



**CPS ENERGY BOARD OF TRUSTEES SPECIAL MEETING
TO BE HELD ON NOVEMBER 8, 2023 AT 11:00 AM
LOCATION: CPS ENERGY BOARD ROOM (500 MCCULLOUGH AVE)**

At any time during the Board Meeting, the Board may go into an executive session as permitted by the Texas Open Meetings Act, (Chapter 551 of the Texas Government Code) regarding any item on this agenda.

AGENDA

ITEM	TOPIC	ACTION	PRESENTER/ SPONSOR
1	CALL TO ORDER	Execute	Ms. Janie Gonzalez
2	SAFETY MESSAGE, INVOCATION & PLEDGE OF ALLEGIANCE	Execute	Ms. Nathalia Lopez
3	PUBLIC COMMENT Pre-Registration is from Friday, November 3, 2023 5:00 PM – Tuesday, November 7, 2023 1:00 PM. Dial (210) 353-4662 or email PublicCommentRegistration@CPSEnergy.com	Discuss	Ms. Janie Gonzalez
4	CHAIR'S REMARKS	Discuss	Ms. Janie Gonzalez
5	FY2025 RATE REQUEST UPDATE	Discuss	Mr. Cory Kuchinsky & Ms. DeAnna Hardwick
6	EXECUTIVE SESSION: A. Attorney-Client Matters (§551.071) & Competitive Matters (§551.074)	Discuss	Ms. Janie Gonzalez
7	ADJOURNMENT	Execute	Ms. Janie Gonzalez

CPS ENERGY BOARD OF TRUSTEES
NOTICE OF SPECIAL MEETING

Notice is hereby given of a Special Meeting of the CPS Energy Board of Trustees **to be held on Wednesday, November 8, 2023 at 11:00 a.m.** in the Board Room located on the First Floor of the CPS Energy headquarters located at 500 McCullough, San Antonio, Texas. The meeting will also be live-streamed.

The subject of this meeting is to act upon all matters pertaining to the current management and operation of the municipal electric and gas systems, including the acquisition of real property and interest therein by purchase and condemnation, the facilities, financing, the handling and administration of funds and accounts, consideration of matters relating to operations and administration and such other matters as may be brought before the meeting by the Trustees of the Board, and specifically those matters referred to in the attached agenda, which is incorporated herein.

The meeting will be streamed on cpsenergy.com.

Those wishing to speak on an agenda item during the Public Comment portion of the meeting must register between Friday, November 3, 2023 at 5:00 p.m. and Tuesday, November 7, 2023 at 1:00 p.m. CT. Registration may be made by email at publiccommentregistration@cpsenergy.com or by phone at (210) 353-4662. Those registering to speak should be prepared to provide the following information:

- First & Last name
- City & State of residence
- Phone number
- Email address
- Group for which the individual is speaking, if applicable
- Agenda item # listed on the Agenda (any item other than #1 or 2) about which they are speaking
- Any required translation services

Commenters will be called to speak in the order that each registers.

Written comments may be sent to publiccommentregistration@cpsenergy.com and will be shared with the Board prior to the start of the meeting.

The agenda packet is attached. It and other informational material may be found at:

<https://www.cpsenergy.com/en/about-us/who-we-are/trustees/board-meetings.html>

A recording of the meeting will be made and will be available to the public in accordance with the Open Meetings Act upon written request.

At any time during the Board Meeting, and pursuant to the provisions of Chapter 551 of the Texas Government Code, the Board may meet in executive session for consultation concerning attorney-client matters under Section 551.071; for deliberations and other authorized action on real property under Section 551.072; on prospective gifts or donations under Section 551.073; on personnel under Section 551.074; on security personnel or devices under Section 551.076; on economic development negotiations under Section 551.087; to deliberate, vote, or take final action on competitive matters under Section 551.086; to deliberate regarding security audits and devices under Section 551.089; or to deliberate under Texas Government Code Section 418.183(f) about confidential information under the Texas Homeland Security Act.



Shanna M. Ramirez
Secretary of the Board
November 3, 2023



DELIVERING FOR CUSTOMERS AND COMMUNITY

FY2025 RATE REQUEST UPDATE

PRESENTED BY:

CORY KUCHINSKY, CPA
CHIEF FINANCIAL OFFICER

DEANNA HARDWICK
CHIEF CUSTOMER STRATEGY OFFICER

November 8, 2023
Informational Update



AGENDA

- **Mission and Vision 2027**
- **Community Dialogue Timeline**
- **Community Commitments Delivered**
- **Benefits of Key Investments**
- **Rate Request and Drivers**
- **Customer Bill Impacts**
- **Regulatory Accounting Update**
- **Multi-year Rate Plan**
- **Customer Assistance Programs**
- **Customer Outreach and Communications**

Today, we will be sharing our preliminary rate request amount and the investments it will support and protect.

MISSION AND VISION 2027

AN EVOLVING UTILITY



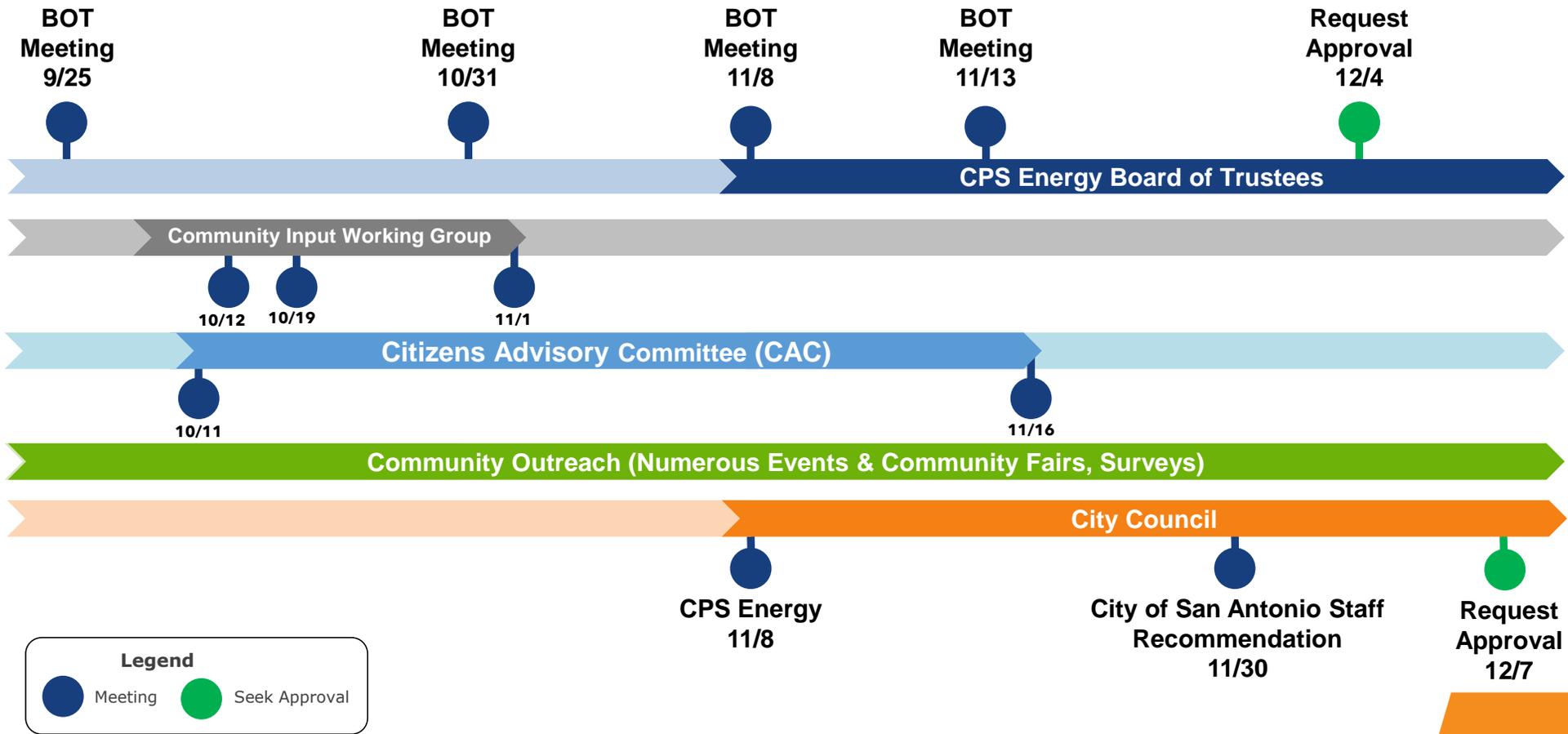
We Deliver on Our Mission:

To serve our community through reliable, competitively priced, and sustainable energy services in an equitable manner.

Our Strategic Objectives:



TIMELINE



COMMUNITY COMMITMENTS DELIVERED



- ✓ Set New Power Generation Plan
- ✓ Approved New Sustainable Tomorrow Energy Plan (STEP)
- ✓ Growing Community Solar Options
- ✓ Expanded Equity-Focused Programs and Outreach
- ✓ Identified Customer Energy Burden Level
- ✓ Collected Community Input on Rates and Generation Planning from the Rate Advisory Committee (RAC)
- ✓ Partnered with Municipal Utilities Committee
- ✓ Completed Operational Efficiency Assessment
- ✓ Completed Organizational Culture Assessment
- ✓ Refined Future-State Technology Platform Plan
- ✓ Stabilized Staffing Levels
- ✓ Stabilized Investment Volatility for Employee Benefits
- ✓ Participated in the City's Ready to Work Program
- ✓ Increased Transparency and Clarity of Communications



BENEFIT OF KEY INVESTMENTS FROM LAST RATE REQUEST

Reduces likelihood and impact of outages



Reliability and Resiliency

- ✓ 263 reclosers installed
- ✓ 1,732 poles replaced
- ✓ 1,242 miles of vegetation management
- ✓ 23 major storm events
- ✓ 3,035 leaks repaired
- ✓ ~358K locates
- ✓ ~2,300 miles of gas pipelines surveyed

Sufficient power to meet community needs



Community and Customer Growth

- ✓ ~53K new gas and electric meter sets
- ✓ 5,689 transformers installed
- ✓ 4.6 million customer calls
- ✓ ~17.8 million weather alert messages

Enhances customer experience and security



Technology and Security

- ✓ Enterprise Resource Plan (ERP) internal requirements gathering completed and request for proposal (RFP) issued
- ✓ Datacenter transformation
- ✓ Upgraded critical security measures and key environmental systems

Staffed to meet customers' needs



People

- ✓ 843 New Hires
- ✓ 828 position evaluations resulting in market-based adjustments to 1,784 non-executive employees



RATE REQUEST



**Prior
Forecast**

5.50%

**Proposed Base
Rate Increase⁽¹⁾**

4.25%

**Estimated Annual
Revenue Increase**

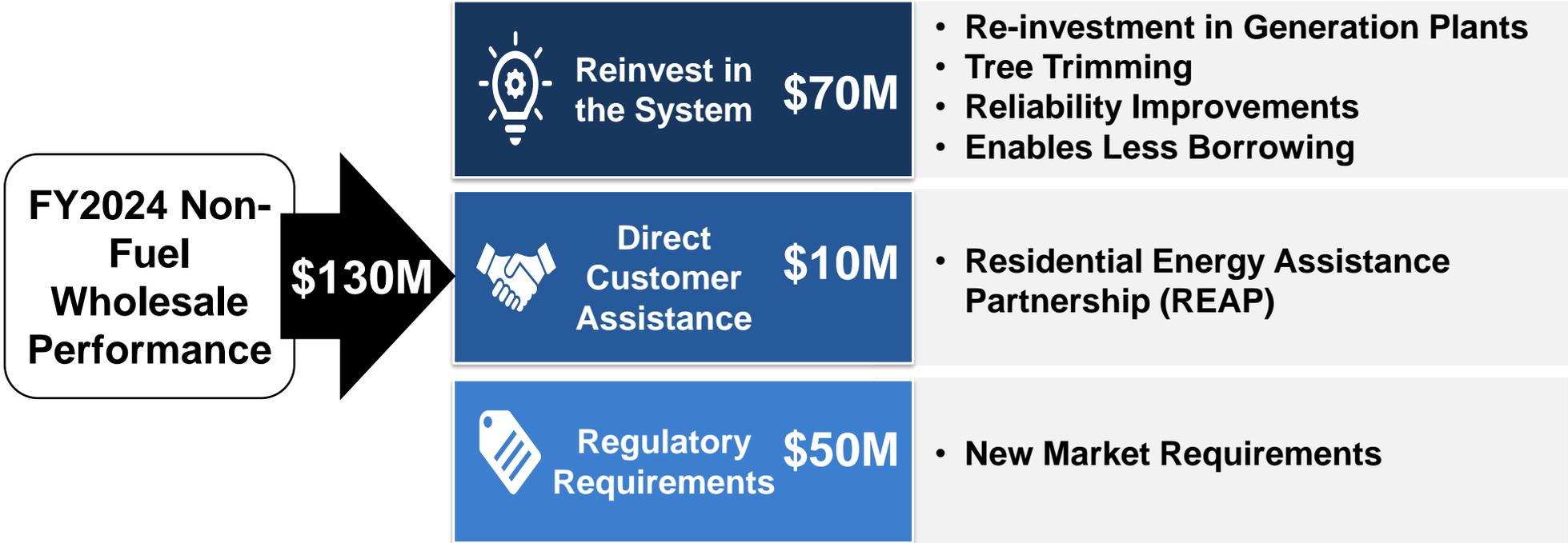
\$85M

Additional revenue support is needed to meet customer needs,
but our strong operational performance reduced the amount of the request.

(1) Applies only to base portion of bill and does not apply to fuel and regulatory charges.



USE OF ONE-TIME WHOLESale REVENUE



CUSTOMER BENEFITS TO BE ACHIEVED



WE CONTINUE TO INVEST IN OUR COMMUNITY



Reliability & Resiliency \$26M

- Reliable and efficient power sources
 - New generation technologies
 - Begin gas peakers
- Reduce impact of outages
 - Increased plant maintenance
 - Tree trimming
 - Upgrade aging infrastructure
 - Technology to isolate outages
- Inflationary increases in the cost of material



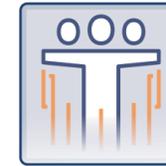
Technology & Security \$25M

- Replacement of 20 yr. old legacy system
 - Enable rate design and feedback from community groups
 - Mitigate risks with shared billing system
- Protect against threats
 - Cyber and physical security
 - Critical technology systems
- Enhance customer communication capabilities



Growth \$13M

- Meet the substantial growth of our community
 - Transformers and equipment
 - Upgrade/replace aging service districts
- Safe power flow across our community
 - Grid Upgrades: Feeder circuits, voltage conversions and conductors
- Customer service process improvements and support



People \$21M

- Hire and train
 - 30% of team members retirement eligible
 - Employees to serve growing customer base
 - Training for 35% of workforce with <3 yrs. in their role

Total \$85M

FINANCIAL HEALTH

WITH RATE SUPPORT



	<u>FY2025</u>	<u>FY2026</u>
Debt Service Coverage Ratio	1.67	1.77
Debt Capitalization Ratio	61.7%	62.9%
Days Cash On Hand	188	176

Additional revenue generated from rate support helps the financial stability of our utility.

CUSTOMER BILL IMPACTS

FY2025 RATE REQUEST



	% Change Per Month	\$ Change Per Month
Residential Combined	~2.7%	\$4.45
Residential Electric	~2.7%	\$3.62
Residential Gas	~2.8%	\$0.83
Commercial Electric		
Small Commercial	~2.9%	\$18
Large Commercial	~3.0%	\$364
Extra Large Commercial	~3.0%	\$2,970
Super Large Commercial	~3.0%	\$17,127
Commercial Gas		
Small Commercial	~3.1%	\$7
Large Commercial	~2.8%	\$824

REGULATORY ACCOUNTING UPDATE



- We periodically review our accounting policies to:
 - Adhere to Governmental Accounting Standards Board (GASB) standards
 - Optimize budgeting practices
 - Best practice
- We are adding a tool to help us manage investment volatility within our budget for employee benefits expense; this requires Board of Trustees and City Council authorization.
- ***This change does not increase the cost of employee benefits, and it will not increase customer bills.***

LOOKING FORWARD



FY2025	FY2026	FY2027
4.25%	-	5.5%

- Our proposed financial plan includes a rate evaluation every two years to reconcile future needs.
- The rate plan after FY2025 is subject to change



CUSTOMER ASSISTANCE AND COMMUNITY OUTREACH

FY2025 RATE REQUEST UPDATE

PRESENTED BY:

DEANNA HARDWICK

CHIEF CUSTOMER STRATEGY OFFICER

November 8, 2023

Informational Update



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)



Data as of Fiscal Year 2023

AFFORDABILITY DISCOUNT PROGRAM



ADDING ENERGY BURDEN AS A QUALIFYING FACTOR

	<u>Electric</u> (per month)	<u>Gas</u> (per month)	<u>Combined</u> (per month)	
Current Discount	\$11.67	\$4.47	\$16.14	
Additional Discount	+\$1.81	+\$0.41	+\$2.22	Additional discount offsets 50% of the rate increase impact
Proposed Discount	\$13.48	\$4.88	\$18.36	Expand eligibility to customers experiencing Severe Energy Burden*

Note: Residential electric and gas customers pay **~83¢ per month** to fund the program

This recommendation expands eligibility to include those with Severe Energy Burden*. (cost of energy is more than 10% of income)

*Severe Energy Burden is defined as a customer whose annual energy bill is more than 10% of their income

CUSTOMER ASSISTANCE



Commitment to help our customers is one of our core values. We offer products, services and advice to help our customers manage their energy use and billing.

Customers can pay their energy bills in a variety of ways. Assistance programs can also help fill in the gap when life events happen and help is needed.

ASSISTANCE & BILLING PROGRAMS



Affordability Discount

Residential electric and gas customers whose income is at or below 125 percent of the Federal Poverty Guidelines and who meet at least one of the following requirements qualify for a discount on their monthly service availability charge. These discounts can add up to a savings of \$147 a year.

Eligibility:

- Customers 60 years or older
- Customers with disabilities
- Customers with life-sustaining medical equipment
- Families with preschool-aged children or children in school 18 years or younger
- Have extenuating circumstances as determined by CPS Energy or the City of San Antonio



Casa Verde

Casa Verde offers eligible customers an average of \$5,000 in free energy saving improvements that can lower their bill, especially during the summer and winter months. Recipients save an average of \$350 a year on their energy bill.



Budget Payment Plan

Customers pay the same amount every month when their energy bills are averaged over the last year and a small percentage is added to cover environmental factors and changing fuel costs.

Customers continue to receive a monthly bill showing actual energy consumption and charges for that month. Customers must have maintained an account for at least a year and have a good payment history with us to be eligible.



Residential Energy Assistance Partnership (REAP)

REAP is a non-profit partnership between CPS Energy, the City of San Antonio and Bexar County. REAP provides temporary bill assistance to customers who meet the following qualifications:

following qualifications:

- Must be at or below 125 percent of Federal Poverty Guidelines and must be experiencing a financial hardship
- Must have small or school-age children
- Must be elderly, handicapped or require critical-care equipment



Burned Veterans' Discount

This program provides bill payment assistance to military veterans who have significantly decreased abilities to regulate their body's core temperature because of severe burns received during armed conflict or combat. The discount is effective for the months of April through October.

Eligibility requirements include:

- A medical military facility certification
- Completed application must be faxed by a medical facility to (210) 353-3666
- Medical confirmation must be provided every 12 months to remain on program



First Responders with Burn Injuries Discount

This program provides electric bill payment assistance to those who have significantly decreased abilities to regulate their core body temperatures due to severe burns received while on duty. A medical certificate is required. Up to \$94 per month off the electric portion of their CPS Energy bills, from April through October.

Eligibility requirements include:

- Applicants must be City of San Antonio residents
- Completed application must be faxed by a medical facility to (210) 353-3666



Critical Care Customer Program

This program allows customers who use electrically-operated medical equipment in their homes additional time to pay their bill.

To qualify, the applicant must:

- Provide confirmation from their physician indicating medical equipment is required
- Renew the application with their physician every 24 months to remain on the program



Disabled Citizen Billing Program

Residential disabled customers on Supplemental Security Income (SSI) are provided additional time to pay their bill.

To qualify, the applicant must:

- Be the person whose name is on the utility bill
- Receive SSI
- Use their primary address



Senior Citizen Billing Program

Provides senior citizens additional time to pay their utility bill each month (25 days instead of 16 days)

To qualify, applicants must:

- Be at least 60 years of age or older
- Be the person whose name is on the bill
- Provide social security number and/or driver license or Texas ID



Senior Citizen Late Payment Waiver

CPS Energy residential customers can qualify to have late payment charges waived.

To qualify, applicants must:

- Be at least 60 years of age or older
- Be the person whose name is on the bill
- Be at or below 125 percent of the Federal Poverty Guidelines



Payment Arrangements

Payment arrangements are available to eligible customers who need additional time to pay their energy bill.

Arrangements include:

- An extension (30 days or less); or
- A deferred payment plan allowing customers the ability to pay their accumulated past due bill over a period of months

PAYMENT METHODS



AutoPay

Through AutoPay, a customer's bill is automatically debited from their bank account on approximately the same day each month. Customers will still be able to review their billing statement online

before payment is withdrawn from their account. AutoPay can be combined with the Budget Payment Plan, Disabled Citizen Billing Program or Senior Citizen Billing Program.



Pay by Mail

For convenience, a return envelope is inserted with a customer's monthly bill. Payments should be sent to:

CPS Energy P.O. Box 2678 San Antonio, TX 78289-0001



Pay Online

Making an online payment through Manage My Account is the most convenient way to pay your bill. Customers can enroll in Manage My Account at cpsenergy.com and their next bill will be sent electronically to their email address.

- Online payments from checking or savings accounts are processed at no charge.
- Bills can be viewed for the previous 12 months.
- Convenient account access 24/7
- My Energy Portal access shows neighbor comparisons, weather, detailed energy use plus, an energy saving tip library.



Pay by Phone

Customers can pay their bill by phone using an electronic check, debit card, VISA, MasterCard or Discover Card. Residential customers can call (877) 257-1172 to make a payment. A \$2.50 vendor convenience

fee* will be assessed for a payment up to \$1,000.



Pay in Person

Customers can make payments in person at one of our four customer service centers.

Eastside Customer Service Center

4525 Rigby Road, Ste. 112

Northside Customer Service Center

7000 San Pedro, near Oblate

Southside Customer Service Center

660 S.W. Military - Shopper's City Mall, Ste. X

Westside Customer Service Center

803 Castroville Road, Suite 406 at Las Palmas Center

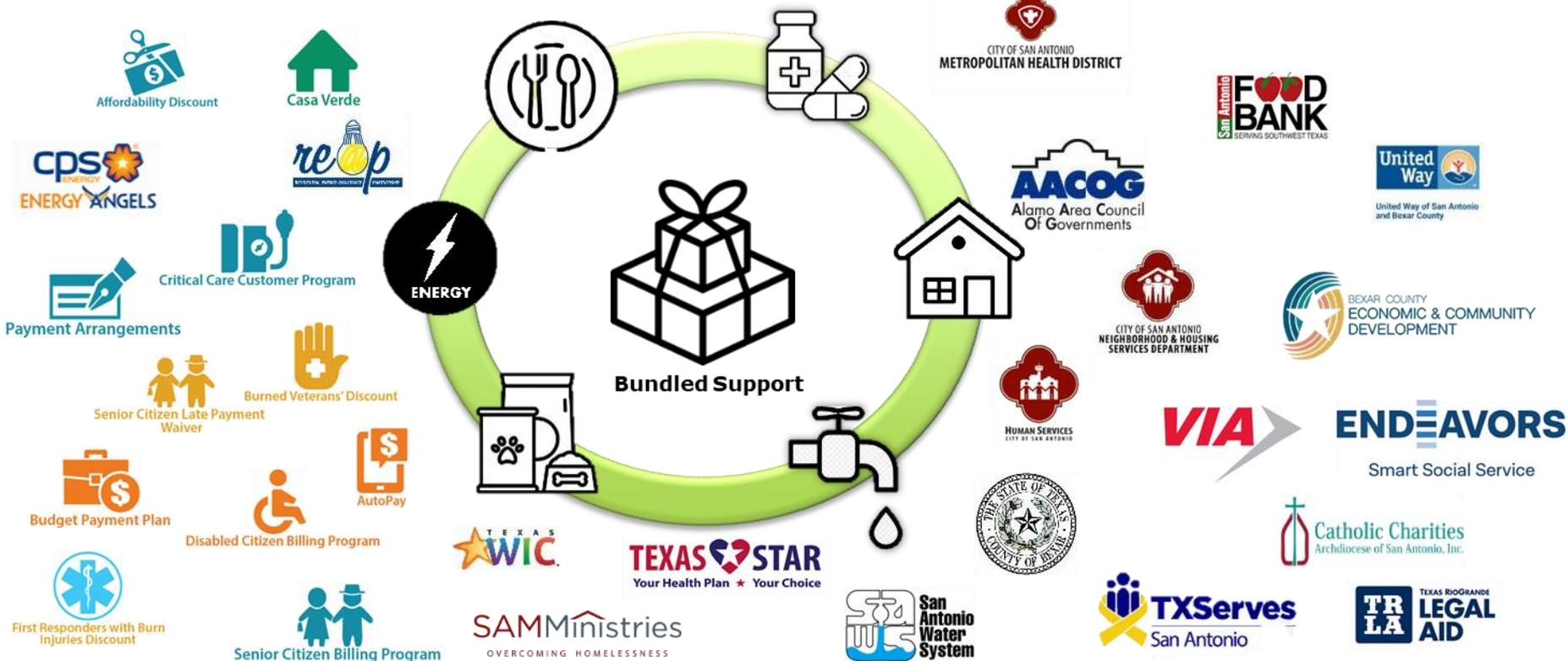
Customers can also make payments at H-E-B, Woodforest National Bank located inside Walmart, Money Box/Speedy Cash and other retail stores. Payments made at service centers and Western Union locations such as HEB and Woodforest Bank are credited immediately to the customer's account.

*CPS Energy does not financially benefit from this fee.

Learn more at cpsenergy.com/assistance or call 210-353-2222

<https://cpsenergy.com/assistance>

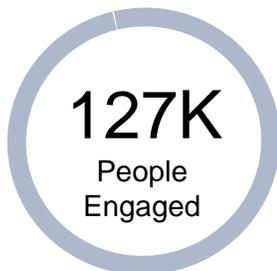
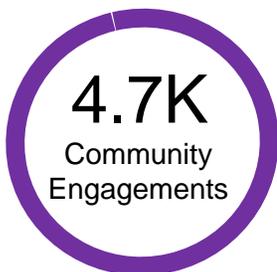
BUNDLED CARE COMMUNITY APPROACH



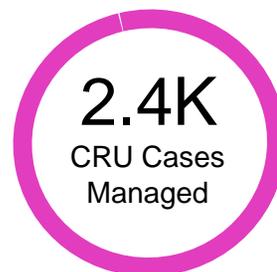
We are taking a holistic approach and utilizing partnerships to support our customers and connect them with as much assistance as possible.

CUSTOMER OUTREACH

SINCE THE LAST RATE REQUEST*



COMMUNITY
connections



*Data from March 2022 to October 2023



CUSTOMER OUTREACH



OUR GOAL IS TO REACH ALL CUSTOMERS

COMMITTEES & WORKING GROUPS

Oct 11*	CAC
Oct 12*	Community Working Group
Oct 19*	Community Working Group
Nov 1*	Community Working Group
Nov 16	CAC

★ ONLINE BILL ESTIMATORS

English	Spanish
Residential and Small Commercial bill estimators are now available on our website to help you understand how the rate increase will affect your monthly bills	

BLOCK WALKING

Oct 10*	Q3, D2
Oct 17*	Q4, D7
Oct 24*	Q2, D9
Nov 1*	Q2, D10
Nov 7*	Q4, D5
Nov 13	Q4, D4
Nov 15	Q4, D1
Nov 27	Q1, D8
Nov 29	Q4, D6
Dec 1	Q3, D3

COMMUNITY FAIRS & EVENTS

Oct 12*	Q3, D2
Oct 18*	Q4, D7
Oct 25*	Q2, D9
Nov 2*	Q2, D10
Nov 8	Q4, D5
Nov 14	Q4, D4
Nov 15 & 20	Q4, D7
Nov 16	Q4, D1
Nov 27	Q2, D10
Nov 28	Q1, D8
Nov 30	Q4, D6
Dec 2	Q3, D3

OTHER EVENTS

Nov 3*	North Chamber Economic Development Symposium
Nov 15	Webinar for Large Commercial Customers
Nov 30	Virtual Tele-Town Hall

We will join you to meet with customers. Please include us in your events!

*Pre-rate request engagements occurring prior to our official announcement to our Board of Trustees and City Council on Nov 8

RATE REQUEST COMMUNICATIONS



PROTECTING OUR COMMUNITY'S INVESTMENTS

Why does CPS Energy need to raise rates?

INFRASTRUCTURE RESILIENCY: Aging infrastructure needs to be upgraded to protect our customers from outages, which is also increasing the cost of existing materials like poles, power lines and transformers.

GROWTH: The population of San Antonio and its surrounding counties is expected to increase by 30% by 2030. With growth comes additional investments to maintain and improve reliability.

TECHNOLOGY & SECURITY: Our core business operating systems is 20 years old and must be fully replaced. Similarly, we need to invest in security systems for onsite safety and cybersecurity.

PEOPLE: We are preparing for 30% of our team members to retire over the next 5 years. Another 30% of our team have less than 2 years in their role, so we need to invest in succession planning.

How do CPS Energy rates compare with other Texas utilities?

Texas Cities Combined Residential Bill Comparison
Trailing Twelve Months Ending September 2023

City	Electric	Gas	Total
San Antonio	\$181.30	\$124.60	\$305.90
Austin	\$195.01	\$124.60	\$319.61
El Paso	\$200.92	\$124.60	\$325.52
Corpus Christi	\$203.37	\$124.60	\$327.97
Houston	\$213.94	\$124.60	\$338.54
Dallas	\$214.60	\$124.60	\$339.20

Rate Request Webpage



Protecting our Community's Investments

Why does CPS Energy need to raise rates?

We need to make continued investments to meet the objectives of our Vision 2027 strategic plan.

- Infrastructure Resiliency:** Aging infrastructure needs to be upgraded to limit the impact of outages. Inflation is also increasing the cost of existing materials like poles, power lines and transformers.
- Growth:** The population of San Antonio and its surrounding counties is expected to increase by 30% by 2030. With growth comes additional investments to maintain and improve reliability.
- Technology & Security:** Our core business operating systems is 20 years old and must be fully replaced. Similarly, we need to invest in security systems for onsite safety and cybersecurity.
- People:** We are preparing for 30% of our team members to retire over the next 5 years. Another 30% of our team have less than 2 years in their role, so we need to invest in succession planning.

Learn more about the work we need to do to serve our community at cpsenergy.com/vision2027.

How much will the rate increase be?

We are requesting a potential increase up to 4.32%. See the latest information of our rates request at cpsenergy.com/raterquest.

What is CPS Energy doing to help its customers?

We understand that many in our community struggle to pay their bills. In alignment with our Vision 2027 and our core values of safety and wellbeing, since 2021 we have:

- Enrolled 14,000 new customers into our Affordability Discount Program (ADP).
- Contacted our customers with over \$21.3M in American Rescue Plan Act (ARPA) funds and another \$29M in other utility assistance.

How has CPS Energy improved reliability since the last rate increase?

- Increased energy capacity by 23%, which is enough to power approximately 260,000 homes.
- Enhanced our power plants to be more resilient in extreme weather.
- Completed over 1,300 miles of tree trimming, which helps prevent power outages.

For additional information visit cpsenergy.com/raterquest.

We're Here to Help!

You can contact Customer Service at 210-353-2222 for energy bill assistance, payment plans and additional information on our customer programs.

Rate Request One Pager

Estimate My Bill

Bill Estimator – Small Commercial

To estimate the monthly bill for your business, simply input your estimated electric and gas usage. To assist you with finding the information you need, we've provided a **How to Read Your Bill** guide and a **Step-by-Step Guide** on how to use the Bill Estimator.

Estimate My Bill

Bill Estimator – Residential

To estimate the monthly bill for your home, simply input your estimated electric and gas usage. To assist you with finding the information you'll need, we've provided a **How to Read Your Bill** guide and a **Step-by-Step Guide** on how to use the Bill Estimator.

What service do we provide to you?
 Electric only Electric & Gas

Is your property inside SA city limits?
 Yes No (City of San Antonio Service)

Do you receive San Antonio city trash pickup?
 Yes No (City of San Antonio Service)

What is your trash cart size?
 Small Medium Large (City of San Antonio Service)

On average, what is your expected monthly electricity usage? (in kWh)
 1000

On average, what is your expected monthly natural gas usage? (in CCF)
 0

Your Average Bill Amount Before February 1, 2024: **\$156**

Your Estimated Average Monthly Bill as of February 1, 2024: **\$160**

Residential and Small Commercial Bill Estimators

RATE REQUEST COMMUNICATIONS

SPANISH TRANSLATION



PROTEGIENDO LAS INVERSIONES DE NUESTRA COMUNIDAD

¿Por qué necesita CPS Energy subir las tarifas?

RESILIENCIA DE LAS INFRAESTRUCTURAS
Las infraestructuras energéticas deben modernizarse para soportar el impacto de los fenómenos climáticos. La inflación también está aumentando el costo de los materiales necesarios como cables, líneas eléctricas y transformadores.

CRECIMIENTO
La población de San Antonio y sus condados adyacentes se prevé que aumente un 30% para 2050. Con el crecimiento vienen inversiones adicionales para mantener y mejorar la fiabilidad.

TECNOLOGÍA Y SEGURIDAD
Nuestro sistema operativo tiene 20 años y debe sustituirse por completo. Del mismo modo, necesitamos invertir en sistemas de seguridad para seguridad en el sitio y ciberseguridad.

PERSONAS
Nos estamos preparando para que el 30% de los miembros de nuestro equipo se jubilen en los próximos 5 años. Otro 30% de nuestro equipo dejará menos de 2 años en su puesto, por lo que necesitamos invertir en la planificación de sucesión.

¿A cuánto ascenderá la tarifa?

¿Cómo se comparan las tarifas de CPS Energy con otras empresas de servicios públicos de Texas?

Ciudad	Tarifa
San Antonio	\$191.40
Austin	\$195.01
El Paso	\$200.92
Corpus Christi	\$203.37
Houston	\$215.94
Dallas	\$216.60

Otros Enlaces Útiles

Rate Request Webpage



Protegiendo las Inversiones de nuestra Comunidad

¿Por qué necesita CPS Energy subir las tarifas?

Tenemos que seguir invirtiendo para cumplir los objetivos de nuestro plan estratégico Visión 2027.

Resistencia de las Infraestructuras
Las infraestructuras energéticas deben modernizarse para limitar el impacto de los fenómenos climáticos. La inflación también está aumentando el costo de los materiales necesarios como cables, líneas eléctricas y transformadores.

CreCIMIENTO
La población de San Antonio y sus condados adyacentes se prevé que aumente un 30% para 2050. Con el crecimiento vienen inversiones adicionales para mantener y mejorar la fiabilidad.

Tecnología y Seguridad
Nuestro sistema operativo tiene 20 años y debe sustituirse por completo. Del mismo modo, necesitamos invertir en sistemas de seguridad para seguridad en el sitio y ciberseguridad.

Personas
Nos estamos preparando para que el 30% de los miembros de nuestro equipo se jubilen en los próximos 5 años. Otro 30% de nuestro equipo dejará menos de 2 años en su puesto, por lo que necesitamos invertir en la planificación de sucesión.

¿A cuánto ascenderá la subida de tarifas?

¿Qué está haciendo CPS Energy para ayudar a sus clientes?

¿Cómo se comparan las tarifas de CPS Energy con otras empresas de servicios públicos de Texas?

Ciudad	Tarifa
San Antonio	\$191.40
Austin	\$195.01
El Paso	\$200.92
Corpus Christi	\$203.37
Houston	\$215.94
Dallas	\$216.60

¿Cómo ha CPS Energy mejorado la fiabilidad desde la última subida de tarifas?

- Aumentamos la capacidad de energía en un 23%, lo que es suficiente para abastecer a unos 262,000 hogares.
- Mejoramos nuestras plantas de energía para que sean más resistentes en condiciones meteorológicas extremas.
- Hemos podado más de 1,300 miles de árboles, lo que ayuda a evitar apagones.

Para más información, visite cpsenergy.com/raterquest.

¡Estamos aquí para ayudar!

Puede ponerse en contacto con Atención al Cliente llamando al 210-353-3222 para obtener asistencia con la factura de energía, planes de pago o información adicional sobre nuestros programas para clientes.

Rate Request One Pager

Estimar Mi Factura

Estimador de Facturas – Comercial Pequeño

Estimador de Facturas – Residencial

Para estimar la factura mensual de su hogar, simplemente ingrese su consumo eléctrico y de gas estimado. Para ayudarlo a encontrar la información que necesita, le proporcionamos una guía de **Cómo Leer Su Factura** y una **Guía Paso a Paso** sobre cómo utilizar el Estimador de Facturas.

¿Qué servicio le brindamos?
Solo eléctrico / Eléctrico y de Gas

¿Está su propiedad dentro de los límites de la ciudad de San Antonio?
Sí / No

¿Está su propiedad dentro de los límites de la ciudad de San Antonio?
Sí / No

¿Recibe servicio de recolección de residuos de la ciudad de San Antonio?
Sí / No

¿Cuál es el tamaño de su cambio de basura?
Pequeño / Mediano / Grande

En promedio, ¿cuál es su consumo de electricidad mensual esperado? (en kWh): 1000

En promedio, ¿cuál es su uso mensual esperado de gas natural? (CCF): 0

La cantidad promedio de su factura antes del 1 de febrero de 2024: **\$156***

Su factura media mensual estimada a partir del 1 de febrero de 2024: **\$160***

Residential and Small Commercial Bill Estimators





Connect, Share, and Engage with CPS Energy!

We value your input! Help shape the future of our community by engaging in our upcoming events, customer surveys and public input sessions.

cpsenergypublicinput.com



STAY CONNECTED

Social Media

-  @CPSEnergy
-  @cpsenergy
-  @cps_energy
-  @CPSEnergy

-  CPS Energy
-  cpsenergy.smugmug.com
-  nextdoor.com

newsroom.cpsenergy.com



Option to subscribe to our newsroom

CEO Newsletter



To sign up for the CEO newsletter, email: engage@cpsenergy.com



THANK YOU



APPENDIX



GLOSSARY/DEFINITIONS

ACRONYM OR WORD	DEFINITION	ACRONYM OR WORD	DEFINITION
Adjusted Debt Service Coverage Ratio	Measurement of available cash flow to pay current debt obligations	O&M	Normal costs incurred to keep business operations ongoing (Operating & Maintenance)
Days Cash on Hand	Represents the number of days a company can continue to pay its operating expenses with current cash available	Wholesale Revenue net Fuel	Revenues from market sales of incremental power produced less the cost of fuel to produce the power
Debt Capitalization Ratio	Measurement that shows the proportion of debt a company uses to finance its assets, relative to the amount of cash (equity) used for the same purpose	Debt Service	In the Flow of Funds, the annual amount of principal and interest payments due to bond holders

BUDGET PROCESS



Our annual budget process includes:

- **Revenue forecast**
- **Budget** including the increasing cost of goods, ways to be more efficient with existing resources, and forecasted projects needed to deliver on what our community has asked of us
- **Budget > Revenue forecast = *Rate support*** is needed

The cost to protect investments and provide services the community has prioritized require a rate increase at this time.



CAPITAL AND O&M PLAN



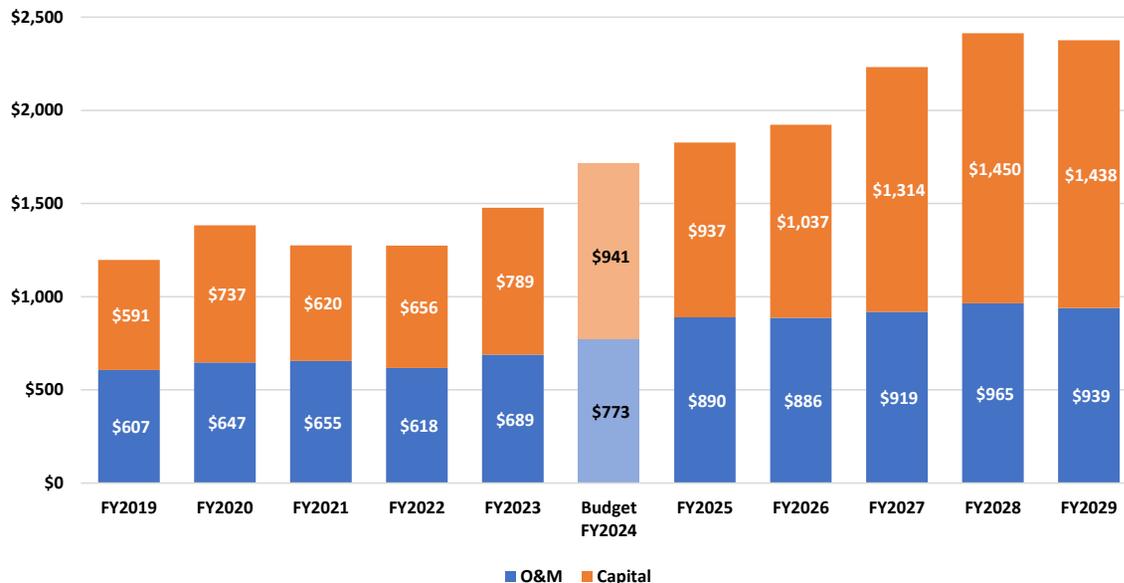
O&M Plan

- Make infrastructure more resilient (i.e., prepare for extreme weather)
- Digital transformation and increased security measures
- Develop workforce and plan for retirements

Capital Plan

- Enable our digital transformation strategy
- Support the growing demand for power in our city
- Investments to support the new power generation plan developed in collaboration with the community

Capital and Operations & Maintenance Summary (\$M)





FORECASTED NON-FUEL O&M

\$399M

Labor

Salaries and Wages, Benefits, Other Compensation

\$280M

Power Sustainability and Resiliency

Generation fleet overhauls and seasonal readiness maintenance to maximize plant availability and minimize downtime

\$75M

Electric and Gas Infrastructure Reliability

Electric and Gas distribution and transmission infrastructure maintenance, work to minimize quantity and duration of customer outages

\$94M

Technology

Maintain and assess enterprise technology systems and design future state of technology platforms

\$42M

Customer and Community Engagement and Shared Services

Investment in programs that promote engagement with customers and stakeholders
- Key business areas critical to core operations, including Administration, Financial Services, Legal and Integrated Security

Our O&M budget supports key strategic initiatives including Customer Growth and Outreach, Technology Improvements and Reliability.



FORECASTED CAPITAL

\$321M	Customer Growth Upgrading and extending service to new customers including new meters, subdivision and commercial services.
\$110M	Power Sustainability and Reliability Gas and electric transmission and distribution system investments within Energy Supply.
\$384M	Electric and Gas Infrastructure Reliability Includes upgrades at existing power plants, grid reliability enhancements and technological improvements.
\$78M	Technology Projects to address physical security risk, computer system upgrades and computer based communication.
\$44M	Customer and Community Engagement and Shared Services Required infrastructure changes to support City, State and Federal capital projects.

Our Capital budget addresses continued customer growth, while providing a reliable electric and gas system for our customers.



FINANCIAL METRICS HISTORY AND FY2024 LE8

