FLEXIBLE PATH
COMMUNITY ENGAGEMENT UPDATE
PART 3
PRESENTED BY:
Jonathan R. Tijerina
Sr. Director, Corporate Communications,
Marketing & Smart City Outreach
January 27, 2020
Informational Update
OBJECTIVES & TAKEAWAYS

• PROVIDE MORE CONTEXT ON HOW WE RECEIVE CUSTOMER FEEDBACK, LEARN & TAKE ACTION
AGENDA

• LISTENING TO OUR COMMUNITY RECAP
• CITIZENS ADVISORY COMMITTEE
• COMMUNITY FEEDBACK: CUSTOMER SERVICE IMPROVEMENTS
• COMMUNITY FEEDBACK: CONSTRUCTION SERVICE IMPROVEMENTS
• OTHER INITIATIVES
• NEXT STEPS
We use many different customer engagement opportunities to listen, learn & take action to meet our customers’ expectations.
CITIZENS ADVISORY COMMITTEE (CAC)

Community volunteers that help shape program creation and rollout.

- **Citizens Advisory Committee**
  - Established in 1997
  - 15 members, 1 from each San Antonio City Council district & 5 at-large
  - Liaison between CPS Energy & its customers, providing input to CPS Energy Board & staff

---

David Walter  
CAC, Chair  
At Large

Luisa Casso  
CAC, Chair Elect  
At Large

Bill Day  
CAC, Vice Chair  
At Large

Robert A. Romeo  
CAC, Past Chair  
District 8
CAC IN ACTION

CAC members with TX Rep. Ray Lopez attending a day at the Texas Capitol.

Above: CAC members attending our GridEx exercise.

Left: Former CAC Chair speaking at a public input session.
While we hit a low in 2015, we have worked hard to improve our customer experience with better training and technology.
CUSTOMER SERVICE IMPROVEMENTS

<table>
<thead>
<tr>
<th>CY</th>
<th>SVC Level</th>
<th>Customer Sat²</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>61%</td>
<td>76</td>
</tr>
<tr>
<td>2016</td>
<td>78%</td>
<td>79</td>
</tr>
<tr>
<td>2017</td>
<td>87%</td>
<td>79</td>
</tr>
<tr>
<td>2018</td>
<td>91%</td>
<td>82</td>
</tr>
<tr>
<td>2019¹</td>
<td>89%</td>
<td>83³</td>
</tr>
</tbody>
</table>

1CY19 Latest Estimate Result
2Residential Customer Satisfaction from Escalent Survey
3Projected Results thru 4Q

**Graph Details:**
- **Total Call Volume**
- **Average Service Level (% of calls answered within 30 seconds)**
IMPROVEMENT ACTIVITIES

Walk-in Centers

- Implemented video Energy Advisors at Northside Customer Service Center to streamline communication with customers
- Renovated walk-in centers with updated branding

Call Center

- Created a new staffing approach to improve wait times
- Improved phone system (IVR) to make it easier to get to a representative

Call/Visit Reduction Strategy

- Improved processes that eliminated the need for customers to visit a walk-in center after calling the call center
- Created self-service reconnect process to eliminate customers having to call back in

We shortened response time and increased talk time with our customers.
COMMUNITY FEEDBACK: CONSTRUCTION SERVICE IMPROVEMENTS (CSI)

We received feedback from the Real Estate Council and developers that they were frustrated with our performance.

- This included their thoughts on:
  - Staffing
  - Antiquated systems that didn’t provide timely updates
  - Not enough communication
  - Poor process management
  - Project durations and lack of expedited process
COMMUNITY FEEDBACK: CONSTRUCTION SERVICE IMPROVEMENTS (CSI)
COMMUNITY FEEDBACK: IMPROVED CUSTOMER EXPERIENCE

• Feedback from customers led to the creation of:
  – Executive Account Management Team
  – E2B Small Business Team
  – Improved unified approach with Customer Engineering

We continue to get constructive feedback and still have work to do.
CONSTRUCTION SERVICE IMPROVEMENTS (CSI)

- Updated website for Construction & Renovation
  - Easy to follow step-by-step guides
    - New home construction
    - New commercial construction
    - Home renovation
    - Commercial renovation
    - New subdivision & multi-family developments
COMING IN JANUARY

• More Web Portal Enhancements

  – Greater usability for all customers with a construction project
  – Easy to understand
  – Works well with desktop or mobile
  – Will include status of permits for projects
OTHER INITIATIVES

• CPSENERGY.com website Enhancements
  – Enhanced Homepage

• Rebate Programs
  – Additional funding for solar rebate programs and offerings
  – Creation of bring your own thermostat program

• Improved Outage Map Experience
OUTAGE MAP AWARENESS

<table>
<thead>
<tr>
<th>Date</th>
<th>Unique Visitors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov. 2019</td>
<td>11,722</td>
</tr>
<tr>
<td>Dec. 2019</td>
<td>6,566</td>
</tr>
<tr>
<td>Jan. 2020 *thru 1/11/2020</td>
<td>8,264</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>26,125</strong></td>
</tr>
</tbody>
</table>
OUTAGE MAP AWARENESS

City of San Antonio @C... · 3d
Follow @cpsenergy for updates:

CPS Energy @cpse... · 3d
UPDATE (9:30 AM): We are aware of outages affecting the downtown #SanAntonio area. All necessary crews have been called in to troubleshoot & restore power as quickly & as safely as possible.

Thank you for your patience!

CPS Energy

CPS Energy Retweeted
Councilman Pelayo @Distri... · 4d
UPDATE: A severe thunderstorm watch has been issued.
@NWSSanAntonio and @cpsenergy encourages everyone to be prepared. The storm may be accompanied by lightning, which can strike transformers, possibly resulting in a power outage. You can report an outage by calling (210) 353-4357

Severe Thunderstorm Watch

Councilwoman Adriana Rocha G... · 3h
Come out to Millers Pond from 5:30 to 7 p.m. on Thursday, Jan. 16 for CPS Energy’s Community First Fair. Learn about ways you can save on your energy bill and how you can become energy efficient.

Cc: @cpsenergy

CM John Courage - D9 @J... · 4d
Inclimient weather is expected this afternoon with wind speeds of up to 60 MPH. You can use @cpsenergy’s new outage map for detailed safety information in your area. Be safe out there tonight!

John Courage Retweeted
CPS Energy @cpse... · 4d
We are actively monitoring weather conditions (threat of 🌪️ & ☂️️) that may impact our service area. We have started preparing supplies, resources... Show this thread
OTHER INITIATIVES, CONT’D

• **Frequent Outage Response**
  - Improved identification, response & remediation

• **Low Income Security Solar Light**
  - Concept, Design, Production, Implementation

These are just a few initiatives we have completed or we currently have in flight that are in direct response to our customers’ growing expectations.
NEXT STEPS & LOOK AHEAD

• Continue to seek customer feedback
• Adjust business processes, procedures and practices to enhance our customer experience
• Adapt to new technologies and implement solutions

We will continue to actively make ourselves available, seek customer feedback through multiple channels and make necessary adjustments to meet our customers’ expectations.
Thank You