

GOALS

REBUILD
**CUSTOMER
TRUST**



STRENGTHEN
**CUSTOMER &
STAKEHOLDER
RELATIONS**



IMPROVE
**EMPLOYEE
MORALE**



REBUILD CUSTOMER TRUST

- **Meet our customers where they are.**
- **Share vision.**
- **Continue Town Hall Events & increase community engagement.**
- **Listen.**
- **Share winter preparedness plans.**
- **Gather, share & act on customer feedback.**



STRENGTHEN CUSTOMER & STAKEHOLDER RELATIONS

- **Consistent & transparent communications with the City & Bexar County.**
- **Expand & simplify communications with customers & stakeholders.**
- **Continue meeting with businesses & partners.**
- **Emergency preparedness planning with the City, County & Key Partners.**
- **Gather, share, & act on stakeholder feedback.**



IMPROVE EMPLOYEE MORALE

- **Reset leadership expectations by example.**
- **Share valuable & timely information.**
- **Retain & recruit talent.**
- **Coordinate impactful employee engagement opportunities.**
- **Highlight the successes of the team.**
- **Gather, share, and act on employee feedback.**



OBJECTIVE	30-DAY	60-DAY	90-DAY
REBUILD CUSTOMER TRUST	<ul style="list-style-type: none"> • CONTINUE TOWN HALLS. 	<ul style="list-style-type: none"> • INCREASE CUSTOMER ENGAGEMENT. 	<ul style="list-style-type: none"> • REPORT ON COMMUNITY FEEDBACK.
STRENGTHEN CUSTOMER & STAKEHOLDER RELATIONS	<ul style="list-style-type: none"> • DISTRIBUTE KEY MESSAGES ON RATE CASE & WINTER PREPAREDNESS. 	<ul style="list-style-type: none"> • STRENGTHEN BOARD RELATIONS. • ONBOARD NEW BOARD MEMBER. 	<ul style="list-style-type: none"> • IMPLEMENTATION OF STRATEGIC RATE CASE ITEMS.
IMPROVE EMPLOYEE MORALE	<ul style="list-style-type: none"> • SHARE KEY INFORMATION INTERNALLY IN A TIMELY MANNER. 	<ul style="list-style-type: none"> • HOST & PARTICIPATE IN TOWNHALLS TO IMPROVE ENGAGEMENT & MORALE. 	<ul style="list-style-type: none"> • RETAIN & CONTINUE TO RECRUIT TALENT.

EMPLOYEE RECOGNITION



Paolo Solorzano, P.E.

Paolo Solorzano, P.E., is a plant engineer working at the Braunig Power Station that supports both Operations & Maintenance activities. We would like to recognize Paolo for his efforts in leading the Arthur von Rosenberg (AvR) Combustion Turbine 1 (CT1) restoration project. AvR CT1 experienced an unplanned outage due to a compressor failure that had the potential of derating AvR throughout the winter season. The unit derate would have reduced our overall generation capacity throughout the critical winter season & impacted commercial availability. Utilizing his plant experience & project management expertise, Paolo was able to effectively lead the repair effort & returned the unit to operation 4 weeks ahead of schedule. Paolo completed this effort while supporting the Operations & Maintenance teams daily, planning for the AvR Spring 2022 Overhaul, & managing numerous plant projects. Paolo's positive attitude, ability to manage multiple work activities, & attention to detail contribute to his success as a valuable member of our team.

Paolo joined CPS Energy in June 2015 after graduating from the University of Texas at San Antonio (UTSA) with a Bachelor of Science degree in Mechanical Engineering and is a licensed Professional Engineer.



**THANK
YOU**