & INDUSTRIAL COMMERCIAL CUSTOMERS



These customers have energy needs unlike other segments. Our Managed & Military accounts team helps align our products & services to meet these customers' needs.

Average Profile

Avg Net kWh per Bill
314,714

Avg Net Rev. per Bill (\$)
\$30,241

Customers include (% of segment)

 Military Bases & City Buildings 37%	 School Districts 8%	 Manufacturing 5%
 Real Estate Developers 7%	 Medical Centers 6%	

SMALL & MEDIUM BUSINESS



This customer segment is larger in number but have somewhat similar energy needs, from apartments to your favorite restaurant to a favorite retail shop or your neighbor conducting business in their home.

Average Profile	Avg Net kWh per Bill	Avg Net Rev. per Bill (\$)
	5,319	\$623

Customers include (% of segment)

 Apartments & Strip Malls 26%	 Accommodations /Food Service 5%	 Personal Services 12%	 Retail Stores 9%	 Construction Services 13%
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Data as of Fiscal Year 2023

ASSET LIMITED, INCOME CONSTRAINED, EMPLOYED (ALICE) CUSTOMERS



ALICE are households earning above Federal Poverty Level, but not enough to afford bare-bones household budget.



52% of Bexar County Households were unable to make ends meet in 2018



17% living below the Federal Poverty Level



35% earning less than the cost of living

Source: United Way of Texas, 2020

RESIDENTIAL CUSTOMERS



We continue to address the needs of our growing population, which also means the vulnerable population continues to grow.

Average Profile 	Avg Net kWh per Bill	Avg Net Rev. per Bill (\$)
	1,128	\$145

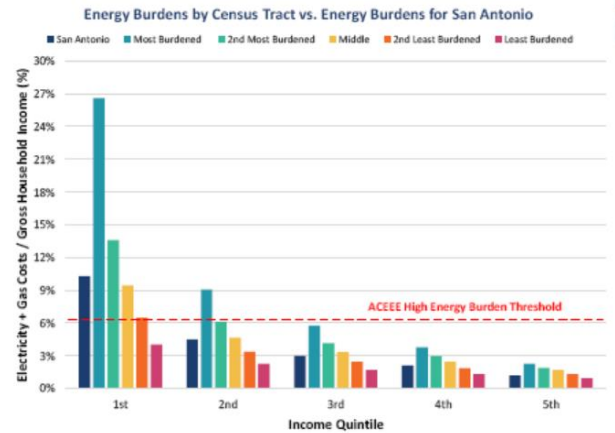
% of	Customers in Poverty	ALICE Customers	Above ALICE Customers
	17%	35%	48%

- Customers ask for predictability, consistency, and flexibility.
- Opportunity: We are capped at 7% for the Affordability Discount Program when 17% of customers are affected by poverty.

ENERGY BURDEN BY INCOME QUINTILE

Average Energy Burdens by Census Tract and Quintile

- On average, households in San Antonio's most burdened census tracts faced energy burdens **four times higher** than households in San Antonio's least burdened census tracts
 - 9.5% for households in San Antonio's most burdened tracts vs. 2.1% for households in San Antonio's least burdened census tracts
- The disparity in energy burdens is much more apparent for 1st income quintile households than it is for 5th income quintile households
 - For first income quintile households, the average energy burden faced by the most burdened census tracts is 6.6 times greater than the burden faced by the least burdened tracts
 - For fifth income quintile households, the disparity between the most and least burdened census tracts is 2.4



Sources: [Annual Electric Power Industry Report, Form EIA-861, Annual Report of Voltages, Revenues, and Customers by Company, 2007 - 2019](#), [2015 Residential Energy Consumption Survey, Table B100B - Mean Household Income by Quintile, 2010](#), [American Community Survey 1-Year Estimates Detailed Tables, United States Census Bureau](#).

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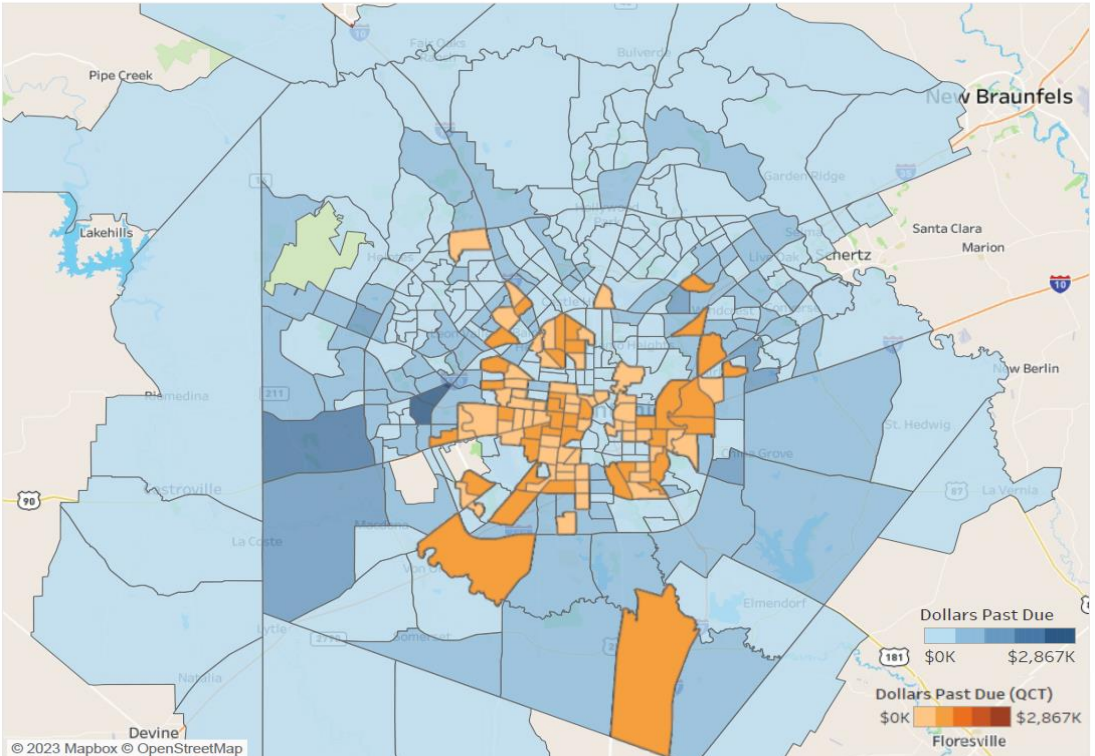
Brattle computed Energy Burden based on Census data

- Most burdened customers in first quintile have almost 27% energy burden
- Most burdened customers in second quintile have 9% energy burden
- 47,000 - Total number of customers in both categories

PAST DUE



Dollars Past Due

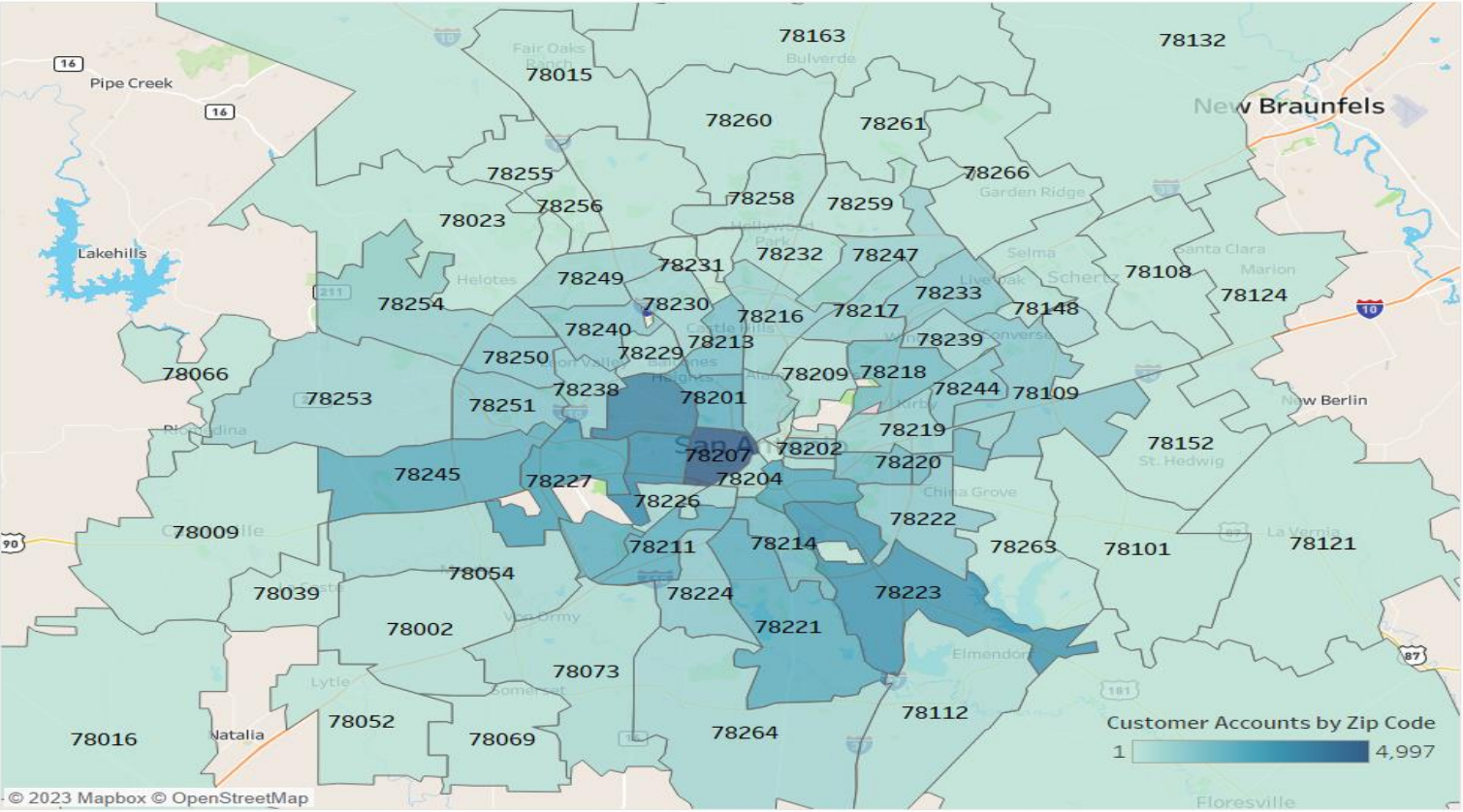


- We have been following a positive trend for the past 3 months reducing past due balances

HUD Qualified Census Tract (QCT) those in which 50% or more of the households are below 60% of the Area Median Gross Income

Source: [U.S. Department of Housing & Urban Development \(HUD\) Office of Policy Development & Research](#)

AFFORDABILITY DISCOUNT PROGRAM (ADP)



Data as of Fiscal Year 2023



Thank You