



# President & CEO's Report for October 31, 2022 Board of Trustees Meeting

*Connecting. Listening. Engaging. Serving.*

**Rudy D. Garza**  
*President & CEO*

# AGENDA



- **EXECUTIVE STRATEGY SESSION**
- **GENERATION PLANNING ENGAGEMENT**
- **INTERNATIONAL LINEMAN'S RODEO TEAM**
- **MONTHLY PERFORMANCE UPDATE – METRICS**
- **EMPLOYEE RECOGNITION**

# EXECUTIVE STRATEGY SESSION

LEADERSHIP SPENT TWO DAYS FOCUSED ON HOW WE CAN BETTER SERVE OUR CUSTOMERS



## Collaboration & Cultural Development

Strengthening relationships across leadership to build on our one team culture

Connecting • Listening • Engaging • Serving



## FY2024 Planning

Aligning on priorities to meet customer & community expectations

Reliability • Resiliency • Competitively Priced • Sustainability • Equity



## Beyond 2027

Strategic thinking around how to better serve our customers & community

Customer Experience • Generating Technologies • Products & Services • Workforce



Additional strategic sessions are being planned for 2023.

# GENERATION PLANNING ENGAGEMENT

## OCTOBER 6 OPEN HOUSE



- **HOSTED IN OUR HQ GRID ROOMS & TWO TIME OPTIONS WERE AVAILABLE**
- **COME & GO FORMAT**
- **SUBJECT MATTER EXPERTS ENGAGED & ANSWERED QUESTIONS AT EACH STATION**
- **COMMENTS COLLECTED THROUGH VIDEO, SURVEY, & COMMENT CARDS**
- **SPANISH SPEAKERS AVAILABLE**
- **OPEN HOUSE RECAP:**
  - **ATTENDANCE: 35 (18 AM, 17 PM)**
  - **SURVEY PARTICIPATION AS OF OCTOBER 17: 125**

**BUSINESS LOCAL BUSINESS**  
 As CPS Energy considers future of San Antonio's coal plant, utility seeks public feedback



**SAN ANTONIO EXPRESS NEWS**

**CPS Energy to host San Antonio community input meetings Oct. 6 and Dec. 1**  
 Open houses will be held at CPS Energy Headquarters



**KSAT 12 NEWS**

**CPS Energy to host first open house for community input and feedback**



**NEWS 4 WOAI**



# GENERATION PLANNING ENGAGEMENT

## UPCOMING EVENTS



### COMMUNITY "PEOPLE POWER" TOWN HALL

- DATE: TUESDAY, NOVEMBER 15
- LOCATION: WOODLAWN POINT COMMUNITY CENTER
- TIME: 5:30PM-7:00PM
- ATTENDEES WILL VISIT INFORMATIONAL TABLES
- WE WILL HOST TABLES THAT WILL FOCUS ON PLANNING, PROCESS & MODELING RESULTS, IN ADDITION TO STEP, WEATHERIZATION, CONSERVATION & CUSTOMER ASSISTANCE

### DECEMBER OPEN HOUSE

- DATE: THURSDAY, DECEMBER 1
- LOCATION: HQ GRID ROOMS
- TIME: 9:00AM-11:00AM & 5:30PM-7:30PM
- FEEDBACK WILL CONTINUE TO BE COLLECTED VIA COMMENT CARDS, SURVEYS & VIDEO
- SPANISH SPEAKERS WILL BE AVAILABLE
- A GRASSROOTS OUTREACH CAMPAIGN WILL ALSO BE IMPLEMENTED

### DECEMBER VIRTUAL TOWN HALL

- DATE: THURSDAY, DECEMBER 8
- LOCATION: VIRTUAL/CALL-IN
- TIME: 7:00PM-8:00PM
- WE WILL TAKE QUESTIONS & COMMENTS FROM THE COMMUNITY & ANSWER AS MANY AS POSSIBLE
- FEEDBACK WILL BE COLLECTED & DEVELOPED INTO A FAQ SECTION ON OUR GENERATION PLANNING PROCESS WEBPAGE
- SPANISH & ASL TRANSLATION WILL BE AVAILABLE FOR PARTICIPANTS

# LINEMAN'S RODEO TEAM

## INTERNATIONAL COMPETITION IN KANSAS



**Job well done to our very own International Lineman's Rodeo team for representing us at the competition on October 15, 2022. We had a chance to show off how we safely perform our different lineman's work tasks.**

- Team consisted of 17 employees:**
- **2 Journeyman Teams each with 3 members & 2 alternates**
  - **5 Apprentices**
  - **4 Judges**

All smiles from our Rodeo Team after a great competition.

# MONTHLY PERFORMANCE UPDATE

## TIER 1 METRIC UPDATE AS OF 9/30/2022



**12 of 16 metrics remain on track to meet year-end targets**

**Metrics at-risk of meeting year end targets:**

- **Enterprise Recordable Incident Rate (RIR), &**
- **Days Cash on Hand (DCOH).**

**Metrics unrecoverable & will not meet year-end target:**

- **Portfolio Commercial Availability (PCA), &**
- **Customer Satisfaction – Residential**

# EMPLOYEE RECOGNITION

## GAS SOLUTIONS SAFETY CULTURE TEAM



Our inaugural Safety Culture "Grassroots" Team

- Eduardo Espinoza** – Leak Repair Foreman
- Garrison Lange** – Trainee General
- Blaine Saenz** – Apprentice Corrosion Control
- Kolby McCleod** – Utility Worker
- Dillon DiCarlo** – Journeyman Gas Troubleshooter
- German Munoz** – Leak Repair Foreman
- Shannan Villegas** – Scheduler
- David McCord** – General Designer
- Taylor Adkins** – Journeyman Welder
- Justin Mooney** – Journeyman Gas Troubleshooter
- Alfonso Estrada** – Journeyman Gas Troubleshooter

**Our Safety Culture Program is focused on improving safety by recruiting the help of front-line leaders to drive change from the "grassroots" through culture-based projects.**

# STAY INVOLVED & CONNECTED



## Board of Trustees Meetings

- Meetings are typically held at 1:00 pm on the last Monday of every month

## Rate Advisory Committee (RAC)

- [cpsenergy.com/rac](https://cpsenergy.com/rac)

## Customer Assistance Programs

- [cpsenergy.com/assistance](https://cpsenergy.com/assistance)

## Rate Information & Bill Estimator

- [cpsenergy.com/newrates](https://cpsenergy.com/newrates)

## Community Fairs & more

- [cpsenergy.com/events](https://cpsenergy.com/events)

## Social Media



CPSEnergy



@cpsenergy



CPS Energy



[cps\\_energy](https://www.instagram.com/cps_energy)



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**To receive communications & alerts via text, phone, or email, make sure to update your information using Manage My Account or call 210-353-2222.**



***Thank You***

