OBJECTIVES & TAKEAWAYS

• PROVIDE UPDATE ON COMMUNITY ENGAGEMENT PROCESS
• PROVIDE OVERVIEW OF ENGAGEMENT EFFORTS & SURVEY RESULTS
• DISCUSS NEXT STEPS
AGENDA

• **FLEXPOWER BUNDLE & FLEXSTEP ANNOUNCEMENTS**
• COMMUNITY ENGAGEMENT UPDATE
• **FLEXPOWER BUNDLE & FLEXSTEP SURVEY RESULTS**
• ADDITIONAL TYPE OF SURVEYS AND CUSTOMER TOUCHPOINTS
• NEXT STEPS & LOOK AHEAD
LISTENING TO OUR COMMUNITY
COMMUNITY INPUT INFORMS OUR PATH

These events allow us to hear from our community & our partners to help us plan for the future.
We offered two short surveys that asked customers to rank security, safety, resiliency, reliability, environmental responsibility, and affordability in order of importance.
WE HAVE A BALANCED APPROACH
 THESE CONSIDERATIONS ARE IMPORTANT

SECURITY
SAFETY
RESILIENCY

RELIABILITY
ENVIRONMENTAL RESPONSIBILITY
CUSTOMER AFFORDABILITY

As we work through our Flexible Path, we will ensure that we address every strategy through these pillars.
Since August, we have:
• Given 24 formal presentations
• Hosted 7 **People First** Community Fairs
• Initiated 2 Surveys
• Had Over **3,000** people participate

CPS Energy President & CEO Paula Gold-Williams speaking at San Antonio Manufacturers Association (SAMA) membership luncheon.
We presented to diverse organizations which include both customers and businesses alike. Presentations have been well-received, with our environmental stakeholders providing the most feedback.
FLEXPOWER BUNDLE OVERVIEW

• 962 Survey Participants answered at least 1 question of the survey

• Energy Considerations Ranked by Importance
  1. Affordability
  2. Energy Reliability
  3. Environmental Responsibility
  4. Safety
  5. Security
  6. Energy Resilience
Of the 948 respondents, 52% ranked “Affordability” as their most important energy consideration.
While customers are overwhelmingly aware of our energy rebates as the #1 program we offer, they did not recognize the name STEP as the broad energy efficiency & conservation program.
FlexSTEP Survey

- 697 Survey Participants answered at least 1 question of the survey

- Energy Considerations Ranked by Importance
  1. Affordability
  2. Environmental Responsibility
  3. Energy Reliability
  4. Energy Efficiency
  5. Safety
  6. Security
  7. Energy Resilience

- Customers also overwhelmingly acknowledged Energy Rebates from an awareness perspective

Launched in 2009, we have achieved our goal of saving 771MW, while being under budget and earlier than 2020.
While there have been many offerings within STEP, most of the respondents have not participated in the program.
Of the 600 respondents, 47% ranked “Affordability” as their most important energy consideration.
26% of customers who identified themselves as STEP program participants, participated in our WiFi thermostat program.
84% of customers were not aware that they are currently paying for our STEP program.
46% of survey participants are willing to pay $1 - $5 more per month for Energy Efficiency & Conservation programs & services.

This program has to blend in with others to ensure overall long term Customer Affordability.
NEXT STEPS & LOOK AHEAD

• Close online surveys, analyze & publish to our website
• Continue customer engagement opportunities
  • Partner Engagement Speaking Events
  • People First Community Fairs
  • Focus Groups
  • Polling

Our stakeholders have clearly indicated that we need to continue & explore both the FlexPower Bundle & FlexSTEP while keeping our community updated on our progress!
Thank You