



WINTER PREPAREDNESS PROGRESS REPORT

PRESENTED BY:

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Informational Update

OBJECTIVES & TAKEAWAYS



- **PROVIDE UPDATES ON ACTIONS TAKEN TO PREPARE FOR THE WINTER SEASON & PLANNED WORK**
- **PROVIDE STATUS OF THE CITY OF SAN ANTONIO (CoSA) COMMITTEE ON EMERGENCY PREPAREDNESS (CEP) REPORT RECOMMENDATIONS**

AGENDA



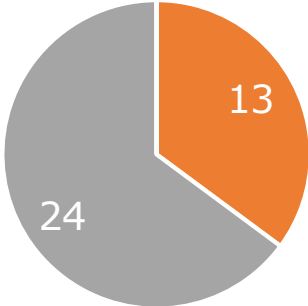
- **CEP RECOMMENDATION STATUS OVERVIEW**
- **READINESS IMPROVEMENTS UPDATE**
- **NEXT STEPS**

CoSA CEP RECOMMENDATION



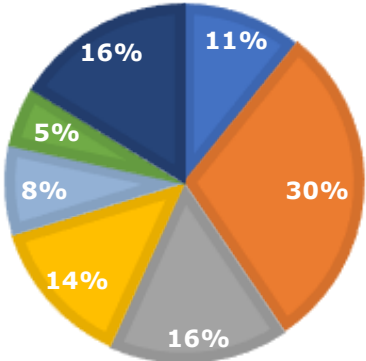
STATUS OVERVIEW

CEP Recommendation Action Plan Status



- Not Started
- Initiated
- In Progress

CEP Recommendation Categories



- Customer Communication
- Emergency/Contingency Preparedness
- Grid Operations & Support
- Market Redesign
- Outage Management
- Plant Operations & Support
- Stakeholder Communications

Some mitigation strategies & actions related to the CEP recommendations may require long-term solutions; however, steady progress is being made.

WINTER READINESS IMPROVEMENTS

- Plant Operations & Support
 - Launched 3 plant weatherization initiatives
 - Hired Third-Party consultant to assess improvements
 - Increased natural gas procurements, storage & withdrawal capacity
- Outage Management
 - Improved load shed capacity by 155 circuits
 - Completed load shed assessment by Third-Party consultant
 - Pursuing advanced technology for load shed management
 - Collaborated with SAWS on load shed operations



Maintenance checks completed at season start

WINTER READINESS IMPROVEMENTS

- Grid Operations & Support
 - Collaborating with SAWS & Emergency Operations Center to assess options for back-up generation
 - Review & improvement of Blackstart procedures
 - Update field procedures for winter emergency operations
- Emergency/Contingency Preparedness
 - Participated in joint contingency exercises with EOC & SAWS led by Texas A&M Engineering Extension
 - CPS Energy Executive assigned for EOC interface



Crews responding during the winter storm

WINTER READINESS IMPROVEMENTS



- Stakeholder Communications
 - Developed draft Operational Readiness Matrix to facilitate unified communication with SAWS & EOC
 - Initiated Crisis Communications Plan refresh
 - Convened **Resiliency** focused Suburban City Summit
 - Organized various townhalls & briefings to inform, educate & receive input
- Customer Communications
 - Included CoSA, SAWS, & other key community stakeholders on engagement texts to ensure unified customer messaging prior to inclement weather
 - Encouraged customer emergency contact updates through Manage My Account, adding 100K contacts
 - Improved community emergency preparedness messaging with Emergency Response partners
 - Verified Joint Information Center effectiveness in table-top exercises with CoSA & SAWS

Make Sure SAWS and CPS Energy Can Reach You

When there's a water or power emergency, like low water pressure, loss of electric service or a gas leak, it's important for us to keep you in the loop.

To do that, SAWS and CPS Energy need to have your current phone number and email address. It's simple to do.

Log in at saws.org/myaccount and look for the "Manage Accounts" button in the upper right corner (or main menu on mobile). Select "Mobile Number" or "Email" to enter your updated information.

You can also give us a call at **210-704-SAWS (7297)** and we'll be happy to update your contact information.

Log in at cpsenergy.com using the "Manage My Account" box. If your emergency contact information is not current, you'll see an orange bar at the top of your home page after you log in. Click the text in the orange bar and follow the prompts.

Or call CPS Energy at **210-353-2222** and an Energy Advisor can update your information.



WINTER READINESS IMPROVEMENTS

- Policy Activity (Market Redesign)
 - Engagement in Regular & Special Legislative Sessions
 - Participation in RRC & PUC rulemaking proceedings
 - Involvement in ERCOT protocol development & revision
 - Tracking 36 topics in 28 meetings (to date)
 - FERC/NERC Findings & Recommendations



Repairs during the winter storm

NEXT STEPS



- Continue status updates at monthly Municipal Utilities Committee (MUC) meeting & to the Board of Trustees
- Detailed updates at Operations Oversight Committee (OOC) meetings
- Finalize action plans for all recommendations
- Integrate tracking & reporting of lessons learned activities
- Identify funding requirements as required for action plans

Significant mitigation activities to address the CEP recommendations continue & will be completed prior to the upcoming winter season.



Thank You