

City of San Antonio



Minutes

Municipal Utilities

San Antonio, Texas 78205

2021 – 2023 Committee Members

Mario Bravo, Dist. 1 | Dr. Adriana Rocha Garcia, Dist. 4

Melissa Cabello Havrda, Dist. 6 | Ana Sandoval, Dist. 7

Chair John Courage, Dist. 9

Tuesday, October 26, 2021

10:00 AM

City Hall

Deputy City Clerk Aurora Perkins took the Roll Call noting a quorum with the following Municipal Utilities Committee Members present:

PRESENT: 5 – Bravo, Rocha Garcia, Cabello Havrda, Sandoval, and Courage

Public Comment

None.

Written Comment

None.

1. Approval of the August 24, 2021, and September 29, 2021, Municipal Utilities Committee Meeting Minutes.

Councilmember Cabello Havrda moved to approve the August 24, 2021, and September 29, 2021, Municipal Utilities Committee Meeting Minutes. Councilmember Rocha Garcia seconded the motion. The motion passed unanimously.

2. **Discussion by the Municipal Utilities Committee (MUC) on the scope and functions of the CPS Energy Citizens Advisory Committee, including public access to meetings**
[Ben Gorzell Jr., Chief Financial Officer; Troy Elliott, Deputy City Financial Officer]

Chair Courage noted that Item 2 was removed from the meeting due to coordination issues.

Chair Courage expressed concern on feedback from Citizen Community Members that not all members had an opportunity to speak at Community meetings. He stressed that all citizen members should be heard at meetings and their feedback provided to the larger body.

3. Briefing by the San Antonio Water System (SAWS) and CPS Energy on the status of implementing the recommendations from the Committee on Emergency Preparedness' Report [Ben Gorzell Jr., Chief Financial Officer; Troy Elliott, Deputy City Financial Officer]

Chair Courage introduced the item and spoke on the expectations of the presentations and status of implementation items. He noted that there were an initial 129 finding items which CPS Energy was set to address and correct.

A) CPS Energy Staff will provide a status report on the utility's actions implementing the recommendations from the Committee on Emergency Preparedness Report.

Paul Barham, Chief Grid Optimization and Resiliency Officer, CPS Energy, provided a presentation on Winter Preparedness Progress Report. He provided updates on actions taken to prepare for the Winter Storm Season and planned work; provided a status of the City of San Antonio Committee on Emergency Preparedness report recommendations. He added that all 37 items identified were in progress and being addressed by CPS Energy which included winter readiness improvements in the areas of plant operations and support, Outage management, grid operations and support, emergency/contingency preparedness, stakeholder communications, customer communications, and policy activity (market redesign).

Mr. Barham reviewed the next steps to be taken by CPS Energy to include continued communications with the MUC and CPS Energy Board of Trustees; detailed updates at Operations Oversight Committee meetings; Finalize actions plans for all recommendations; integrate tracking and reporting of lessons learned activities; and Identity funding requirements as required for action plans.

Chair Courage appreciated CPS Energy's comment in that CPS Energy would provide more detailed information of each status item addressed and it was important for the public to have information on status. He noted that the Committee would like more specific information in order to address community questions and maintain transparency. He stated that CPS Energy efforts on stakeholder and community communication was good and stressed that communications were a priority for the MUC. He asked of the PUC new regulations and impact. Frank Almaraz, Chief Power, Sustainability, & Business Development Officer, CPS Energy, stated that the new regulations were ones that CPS Energy had already addressed and were already meeting new regulations. Rudy Garza, Chief Customer & Stakeholder & Engagement Officer, CPS Energy, stated that he would provide additional information to the Committee at the next meeting.

Councilmember Rocha Garcia asked what low hanging fruit items had been already addressed by CPS Energy. Mr. Barham stated that the low shed issues was a significant item which was addressed. He also stated that proactive communications procedures for upcoming storm events were also implemented.

Councilmember Rocha Garcia asked of concerns with subcontractors' issues and quality control issues at facilities. Mr. Almaraz stated that prior bolt issues were identified that impacted the community during the storm and that CPS Energy continued to address any identified issues as discovered.

Councilmember Rocha Garcia asked if CPS Energy had researched micro grid systems which Mr. Barham stated that CPS Energy had already started research on micro grid systems.

Sandoval left the meeting at this time.

Councilmember Cabello Havrda asked about three-plant implementation recommendations. Mr. Almaraz reviewed the process of heat tracing and control system operations and management. Councilmember Cabello Havrda requested more info on the three-plant implementation plans. Mr. Almaraz stated that he would provide additional information.

Councilmember Cabello Havrda asked for more information about grid operations and support efforts. Mr. Barham stated that increased communications and coordination with SAWS in how to better support each other during storm events had been started and continuing in order to support customers. He stressed the importance of collaboration and communications with SAWS, STRAC and surrounding municipalities in order to support energy efforts.

Councilmember Cabello Havrda asked what communications had been received by the community. Mr. Garza stated that very specific feedback had been received on what was being currently done/coordinated in order to make sure that the past winter storm event did not happen again and of what preparedness was being conducted. He stated that focus groups and surveys were completed on an annual basis.

Councilmember Bravo agreed with Chair Courage that the MUC wanted more detailed information on initiatives efforts. He asked if any of the identified recommendations had been fully completed. Mr. Barham stated that while there had been significant efforts had been completed on the all the items no items had been fully completed. Councilmember Bravo asked what the difference was between “initiated” and “in progress” items. Mr. Barham stated that initiated meant a plan had been identified but not initiated into action.

Councilmember Bravo asked about stored energy efforts and availability. Mr. Almaraz reviewed the process for stored energy usage and availability. Councilmember Bravo asked for further detail on load shed capacity and subdivided circuits. Mr. Barham provided circuit data and whole system capacity data information and clarifications.

Councilmember Bravo stated that communication efforts should include real time pricing impacts to the community and stressed that CPS Energy needed to better communicate in the future. He also stressed that ERCOT impacts should be communicated to the City and energy users. Mr. Barham stated that better communications at all levels was a priority for CPS Energy.

B) SAWS Staff will provide a status report on the utility’s actions implementing the recommendations from the Committee on Emergency Preparedness Report.

Robert Puente, SAWS President and CEO, opened the discussion and stated that the presented information had been previously provided to the SAWS Board and would continue to be presented to the community. He stressed that specific details would be provided of efforts in order to meet resiliency efforts.

Steve Clause, SAWS Chief Operating Officer, reviewed the status of Winter Storm 67 recommendations and stated that 13 items had been completed, 37 were in progress and 16 had not

been started. He stated that 14 critical facilities, 24 under frequency load shed, and 37 shed facilities were now on protected circuits. He provided an overview of items addressed since the last SAWS Board update which included the ability to work from the City's Emergency Operations Center during extreme emergencies; completion of tabletop exercise with the City, SAWS and CPS Energy executive teams; and internal staff preparedness and status tracking underway for 2021/2022 winter months.

Mr. Clause reviewed CPS Energy compliance of Senate Bill 3 regulations and stated that the utility was on track to meet completion of Critical Load Report submission and Emergency Preparedness Plan. He noted that SAWS continued efforts on identifying backup energy generation and addressing associated capital expenses and generator certainty. He reviewed compliance challenges for Texas Water Utilities under Senate Bill 3 and noted efforts with other Texas Utility firms to address these challenges and requested guidance from the TCEQ. Mr. Clause reviewed the next steps of SAWS to meet and report on recommendations specifically on continued communications at all levels and improved operations.

Chair Courage emphasized that the MUC would provide the utility companies the priorities of the recommendations in order to provide specific updates on each of the priorities so to be better to communicate to the general public.

Councilmember Rocha Garcia asked if the 16 items not yet started would be communicated to the Board as why they had not been started. Mr. Clause stated that there were different reasons why certain recommendations had not been started and that would be communicated. Councilmember Rocha Garcia asked for an outside conversation to discuss concerns with customer service response. She stressed that the STRAC should be included in the recommendation and action discussions since they were the emergency preparedness experts.

Councilmember Cabello Havrda thanked SAWS and CPS Energy for their participation at community events in order to provide information to residents on utility assistance. She stressed that communication should be continued and asked when a concrete communication plan would be delivered in order to make sure the utilities and City meet the need for information prior to Winter. Gavino Ramos, SAWS Vice President of Communications and External Affairs, stated that SAWS had been working closely with City Staff to develop the plan so to provide to City Council and other leadership. He stated that various communication mediums to include phone calls, texts and email for immediate information had been developed and efforts also included website updates.

Councilmember Cabello Havrda asked what would be done in the future when there was a need for water in the community since she had previously requested water supply during winter storm and none was made available. Mr. Puente stated that it was important that facilities winterize their facilities but that SAWS was also improving water storage efforts and developing communications with private entities to bottle water as needed during emergency events. Ben Gorzell, Chief Financial Officer, stated that City Staff was working closely with the utilities and other companies to assure sufficient water was available during emergency events. He also stated that the City was collaborating with the utilities to make sure there were not duplicate efforts in providing communications during emergency events.

Councilmember Rocha Garcia left the meeting at this time.

Councilmember Bravo asked that the utilities create a webpage on each other's websites in order to provide the community with updates of recommendations progress. He asked why an outside agency was used for surveying recommendations. Mr. Clause stated that it was important that an outside entity be involved in order to obtain key information that was transparent and not self-serving.

Councilmember Bravo asked that additional analysis be conducted on power grid operations and emergency response efforts. He asked what SAWS had done to communicate with commercial property owners to harden their facilities in preparing for emergency events. Mr. Ramos stated that a communication program had been developed so to better communicate to these property owners which would be pushed out again in order to prepare for these events.

4. Briefing by San Antonio Water System (SAWS) and CPS Energy on Plans for Addressing Past Due Customer Receivables [Ben Gorzell Jr., Chief Financial Officer; Troy Elliott, Deputy Chief Financial Officer]

A) CPS will provide a briefing on plans for addressing the past due customer receivables.

Rudy Garza, Chief Customer & Stakeholder & Engagement Officer, CPS Energy, provided a customer receivable update and stated that extensive customer outreach had been conducted to individual and commercial accounts. He noted that 67,636 customers were eligible for disconnection which was down over 17,000 since the end of August 2021 and stated that there was a 10% decrease in Commercial account delinquencies. He stated that while no customer had been disconnected, disconnections would resume in November but that the utility was sensitive about future holiday season and possible disconnections. He stressed the community engagement and communications conducted in the community and stated that these efforts would continue into the future with community events throughout the City.

B) SAWS will provide a briefing on plans for addressing the past due customer receivables.

Mary Bailey, Vice President of Customer Experience and Strategic Initiatives, provided an overview of the SAWS efforts in addressing account delinquencies. She stated that 75% of delinquent residents were enrolled into a payment plan and that SAWS had automatically enrolled individuals into a plan. She reviewed the COVID-19 Relief Plan for individual, multifamily and commercial customers. She stated that disconnections did resume on October 19, 2021.

The Committee had no questions.

5. Briefing on the American Rescue Plan Fiscal Recovery Funds as it relates to the utility assistance. [Ben Gorzell Jr., Chief Financial Officer; Troy Elliott, Deputy Chief Financial Officer]

Assistant City Manager Lori Houston provided an overview of the City's proposed Utility Assistance Program. She noted that staff recommended the City would provide SAWS 10 million Dollars and CPS 20 Million. She reviewed the program qualifications for San Antonio residents into the program and stated that the plan was income eligibility based. Ms. Houston reviewed the available allowances of the program. She stated that CPS and SAWS would be responsible for the application review process and that the program would be presented to City Council on November 18, 2021 for full approval. She stressed that this was an individual program and not meant for commercial usage.

Chair Courage asked if individuals would automatically be enrolled in this plan. Ms. Houston stated that individuals would not be automatically enrolled and it was required that the individuals be first enrolled in a utility's payment plan in order to be considered. She noted that the City and utility staff would assist individuals with providing enrollment requirements and both the city and utilities were

already preparing for meeting documentation requirements from the federal government.

Chair Courage asked that the City and Utility companies aid in training the City Council staff to prepare for enrollments.

Councilmember Cabello Havrda asked if anything was in place to assist small businesses. Ms. Houston stated that currently the most vulnerable individuals were being addressed but there was opportunity to address small business needs based on community input and data.

Chair Courage asked that updated information be provided as available and that if possible that information be provided prior to Utility Company Board meetings in order to get as much information to the community as quickly as possible. He asked utility representatives to discuss this request with their respective Boards.

6. Briefing on Website features to Support the Municipal Utilities Committee Receivables
[Ben Gorzell Jr., Chief Financial Officer; Troy Elliott, Deputy City Financial Officer]

Chair Courage stated that he would be deferring this staff presentation and that the presentation be provided in hardcopy to the Committee Members.

Executive Session

An Executive Session was not held.

Consideration of items for future meetings

Councilmember Cabello Havrda requested that a briefing on the CPS and SAWS Communication Plans be provided.

Councilmember Bravo requested that an update of the Rate Advisory Committee be made to the MUC and relevant boards. He also requested that SAWS provide an update on water conservation and chilled water efforts.

Next Scheduled Meeting Date: November 30, 2021

Adjourn

There being no further discussion, the meeting was adjourned at 12:06 PM.

John Courage, Chair

Respectfully Submitted

Debbie Racca-Sittre, Interim City Clerk

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*****DISCLAIMER!!!***** San Antonio City Council –
Municipal Utilities October 26, 2021

Courage: WELCOME, EVERYBODY. PLEASE TAKE A SEAT. WELCOME TO A MEETING OF THE MUNICIPAL UTILITIES COMMITTEE. TODAY IS OCTOBER 26, 10:00 A.M. AND WE'LL BEGIN BY CALLING THE ROLL. [ROLL CALL]

Clerk: SIR, WE HAVE A QUORUM.

Courage: TECHNOLOGY REMINDED ME I DIDN'T HAVE A MIC ON. I'LL WELCOME ALL OF YOU TO THE MEETING TODAY OF THE MUNICIPAL UTILITIES COMMITTEE. AND WELCOME TO ALL OF THE AUDIENCE THAT MAY BE WATCHING US FROM OTHER LOCATIONS. TODAY EASE AGENDA WAS WELL, THE FIRST THING WE HAVE ON THE AGENDA IS APPROVAL OF THE MINUTES AND SO I WILL ENTERTAIN A MOTION FROM ANY OF THE COMMITTEE MEMBERS FOR APPROVAL OF THE MINUTES FROM AUGUST 24 AND SEPTEMBER 29.

SO MOVE.

SECOND.

Courage: OKAY. I HAVE A MOTION FROM MEMBER CABELLO HAVRDA AND SECOND FROM ROCHA GARCIA. ANY QUESTIONS OR CHANGES? HEARING NONE, ALL IN FAVOR SAY AYE.

AYE.

ANY OPPOSED? OKAY. THE MINUTES ARE APPROVED. I WANT TO MAKE A COMMENT HERE. WE HAD ORIGINALLY PUT OUT AN AGENDA THAT HAD A SLIGHTLY DIFFERENT ITEM NO. 2, WHICH WAS TO HAVE A COMMITTEE REPORT FROM ONE OF THE SAWS COMMITTEES. WE WEREN'T ABLE TO CONNECT WITH THE COMMITTEE CHAIRS OR VICE CHAIRS SO WE'VE ELIMINATED THAT FROM THE CURRENT MEETING SO IF YOU WERE EXPECTING TO SEE THAT, THAT'S WHY. ONE THING I WILL MENTION ABOUT THAT, THOUGH, ONE THING I DID HERE IS THAT A LOT OF THE COMMITTEES THAT HAVE BEEN MEETING HAVE NOT BEEN WHAT I'M HEARING IS PEOPLE HAVE NOT BEEN FULLY HEARD BY THE DIFFERENT UTILITIES IN THAT THEY'VE BEEN TALKED TO A LOT BUT THEY HAVEN'T BEEN ABLE TO GIVE A LOT OF INPUT BACK TO THE UTILITIES STAFF. AND SO I'M JUST OFFERING THIS AS CONSTRUCTIVE CRITICISM, IF YOU WILL, THAT I WOULD EXPECT THAT ALL THE CITIZENS WHO SERVE ON ALL OF THESE COMMITTEES WOULD CERTAINLY HAVE A SIGNIFICANT AMOUNT OF INPUT TO PUT IN RATHER THAN JUST ACCEPTING INPUT FROM THE UTILITY MANAGEMENT TEAM. SO HOPEFULLY AS WE BRING IN A MEMBER OF ANY OF THESE COMMITTEES TO TALK WITH US, THEY'LL BE ABLE TO SAY, YES, WE'RE REALLY GETTING AN OPPORTUNITY TO HAVE INPUT IN THERE. THAT'S THE PURPOSE OF CITIZEN COMMITTEES. SO, ANYWAY, I JUST WANTED TO MENTION THAT SINCE IT'S NOT ON THE AGENDA. NEXT ITEM WE HAVE IS BRIEFING EXCUSE ME, PUBLIC COMMENT.

Clerk: WE HAVE NO PUBLIC COMMENT OR WRITTEN COMMENT.

Courage: THANK YOU. NO ONE'S AVAILABLE FOR PUBLIC COMMENT. NO ONE'S SUBMITTED ANY WRITTEN COMMENT SO LET'S GO AHEAD NOW AND MOVE ON TO OUR BRIEFING OR POSSIBLE ACTION ITEMS. SO THE FIRST ITEM WE HAVE TODAY IS ITEM NO. 2, DISCUSSION BY THE MUNICIPAL UTILITIES COMMITTEE ON THE SCOPE AND FUNCTIONS OF BOTH CPS ENERGY AND THE WATER SYSTEM EXCUSE ME, IT'S ITEM NO. 3 AND IT'S ON THE STATUS OF THEIR WORK ON IMPLEMENTING THE RECOMMENDATIONS FROM THE COMMITTEE ON EMERGENCY PREPAREDNESS AND THAT REPORT THAT WAS PRESENTED. AND I WILL REITERATE SOMETHING THAT I MENTIONED LAST MEETING AND THAT WAS THAT WE HAD ASKED PEOPLE TO COME AND EXPRESS TO US WHAT THEY'RE DOING AS FAR AS MEETING THOSE RECOMMENDATIONS. BUT AS I TRIED TO IMPRESS, WE DON'T WANT TO JUST HAVE NUMBERS. LIKE, OKAY, WE'VE DONE ONE, TWO, AND THREE OFF OF OUR LIST. WHAT

WE'D LIKE TO HEAR IS WE'VE DONE THIS RECOMMENDATION. WE FOUND A RESOLUTION OR SOLUTION TO IT. THIS IS THE SOLUTION. THIS IS WHAT WE THINK IT WILL DO AND EVEN THIS IS WHAT WE THINK IT'S GOING TO COST. BECAUSE I THINK IT'S IMPORTANT FOR THE PUBLIC TO UNDERSTAND [LAPSE IN AUDIO] WE'RE GOING TO GO AHEAD AND RESOLVE THEM BUT IT DOES COST, YOU KNOW, SIGNIFICANT RESOURCES TO DO THAT AND ALSO THIS IS WHAT WE THINK WILL BE RESOLVED BY THIS PARTICULAR RESOLUTION TO THIS PARTICULAR RECOMMENDATION. SO HOPEFULLY THAT IS MORE OF WHAT WE HEAR AS WE HEAR THESE PRESENTATIONS FROM BOTH OF THESE UTILITIES. AND I WILL MENTION ONE OTHER THING. I KNOW BOTH UTILITIES HAVE DONE ADDITIONAL INTERNAL RESEARCH ON HOW THEY RESPONDED OR HOW THEY COULD RESPOND BETTER TO WINTER STORM URI. I UNDERSTAND THAT THERE WERE UP TO AN ADDITIONAL 129 FINDINGS THAT CPS LOOKED AT THAT ARE ACTION ITEMS THAT THEY WANT TO PURSUE. I KNOW THERE'S A CERTAIN NUMBER THAT SAWS FOUND THE SAME FROM THEIR INTERNAL REVIEW AND I THINK IT'S IMPORTANT FOR US TO ALSO ADDRESS THOSE OR TO UNDERSTAND THOSE ARE BEING ADDRESSED IN FUTURE MEETINGS. BUT TODAY LET'S GO AHEAD AND SEE WHAT WE GET IN THE WAY OF REPORTS ON THE RECOMMENDATIONS FROM THE EMERGENCY PREPAREDNESS REPORT. SO I'D LIKE TO BEGIN TODAY WITH CPS ENERGY. THEY DIDN'T GET A CHANCE TO ADDRESS US THE LAST MEETING AND SO WHOEVER WOULD LIKE TO GIVE US A REPORT FROM CPS, STEP UP.

GOOD MORNING. I THINK A SLIDE DECK WAS PROVIDED. THERE IT IS. MORNING. I'M PAUL ALL RIGHT. THAT MAKES IT EASY. GOOD MORNING. PAUL BARM. I AM THE CHIEF GRID OPTIMIZATION AND RESILIENCY OFFICER. THAT IS ESSENTIALLY THE GUY WHO IS RESPONSIBLE FOR ALL THE WIRES IN THE SYSTEM, TRANSMISSION DISTRIBUTION. I'M GOING TO GO THROUGH A HIGH LEVEL OVERVIEW OF OUR ACTIVITIES BUT I HAVE A NUMBER OF MY PEERS HERE AS WELL AS OUR CEO, PAULA, AND WE WILL BE GLAD TO ANSWER ANY DETAILED QUESTIONS Y'ALL MAY WANT TO GIVE US ON ANY OF THE PARTICULAR ITEMS. THANK YOU, COUNCILMAN COURAGE FOR BEING WITH US AT THE BOARD MEETING YESTERDAY SO SOME OF THE HIGH LEVEL COMMENTS YOU'RE ALREADY FAMILIAR WITH BUT LET ME STEP THROUGH THIS. SO REALLY OBVIOUSLY WANT TO GIVE Y'ALL A BROAD OVERVIEW OF ALL THE ACTIVITIES WE'RE PURSUING. YOU MENTIONED THE LESSONS LEARNED THAT WE HAVE INTERNALLY IDENTIFIED AND WE ARE WORKING ON A COMBINED LIST THAT WE WILL BE PROVIDING Y'ALL ON A MONTHLY BASIS WITH ALL THOSE ITEMS THAT

WE'RE PURSUING ALONG WITH THE SPECIFIC RECOMMENDATIONS AND WHERE WE'RE AT ON THOSE. I WILL SAY AT HIGH LEVEL OUR GOAL IS TO HAVE ALL THOSE IMPLEMENTED EFFECTIVELY BY THE END OF THE YEAR FOR THIS WINTER SEASON. NOW IN THESE RECOMMENDATIONS AND IN OUR LESSONS LEARNED THERE MAY BE SOME LONGER TERM EFFORTS THAT WE'LL BE PURSUING THAT OBVIOUSLY COULD GO ON FOR SOME TIME BUT ALL THE I'LL SAY THE CORE OF ALL THE RECOMMENDATIONS AS WELL AS OUR INTERNAL FINDINGS, THE INTENT IS THOSE WILL BE WRAPPED UP AND IN PLACE FOR THE END OF THE YEAR. SO NOT GOING TO SPEND REALLY ANY TIME ON THE NUMBERS HERE BUT JUST TO SAY THAT ALL THE 37 ITEMS THAT HAVE OUR NAME ON THEM SOMEWHERE ARE ALL IN PROGRESS. OKAY. LET ME GIVE YOU SOME HIGH LEVEL INFORMATION ON A LOT OF OUR ACTIVITIES. THESE FIRST TWO HAVE TO DO WITH INFRASTRUCTURE. SO STARTING WITH THE POWER PLANTS AND THERE WERE SOME RECOMMENDATIONS AROUND ESSENTIALLY WEATHERIZATION AND THE THINGS THAT WE NEED TO DO THERE. THERE ARE PROGRAMS IN PLACE WHERE WE ARE ADDRESSING WEATHERIZATION ISSUES. I WILL SAY THAT WE ARE ALSO WATCHING THE STATE PUC AND RECOMMENDATIONS THAT MAY COME OUT OF THERE, AND I'LL ALSO MENTION THAT THERE'S ACTIVITIES AT THE FEDERAL LEVEL AS WELL WHICH COULD ALSO GENERATE OTHER THINGS THAT WE MAY HAVE TO ADDRESS IN THESE AREAS. AND WE HAVE FRANK, WHO IS OVER THE POWER GENERATION WHO CAN GO INTO DETAILS. WE'VE ALSO PUT IN PLACE SOME THINGS TO REALLY FIRM UP OUR GAS SUPPLIES AND STORAGE SO THAT WE'RE IN A MUCH BETTER POSITION ON THE NATURAL GAS SUPPLY COMING INTO THE WINTER. THE OTHER INFRASTRUCTURE PIECE HAD TO DO WITH LOAD SHED AND SO THIS WAS, YOU KNOW, ERCOT GAVE US DIRECTIONS TO REDUCE ALL UTILITIES, TO REDUCE THEIR LOADS BY A CERTAIN AMOUNT SO THAT WAS THESE ROLLING OUTAGES THAT WE WERE HAVING TO DO ACROSS THE CITY. WE HAVE MADE SIGNIFICANT IMPROVEMENTS THERE AND WE WILL BE GETTING OUT SOME KIND OF FINAL REPORTING THERE. WE HAVE HAD A THIRD PARTY ASSESSMENT THAT IS WRAPPING UP NOW BUT WE HAVE GOTTEN OURSELVES TO A PLACE WHERE WE ARE COMFORTABLE THAT WE HAVE A PROGRAM THAT WOULD HANDLE THE SAME SIZE EVENT PLUS A MARGIN AS WE EXPERIENCED WITH URI AND REMEMBERING THE AMOUNT OF LOAD SHED WE EXPERIENCED WITH URI WAS FIVE TIMES WHAT THE STATE HAD EVER SEEN BEFORE SO IT WAS, YOU KNOW, HOPEFULLY A VERY RARE EVENT BUT WE DO HAVE A LOAD SHED PROGRAM IN PLACE NOW THAT WE ARE COMFORTABLE ADDRESSES THE ISSUES. I MENTIONED THIRD PARTY ASSESSMENT AND ONE OF THOSE LONGER TERM

ITEMS THAT I MENTIONED EARLIER HAS TO DO WITH TECHNOLOGY. WE BELIEVE THERE ARE WAYS THAT WE CAN APPLY ADVANCED INFRASTRUCTURE AND TECHNOLOGIES THAT WOULD GIVE US EVEN MORE FLEXIBILITY TO FURTHER REDUCE THE IMPACT ON ANY ONE CUSTOMER IF WE WERE CALLED FOR TO DO THIS IN ANOTHER EMERGENCY EVENT. SO WE ARE ALSO PURSUING THAT. AGAIN, THAT WILL BE A LONGER TERM EFFORT. ALSO, I WILL MENTION HERE AND ON THIS SLIDE, WE HAVE SPENT A LOT OF TIME COLLABORATING WITH A LOT OF OUR PARTNERS. SAWS, IN PARTICULAR. STEVE AND I ARE GOOD BUDDIES NOW SO OUR TEAMS HAVE SPENT A GOOD BIT OF TIME WORKING TOGETHER. OUR OPERATIONS FOLKS AND THEIR OPERATIONS FOLKS ARE ROUTINELY COMMUNICATING, WHICH I THINK WAS PROBABLY A BIG IMPROVEMENT FOR BOTH OF OUR OPERATIONS TO BETTER INTEGRATE WHAT WE DO AND SO I THINK SOME BIG GAINS THAT ARE IN PLACE THERE. WE HAVE, I'LL SAY, A COMBINED LOAD SHED PROCESS NOW THAT IS IN PLACE NOW WITH SAWS. WE CONTINUE TO WORK WITH SAWS AND OTHERS ON WHAT THEIR BACK UP PLANS MAY BE. SAWS TALKED ABOUT THEIR BACK UP GENERATORS AND WHAT THEY HAVE TO DO BUT WE ARE SUPPORTING THEM AS WELL AS OTHER ENTITIES IN THAT SAME EFFORT. COLLABORATION WISE WE ARE WORKING WITH, YOU KNOW, NOT ONLY SAWS BUT EOC AND VARIOUS ENTITIES THAT ARE REPRESENTED IN EOC. WE HAVE THE SAN ANTONIO FIRE DEPARTMENT COMING TO VISIT AND TOUR OUR OPERATIONS CENTER THIS WEEK SO SIMILAR AS WE DID WITH SAWS, REALLY TALKING TO THEM REALLY ON A MORE TACTICAL LEVEL ON HOW WE CAN BETTER BE TIED AND WORKING TOGETHER IF THESE TYPES OF EVENTS HAPPEN AGAIN. SO WE HAVE THIS TEKS EXERCISE THAT WE PARTICIPATED IN THAT WAS SPONSORED BY THE CITY. I THINK A VERY GOOD EXERCISE BUT I'LL SAY THAT'S JUST PROBABLY THE LARGEST BUT NOT THE ONLY EXERCISE THAT WE HAVE PARTICIPATED IN. SO WE HAVE SAWS AND CPS HAVE DONE SOME EXERCISES ON OUR OWN. WE'VE DONE SOME INTERNAL EXERCISES, ALL IN GETTING OUR PEOPLE THINKING ABOUT AND READY FOR IF SUCH AN EVENT WERE TO OCCUR THAT WE ARE READY TO GO WITH THOSE THINGS. LET'S SEE, I THINK A LOT OF WORK ON FIELD PROCEDURES AND THAT'S IN A LOT OF THE LESSONS LEARNED, PROBABLY A LOT OF DETAILS THERE BUT ON, YOU KNOW, HOW WE MIGHT ADDRESS DIFFERENT SITUATIONS BETTER IN A FUTURE EVENT. YOU KNOW, SUCH AS Y'ALL PROBABLY HEARD ONE OF THE NIGHTS WE ENDED UP WITH CREWS HAVING TO SLEEP IN THEIR TRUCKS BECAUSE THEY WERE STRANDED ON JOB SITES. SO PUTTING IN PLACE PROCEDURES ON BETTER BEING PREPARED FOR HOW WE GET AROUND THE CITY IN SUCH AN EVENT AND MAKING SURE THAT WE'VE THOUGHT THROUGH HOW WE

TAKE CARE OF OUR PEOPLE IN THE BEST POSSIBLE WAY IN THOSE EVENTS. SO THIS SLIDE IS ALL IN COMMUNICATION AND THERE ARE NUMEROUS FACETS OF COMMUNICATION THAT WE HAVE DUG INTO AND WORKED ON AND MADE IMPROVEMENTS TO. AND WE HAVE RUDY GARZA AND SOME OF HIS TEAM HERE WHO WILL BE GLAD TO GO INTO DETAILS ON A LOT OF THOSE PROGRAMS BUT COUNCILMAN COURAGE YOU MENTIONED TAKE INPUT. WE HAVE CONTINUED TO SEEK AND TAKE INPUT FROM NUMEROUS ORGANIZATIONS. WHEN WE MEET WITH CUSTOMERS, YOU KNOW, URI TYPICALLY COMES UP AND WE ARE ALWAYS OPEN TO TAKING THAT FEEDBACK AND HEARING WHAT THOSE DIFFERENT CUSTOMER GROUPS MAY HAVE EXPERIENCED AND MAKING SURE THAT THE PLANS WE'RE PUTTING IN PLACE ARE ADDRESSING ALL THOSE ISSUES TO THE EXTENT POSSIBLE. BUT COMMUNICATIONS AT ALL LEVELS BOTH WITH OUR STAKEHOLDERS, WITH THE COMMUNITY, THE PUBLIC, WITH MEDIA, WITH THE CITY, BOTH OPERATIONALLY AND FROM THE STANDPOINT OF GETTING INFORMATION OUT TO CUSTOMERS. ONE THING I THINK IT'S ON THE PREVIOUS SLIDE ONE THING WE DID DO WAS PUT IN PLACE AN EXECUTIVE WHO IS RESPONSIBLE FOR OPERATIONAL COMMUNICATION WITH THE EOC. MELISSA GUTIERREZ, WE MADE HER AN EXECUTIVE AND PUT IN A NEW JOB DESCRIPTION WHERE THAT IS ESSENTIALLY HER JOB ONE. IF WE ARE IN ANY TYPE OF EMERGENCY EVENT, SHE REPORTS TO MY SYSTEM OPERATIONS GROUP AND SO SHE IS PART OF THAT GROUP. SHE IS TIED IN WITH THE OPERATION OF THE GRID. SHE WILL GO TO THE EOC AND OPERATE ALL THAT TO BE ABLE TO PROVIDE THAT DIRECT CONNECTION INTO OUR GRID OPERATIONS AREA. SHE WAS THERE DURING URI BUT WE CONTINUE TO GIVE HER MORE TOOLS AND ACCESS TO REALTIME INFORMATION SO THAT SHE CAN PROVIDE GOOD INFORMATION TO ANYONE AT THE EOC THAT NEEDS THAT AT AN OPERATIONAL LEVEL. THIS WAS THE LAST SLIDE. THERE WERE A NUMBER OF RECOMMENDATIONS THAT HAD TO DO WITH THINGS THAT REALLY ARE GOING TO HAPPEN AT A REGULATORY LEVEL. THE LEGISLATURE, WITH THE PUC, WITH ERCOT, WE ARE INVOLVED IN NUMEROUS EFFORTS THAT ARE GOING ON AT THAT LEVEL AS WELL AS I MENTIONED AT THE FEDERAL LEVEL. WE HAVE A TEAM THAT DOES THAT. I THINK WE'RE TRACKING, AT THE MOMENT, SOME 36 DIFFERENT TOPICS THAT ARE BEING DISCUSSED AND PURSUED AT THE STATE AND FEDERAL LEVEL AND I ASSURE YOU THAT WE ARE IN THE MIDDLE OF THAT. WE ARE, WITH OUR OTHER PUBLIC POWER PARTNERS, MAKING SURE OUR VOICES ARE HEARD AND OUR ISSUES ARE CONSIDERED AS THOSE PROCEEDINGS MOVE FORWARD. THERE WILL CONTINUE TO BE A LOT OF ACTIVITY IN THAT AREA FOR SOME TIME. I WILL MENTION THAT NERC ISSUED THEIR

PRELIMINARY FINDINGS. IF YOU'RE INTERESTED, WE CAN PROVIDE THAT REPORT OR INFORMATION ON THAT. OF THE 18 THAT WILL HAVE SOME IMPACT ON CPS ENERGY, TEN OF THOSE I BELIEVE ARE THERE ARE WE'VE ALREADY COMPLETED AND EIGHT OF THOSE WERE ALREADY IN PROGRESS SO THERE'S NO REAL SURPRISES FROM THAT LEVEL BUT JUST TO SAY WE ARE CONTINUING TO WATCH BOTH AT THE LOCAL, STATE, AND FEDERAL LEVELS. SO NEXT STEPS REALLY IS AROUND CONTINUING TO REPORT TO Y'ALL AS WELL AS OUR BOARD. AS YOU POINTED OUT, WE WANT TO BE TELLING Y'ALL ABOUT HOW WE ARE WRAPPING THESE THINGS UP AND I THINK ONE THING WE NEED TO DO IS PROBABLY GIVE Y'ALL A MORE MAYBE DEFINITIVE DOCUMENTATION ON HOW THESE THINGS ARE WRAPPED UP SO THAT THAT'S CLEAR IN WHAT WE'RE PROVIDING TO Y'ALL. SO WE'RE LOOKING AT THAT. AND AS I SAID OUR GOAL IS TO EFFECTIVELY HAVE ALL THE RECOMMENDATIONS TIED UP IN SOME MANNER BY THE END OF THE YEAR. WORKING ON REPORTING THAT WILL PROVIDE NOT JUST THE STATUS OF THE RECOMMENDATION FROM THE CEP BUT ALSO THE BROADER SET OF LESSONS LEARNED THAT WE ARE WORKING ON. SO WE WILL BE GIVING Y'ALL THAT REPORTING AS WELL AS WHAT WE GIVE OUR BOARD. AND THEN AS WE'RE WORKING THROUGH THESE THINGS THERE ARE SOME BUDGETING AND FUNDING THINGS WE'RE HAVING TO WORK OUT FOR ADDITIONAL COST BUT WE'RE WORKING THROUGH THOSE AS WELL. AND THAT IS MY COMMENTS BUT GOT MYSELF AND MY PHONE A FRIENDS OVER HERE WHO WILL BE GLAD TO ANSWER ANY QUESTIONS Y'ALL MAY HAVE.

Courage: THANK YOU, MR. BARM. I APPRECIATE WHAT YOU SAID NEAR THE END OF YOUR PRESENTATION AND THAT IS YOU UNDERSTAND THAT WE WOULD EXPECT THE NEXT REPORT TO BE MUCH MORE SPECIFIC AND DETAILED ABOUT WHICH RECOMMENDATIONS HAVE BEEN ADDRESSED. I HEARD AT THE VERY BEGINNING YOU SAID A LOT OF THESE ARE IN PROGRESS. THAT'S FINE, YOU KNOW, IF YOU TELL US THESE RECOMMENDATIONS ARE IN PROGRESS, THAT'S GOOD. IF YOU SAY THIS RECOMMENDATION HAS BEEN RESOLVED, WE WOULD LIKE TO KNOW WHAT WAS THE SOLUTION. AS I SAID, HOW IT RESOLVES THE SITUATION, YOU KNOW, HOW IT'S BEING IMPLEMENTED. BECAUSE I THINK THESE WERE VERY SPECIFIC RECOMMENDATIONS. THEY WEREN'T NECESSARILY GENERAL AND I THINK THE PUBLIC WOULD LIKE TO KNOW VERY CLEARLY THAT WE ARE MEETING THOSE RECOMMENDATIONS, WHETHER IT'S FROM CPS OR SAWS OR EVEN THE CITY. WE HAVE OUR OWN RESPONSIBILITY TO MEET THOSE RECOMMENDATIONS THAT WE NEED TO FULFILL. AND I DON'T BELIEVE THEY JUST WANT TO HEAR OVERVIEWS. I

THINK WE WOULD LIKE TO KNOW SPECIFICS SO WHEN WE GO BACK INTO OUR COMMUNITY, WE CAN SAY THIS IS SOMETHING CPS DID OR THIS IS SOMETHING THAT SAWS DID. AND THIS IS HOW IT'S GOING TO HELP RESOLVE THIS PART OF THE PROBLEM THAT WE FACED AT THAT TIME. I KNOW THERE'S A LOT OF THEM. THERE'S LIKE 60 BUT ALSO, I THINK IT'S IMPORTANT FOR US TO KNOW, AS BOTH OF YOU HAVE INDICATED, YOU HAVE DONE A BIT OF YOUR OWN INTERNAL LOOKING. YOU'VE FOUND OTHER THINGS THAT PROBABLY CAN HELP GOING FORWARD TO IMPROVE THE SYSTEM WHEN IT COMES TO READINESS FOR BAD WEATHER AGAIN. AND I THINK, YOU KNOW, WE'D LIKE TO BE ABLE TO HEAR ABOUT THAT. AND SO WE MAY ASK QUESTIONS ABOUT THAT WHEN WE RECEIVE THAT INFORMATION, JUST TO MAKE SURE WE'RE COVERING ALL OUR BASES FOR THIS. THE ONE THING I THOUGHT YOU WERE PRETTY SPECIFIC ABOUT AND I APPRECIATE THAT WAS COMMUNICATIONS. AS YOU KNOW THAT WAS ONE OF THE MORE CRITICAL THINGS THAT I THINK WE HEARD THAT THERE WASN'T EFFICIENT EFFECTIVE COMMUNICATION BETWEEN THE UTILITIES, BETWEEN THEMSELVES, WITH THE CITY, AND THEN WITH COUNCIL MEMBERS KNOWING WHAT WAS GOING ON OR CITIZENS UNDERSTANDING WHAT WAS GOING ON. I HEAR WHAT YOU'RE SAYING. YOU'VE GOT A DESIGNATED PERSON. YOU'VE GOT A LOT MORE IN PROGRESS SO IT WOULD BE EASY TO SAY ON THIS ISSUE OR THIS RECOMMENDATION ON COMMUNICATION THIS IS WHAT WE'VE DONE AND THIS IS HOW WE THINK IT WOULD BE HELPED. THAT'S AN EXAMPLE OF WHAT WE WOULD LIKE TO SEE IN FUTURE PRESENTATIONS. AND THIS COMMITTEE'S GOING TO CONTINUE TO MAKE THIS A NUMBER ONE PRIORITY UNTIL WE FEEL THAT WE FULFILLED ALL OF THOSE RECOMMENDATIONS AS WELL AS WE CAN, UNDERSTANDING THERE ARE SOME THAT ARE OUT OF OUR CONTROL, MAYBE NEEDING MORE FROM ERCOT OR THE PUC. BUT THAT BRINGS UP A QUESTION THAT MAYBE YOU OR SOMEONE ELSE CAN ANSWER. AND THE PUC JUST CAME OUT WITH SOME NEW REGULATIONS ON STORM READINESS. CAN ANYBODY TELL US WHAT THOSE ARE OR HOW WE THINK THOSE ARE GOING TO IMPACT EITHER UTILITY? AND I HEARD THEY JUST CAME OUT IN THE LAST COUPLE OF DAYS WITH THAT.

RIGHT. THERE ARE TWO PHASES EXPECTED. PHASE ONE IS, AS PAUL SAID, PRETTY FRESH SO I DON'T HAVE AS MUCH DETAILS AS I WOULD LIKE NOW. BUT I WOULD SAY THE SORTS OF NO REGRETS TYPE ACTIONS THAT WE WOULD HAVE IDENTIFIED OURSELVES. SO WHAT I DO KNOW IS OUR TEAM WHO HAS REVIEWED THOSE FRESH RESULTS PRETTY THOROUGHLY HAVE SAID THAT WE ARE, WITH OUR CURRENT

PLAN, THE LONG LIST OF ACTIONS WE'RE TAKING, WE'RE WELL COVERED. IN FACT, A LOT OF THOSE WERE KIND OF THINGS THAT WE HAVE DONE IN ADVANCE OF THAT LIST. THE RULE MAKINGS THAT WILL FOLLOW WILL BE THE ONES THAT WILL ESTABLISH NEW STANDARDS THAT WILL HAVE THE POTENTIAL TO HAVE SIGNIFICANT INCREASED DOLLARS THAT WE HAVE TO INVEST. BUT THE FIRST PHASE I THINK WE ARE WELL COVERED. RUDY MAY HAVE MORE.

COUNCILMAN, I WOULD BE GLAD TO PROVIDE AN OVERVIEW TO THE COMMITTEE OF WHAT WE KNOW ABOUT THE RULES THAT WERE PASSED TO GIVE YOU A LITTLE BIT MORE CONTEXT ABOUT THE DETAILS. IF IT'S OKAY, I'LL FOLLOW UP WITH YOU FOR THE COMMITTEE TO GIVE YOU KIND OF A WRITTEN SUMMARY OF WHAT THOSE DECISIONS WERE.

Courage: SURE. I UNDERSTAND AND I JUST WANTED TO SEE IF WE HAD ANY KIND OF INFORMATION RIGHT NOW THAT WE CAN LOOK AT. BUT IF IT'S GOING TO TAKE A LITTLE BIT TIME TO DO THAT, WE UNDERSTAND IT JUST CAME OUT. THANK YOU. I'LL OPEN THIS UP TO ANY OTHER COMMITTEE MEMBERS WHO MAY HAVE A QUESTION. REMEMBER, WE'LL BE HEARING FROM SAWS RIGHT AFTER THIS SO COUNCILWOMAN AND THEN COUNCILWOMAN.

Garcia: THANK YOU AND THANK YOU FOR THE PRESENTATION. AND MY FIRST QUESTION IS SPECIFICALLY ON SLIDE NO. 4, CAN YOU MAYBE GIVE ONE EXAMPLE OF SOMETHING THAT WAS MAYBE LOW HANGING FRUIT THAT YOU ALL ALREADY IMPLEMENTED ON THE PLAN? THAT WAS THE RIGHT ONE, THE ONE WITH THE PIE CHART.

OH, OKAY. I'M SORRY. SOMETHING LOW HANGING FRUIT THAT WAS ALREADY IMPLEMENTED. [TECHNICAL DIFFICULTIES] THE TEAM PUT IN A SIGNIFICANT EFFORT BUT IT IS SOMETHING THAT WE DID GET ACCOMPLISHED RELATIVELY QUICKLY, YOU KNOW, ALL THINGS CONSIDERED. SO THAT'S PROBABLY ONE OF OUR BIGGEST ACCOMPLISHMENTS THAT WE MADE HAPPEN PRETTY QUICKLY. I THINK ONE OF THE THINGS I WAS GOING TO MENTION ALSO, RUDY IS MENTIONING ONE OF MINE AND I'M GOING TO MENTION ONE OF RUDY'S. WE HAVE PRETTY QUICKLY PUT IN PLACE SOME COMMUNICATION WE'RE SENDING OUT TO ALL STAKEHOLDERS AND CUSTOMERS ON WHEN WE SEE A STORM ACTIVITY COMING THAT, YOU KNOW, HISTORICALLY WE KIND OF WORK ON THAT STUFF INTERNALLY AND WE'RE GETTING

OUR THINGS READY AND I THINK ONE OF THE LESSONS LEARNED OUT OF THIS WAS TO GET LET'S PUSH MORE OF THAT INFORMATION OUT. YOU KNOW, I THINK HISTORICALLY WE KIND OF HAD THE ATTITUDE WELL IF PEOPLE DON'T REALLY WANT TO KNOW ABOUT THE POWER COMPANY UNTIL THEIR LIGHTS DON'T COME ON. WE'RE TRYING TO GET MORE PROACTIVE.

Garcia: THANK YOU FOR THAT. AND I SAW THE BILL INSERTS AND THE ENVELOPES. THAT WAS PRIME PLACEMENT, SO THANK YOU FOR THAT. I JUST KIND OF WANTED TO LEARN A LITTLE BIT AND WE CAN HAVE A DISCUSSION OFFLINE IF YOU ALL WANT TO GIVE SOME MORE EXAMPLES. BUT THEN THE OTHER THING IS I REMEMBER IN ONE OF THE SPREADSHEETS THERE WAS A SPECIFIC ACTION THAT YOU ALL REFERENCED AND IT WAS IN REGARD TO SUBCONTRACTORS AND APPARENTLY THERE WAS SOME IT WAS LITERALLY NUTS AND BOLTS AND SO ONE OF THEM HAD MELTED AND SO IT SOUNDED LIKE IT WAS A CONTRACTOR ISSUE AND I WAS JUST MAKING SURE THAT YOU ALL WERE ALSO ADDRESSING THOSE TYPE OF THINGS IN LOOKING AT THAT AND MAKING SURE THAT THINGS LIKE THAT EASY. THANK YOU. I SEE SOMEONE COMING UP AND WHILE HE'S DOING THAT, ALSO, DO Y'ALL HAVE AN INNOVATION DEPARTMENT? I CAN'T REMEMBER IF I ASKED THIS. SORRY. GO AHEAD.

YEAH, THANK YOU. I'M THE CHIEF POWER SUSTAINABILITY AND BUSINESS DEVELOPMENT OFFICER FOR CPS ENERGY AND AMONG OTHER THINGS I HAVE RESPONSIBILITIES FOR OUR POWER PLANTS. THE ITEM YOU'RE REFERENCING WAS A MELTED WIRE NUT AND IT SHOULD HAVE BEEN A HEAT RESISTANT WIRE NUT BUT IT WAS NOT SO IT MELTED AND WAS A CONTRIBUTING CAUSE TO SOME OF OUR ISSUES. SO WE HAVE MADE SURE THAT THAT LESSON LEARNED HAS PROLIFERATED THROUGH OUR CONTRACTORS AND WHEN THERE'S A HUMAN PERFORMANCE EVENT LIKE THAT WE MAKE SURE THAT FOLKS ARE MADE AWARE. AND SEPARATELY, THAT DOES GO AGAINST THEIR RECORD. WHEN THEY WANT TO EARN ADDITIONAL WORK IN FUTURE RFPs, SO WE CONSIDER THE RECORD OF THE CONTRACTOR. AS TO THE INNOVATION, WE'LL ALL HAVE SOMETHING TO SAY ABOUT THAT BUT I'LL BE BRIEF. THERE'S AN INNOVATION THAT BRINGS EXECUTIVES FROM DIFFERENT AREAS OF THE ORGANIZATION TO LOOK AT THINGS THAT ARE INTERESTING THAT COULD DELIVER REAL VALUE FOR OUR COMPANY. WE KICK OUT THINGS THAT ARE INNOVATION FOR INNOVATION'S SAKE AND LEAVE THE ONES THAT HAVE POTENTIALLY HIGH VALUE AND WE TRY TO PUT THOSE INTO LIMITED DEPLOYMENT TO THE EXTENT WE POSSIBLY CAN.

Garcia: ON THAT NOTE, I'LL WRAP UP MY COMMENTS, COUNCILMAN, BUT I RAN THE WASHINGTON POST. OBVIOUSLY, THE OUTAGE IS NATIONWIDE SO THEY'RE GROWING LONGER AND THERE'S AREAS THAT HAVE HAD OUTAGES LIKE FIVE TIMES WITHIN THE LAST FOUR YEARS, ET CETERA. BUT I WAS SPECIFICALLY LOOKING TO SEE IF YOU ALL HAVE DONE ANY WORK ON MICRO GRIDS HERE IN SAN ANTONIO AND I ATTENDED A TEXAS CONFERENCE AND I'LL SHARE WITH MY COLLEAGUES THE POLICY BRIEF FROM TEXAS TECH. THEY WERE LOOKING AT INTELLIGENCE INVESTMENTS IN THIS AREA, THE FACT THAT WE COULD HAVE MULTIPLE GRIDS WITHIN NEIGHBORHOODS WAS INTERESTING AND ANOTHER THING THEY TALKED ABOUT WAS SMALL MODULAR REACTORS. I'M WONDERING HOW YOU ARE WORKING ON THAT. THAT MIGHT BE ONE OF THOSE LONG TERM, LIKE YOU THOUGHT, BUT I'M HOPING THAT YOUR INNOVATION TEAM IS LOOKING AT THINGS LIKE THIS.

MICRO GRIDS IS AN AREA OF FOCUS FOR US AND WE HAVE DONE A PILOT WITH ONE. ACTUALLY, ALL THE MICRO GRID ACTIVITY TO DATE HAS BEEN WITH THE BASES SO THERE'S SOME MILITARY THINGS THAT INCENT THAT. BUT WE ARE LOOKING AT IT BEYOND THAT. YOU KNOW, ACTUALLY THE AIRPORT HAD TALKED ABOUT BEING INTERESTED IN THAT. THAT WOULD BE A GREAT APPLICATION. SO WE'RE LOOKING INTO THOSE TECHNOLOGIES AND THE WAY WE MIGHT APPLY THOSE.

Garcia: WONDERFUL. COUNT ME IN FOR ANY OF THOSE PILOTS.

THANK YOU.

Courage: THANK YOU, COUNCILWOMAN. COUNCILWOMAN CABELLO HAVRDA.

Havrda: THANK YOU, CHAIR. THANK YOU FOR THE PRESENTATION. YOU TALKED I THINK ON ONE OF THE SLIDES ABOUT THREE PLANT WEATHERIZATION INITIATIVES. CAN YOU TALK MORE ABOUT THAT?

THAT WOULD BE FRANK.

THERE'S A SO THERE ARE A NUMBER OF RECOMMENDATIONS AND WE CAN GO INTO A LOT OF DETAIL BUT IN GENERAL FREEZE PROTECTION IS ONE AND THAT

INCLUDES INSULATION AND HEAT TRACING THAT IS A WIRE THAT WARMS WHEN YOU PUT ELECTRICITY ON IT AND CAN REDUCE THE RATE AT WHICH THAT PIPE LOSES WATER THEREBY IMPROVING ITS FREEZE PROTECTION. THERE'S HEAT TRACING AND INSULATION IS ONE CATEGORY OF THINGS. THERE'S IMPROVEMENTS TO THE CONTROL SYSTEM THAT RUNS THE HEAT TRACE PROGRAM. THERE IS BETTER TRAINING AMONG OUR OPERATORS AND HOW TO MANAGE THOSE THINGS AND HOW TO INTEGRATE STEPS INTO THEIR WALK DOWN PROCEDURES THAT WE DO SORT OF HOURLY WHEN IT'S INCLEMENT WEATHER, PUTTING CHECKS ON THERE THAT WE DIDN'T HAVE BEFORE THAT WE LEARNED WERE EXPOSURE POINTS PREVIOUSLY. WE'VE ADDED BETTER ENHANCED FREEZE PROTECTION, TEMPORARY ENCLOSURE PLANS. WE'VE ALSO ADDED PORTABLE SPACE HEATING. WE HAD SOME BEFORE BUT WE'VE ADDED AND DIVERSIFIED THE TYPE SO WE DON'T HAVE OUR EMPLOYEES CARRYING HEAVY LIQUID FUEL UP AND DONE LADDERS FOR STORIES AND STORIES IN AN INCLEMENT WEATHER EVENT BUT ADDED PORTABLE DROPS. WE ADDED PROCEDURES TO BEGIN TO CIRCULATE FLUIDS AND EXERCISE VALVES AND PUMPS AND MOTORS AND FANS BEFORE EVENTS START SO THEY ARE WARM, YOU KNOW, AND KEPT WARM DAYS BEFORE. THOSE ARE SOME SPECIFIC EXAMPLES. BUT IN GENERAL, IT'S A COMPREHENSIVE PLAN TO ADDRESS, YOU KNOW, KEEPING THINGS FROM LOSING THE HEAT IN THE FIRST PLACE, KEEPING THEM MOVING SO THAT THEY DON'T EVER BECOME LOCKED OR FROZEN, AND THEN A WHOLE PEOPLE SET OF PROCEDURES AND TRAINING THAT WE'VE ADDED AS WELL.

Havrda: I WOULD LIKE TO READ MORE ABOUT THAT. IF YOU HAVE ANYTHING THAT I CAN READ UP ON, I THINK THAT'S PROBABLY A GOOD OVERVIEW BUT I WOULD LIKE TO LEARN MORE SPECIFIC INFORMATION.

ABSOLUTELY.

Havrda: I JUST WANT TO MAKE SURE THESE ARE DESIGNED TO PREVENT OUTAGES IN THE EVENT OF ANOTHER WINTER STORM.

RIGHT. SO WE HAD FIVE FREEZE PROTECTION EVENTS. THEY WERE ALL THE SORTS OF THINGS THAT THEY'RE SMALL LINES OR IN SOME CASES YOU HAVE A SMALL SECTION OF A SMALL LINE THAT WAS NOT PROPERLY INSULATED THAT HAVE NEVER FROZEN BEFORE. WE HAVE NEVER ENCOUNTERED THAT BEFORE. IN SOME CASES WE SHOWED A PICTURE OF A SIX INCH WATER LINE WITH MOVING WATER THAT

SHOULDN'T FREEZE AND NEVER HAS BEFORE BUT WE HAVE IDENTIFIED THOSE AND ADDRESSED THEM. THOSE ARE THINGS THAT ACTUALLY IMPACTED OUR GENERATION PERFORMANCE. BUT THERE WERE OTHER THINGS WE LEARNED FROM. AND YOU ASK YOURSELF, WELL, IF THAT HAPPENED HERE WHERE ELSE COULD IT HAPPEN? WE NEVER JUST SAY LET'S FIX THAT ONE THING. WE ALSO SAY, WELL, THERE'S 20 OTHER PLACES IN OUR PLANT THAT LOOK SOMETHING LIKE THAT. WE'RE GOING TO FIX ALL THOSE TOO. AND SO WE CAN ABSOLUTELY GET YOU MORE DETAIL IN THOSE PLANS.

Havrda: THANK YOU. I'M ENCOURAGED TO HEAR THAT BECAUSE THERE'S ONLY ONE TIME THAT WE CAN CLAIM WE GOT CAUGHT OFF GUARD, IF ANOTHER WINTER STORM HAPPENS HERE IN A FEW MONTHS WE CAN'T CLAIM THAT AGAIN. WE HAVE TO HAVE DONE SOMETHING AND SO I'M GLAD TO HEAR THAT THERE ARE THESE INITIATIVES IN PLACE. MY NEXT QUESTION IS I THINK IT WAS SLIDE 6. THE GRID OPERATION AND SUPPORT. CAN YOU TALK A LITTLE BIT MORE ABOUT THOSE PLANS?

WHICH ONES?

Havrda: THE TOP.

SO I TALKED ABOUT OUR COLLABORATION WITH SAWS AND EOC AND WE HAVE I NEED TO BE BY THE MIC. WE HAVE SPENT, I HAVE INVESTED A LOT OF TIME. I MEAN, I KNEW STEVE AND WE KNEW THE STAFF OVER THERE, YOU KNOW, PRIOR TO THE EVENT BUT OPERATIONALLY WE PROBABLY DID NOT HAVE A GOOD CONNECTION WITH THEM. SO THAT IS PROBABLY, I'M GOING TO SAY ONE OF THE BIG IMPROVEMENTS WITH THE OTHER BIG UTILITY HERE IN TOWN IS CONNECTING OUR TWO OPERATION CENTERS. SO MY MANAGER, WHO IS OVER OUR OPERATIONS CENTER FOR CPS IS NOW ON A FIRST NAME BASIS WITH HIS COUNTERPART OVER AT SAWS. IF WE SEE SOMETHING COMING UP, THEY'RE CALLING AND TALKING. SO I THINK, YOU KNOW, THE IDEA OF COLLABORATION AND BETTER INTEGRATING OUR OPERATIONS WITH OTHER ENTITIES, SAWS BEING THE BIG ONE BUT THEY'RE NOT THE ONLY ONE. WE'RE HAVING CONVERSATIONS NOW WITH ALL THE SUBURBAN CITIES AND SOME OF THEM HAVE WATER SYSTEMS AS WELL. HOW DO WE WORK WITH ENTITIES LIKE THAT. WE'RE GOING TO BE TALKING WITH STRAC, WHO COORDINATES ALL THE HOSPITAL TRAUMA CENTERS LATER THIS WEEK, TALKING

WITH THEM. SO I THINK A LOT OF THE OPERATIONAL PIECE HERE IS REALLY AROUND THAT COLLABORATION AND BETTER INTEGRATING OUR OPERATIONS WITH THOSE OF THE OTHERS WHO WE MAY DEPEND ON OR WHO MAY BE DEPENDING ON US.

Havrda: THANK YOU. ARE WE GOING TO BE ABLE TO CHIME BACK IN AGAIN? I JUST HAVE ONE MORE QUESTION. ON SLIDE 7, WHAT INPUT DID YOU RECEIVE FROM THE COMMUNITY?

DO YOU WANT TO TALK ABOUT THAT? EVERY MEETING IS

WELL, I CAN TELL YOU THAT BETWEEN MY CEO AND MYSELF AND REALLY ALL OUR TEAM WE PROBABLY HAVE ENGAGED HUNDREDS OF CUSTOMERS OVER THE LAST SIX MONTHS WHO HAVE HAD VERY SPECIFIC FEEDBACK FOR US ABOUT THEIR EXPERIENCE. AND A LOT OF THEM, YOU KNOW, FOR THE MOST PART THEY WANT TO KNOW WE'RE DOING SOMETHING ABOUT IT SO THIS DOESN'T HAPPEN AGAIN. ONE THING WE DIDN'T TALK ABOUT THAT I MENTIONED TO OUR BOARD YESTERDAY, COUNCILMAN, WE'RE GOING TO PUT A COMMUNICATION TOGETHER THAT WE'LL UPDATE ON A REGULAR BASIS, PUT OUT ON OUR WEBSITE, WE'LL SEND IT TO Y'ALL. Y'ALL CAN ADD IT TO YOUR NEWSLETTERS TO PROVIDE THE COMMUNITY AN UPDATE AS WELL. IT'S GREAT TO COME TO THE COMMITTEES BUT OUR CUSTOMERS ARE INTERESTED. THEY WANT TO KNOW ALL THE THINGS THAT FRANK JUST TALKED ABOUT. THEY WANT TO KNOW THAT WE'RE ON TOP OF IT SO THAT DOESN'T HAPPEN AGAIN. WE DO FOCUS GROUPS EVERY YEAR, EVERY YEAR WE DO FOCUS GROUPS KIND OF TO GAUGE INTEREST IN OUR CUSTOMERS ON BOTH RESIDENTIAL AND COMMERCIAL, SPANISH, ENGLISH, WE DO A CROSS SECTION OF ALL AGES AND THIS YEAR WE SPENT A GOOD MAJORITY OF TIME LISTENING TO FEEDBACK THEY HAD ON THE WINTER STORM. YOU KNOW, SAN ANTONIO IS STILL VERY, VERY I HATE TO MINIMIZE THE TERM PTSD BUT THERE IS STILL SOME PTSD ABOUT WHAT HAPPENED THAT WE ARE TRYING TO WORK THROUGH WITH THE COMMUNITY. WE APOLOGIZE EVERY CHANCE WE GET. BY AND LARGE THEY JUST WANT US TO LISTEN AND SO EVERY OPPORTUNITY THAT WE CAN TAKE TO LISTEN TO A CUSTOMER WHO STILL HAS FEEDBACK ABOUT THE STORM, COUNCILWOMAN, WE'RE DOING IT.

Havrda: BUT WHAT I HEARD YOU SAY IS THAT PRIMARILY YOU'RE HEARING THEY JUST WANT TO KNOW IT DOESN'T HAPPEN AGAIN.

YES, MA'AM.

Havrda: THANK YOU. THANK YOU, CHAIR.

Courage: COUNCILMAN BRAVO.

Bravo: THANK YOU, CHAIR. AND, CHAIR, THANK YOU FOR SETTING THE EXPECTATION THAT WE'D LIKE TO SEE MORE DETAILS GOING FORWARD. I THINK THE PUBLIC EXPECTS MORE DETAILS. THEY WANT TO KNOW WE WOULD LIKE TO SEE MORE THOROUGH PRESENTATIONS IN THE FUTURE. I KNOW THAT MAY HELP LIMIT THE AMOUNT OF QUESTIONS I'LL HAVE AT THE END OF THE PRESENTATION. PAUL, CAN YOU GO TO SLIDE 4, PLEASE? I SEE IN THERE A CATEGORY OF IN PROGRESS AND A CATEGORY OF INITIATED. I DON'T SEE A CATEGORY OF COMPLETED. ARE THERE ANY HAVE YOU NOT COMPLETED ANY OF THE RECOMMENDATION?

SO WE HAVE NOT I'LL SAY WE HAVE NOT OFFICIALLY COMPLETED ANY RECOMMENDATIONS. I MEAN, WHEN I SAY "OFFICIALLY" WHERE WE HAVE SUBMITTED SOMETHING TO YOU SAYING, YOU KNOW, HERE'S WHAT WE DID, THIS IS COMPLETE. THAT'S NOT TO SAY WE HAVE NOT COMPLETED A LOT OF THE ACTIVITIES THAT ARE IN THE RECOMMENDATIONS. BUT, YOU KNOW, I THINK PART OF IT IS, AS MENTIONED AT THE BEGINNING, HOW DO WE BEST DOCUMENT THAT TO Y'ALL. WE HAVE SOME WORK TO DO IN BEING CLEAR ABOUT WHAT'S BEEN COMPLETED AND WHAT'S OUTSTANDING.

Bravo: WHAT IS THE DIFFERENCE BETWEEN INITIATED AND IN PROGRESS?

IT HAS TO DO WITH HOW WE'RE DEFINING IT IN OUR TRACKING SYSTEM. SO INITIATED MEANS WE HAVE AN INITIAL PLAN THAT'S IN PLACE BUT MAYBE WE HAVE NOT FULLY, YOU KNOW, LINED OUT EXACTLY EVERYTHING WE'RE GOING TO DO. IN PROGRESS MEANS THAT WE HAVE BETTER DEFINED EXACTLY WHAT STEPS WE'RE GOING TO TAKE TO COMPLETE THIS.

Bravo: OKAY. COULD YOU GO TO SLIDE 5, PLEASE? SO YOU HAVE INCREASED STORAGE AND WITHDRAW CAPACITY. CAN YOU TELL US WHAT HOW MUCH STORAGE YOU HAD BEFORE? WHAT YOUR STORAGE IS NOW? HOW MUCH YOU HAVE INCREASED YOUR NATURAL GAS STORAGE BY?

SO WE'VE DONE TWO THINGS. WE'VE INCREASED THE AMOUNT OF VOLUME THAT'S AVAILABLE TO US AND WE'VE ALSO GOT NEW CONTRACTS THAT ALLOW US TO WITHDRAW FASTER THAN WE HAD BEFORE. SO WHEN YOU NET THOSE TWO, WE HAVE ABOUT 25% MORE DAILY VOLUME AVAILABLE TO US THAN WE DID BEFORE THAT WOULD BE OUT OF STORAGE. IN ADDITION TO THAT, WE HAVE BASE LOAD GAS PURCHASES THAT WE'VE MADE THAT WE'VE INCREASED SUBSTANTIALLY AND WE HAVE SOME OTHER FINANCIAL INSTRUMENT TYPE HEDGES THAT WE'VE PUT IN THAT ALL TOGETHER REDUCE SUBSTANTIALLY THE AMOUNT OF FINANCIAL EXPOSURE CUSTOMERS HAD.

Bravo: THANK YOU, FRANK. SHOULD I JUST CHIME BACK IN? SO YOU HAVE IMPROVED LOAD SHED CAPACITY BY 155 CIRCUITS. 155 CIRCUITS OUT OF HOW MANY CIRCUITS AND THEN HAVE YOU SUBDIVIDED ANY OF THE CIRCUITS? SO IF YOU HAVE THREE NEIGHBORHOODS NEXT TO A HOSPITAL, ARE ALL THE NEIGHBORHOODS STILL CRITICAL ON A CRITICAL CIRCUIT OR ARE THEY NOW AVAILABLE TO BE PART OF OUR ROLLING BLACKOUTS?

FIRST QUESTION, I SHOULD HAVE EXACT NUMBERS BUT PREVIOUSLY IT WAS WE'LL SAY AROUND 250 CIRCUITS AND WE'VE ADDED ANOTHER 150 ON TOP OF THAT, ROUGH NUMBERS. OUT OF A TOTAL OF 600 AND SOME ODD CIRCUITS THAT WE HAVE IN THE WHOLE SYSTEM.

Bravo: DOES THAT MEAN YOU SUBDIVIDED SOME OF THOSE CIRCUITS?

NO. SO TO SUBDIVIDE A CIRCUIT TO TRULY SUBDIVIDE A CIRCUIT YOU WOULD HAVE TO HAVE ADDITIONAL SUBSTATIONS, WHICH SO THAT'S CERTAINLY LONG LEAD TIME AND ADDING SUBSTATIONS IS HAS ALL KINDS OF CHALLENGES, OBVIOUSLY. WHAT WE ARE PURSUING IS I'LL SAY ANOTHER WAY OF SUBDIVIDING CIRCUITS BUT NOT AT THE CIRCUIT LEVEL. SO WHEN WE TALK ABOUT A CIRCUIT, THAT IS A LINE, A LOOP, A CIRCUIT THAT IS CONTROLLED FROM THE SUBSTATION. SO YOU MIGHT HAVE, YOU KNOW, FOUR, EIGHT, 10, 12 CIRCUITS THAT ARE CONTROLLED OUT OF A SINGLE SUBSTATION AND ITSELF AT THE SUBSTATION LEVEL THAT THE LOAD SHED OCCURS. YOU TAKE OUT ANOTHER CIRCUIT AND SO ON. ONE OF THE THINGS WE'RE PURSUING RIGHT NOW IS ADDING AUTOMATION WITHIN THE CIRCUIT. SO WE WOULD BREAK UP THE CIRCUIT WITH SWITCHES WHERE YOU COULD TAKE OUT

PARTS OF THE CIRCUIT. SO ONE OF THE CHALLENGES IN DOING THAT IS SO THESE SWITCHES, TO BE ABLE TO DO THAT AUTOMATION, NOW YOU HAVE TO BE ABLE TO COMMUNICATE RELIABLY WITH THAT SWITCH. I MEAN, YOU'RE TALKING ABOUT ADDING, YOU KNOW, HUNDREDS OF THESE TYPE SWITCHES. SO AN INFRASTRUCTURE I'LL SAY PROJECT. NOT SOMETHING THAT'S CERTAINLY INSURMOUNTABLE BUT NOT SOMETHING THAT CAN HAPPEN IN A MONTH OR TWO. ALONG THOSE LINES WE ALREADY HAD A DISTRIBUTION AUTOMATION PROJECT THAT WAS IN OUR PLANS, IN OUR BUDGETS. SO WE HAVE BEEN WORKING ON SHIFTING THE FOCUS OF THAT TO ADD THIS COMPONENT THAT YOU'RE TALKING ABOUT. BUT I WILL SAY IT'S NOT WITHOUT ITS CHALLENGES, YOU KNOW, IN THE DETAILS TO MAKE SURE IT'S SOMETHING THAT WILL BE RELIABLE. BUT THAT IS THE TECHNOLOGY THAT WE ARE PURSUING NOW TO DO EXACTLY WHAT YOU'RE ASKING ABOUT.

Bravo: GREAT. AND THEN SO MY LAST BIG ISSUE IS WHEN YOU MENTIONED THAT YOUR COMMUNICATIONS PROTOCOL, YOU ALL HAVE HAD SOME UPDATES TO THAT. ONE OF THE MOST IMPORTANT ASPECTS OF THAT TO ME IS SHARING WITH THE PUBLIC THE EXTENT TO WHICH PRICES ARE SPIKING IN REALTIME. THAT'S SOMETHING I FAULT CPS ENERGY FOR DROPPING THE BALL ON. I KNOW THAT AFTER THE STORM, CPS ENERGY TRIED TO GIVE AN ANALOGY OF HOW MUCH PRICES WENT UP BY AND STATED THAT IT WAS THE EQUIVALENT OF YOU TYPICALLY GOING TO THE GAS STATION, FILLING UP YOUR CAR FOR 50 BUCKS. NOW IT'S \$5,000, \$6,000 TO FILL UP YOUR CAR'S FUEL TANK WITH GASOLINE. IF I WERE TO BE FILLING UP MY CAR'S TANK WITH GASOLINE AND I SAW AFTER I PUT ONE GALLON IN THAT IT WENT TO \$300, I WOULD STOP PUMPING THEN. YOU DIDN'T CONVEY THAT. YOU ALL WERE SAYING LET'S PLEASE CONSERVE, TAKE YOUR THERMOSTAT FROM 68 AND PUT IT DOWN TO 65. YOU DIDN'T SAY THIS WOULD BE THE MOST EXPENSIVE OF YOUR LIFETIME AND IF YOU USE ENERGY LIKE YOU HAD BEFORE IT COULD TAKE YOU 10 OR 20 YEARS JUST TO PAY OFF A FEW DAYS OF ENERGY. AND I THINK THAT IS REALLY IMPORTANT TO CONVEY IN REALTIME IN ORDER TO HELP YOU KNOW, YOU HAVE TO SEND THAT PRICE SIGNAL TO PEOPLE AND LET THEM KNOW SO THEY CAN MAKE AN INFORMED DECISION AND TRY TO CONSERVE MORE. I THINK WE COULD HAVE CONSERVED A LOT MORE IF PEOPLE UNDERSTOOD THEY WERE GOING TO BE HIT WITH THOSE KINDS OF PRICES. AND I KNOW THAT GOING FORWARD, IF THERE'S ANOTHER WINTER STORM, WE HAVE NO CONTROL OVER WHAT THE REST OF THE STATE IS GOING TO DO. AND SO IF THE REST OF THE STATE FAILS TO PRODUCE

ENOUGH ENERGY TO BE ABLE TO MEET STATEWIDE DEMAND, ERCOT'S GOING TO CALL ON CPS ENERGY TO DISPATCH MORE AND THEY'RE NOT GOING TO LET US USE AS MUCH, RIGHT? AND SO WE'LL STILL HAVE THOSE ROLLING BLACKOUTS. WE DON'T HAVE CONTROL OVER THAT. IF WE DO EXPERIENCE THOSE ROLLING BLACKOUTS, I WANT TO MAKE SURE WHEN THE ELECTRICITY PRICES HIT \$9,000 A MEGAWATT HOUR THAT WE ARE SELLING NOT BUYING. I WANT US TO MAKE MONEY, NOT LOSE MONEY IF THE REST OF THE STATE IS SHORT AND THEY DIDN'T PREPARE. I WANT US TO MAKE SURE THAT WE CAN EXCEED OUR LOCAL DEMAND THAT WE NEED AT THAT TIME. THAT ALL OF OUR ASSETS ARE PRODUCING. THAT'S WHAT'S REALLY IMPORTANT TO ME AT THIS TIME.

YES, SIR. I THINK, YOU KNOW, I CAN TELL YOU THAT WE HAVE THAT SAME GOAL OF WE WANT TO BE ON THE RIGHT SIDE OF THOSE PRICES AS WELL. PROVIDING INDICATIONS REALTIME, PRICING IS CERTAINLY SOMETHING WE CAN LOOK AT BUT I THINK, YOU KNOW, ONE OF THE COMMUNICATION THINGS IN THAT IS I THINK WE HAVE TO MAKE SURE THAT WE ARE BEING CLEAR WITH THE COMMUNITY ABOUT THE LEVEL OF EMERGENCY WE'RE IN. AND SO DURING THAT PERIOD, REGARDLESS OF WHAT THE PRICE WAS, YOU KNOW, TO JUST KEEP THE GRID UP, WE NEEDED ANY REDUCTION THAT WAS POSSIBLE. SO STILL SOME WORK ON OUR PART AROUND THAT AND THE PRICING PIECE.

Bravo: YEAH. I DON'T THINK THE AVERAGE CUSTOMER UNDERSTANDS FULLY UNDERSTANDS THE COMPLEXITIES OF KEEPING THE GRID UP AND THE ROLE THAT WE PLAY BUT THEY DO UNDERSTAND THAT IT'S GOING TO TAKE YOU 10 OR 20 YEARS TO PAY OFF YOUR ENERGY FOR THE NEXT IF YOU KEEP USING ENERGY LIKE YOU DID FOR THE NEXT TWO OR THREE DAYS.

YES, SIR.

Courage: THANK YOU, COUNCILMAN. I THINK THAT CONCLUDES THE QUESTIONS THAT WE HAVE FOR CPS TODAY ON THIS ISSUE. WE'LL BE ASKING YOU IN A FEW MINUTES TO ADDRESS THE BILLS THAT ARE BEING PAID AND ANY KIND OF DISCONNECT BUT RIGHT NOW I WANT TO HEAR FROM SAWS TO TALK ABOUT THEIR EMERGENCY PREPAREDNESS AND THE IMPROVEMENTS THEY'VE MADE AND THEIR RECOMMENDATIONS.

THANK YOU, COUNCILMAN COURAGE AND COUNCIL MEMBERS. I JUST WANT TO GIVE A FEW COMMENTS PRIOR TO STEVE CLAUS, OUR CHIEF OPERATING OFFICER GIVING YOU THE BULK OF THE INFORMATION. SINCE MARCH WE HAVE BEEN REPORTING TO OUR BOARD EXACTLY WHAT WE'VE BEEN DOING TO NOT LET THIS HAPPEN AGAIN. IN OTHER WORDS, RESPONDING TO SOME OF THOSE RECOMMENDATIONS. LIKEWISE, YOU WILL HEAR FROM MARY BAILEY ON DELINQUENCIES. WE HAVE BEEN GIVING UPDATES TO THE BOARD SINCE MAY OF THIS YEAR. SO THE PRESENTATION YOU ARE ABOUT TO HEAR WAS PRESENTED TO OUR BOARD EARLIER THIS MONTH. BOTH PRESENTATIONS WERE PRESENTED TO OUR BOARD EARLIER THIS MONTH BUT I THINK THIS ACTUALLY BENEFITS THE PUBLIC. THEY WILL GET TO HEAR IT TWICE. WHEN YOU HEAR SOMETHING COMPLICATED LIKE THIS, IF YOU HEAR IT MORE THAN ONCE YOU TEND TO TAKE IT MORE. AND IT ALSO ALLOWS THIS BODY TO ASK QUESTIONS THAT WILL PROBABLY BE SOMEWHAT DIFFERENT THAN WHAT THE BOARD IS ASKING. AND THIS AGAIN ALLOWS THE PUBLIC TO HEAR THIS AND THEY CAN HEAR AND GET A BETTER UNDERSTANDING OF WHAT WE'RE DOING AND HOW WE'RE DOING THAT. AND THEN I HEARD FROM COUNCILMAN BRAVO AND YOURSELF, COUNCILMAN COURAGE ABOUT DETAILS. DETAILS ARE WHAT WILL GET US OVER THE HUMP AS FAR AS GETTING THE CONFIDENCE OF OUR COMMUNITY BACK. RUDY GARZA TALKED ABOUT TRAUMA, ABOUT PTSD. I THINK SOME OF US STILL UNDERSTAND THAT A LOT OF OUR CUSTOMERS, WHEN THEY EXPERIENCE WHAT THEY EXPERIENCED, THIS WAS EARTH SHATTERING TO THEM. IT WAS QUITE AN ENDEAVOR TO OVERCOME, SO WE UNDERSTAND THAT AND WE'RE GOING TO BE PROVIDING SOME OF THAT INFORMATION. SO I'M GOING TO ASK STEVE TO GIVE THE PRESENTATION AND THEN MARY BAILEY.

Courage: THANK YOU, ROBERT.

THANK YOU, ROBERT. GOOD MORNING, CHAIRMAN COURAGE, COUNCILMAN OF THE COMMITTEE. AS ROBERT MENTIONED, I'M STEVE CLAUS, THE CHIEF OPERATING OFFICER FOR THE WATER SYSTEM. I'M GOING TO QUICKLY RUN THROUGH PARTS OF THIS WE HAVE PRESENTED TO OUR BOARD. SO WE HAVE COMPILED ALL THE RECOMMENDATIONS FROM THE VARIOUS GROUPS INTO ONE SPREADSHEET THAT WE'RE TRACKING, REALLY ALL THE ITEMS. YOU MAY RECALL THAT ON THURSDAY DURING THE WEEK OF THE STORM, BEFORE WE WERE EVEN OUT OF THE STORM MR. PUENTE WAS SETTING UP A THIRD PARTY EXTERNAL REVIEW OF OUR

PERFORMANCE AT SAWS BECAUSE OF THE SIGNIFICANCE OF THE EVENT AND ALL THE THINGS THAT WERE IN THE AIR, HE WANTED TO MAKE SURE WE CAPTURED AS CLOSE TO THE ACTUAL EVENT WE COULD ALL OF THE FACTS INVOLVED AND WHAT HAPPENED SO WE COULD CHART OUR BEST WAY OUT OF THIS TO MAKE SURE WE DIDN'T HAVE THAT PROBLEM. WE HAVE A REPORT AND IT REALLY IS A TREASURE TROVE OF INFORMATION OF THREE SEPARATE FOUR SEPARATE DOCUMENTS. THE MAIN BODY OF THE REPORT AND FOUR APPENDIXES ON THINGS WE CAN WORK ON. THEY HAD A WHOLE SERIES OF RECOMMENDATIONS AND THEN OUR BOARD OF TRUSTEES AS WELL AS MR. PUENTE HAVE MADE COMMENTS AS WE HAVE GONE THROUGH THE BOARD MEETING, ET CETERA, ON OTHER THINGS THEY HAVE OBSERVED THAT WE NEED TO DO. SO THIS IS A DYNAMIC LIST. IT'S NOT DONE BUT YOU CAN SEE THAT WE HAVE 67 ITEMS THAT ARE CURRENTLY ON THE LIST THAT WE'RE TRACKING OVERALL. I'M GOING TO WALK THROUGH A FEW OF THESE. COUNCILMAN, YOU HAD ASKED SPECIFICALLY FOR THE ITEMS WE HAD COMPLETED LAST TIME. I WON'T SHOW THEM ON THE SLIDE BECAUSE WE ARE PRESENTING THOSE TO OUR BOARD ON THE 2ND BUT I WILL TALK THROUGH A FEW OF THOSE TO GIVE YOU AN IDEA, TRY TO GIVE YOU THE SPECIFICS WE'RE LOOKING FOR. OF COURSE, EVERY TIME WE MEET WITH THE BOARD THOSE NUMBERS ARE SHIFTING AS WE CONTINUE TO MOVE MORE AND MORE THINGS INTO THE COMPLETED CATEGORY. SO PROBABLY THE MOST BENEFICIAL AND MOST SIGNIFICANT STEP THAT WE'VE DONE IN ALL OF OUR WORK WITH CPS SO FAR IS IDENTIFYING THE STATIONS THAT NEED TO BE SET ON CRITICAL CIRCUITS. WE ALSO CALL THEM EXEMPT. IN OTHER WORDS, WHEN WE GO THROUGH ROTATING OUTAGES THOSE STATIONS WILL BE THE LAST MAN STANDING AS THEY LOOK FOR MORE AND MORE POWER REDUCTIONS. REMEMBER, WE ARE THE BIG POWER CONSUMER FOR CPS IN TOWN SO IDEALLY, WE WOULD JUST TAKE ALL OF OUR STATIONS AND PUT THEM ON A CRITICAL CIRCUIT STATUS. BUT THEN WHEN ERCOT MAKES THE REQUEST TO LOAD SHED YOU WON'T HAVE ANYTHING TO SHED. BECAUSE WE'RE SUCH A BIG POWER CONSUMER IT'S IMPOSSIBLE FOR US TO MAKE EVERYTHING EXEMPT. SO WE'VE DEVELOPED THIS STRUCTURE. AS YOU CAN SEE WE NOW HAVE 14 STATIONS THAT ARE ON THAT CRITICAL LIST AND WE'VE IDENTIFIED THOSE STATIONS THAT GIVE US THE BEST CHANCE OF MAINTAINING SERVICE AS LONG AS WE POSSIBLY CAN. SO IN SOME SITUATIONS, JUST BECAUSE OF THE PROXIMITY ISSUE THAT Y'ALL WERE DISCUSSING EARLIER, A STATION RIGHT NEXT TO A HOSPITAL, WE MAY HAVE A COUPLE OF STATIONS THAT ARE RELATIVELY SMALL BUT BY THE LUCK OF THEIR LOCATION THEY'RE INCLUDED IN THE CIRCUIT THAT NORMALLY SAWS WOULDN'T IN

AND OF THEMSELVES IDENTIFY. BUT THE MAJORITY OF THOSE STATIONS IN THE 14 ARE BIG PUMPERS. THOSE ARE THE ONES THAT WILL KEEP WATER GOING TO THE MAJORITY OF THE CITY AS LONG AS WE POSSIBLY CAN. JUST BELOW THAT IS THE UNDER-FREQUENCY LOAD SHED GROUP. NOW, THAT'S SYSTEMS THAT ARE PROTECTED BUT NOT ON A COMPLETELY EXEMPT CIRCUIT. IT WOULD BE A VERY SPECIFIC CRITERIA THAT DEVELOPS ON FREQUENCY WITHIN THE ELECTRICAL GRID AND I'LL LET CPS EXPLAIN THIS IF YOU WANT MORE DETAIL. ... BEFORE THOSE STATIONS WOULD GET SHUT DOWN. AS I UNDERSTAND IT, IT'S ONLY HAPPENED ONE TIME IN HISTORY, AND IT WAS A VERY SHORT PERIOD OF TIME. SO THOSE STATIONS ARE NOT FULLY EXEMPT, BUT THEY ARE PROTECTED TO WHERE WE DON'T THINK THEY'LL BE IMPACTED IF WE GET INTO ANOTHER AREA EVENT. OF COURSE, THAT AT THE BOTTOM THERE, ARE THE STATIONS THAT WE HAVE ON LOAD SHED. WE HAVE 37 STATIONS WE'VE IDENTIFIED. THESE ARE ALL THE STATIONS THAT WERE IDENTIFIED AS BEING ABSOLUTELY CRITICAL WITHIN THE BLACK REPORT. WE HAVE 37 OF THOSE. IF WE COORDINATE HOW THOSE STATIONS ARE TAKEN DOWN, WE CAN MAKE WATER SERVICE LAST INFINITELY LONGER THAN WHAT HAPPENED DURING THE EARLIER EVENT. SO STRUCTURALLY, WE HAVE MADE A NUMBER OF IMPROVEMENTS OVERALL. SO IF WE WIND UP CUTTING THOSE 37 STATIONS, I CAN'T TELL YOU TODAY THAT WE WOULD BE ABLE TO MAINTAIN WATER SERVICE FOR A WEEK. WE PROBABLY WOULDN'T. BUT THIS GIVES US THE ABILITY TO GET MUCH FURTHER TOWN THE ROAD THAN WHAT WE SAW THROUGH THE EARLIER EVENT. SO AGAIN, THIS IS A PRESENTATION THAT WE GAVE TO OUR BOARD. BUT I WANTED TO LET THEM KNOW THAT ONE OF THE BIG ITEMS THAT IDENTIFIED THE NEED FOR US TO PROVIDE A BETTER INSIGHT INTO WHAT'S HAPPENING IN THE WATER SYSTEM WAS TO COORDINATE WITH THE CITY. HAVE THE CITY INVOLVED HAVE SOME INVOLVEMENT IN HOW WE'RE MAKING THOSE DECISIONS ON WHO GETS WATER AND WHO DOESN'T AS WE GO THROUGH A LOAD SHED EVENT. WE LOOKED AT A LOT OF WAYS THAT WE CAN TRY TO PUSH INFORMATION OUT MORE ACCURATELY, BUT EVERY TIME YOU PROVIDE A GROUP OF DETAILS, HERE'S THE STATIONS THAT ARE HAVING PROBLEMS, HERE'S WHAT WE'RE GOING TO DO, IT RESULTS IN TEN MORE QUESTIONS COMING BACK. WHAT ABOUT THIS, THIS, THIS AND THIS. THE ONLY WAY WE CAN EFFECTIVELY ELIMINATE THE BACK AND FORTH AND EVERY TIME YOU HAVE A BACK AND FORTH, YOU GIVE THE IMPRESSION YOU'RE NOT DEALING WITH IT IN A TIMELY MANNER. WE'RE JUST GOING TO WORK OUT OF THE CITY'S EMERGENCY OPERATIONS CENTER, PEOPLE WITH SEE WHERE WE'RE AT, THEY CAN STAND BEHIND US AND SEE THE COMPLICATIONS OF WHAT WE'RE WORKING

AROUND, AND THE COMMUNICATION BECOMES INSTANTANEOUS. THERE'S NOT A LONG DELAY FOR US TO BE ABLE TO WORK THROUGH THAT. WE'VE BEEN TO THE SITE. WE KNOW WHERE WE'RE GOING TO BE. WE'VE DONE ALL OF OUR COMPUTER AND ELECTRONICS TESTING AND OUR SYSTEMS ARE READY TO GO. AND AT THE NEXT DECLARED EMERGENCY, WHATEVER THAT HAPPENS TO BE, YOU'LL SEE ME AND OUR OPERATORS RUNNING THE SYSTEM. WE'VE DONE EXERCISES THROUGH THE CENTER, THE FIRE DEPARTMENT, CPS, STRAC. WE'VE NOW DONE A TOTAL OF FIVE TABLETOP EXERCISES TOGETHER. WE ANTICIPATE THERE WILL BE MORE. THEN, OF COURSE, THERE'S A LOT OF ITEMS THAT AREN'T ON THAT TRACKING SHEET THAT I PERSONALLY AS THE OPERATIONS MANAGER AM VERY INTERESTED IN, AND WANT TO MAKE SURE. REALLY, THINGS BEYOND OUR LIST. SOME OF THE SENATE BILL 3 REQUIREMENTS ACTUALLY ARE EMBEDDED IN OUR LIST. THEY WEREN'T MAKING RECOMMENDATIONS BY ANYONE, BUT WE KNOW WE HAVE TO DO IT BECAUSE WE HAVE A LEGISLATIVE DEPARTMENT TO GO OUT AND DO IT. WHEN YOU GET OUT INTO NUTS AND BOLTS THINGS, DO WE HAVE ALL OF OUR DRAIN PLUGS IN PLACE, DO WE HAVE EQUIPMENT FOR ALL OUR EMPLOYEES FOR NEXT YEAR, DO WE HAVE TIRE CHAINS, THAT SORT OF THING, NONE OF THAT'S ON THE LIST. BUT I JUST WANT TO LET YOU KNOW, INTERNALLY AND OPERATIONALLY, WE ARE AGGRESSIVELY LOOKING AT THAT SORT OF THING AS WELL. NEXT THING IS THE SENATE BILL 3 COMPLIANCE. OF COURSE, THIS IS THE COSTLY EFFORTS, THE LONGER TERM EFFORT TO REALLY MAKE OUR SYSTEM AS GOOD AS WE POSSIBLY CAN. WE HAVE A CRITICAL LOAD REPORT THAT IS DUE, WHERE WE HAVE TO SHARE THAT WITH CPS, SHARE THAT WITH THE EMERGENCY OPERATIONS CENTER, THEIR THAT WITH THE BEXAR COUNTY FOLKS. WE ARE READY WITH THAT. WE WILL HIT THAT NOVEMBER 1ST DEADLINE, NO PROBLEM AT ALL. THE HARDEST PART OF SENATE BILL 3 IS COMING UP WITH OUR EMERGENCY PREPAREDNESS PLAN. THEY CALL IT AN EPP, AND IT'S DUE MARCH 1ST OF NEXT YEAR. THAT REQUIRES A TREMENDOUS AMOUNT OF COORDINATION WITH CPS AND WE'VE BEEN WORKING DILIGENTLY ON THAT. THAT REPORT IS OUR ROAD MAP OF WHERE WE WILL HAVE GENERATORS, REDUNDANT FEEDS INTO A PUMP STATION, REALLY, EVERYTHING THAT WE CAN DO TO TRY TO MINIMIZE THE CRITICAL LOAD REPORT, LIKE I TALKED ABOUT, ALL OF THAT WILL BE EMBEDDED IN THAT EPP THAT IS SUBMITTED. AND THEN THIS ON THE SLIDE, THE IMPLEMENTATION OF THAT PLAN, ONCE IT'S APPROVED BY THE CTQ, WILL START IN JULY OF NEXT YEAR, NOT IN JUNE AS YOU SEE ON THIS SLIDE. SO THE HARDEST PART OF ALL THIS IS BACKUP GENERATION. AND BACKUP GENERATION AT THE S.A.W.S. FACILITIES, IT'S A VERY COMPLICATED ITEM. I OFTEN BRAG THAT I THINK S.A.W.S.

HAS THE MOST RESILIENT WATER SYSTEM IN THE UNITED STATES, MULTIPLE WATER SUPPLIES, THE GIFTED, THE EDWARDS. THERE'S NO ONE WAY TO ATTACK OUR WATER SUPPLIES AND TAKE US OUT OF BUSINESS. BUT AT THE SAME TIME, WE NEVER CONSIDERED NOT HAVING POWER. SO FROM THAT RESILIENCY PERSPECTIVE, WE CERTAINLY IDENTIFIED THROUGH THE STORM, THE NEXT THING WE NEED TO DO. THOSE GENERATORS ARE GOING TO HAVE VERY LONG LEAD TIMES. WE'RE HEARING UNDER A BEST CASE SCENARIO, IF WE TURN THEM IN ORDER TODAY, IF WE KNEW WHAT GENERATORS WE WANT, THE FUEL TYPES, WE HAVE LAND AVAILABLE, WHICH IF WE DON'T, WE'LL HAVE TO GO OUT AND ACQUIRE LAND TO LOCATE THESE GENERATORS, UNDER A BEST CASE, WE ARE LOOKING AT ONE YEAR FROM THE TIME OF PURCHASE ORDER COMES IN. THAT'S ASSUMING THE SUPPLY CHAIN LOGISTICS DON'T GET WORSE. AND OF COURSE, IT'S ALL BIG DOLLARS. IF WE WENT OUT AND PUT GENERATORS AT THE 68 STATIONS THAT WERE IDENTIFIED BY BLACK AND VEATCH, WE THINK WE'RE IN THE RANGE OF POTENTIALLY \$200 MILLION. SO WE WANT TO MAKE SURE THAT WE HAVE TURNED OVER EVERY POSSIBLE STONE FOR THE BEST WAY TO DO THIS. JUST RUNNING OUT THERE AND PUTTING A BUNCH OF GENERATORS AT THOSE STATIONS IS A HUGE CAPITAL EXPENSE. WE'RE TRYING REAL HARD TO FIND OUT, WHAT IS THE WAY WE CAN GET THE BEST COMMUNITY BENEFIT OUT OF THOSE GENERATORS. AND GIVES US A LITTLE MORE TIME TO ACTUALLY DO THE PLANNING WORK. WE HAVE ACQUIRED CONTRACTS FROM OTHER TEXAS UTILITIES, WHERE THEY'VE MADE ARRANGEMENTS WITH ELECTRICAL PROVIDERS. FOR EXAMPLE, IN HOUSTON, AFTER THE HURRICANE IN HOUSTON, SENATE BILL 361 CAME ALONG, VERY SIMILAR REQUIRED HOUSTON TO RUSH AND PUT IN A BUNCH OF GENERATORS. WE'VE GOTTEN A COPY OF THE CONTRACT BETWEEN NRG AND WITH THE CITY OF HOUSTON AND WE'RE COMPARING IT. EL PASO HAS DONE SOMETHING SIMILAR. COMPLETELY DIFFERENT CONTRACTUAL APPROACH. WE'VE ACQUIRED THAT CONTRACT, WE'VE REVIEWED IT, AND SO THEY'VE GIVEN US SOME GOOD WAYS TO LOOK AT THAT. BUT WHAT WE DON'T WANT TO DO IS RUSH IT IN THE MANNER THAT, FOR EXAMPLE, HOUSTON DID. THEY PUT IN A BUNCH OF DIESEL GENERATORS, THEY USED THEM FOR BACKUP PURPOSES ONLY. 60% OF THEIR GENERATORS DID NOT RUN DURING THE STORM. THEY COULDN'T FIRE THEM UP. WE JUST CAN'T TAKE THAT RISK. WE'VE GOT TO MAKE SURE WHAT WE PUT IN IS GOING TO BE BULLETPROOF, SO THAT WHEN WE HIT THE START BUTTON, WE KNOW IT'S GOING TO BE THERE. WE HAVE A WORKSHOP WITH CPS ON FRIDAY. WE'LL WORK THROUGH SOME OF THOSE CONTRACTUAL ISSUES ON HOW CAN WE PUT ALL THIS TOGETHER. SO BECAUSE OF

THE TEMPLATE ISSUED BY THE TCQ ON HOW TO COMPLY WITH SENATE BILL 3, PROBABLY OPENED UP MORE QUESTIONS FOR US THAN IT REALLY GAVE US ANSWERS. THERE ARE 14 OPTIONS IN THAT TEMPLATE THAT A WATER UTILITY CAN USE TO PROTECT THEIR SYSTEM AS PART OF THEIR EPP. BUT 13 OF THOSE OPTIONS PRETTY MUCH SAY, AND YOU NEED TO INCLUDE A GENERATOR. SO THERE'S LOTS THAT YOU CAN DO, BUT IT'S NOT EXACTLY CLEAR. SO WE'VE TALKED WITH THE OTHER LARGE WATER UTILITIES IN THE STATE, THE EXECUTIVE DIRECTORS OF EVERY ONE OF THOSE UTILITIES, BROUGHT THEM TOGETHER, AND WE MET AS A GROUP, AND WE PUT TOGETHER A LIST OF THINGS, AND THEN WE MET WITH THE EXECUTIVE DIRECTOR FOR THE TCQ. TOBY BAKER. WE SAID, HERE'S OUR CONCERN, AS ALL THE LARGE WATER UTILITIES. THE TIMELINES ARE ALMOST IMPRACTICAL. THEY'LL GIVE YOU A BAD JOB IF YOU WANT IT REAL QUICK. BUT IF YOU GIVE US A LITTLE MORE TIME, IF YOU CAN CONSIDER THESE ADDITIONAL ASPECTS, WE THINK WE CAN DELIVER A BETTER SERVICE OVERALL. FOR EXAMPLE, IF WE'VE GOT A STATION THAT'S ON THE CRITICAL LIST, IN OTHER WORDS, IT'S EXEMPT FROM BEING TURNED OFF DURING A LOAD SHEDDING EVENT, AND WE'VE GOT DUAL FEEDS INTO THAT STATION, THE WAY WE READ SENATE BILL 3, THOSE THREE ITEMS WILL GET YOU PAST THAT PARTICULAR STATION. YOU DON'T HAVE TO HAVE A GENERATOR AT THAT STATION. SO I CAN SAY THAT THE EXECUTIVE DIRECTOR WAS VERY RECEPTIVE TO THAT. TOOK A LOT OF NOTES, HE WENT BACK TO TALK TO HIS STAFF. HE'S ASKED US TO MEET AGAIN. THE LARGE UTILITY DIRECTORS WITH HIM IN AUSTIN. SO WE'RE WORKING TO MAKE SURE WE DON'T UNDERSHOOT OR OVERSHOOT THOSE REQUIREMENTS, BECAUSE THE FINANCIAL IMPLICATIONS OF THAT ARE HUGE. NOW, WE MAY PLAN TO PUT A GENERATOR IN FOR OUR OWN PROTECTION OF OUR COMMUNITY AT SOME OF THOSE STATIONS. BUT WE MAY BE ABLE TO GET IT PULLED WHERE IT'S NOT PART OF THE SB 3 REQUIREMENTS OVERALL. SO I WANTED TO JUST TALK I'LL JUST LEAVE THIS UP. I THINK THAT'S THE LAST SLIDE OVERALL. IN NOVEMBER, I WILL BE BRIEFING OUR BOARD ON ALL THE ITEMS THAT WE'VE COMPLETED. WE'LL ALSO PROVIDE A BRIEF ON THOSE ITEMS THAT WE HAVEN'T STARTED YET. THOSE ARE, TO ME, EQUALLY, IF NOT MORE IMPORTANT THAN THE ONES WE HAVEN'T COMPLETED OVERALL. AND I CAN GROUP THE ITEMS WE'VE COMPLETED INTO TWO OR THREE CATEGORIES. SOME OF THEM ARE VERY SIMPLE. ADMIN ITEMS ARE ONE OF THE FIRST RECOMMENDATIONS, THAT WE NEED TO HAVE A BETTER WORD CHART AND IT NEEDS TO BE EASIER TO FIND WHEN YOU GO ONLINE. DURING THE STORM PEOPLE WERE SEARCHING FOR US AND THEY FELT THEY COULDN'T FIND THE ORG CHART TO SEE WHO TO TALK TO. WE NEED TO WORK

ON THAT. ANOTHER RECOMMENDATION, ADMINISTRATIVE ITEM IS UPDATE THE EMT ON A MONTHLY BASIS. THOSE WILL GO ON INDEFINITELY. HOW MUCH LONGER WE'LL BE BRIEFING THE BOARD, I THINK IT WILL BE MONTHS, BUT WE PUT THAT PROCESS IN PLACE. WE BELIEVE THAT PARTICULAR ITEM HAS BEEN COMPLETED AT THIS POINT. EXAMPLES OF COMMUNICATION ITEMS, AND WHAT WE NEEDED TO DO THERE. ONE OF THE FIRST THINGS WAS, TO SUPPORT Y'ALL. THE COUNCIL WANTED A POINT OF CONTACT DURING THIS EVENT, THAT THEY COULD REACH UNDER ANY CIRCUMSTANCE. AND WE'VE IDENTIFIED RAMOS AS THE POINT CONTACT, AND HE'LL BE STANDING BY FOR EVERY ONE OF YOUR CALLS SHOULD WE GET INTO ANOTHER LOAD SHEDDING EVENT. REALLY, DEVELOPING THE HIERARCHY WITHIN CPS THAT PAUL WAS REFERRING TO EARLIER. ROBERT AND PAUL HAVE EACH OTHER ON SPEED DIAL. THAT'S A GIVEN. MY NUMBER WITH RUDY, PAUL, FRANK, WE NOW ARE DIRECTLY IN CONTACT. THE CONTROL CENTER SUPERVISORS THAT PAUL WAS REFERRING TO, THOSE PEOPLE HAVE BEEN BROUGHT TOGETHER AND EDUCATED ON IT. IT'S AMAZING TO THINK JUMPING OFF TRACK A LITTLE BIT WE ACTUALLY TOOK OUR CONTROL CENTER OPERATORS OVER TO CPS AND CPS GAVE THEM ABOUT A TWO HOUR BRIEFING ON HOW THE ELECTRICAL SYSTEM REALLY WORKS. TALK ABOUT THE 600 CIRCUITS, WHEN ERCOT LOAD SHEDS, AND EXPLAINED TO THE S.A.W.S. CONTROL CENTER OPERATORS HOW IT WORKED. I THINK THERE WERE A LOT OF REQUESTS FOR THINGS TO BE DONE IN THE MIDDLE OF THE STORM THAT WERE JUST NOT POSSIBLE. THEY WERE GREAT IDEAS, BUT NOT IF YOU DIDN'T REALLY UNDERSTAND THE COMPLICATIONS THAT EXISTED ON EITHER SIDE. SO WE'VE DONE THAT LEVEL OF TRAINING, AND WE'VE DEVELOPED IT TO WHERE EVERY COUNTERPART BETWEEN THE TWO ORGANIZATIONS UNDERSTANDS, THEY PERSONALLY KNOW THEIR COUNTERPOINT OF THE UTILITY, AND THEY UNDERSTAND SOME OF THE COMPLICATIONS THEY'RE WORKING WITH. OF COURSE, STRAC AND WHAT WE'VE DONE WITH THE STRAC GROUP, BEGINNING WITH ERIC EPPLEY AND THAT GANG ON FRIDAY, WE'VE HAD TWO MEETINGS WITH THEM ALREADY. IT'S NOT JUST FOR THE HOSPITALS, THEY'RE ALSO WORKING WITH US TO MAKE SURE THAT THE DIALYSIS CENTERS AND OTHER HIGHER RISK POPULATIONS ARE BEING ADDRESSED AS WELL. OPERATIONAL ISSUES THAT WERE IDENTIFIED THAT WE BELIEVE ARE COMPLETED CONSTRUCTION SCHEDULING. WE HISTORICALLY WOULD GO INTO A STATION AND WE'D DO INSTRUMENTATION WORK, AS AN EXAMPLE, THEN WE WOULD GO TO THE NEXT STATION AND DO INSTRUMENTATION, AND THE NEXT STATION AND DO INSTRUMENTATION. BUT A FEW YEARS AGO, I MADE THE DECISION TO SAY, WHEN WE GO INTO A STATION, WE'RE GOING TO DO THE

MECHANICAL, THE ELECTRICAL, THE INSTRUMENTATION AND THE PIPING ALL AT ONE TIME. WE'RE GOING TO TAKE THAT STATION COMPLETELY OFFLINE. WE'RE GOING TO DO A YEAR AND A HALF OF CONSTRUCTION ON IT. AND THEN WHEN WE PUT IT BACK INTO SERVICE, IT'S GOING TO BE GOOD FOR ANOTHER 20 YEARS. WELL, WHEN ANOTHER INCIDENT CAME ALONG, THAT WASN'T SUCH A GOOD IDEA. BECAUSE THAT STATION WAS TOTALLY UNAVAILABLE FOR US FOR A LONG PERIOD OF TIME. SO NOW WE'RE CHANGING SOME OF OUR CONSTRUCTION SCHEDULING, SO THAT IF WE'RE IN THE MIDDLE OF A MAINTENANCE EVENT, WE'VE GOT A STATION DOWN FOR SOME REASON, WE ALWAYS HAVE A BACK DOOR WHERE WE KNOW WE COULD BRING IT UP PRETTY QUICKLY. SO WE'RE WATCHING THE IMPACTS OF THE WEATHER, AND WE WILL BE WORKING WITH THAT CONTRACTOR TO BE ABLE TO RESPOND SO THAT IF WE NEED THAT STATION, EVEN THOUGH IT MAY BE AT A QUARTER OF ITS CAPACITY, WE'LL GET TO IT AND FIRED UP IF WE NEED TO OVERALL. ANOTHER OPERATIONAL EXAMPLE WE CONSIDER TO BE COMPLETED IS JUST THE EXERCISES THAT WE'RE DOING. I THINK ALL THREE GROUPS RECOMMENDED THAT WE INCREASE THE NUMBER OF EXERCISES THAT WE'VE DONE WITH CPS AND WITH THE CITY. OF COURSE, WE'LL NEVER BE DONE WITH THAT, BUT FOR THE PURPOSES OF THIS REPORT, WE'VE DONE FIVE ALREADY, WE'VE GOT MORE PLANNED. I THINK WE CAN SAY THAT'S IN PROGRESS. AND THEN THERE'S A FEW THINGS THAT FIT MULTIPLE CATEGORIES. IT'S NOT ADMIN, IT'S NOT COMMUNICATION, IT'S NOT OPERATIONAL. AND THAT'S AN EXAMPLE OF WHERE WE COORDINATE AND WE COMMUNICATE THOSE DECISIONS WITH THE CITY'S LEADERSHIP. BECAUSE WE'LL BE OPERATING OUT OF THE CITY'S EMERGENCY CONTROL CENTER, WE CAN'T GET ANY CLOSER TO TRY TO PROVIDE REALTIME INFORMATION. IF YOU ASK A QUESTION, I CAN BE RIGHT THERE ON THE COMPUTER, I CAN TELL YOU THE RESPONSE AS QUICKLY AS YOU'RE ASKING THE QUESTION. SO WE THINK THAT WE'VE IMPROVED THE PROCESS THERE. THEY ALSO REQUIRED THAT I WOULD BE IN THE CONTROL CENTER. SO, OF COURSE, THEY WANTED ACCESS TO ME, AND THE ONLY WAY THAT I CAN GUARANTEE THEM ACCESS TO ME IS IF WE'RE WORKING THERE OUT OF THE BROOKS EMERGENCY OPERATION CENTER. SO OF COURSE, WE STILL HAVE THE BIG COST ITEMS THAT ARE OUT THERE. THE ITEMS THAT ARE NOT COMPLETE, LIKE THE GENERATORS. AND IF WE GOT INTO ANOTHER LOAD SHEDDING EVENT, DEPENDING HOW SEVERE IT IS, COULD WE HAVE A DISRUPTION TO WATER SERVICE. THE ANSWER IS, UNTIL THOSE GENERATORS ARE IN, YES. IT'S PROBABLY GOING TO BE A MULTI YEAR, 5 TO 10 YEAR PERIOD BEFORE WE HAVE GENERATORS LOCATED AT EVERY ONE OF THOSE STATIONS. KEEP IN

MIND, SOME OF OUR STATIONS ARE IN VERY DEVELOPED RESIDENTIAL AREAS, SMALL LOTS. WE'RE GOING TO HAVE TO PROCURE PROPERTY TO DO THAT. SO WE MAY BE IN FRONT OF YOU SAYING WE NEED SPACE HERE TO BE CONDEMNED SO WE CAN PUT THE GENERATOR IN PLACE. WE DO HAVE AN RFI OUT NOW WHERE ALL THE GENERATOR MANUFACTURERS ARE COMING IN TO US AND SAYING, HERE ARE THE OPTIONS THAT WE OFFER. THAT'S REALLY JUST GAUGING THE LEVEL OF INTEREST BY THE GENERATOR COMMUNITY. I'M SURE WE'LL BE GOING OUT WITH AN RFP RIGHT AFTER THAT. WE'RE WRITING THE RFP CURRENTLY. WE JUST WANTED TO HEAR FROM THE FOLKS ON THE RFI. SO THAT'S THE COMPLETED ITEMS THAT I WANTED TO TALK THROUGH. ON THE NOT STARTED ITEMS, YOU DIDN'T ASK FOR IT, BUT I THINK I NEED TO LET YOU KNOW WHAT'S OUT THERE. WHAT IT IS THAT WE HAVEN'T EVEN STARTED YET. SO AT THE BOARD MEETING, I THINK WE'RE GOING TO HAVE EIGHT ITEMS, WHEN WE TALK TO THE BOARD ON THE 2ND. FOR EXAMPLE, IN COMMUNICATIONS, THERE WAS AN ITEM THAT SAID WE SHOULD HAVE A THIRD PARTY INVOLVED WITH HELPING ANSWER THE PHONES, OR WE SHOULD WORK WITH 311 IN HELPING THEM ANSWER THE PHONES. THERE ARE A LOT OF COMPLICATIONS THAT COME WITH THAT. TRAINING SOMEONE TO KNOW ABOUT OUR SYSTEM, OR TO BE ABLE TO GIVE INFORMATION SPECIFIC TO THE QUESTION THAT'S BEING ASKED IS A COMPLICATED PROCESS. SO WE'RE LOOKING AT THAT, BUT WE ACTUALLY HAVEN'T STARTED THAT YET. ONE OF THE RECOMMENDATIONS WAS THAT WE SHOULD RESTRUCTURE OUR WORK ORDER SYSTEM. IN THE MIDDLE OF THE EVENT, WE WOULD SEND A CREW OUT, AND THREE OTHER PRIORITIES WOULD COME UP WHERE BEFORE THEY EVEN GOT TO THE STATION WE SENT THEM TO, WE HAD TO DIVERT THEM SOMEWHERE ELSE. BLACK AND VEATCH THOUGHT RESTRUCTURING THE WORK ORDER SYSTEM WOULD HELP THAT. WE SEE THAT AS A LOW BENEFIT AND SOMETHING THAT WILL TAKE US A VERY LONG TIME TO DO. THERE IS A LOT OF PROGRAMMING TO DO THAT. WE HAVEN'T STARTED THAT YET. THERE IS ANOTHER EXAMPLE THAT CAME OUT OF THE REPORTS WAS, YOU MAY REMEMBER THAT OUR PRESSURE SENSORS AT THE BOTTOM OF THE TANKS, THESE ARE EXTERNAL TO THE TANK, THROUGH AN EXTERNAL PIPE, THEY'RE MEASURING PRESSURE, THOSE FROZE AND FAILED. SO THERE'S A RECOMMENDATION TO GO IN WITH AN ULTRASONIC, WHICH IS A DEVICE THAT SITS ON TOP OF THE TANK AND THROUGH AN INFRARED BEAM LOOKS DOWN. WE DON'T SEE THE BENEFIT OF THAT. THERE ARE COMPLICATIONS TO BOTH TECHNOLOGIES. WE FEEL LIKE IT'S PROBABLY GOING TO BE IN OUR BEST INTERESTS TO MAKE SURE THAT WE HAVE A GENERATOR BACKING UP THE HEAT TAPE, SO THAT THE PRESSURE SENSOR WOULD NEVER FAIL

IN THE FIRST PLACE. SO SOME OF THOSE RECOMMENDATIONS ARE PROFESSIONAL LEVEL. WE DON'T KNOW IF THAT'S REALLY THE BEST WAY TO GO, SO WE HAVEN'T TAKEN OFF UNDER THAT.

I'M GOING TO GO AHEAD AND INTERRUPT.

GO RIGHT AHEAD.

COURAGE: I APPRECIATE EVERYTHING YOU'VE BEEN TELLING US. IT'S VERY VALUABLE, AS YOU'RE GETTING INTO THINGS YOU HAVEN'T ADDRESSED YET. I'M GOING TO ASK YOU TO HOLD OFF ON THAT. I KNOW COUNCILMEMBERS MAY HAVE A FEW QUESTIONS. ONE THING I WANT TO EMPHASIZE THAT I THINK WE'RE GOING TO DO AS A COMMITTEE IS, WE'RE GOING TO SEND TO EACH OF YOU THE RECOMMENDATIONS THAT ARE IN THE REPORT. THE EMERGENCY PREPAREDNESS REPORT. WE'RE GOING TO ASK YOU TO PRIORITIZE THOSE BASED ON WHAT YOU BELIEVE HAVE THE GREATEST PRIORITY IN ADDRESSING THE ISSUES THAT CAME OUT IN THE RECOMMENDATIONS. AND THEN THAT, I THINK, IS WHAT WE'D LIKE YOU TO HAVE YOU SPECIFICALLY COME BACK AND TELL US. THESE ARE OUR PRIORITIES, THESE ARE WHAT WE THINK OUT OF ALL OF THESE RECOMMENDATIONS NEED TO BE DONE FIRST, SECOND, THIRD, FOURTH, OR THAT FIT TOGETHER AS WE MOVE TOWARDS RESOLVING THE ENTIRE PROBLEM. AND THEN HAVE YOU GIVE US WHAT HAS BEEN DONE ON EACH OF THOSE PRIORITIES. NOW, WE REALIZE YOU MAY NOT HAVE DONE EVERYTHING ON ANY PRIORITY. BUT YOU MAY HAVE DONE SEVERAL THINGS THAT HELPED MOVE TOWARD GETTING THAT DONE. AND I THINK THAT'S A LITTLE MORE EFFICIENT, BECAUSE THE INFORMATION THAT BOTH OF YOU HAVE SHARED IS VERY VALUABLE AND USEFUL TO US. BUT HOW WE TRANSLATE THAT TO THE PUBLIC. AND HOW WE CAN LET OUR YOU KNOW, OUR CONSTITUENTS UNDERSTAND WHAT'S GOING ON, IS GOING TO HAVE TO BE, I THINK, A LITTLE MORE SPECIFIC BASED ON WHAT THE RECOMMENDATIONS ARE, AND HOW THOSE RECOMMENDATIONS ARE BEING MET. AND WHAT YOU BELIEVE AS THE UTILITY ARE THE PRIORITIES FOR GETTING THEM DONE. AND I THINK THAT WOULD BE A LITTLE MORE EFFICIENT FOR US TO GATHER THAT INFORMATION. AND IF YOU LIST X PRIORITY AS NUMBER 1, AND Y PRIORITY AS NUMBER 2, AND YOU COME TO US AND SAY, WELL, WE HAVEN'T BEEN ABLE TO DO IT, THEN THAT'S SOMETHING WE WOULD WANT TO KNOW, IF THAT'S A TOP PRIORITY. ON THE OTHER HAND, SOME OF THE ONES THAT YOU BELIEVE ARE LOWER PRIORITIES, YOU KNOW, YOU MAY SAY, WELL,

WE'VE GOTTEN THIS DONE, BUT, YOU KNOW, IT'S A LOWER PRIORITY. SO I THINK THAT WOULD HELP US UNDERSTAND A LITTLE BIT BETTER, AND RELAY THAT TO THE PUBLIC. THE OVERVIEWS THAT YOU'VE GIVEN US ARE HELPFUL FOR US, AS WE THINK ABOUT THESE THINGS, BUT IT REALLY DOESN'T HELP US IN GOING BACK INTO THE PUBLIC REALM TO REASSURE THEM. RIGHT NOW, ALL I CAN SAY IS, BOY, THEY'RE DOING A LOT. YOU KNOW? I WOULD RATHER BE ABLE TO SAY, THIS IS SOMETHING THEY'VE DONE THAT LEADS TO THIS, AND THIS IS SOMETHING THEY'VE DONE THAT LEADS TO THAT. NOW, I KNOW SOME OF THE COUNCILMEMBERS DO HAVE QUESTIONS. SO I'LL START WITH COUNCILMEMBER ROCHA GARCIA AND THEN WE'LL WORK AROUND.

ROCHA GARCIA: THANK YOU, CHAIR. AND THANK YOU, MR. KLAUS, FOR THE PRESENTATION. I REALIZE THAT THERE'S A LOT TO DO, SO THANK YOU FOR BEING SO THOUGHTFUL IN THE COMPLETED AND IN PROGRESS, ET CETERA. THERE ARE 16 ITEMS THAT HAVEN'T BEEN STARTED SO I ASSUME YOU'LL TELL THE BOARD WHY THOSE HAVEN'T BEEN STARTED YET, AND THEY MAY BE MORE COSTLY, ET CETERA, IS THAT HOW YOU DETERMINE WHAT HASN'T BEEN STARTED?

IT'S REALLY NOT JUST A MATTER OF COST, IT'S A MATTER OF THE PLANNING INVOLVED WITH THOSE, OR IF WE SEE THOSE AS REALLY A HIGH BENEFIT ITEM TO GET INTO.

ROCHA GARCIA: PERFECT. OKAY.

THE WORK REQUIRED ON SOME OF THOSE ITEMS, AND THE FACT THAT WE DIDN'T SEE THOSE AS THE HIGHEST PRIORITY, TAKE OUR INFORMATION SYSTEMS GROUP. THEY'VE GOTTEN A BASKET OF THINGS THAT THEY NEED TO REPROGRAM AND DO FOR US. YOU WANT AN OUTAGE MAP. WELL, YOU HAVE TO HAVE THE I.S. DO THE OUTAGE MAP, AND THAT'S MORE IMPORTANT THAN THE WORK SYSTEM BEING RESTRUCTURED.

ROCHA GARCIA: THANK YOU. I LOVE THE CPS ENERGY OUTAGE MAP. I GET THE LINK AND I GO THROUGH IT AND CHECK ALL OF MY COVID SO I CAN BE AWARE THAT ARE HAVING THOSE MAPS. I'M NOT SAYING [INDISCERNIBLE], I'M SAYING THAT THEY'RE DOING A WONDERFUL JOB. AND THEN ALSO, YOU MENTIONED, ONE OF THE RECOMMENDATIONS OUT OF THE EMERGENCY SUBCOMMITTEE THAT WAS

FORMED WAS IN PARTICULAR TO THIRD PARTY ASSISTANCE. YOU REFERENCED THAT JUST A WHILE AGO. WHAT WE MEANT TO SAY, AND I THINK I'D LOVE TO HAVE AN OFFLINE CONVERSATION, BECAUSE THAT WAS ONE OF THE IDEAS THAT I WAS VERY SPECIFIC ABOUT. IT WASN'T NECESSARILY TRAINING OR 311 OPERATORS, BUT THE BUSINESS OF CPS, BUT RATHER THAT PEOPLE WERE CALLING AND THERE WAS NO ANSWER AT THE NUMBER. I THINK IT MIGHT HAVE JUST BECAUSE THEY WERE OVERWHELMED. HOW DO WE PARTNER, MAYBE WITH EVEN, YOU KNOW, OTHER, LIKE PHONE TREE STYLE. SO AGAIN, THAT'S AN OFFLINE CONVERSATION. I WOULD LOVE TO GIVE YOU A LITTLE MORE DETAILS AND I DON'T WANT TO TAKE UP YOUR TIME RIGHT NOW, AS TO WHAT WE WERE THINKING, WHAT THE THOUGHT PROCESS WAS WITH THAT. I DON'T WANT TO WHATEVER WAS IN PRINT, I DON'T WANT IT TO GET LOST IN TRANSLATION WHAT THE PLAN WAS FOR THAT RECOMMENDATION. THE OTHER ITEM WAS, I NOTICED THAT WE REFERENCED STRAC SEVERAL TIMES. CPS HAS REFERENCED THEM AT LEAST THREE TIMES, I'VE HEARD STRAC. ONE OF MY BIG PROBLEMS WITH THE HAZARD RISK MITIGATION PLAN THAT WE WERE PRESENTED LAST WEEK WAS THAT STRAC WAS NOT AT THE PLANNING TABLE. SO I WANT TO MAKE SURE THAT I SAY THANK YOU FOR INVOLVING THEM EARLY ON, BUT ALSO, I THINK THEY SHOULD BE HERE, RIGHT? I THINK THEY SHOULD BE INVOLVED. I'M SURE THAT SOMEONE'S LISTENING TO OUR CONVERSATION, BUT I'M DISAPPOINTED THAT WE KEEP REFERENCING THEM, AND I WANT TO MAKE SURE THEY'RE INVITED TO THE TABLE. THEY'RE THE EXPERTS IN EMERGENCY PREPAREDNESS AND YOU ALL ARE DOING A GREAT JOB INVOLVING THEM, BUT I DON'T KNOW WHO THE REQUEST WOULD GO TO, WHETHER IT'S BEN GORZELL'S TEAM, BUT MAYBE WE CAN HAVE SOMEONE PRESENT FROM STRAC. THOSE ARE MY COMMENTS. THANK YOU, CHAIR.

COURAGE: COUNCILMEMBER HAVRDA?

CABELLO HAVRDA: I HAVE TO THANK CPS, THEY HAD A RESOURCE IN MY DISTRICT AND I WAS ABLE TO GO BY, I TALKED WITH THE CPS REPRESENTATIVES WHO WERE CLEARLY VERY COMMITTED TO HELPING OUR COMMUNITY. REALLY VERY ENTHUSIASTIC, WE WERE TALKING ABOUT WITH THE SERVICE THEY'RE PROVIDING THERE. THERE WAS A S.A.W.S. REP THERE. MANY AGENCIES THERE TO HELP OUR COMMUNITY. I REALLY APPRECIATE THAT. WHAT I REALLY TOOK AWAY FROM THAT IS SAN ANTONIANS, I GOT TO TALK WITH DISTRICT 6 INDIVIDUALS, FAMILIES, REALLY, THAT WERE LOOKING FOR ASSISTANCE FOR THEIR BILLS. AND MANY OF THEM I WAS SURPRISED TO FIND OUT HAD BILLS IN THE THOUSANDS. AND THEY WERE JUST

DESPONDENT AND ANXIOUS AND WORRIED ABOUT PAYING THEIR BILLS. THEY WERE WALKING OUT WITH A PLAN AND THEY WERE WALKING OUT WITH HOPE, SO I HAVE TO TAKE A SECOND TO THANK YOU FOR THAT. I'D LIKE TO SEE SOME OTHER FORMS OF OUTREACH, TOO, AS MUCH AS WE CAN, GO OUT INTO THE NEIGHBORHOODS. MAYBE THERE'S A BIGGER AREA THAT HAS HIGH BILLS. I LOVE TO BLOCK WALK, I'LL KNOCK ON DOORS WITH YOU AND HELP PEOPLE TO UNDERSTAND THAT THERE ARE RESOURCES FOR THEM. SO THAT'S THE HONEY. I GOT A LITTLE BIT OF VINEGAR. AT OUR AUGUST MEETING, AND REALLY, SINCE THIS STORM BEGAN, I'VE BEEN ASKING FOR A CONCRETE COMMUNICATIONS PLAN. I HEAR THAT YOU'RE WORKING ON IT. REALLY, FOR ME, THOUGH, IT'S THE COMMUNICATION PLAN THAT YOU HAVE TO COUNCILMEMBERS, TO OTHER ELECTED OFFICIALS AS WELL, THAT ARE FIELDING THE CALLS FROM THE COMMUNITY, WE'RE HEARING FROM THEM, AND WE HAD SUCH A DIFFICULT TIME GETTING THROUGH TO THE UTILITIES AT THAT TIME. I SAID BEFORE, WE CAN ONLY CLAIM THAT WE GOT CAUGHT OFFGUARD ONCE. I WOULD LIKE TO KNOW WHEN WE CAN EXPECT THIS PLAN, AND I APPRECIATE, TOO, I THINK CHAIR, YOU MENTIONED THAT WE NEED TO BE AGGRESSIVELY MOVING FORWARD, YOU KNOW, CONCRETE PROTOCOLS IN PLACE. I KNOW WE'RE GOING TO GET THERE. BUT WINTER'S COMING. AND I THINK WE NEED A PLAN, AT LEAST A COMMUNICATION PLAN IN PLACE FOR OUR FOR US, FOR COUNCILMEMBERS, I GUESS, AND OTHER ELECTED OFFICIALS, IN PLACE BEFORE THE POSSIBILITY OF ANOTHER BIG WINTER EVENT. CAN YOU TELL ME WHEN WE CAN EXPECT THAT FROM S.A.W.S. AND

CAN YOU COMMENT ON THAT?

GOOD AFTERNOON. YOU MAKE THAT REQUEST, I THINK, AT THE VERY FIRST MEETING. WE'VE BEEN WORKING WITH YOUR STAFF AND I KNOW THERE'S BEEN DIFFERENT EDITIONS OF IT GOING AROUND. I THINK WE SHARED WITH YOUR OFFICE LAST WEEK, OR MAYBE SOONER, BUT THERE'S A FIRM PLAN WE'VE ALREADY PUT TOGETHER AND SUBMITTED IT AS PART OF STEVE'S PACKAGE. WE'VE BEEN WORKING CLOSELY WITH YOUR STAFF ON IT.

CABELLO HAVRDA: CAN YOU TALK ABOUT THAT HERE?

TO START WITH, IT WILL KIND OF FOLLOW WHAT THE CITY DOES IN TERMS OF HAVING ROBERT, MYSELF AND/OR OTHER EMT MEMBERS REACHING OUT DIRECTLY TO THE COUNCIL FOLKS OR COMMISSIONERS OR WHOEVER THAT IS. WE WOULD GO

THROUGH A ROUND OF PHONE CALLS WITH BRIEF UPDATES. AS WE GET MORE INFORMATION, WE WOULD WORK EITHER WITH YOU DIRECTLY OR YOUR STAFF OR WHOEVER YOUR APPOINTEES ARE. SO THERE'S A FULL COMMUNICATION CIRCLE. AT ANY POINT IF I WAS TO CALL COUNCILWOMAN IN DISTRICT 4, AND SHE PROVIDES INFORMATION THAT WE DIDN'T KNOW THAT YOU DIDN'T KNOW OF, ROBERT AND I AND OTHER TEAM MEMBERS WOULD SIT TOGETHER, TALK ABOUT THAT, AND THEN WE WOULD COME BACK WITH ANOTHER TREE, A PHONE TREE CALLING EACH ONE TO SHARE THE INFORMATION COMING UP. FOLLOWING THAT WE PROVIDE UPDATES VIA TEXT MESSAGES, E MAILS OR PHONE CALLS DIRECTED WITH YOU ALL AS WELL AS OUR STAFF WITH YOUR STAFF. A LOT OF TIMES, AS YOU KNOW, OUR STAFF ARE GOING TO TALK MORE OFTEN THAN YOU AND I WILL, BECAUSE YOU'RE RUNNING AROUND, I'M RUNNING AROUND AND WHATNOT. WE'LL HAVE STAFF COMMUNICATE AS WELL. BUT WE'LL DEPEND ON DIRECT PHONE CALLS FROM ROBERT, MYSELF AND WHOEVER ELSE ON OUR EMT THAT ROBERT DESIGNATION SO WE GIVE UPDATES AS THEY COME UP. WE SET REGULAR TIMES, THREE OR FOUR HOURS, BUT IF THINGS ARISE SOONER, THAT WOULD NOT PRECLUDE THAT. PHONE CALLS, TEXT MESSAGES, E MAILS. AND USING THAT INFORMATION BACK TO THE WEBSITE. THAT WOULD BE SOME OF THE INFORMATION WE WOULD SHARE WITH YOUR STAFF SO AS INFORMATION COMES UP, WE WOULD YOU WOULD BE DIRECTING YOUR TEAM MEMBERS OR YOUR COMMUNITY MEMBERS TO THE WEBSITE FOR MORE INFORMATION.

CABELLO HAVRDA: THAT'S GREAT. I WOULD LOVE TO SEE THAT IN WRITING SO EVERYBODY KNOWS, WHEN HOPEFULLY WE DON'T HAVE TO DEAL WITH IT AGAIN, BUT IF WE DO, WE'RE ALL READY TO GO, WE KNOW EXACTLY EVERY THREE HOURS

OKAY.

CABELLO HAVRDA: ONE MORE QUESTION, I'M SORRY.

COURAGE: SURE.

CABELLO HAVRDA: SPECIFICALLY FOR S.A.W.S. NOT DURING THE STORM, BUT DIRECTLY AFTER THE STORM. IN MY DIRECT WE HAD A LOT OF APARTMENT COMPLEXES OUT OF WATER. THEY WERE TAKING BUCKETS AND GOING TO THE POOL AND USING IT TO FLUSH. IT WAS DIRE FOR A LOT OF THEM. I CALLED YOU AND

ASKED YOU FOR HELP WITH WATER. AND I GOT A NO FROM YOU. SO I WANT TO KNOW WHAT WE'RE DOING TO WHAT S.A.W.S. IS DOING TO PREVENT THAT FROM HAPPENING. HOW I CAN GET WATER FROM S.A.W.S.

WHAT WAS THE NO?

CABELLO HAVRDA: I ASKED YOU FOR WATER.

THE IDEA WAS THE YEAH, THE REQUEST WAS THE WATER TANKER?

CABELLO HAVRDA: I DIDN'T ASK FOR THE WATER TANKER, I ASKED FOR WATER, BUT YOU TOLD ME WE DIDN'T HAVE A WATER TRUCK. I JUST ASKED FOR WATER. SO WHAT I HAD TO DO IS GO TO PRIVATE COMPANIES AND THEY TOOK A TRUCK AND GAVE THEM TO ALL THE APARTMENT COMPLEXES, FOR WEEKS AFTERWARDS. SO WHAT I'M ASKING YOU IS, WHAT'S CHANGED BETWEEN THEN AND NOW SO I CAN CALL OUR UTILITY, OUR WATER UTILITY AND GET WATER TO OUR COMMUNITY?

I WILL LET STEVE TALK ABOUT THAT. BUT I HOPE THAT THE OWNERS OF THE APARTMENT COMPLEXES HARDENED THEIR SYSTEM JUST LIKE WE'RE TRYING TO HARDEN OUR SYSTEM. THAT WAS THE PROBLEM. IT WASN'T A LACK OF WATER IN THE NEIGHBORHOOD, BECAUSE I REMEMBER YOU CALLED ME SPECIFICALLY ONE TIME, AND I ASKED YOU I LOOKED AROUND AFTER CALLING, WERE OTHER PEOPLE IN THAT NEIGHBORHOOD HAD WATER, AND THEY DID. IT WAS THE COMPLEX. THAT'S THE FIRST STEP IS TO MAKE SURE THAT THE COMPLEXES HARDEN THEIR SYSTEM. NOW, AS FAR AS GETTING WATER TO YOU, LOGISTICALLY, THAT'S WHAT WE'RE GOING TO BE WORKING ON. I THINK ONE OF THE RECOMMENDATIONS IS THE STORAGE OF BOTTLED WATER TO MAKE SURE THAT WE HAVE SOME OF THAT AVAILABLE. STEVE? DO YOU WANT TO GIVE DETAILS ON THAT?

WELL, AVAILABILITY OF STORED WATER IS ONE OF THE ITEMS ON THE LIST THAT IS IN PROGRESS. WE'VE DONE QUITE A BIT OF LOOKING AT THE HOW WE WOULD STORE THOSE BOTTLES. A BOTTLE OF WATER IN A PLASTIC CONTAINER HAS A FAIRLY FINITE SHELF LIFE, ABOUT TWO YEARS. IT ACTUALLY STARTS EXTRACTING FROM THE BOTTLE. BUT THERE ARE SOME [LAPSE IN AUDIO] WHO ARE DISTRIBUTING WATER IN EVEN A CAN THAT SAYS A 50 YEAR LIFE. THOSE ARE INCREDIBLY EXPENSIVE. ON TOP OF THAT, THE LOGISTICS OF MANAGING THAT, STORING IT AND MAKING SURE IT

DOESN'T GET OLD IS COMPLICATED. SO WE'RE LOOKING AT THAT ANGLE. BUT AT THE SAME TIME, WE ARE ALSO HAVING COMMUNICATIONS WITH SOME LARGE OPERATIONS HERE IN SAN ANTONIO, CURRENTLY BOTTLING OTHER PRODUCTS, WHERE, CAN WE MAKE AN ARRANGEMENT WITH THEM TO WHERE IF WE HAVE ANOTHER EVENT LIKE THIS, THEY IMMEDIATELY SWITCH OVER ALL OF THEIR OPERATIONS TO SHIPPING OUT BOTTLED WATER. THAT WAY IT'S REALTIME, YOU GOT IT WHEN THEY NEED IT. WE NEED TO MAKE SURE IT'S BULLETPROOF. THAT IS ANOTHER ALTERNATIVE, I CAN'T TELL YOU WHICH WAY WE'RE GOING TO GO, THOSE DECISIONS HAVEN'T BEEN MADE, BUT WE'RE TRYING TO KEEP OUR OPTIONS OPEN FOR THE BEST OVERALL ANSWER TO THAT.

CABELLO HAVRDA: I APPRECIATE THAT. BECAUSE AGAIN, I HOPE WE DON'T HAVE TO DEAL WITH THIS. YOU'RE RIGHT, ABSOLUTELY, THE COMPLEX OWNER COMPANY, WHOEVER THEY ARE, THEY NEED TO HANDLE THEIR BUSINESS. ULTIMATELY IF THEY DON'T, IT'S NOT THE FAULT OF THE RENTER, RIGHT? THERE WERE A NUMBER OF APARTMENT COMPLEXES, I'M JUST TALKING ABOUT MY ONE DISTRICT. I'M SURE THERE ARE OTHERS. BUT I'M GLAD TO HEAR THERE'S A PLAN IN PLACE. I WOULD LIKE TO KNOW I CAN CALL S.A.W.S. AND GET WATER, YOU KNOW, TO THOSE WHO DIDN'T HAVE WATER FOR WEEKS AFTER THE STORM. THANK YOU. THAT'S ALL MY QUESTIONS. THANK YOU.

COURAGE: THANK YOU.

CHAIR, CAN I JUST ADD ONE COMMENT REAL QUICK? IN RELATION TO THAT, COUNCILWOMAN, WE'RE WORKING CLOSELY WITH BOTH CPS AND S.A.W.S., AND ONE OF THE RECOMMENDATIONS IS ESTABLISHING A WAREHOUSE, YOU KNOW, THE WATER STORAGE ISSUE [LAPSE IN AUDIO] BEING DISCUSSED AMONG ANOTHER ISSUES, IN TERMS OF HOW WE WOULD DO THAT. WE DID WORK WITH S.A.W.S. VERY QUICKLY, YOU KNOW, CITY MANAGER ASKED US TO GO OUT AND PROCURE A BUNCH OF WATER VERY QUICKLY. WE WERE ABLE TO DO THAT ON WEDNESDAY. BUT THE STATE WOULD BE IMPACTED. WE WERE ABLE TO GET ACCESS TO SOME WATER, I DON'T KNOW IF WE HAD WAITED ANOTHER DAY, THAT MIGHT HAVE BEEN MORE CHALLENGING. SO I THINK THE WAREHOUSE PIECE WILL BE AN IMPORTANT ONGOING CONVERSATION. THE OTHER THING I WANTED TO MENTION IS ON COMMUNICATION. I KNOW THERE'S A LOT OF COORDINATION GOING ON WITH THE EOC. I THINK WHAT WE TALKED ABOUT, AND WHAT WE WERE STRIVING TO DO WAS

TO MAKE SURE WE'RE COORDINATED AND COLLABORATED ON THAT, SO THAT YOU'RE NOT GETTING SOMETHING FROM THE CITY EOC, SOMETHING FROM S.A.W.S., SOMETHING FROM CPS, I THINK ONE OF THE BENEFITS OF HAVING EVERYBODY WITH EOC IS HOPEFULLY WE CAN STREAMLINE THOSE COMMUNICATIONS, SO IT'S CLEAR TO EVERYBODY. I THINK ONE OF THE GOALS WAS TO MAKE SURE WE WERE ALL ALIGNED, SHARING INFORMATION REALTIME, AND THAT WE WERE USING THE SAME MECHANISM TO GET THAT BACK TO YOU. SO THAT'S ALSO ONE OF THE THINGS BEING WORKED ON.

CHAIR, I WANT TO THANK YOU FOR ASKING BOTH UTILITIES TO LIST THE PRIORITIZE THE RECOMMENDATIONS OF, WHAT IS IT, THE EMERGENCY PREPAREDNESS COMMITTEE, AND REPORT BACK TO US. I WANT TO ADD TO THAT, TO CREATE A WEB PAGE ON YOUR EACH OF YOUR WEBSITES, LISTING WHAT THOSE RECOMMENDATIONS ARE, AND IN ORDER OF PRIORITY AND WHERE YOU ARE ON EACH ONE, WHY EACH ONE IS IMPORTANT, WHAT STEPS YOU HAVE TAKEN, WHAT IS YOUR CURRENT PROGRESS, SO THAT THE PUBLIC CAN GO STRAIGHT THERE AND HEAR DIRECTLY FROM YOU. I THINK THAT'S YOU KNOW, I WOULD LIKE TO SEE THAT TRANSPARENCY OUT OF OUR PUBLIC UTILITIES. STEVE, YOU MENTIONED THAT THE BLACK AND VEATCH REPORT. NOW, THAT WAS IN ADDITION TO THE COMMITTEE THAT THE CITY PUT TOGETHER THE RECOMMENDATIONS. HOW WAS THAT WHY DID YOU ALL USE AN OUTSIDE ENTITY TO DO THAT? WHY WAS THAT NECESSARY IN ADDITION TO THE CITY'S COMMITTEE, AND WHAT DID YOU GET OUT OF THAT? IN ADDITION TO WHAT YOU GOT OUT OF THE CITY'S COMMITTEE ON EMERGENCY PREPAREDNESS?

OKAY. WELL, I'LL LET ROBERT SPEAK ON WHY HE WANTED TO USE AN OUTSIDE THIRD PARTY. BUT YOU DON'T NEED ME DOING A REVIEW OF OUR PERFORMANCE WHILE WE'RE IN THE MIDDLE OF AN EVENT LIKE THAT. I CARRY A LOT OF BIAS. WE NEEDED A CLEAN SET OF EYES. AND WE NEEDED SOMEBODY THAT UNDERSTANDS WATER SYSTEMS. TO HAVE SOMEONE THAT DOESN'T HAVE ANY EXPERIENCE IN THE CHALLENGES THAT WE HAD WITH DIFFERENT TYPES OF INSTRUMENTATION, THE LEVEL ON THE TANK. I DON'T THINK WE COULD HAVE GOTTEN THOSE TYPE OF RECOMMENDATIONS WITHOUT HAVING SIGNIFICANT EXPERTISE IN HOW WATER SYSTEMS OPERATE OVERALL. SO THAT REPORT WAS IN ADVANCE OF THE CITY'S COMMITTEE TO DO THE STUDIES. THEY WERE COMPLETE WITH THEIR REPORT IN ADVANCE OF THE CITY. AT THE TIME, ROBERT'S DECISION WAS INDEPENDENT. WE

DIDN'T KNOW THE CITY WAS GOING TO HAVE A GROUP SET UP TO STUDY WHAT WE HAD DONE. SO WE JUST LAUNCHED ON OUR OWN, IMMEDIATELY, LIKE I SAID, EVEN BEFORE THE STORM WAS OVER, WHICH WAS A BITTER PILL TO SWALLOW IN THE MIDDLE OF THE STORM KNOWING WE HAD A REVIEW COMING DOWN. BUT IN HINDSIGHT, IT WAS THE BEST THING WE COULD DO TO GET THE BEST POSSIBLE RESULTS FROM THAT REPORT.

GREAT. SO I KNOW THIS ISN'T FOR YOU TO ANSWER, BUT I'M WONDERING WHY CPS ENERGY DIDN'T DO THE SAME. MY UNDERSTANDING WAS THAT THERE WERE SOME BOARD MEMBERS THAT WERE INTERESTED IN AN OUTSIDE STUDY. SO I KNOW THAT'S NOT FOR YOU TO ANSWER. I DON'T KNOW IF THERE WILL BE AN OPPORTUNITY TO BRING CPS ENERGY BACK UP WHEN WE'RE DONE HERE. BUT YOU MENTIONED AN ESTIMATE OF \$200 MILLION FOR BACKUP GENERATORS. AND I'M REALLY GLAD THAT YOU MENTIONED THAT YOU WANTED TO SEE WHAT THE COMMUNITY BENEFIT IS, RIGHT? BECAUSE IF YOU SPEND \$200 MILLION ON BACKUP GENERATORS AND THEY'RE ONLY GOING TO BE USED FOR A COUPLE OF DAYS EVERY OTHER YEAR, I DON'T SEE THAT AS A GREAT INVESTMENT. I WOULD LIKE TO SEE HOW THOSE BACKUP GENERATORS, OR WHAT THE PURPOSE OF THAT, HOW THAT FITS INTO THE GREATER PICTURE OF EVERYTHING THAT WE'RE TRYING TO DO, NOT JUST WHAT S.A.W.S. IS TRYING TO DO, BUT WHAT CPS ENERGY IS TRYING TO DO IN ORDER TO, YOU KNOW, REDUCE OUR EMISSIONS, IN ORDER TO, YOU KNOW, MAKE SURE THAT WE'RE MORE RELIABLY ABLE TO KEEP THE POWER ON. SO I WOULD LIKE TO SEE ALL OF THAT BE LOOKED AT HOLISTICALLY. MAYBE THERE'S AN OPPORTUNITY TO USE IF CPS ENERGY IS LOOKING AT BATTERY STORAGE IN THE FUTURE, MAYBE THOSE BATTERIES COULD BE SITUATED ACROSS THE SPECTRUM, YOU KNOW, ACROSS THE COMMUNITY IN THE PLACES WHERE YOU WANT, AND SOMETIMES THEY COULD BE USED JUST FOR REDUCING PEAK LOAD ON CPS ENERGY ON A REGULAR BASIS. BUT FOR A LONGER TERM FOR BACKING UP WHAT YOU NEED. AND I'M NOT SAYING THAT'S THE SOLUTION, BUT I'D LIKE US TO LOOK AT IT IN THAT WAY. BECAUSE YOU MENTIONED 60% OF HOUSTON GENERATORS DIDN'T RUN. AND EVEN IF THEY DID RUN, EVEN IF 100% OF HOUSTON'S GENERATORS RAN, MOST DAYS THEY'RE SITTING THERE DOING NOTHING, SO THAT'S NOT A GREAT INVESTMENT. THE OTHER QUESTION I HAD IS, YOU KNOW, YOU MENTIONED, YOU KNOW, THAT ALL THE PEOPLE THAT ARE GOING TO BE ON SPEED DIAL, WHETHER IT'S YOU OR GAVINO OR ROBERT OR PAULA OR FRANK, EVERYBODY, NOW I'M WONDERING, WHAT KIND OF RELIABLE POWER DO YOU HAVE AT YOUR HOUSE,

WHAT HAPPENS IF YOU CAN'T CHARGE YOUR CELL PHONES? SO I JUST WANT TO MAKE SURE THAT UNLESS YOU ALL ARE GOING TO BE LIVING MOVING IN AND LIVING AT THE EMERGENCY OPERATIONS CENTER FOR THE DURATION OF ANY STORMS. THAT'S SOMETHING ELSE THAT I WANT TO MAKE SURE YOU'RE CONSIDERING. AND THAT'S THE EXTENT OF MY QUESTIONS.

I CAN TELL YOU THAT MY WIFE WOULD RESPOND IF SHE LIVED AT S.A.W.S. THAT'S WHAT WE DID. WE KNEW WE HAD A GENERATOR THERE THAT WAS POWERING OUR CONTROL SYSTEMS, AND I KNEW THAT'S THAT'S WHAT I HAD TO DO.

BRAVO: I ACTUALLY HAD ONE LAST QUESTION. COUNCILWOMAN CABELLO HAVRDA ASKED, AND WHAT HAS S.A.W.S. DONE TO COMMUNICATE WITH OWNERS AND MANAGEMENT OF APARTMENT COMPLEXES TO MAKE SURE THAT THEY ARE HARDENING THEIR WATER SYSTEMS, THAT THEY MAKE SURE THEY KNOW HOW TO DO THAT, THAT THEY'RE REMINDED TO DO THAT.

SABINO, DO YOU HAVE ANY COMMENTS ON THAT? DID YOU HEAR THE QUESTION OKAY?

THAT WAS ONE OF THE OBJECTIVES, I'M NOT SURE IF IT WAS THE BLACK AND VEATCH STUDY OR THE CITY'S RECOMMISSIONED STUDY. BUT WE PUT TOGETHER A COMMUNICATION PANEL ON HOW WE'RE OUTREACHING TO PROPERTY OWNERS AS WELL AS COMMERCIAL PROPERTY OWNERS SO THEY KNOW WHAT TO DO IN TERMS OF PREPARING FOR THIS. ONE OF THE OTHER STEPS WE'VE TAKEN INTERNALLY IS CREATING A BE PREPARED CAMPAIGN. SO WE'RE HOPING TO ROLL THAT OUT IN THE NEXT COUPLE WEEKS, WHERE WE START PREPARING OUR CUSTOMERS NOW FOR WHAT MAY BE COMING, FROM HOW TO PREPARE, TO WRAPPING THE PIPES, TO PREPARING FOR A WATER OUTAGE, TO, I MEAN, A GAMUT OF THINGS FROM, YOU KNOW, IF THERE'S A BOIL WATER NOTICE, WHAT TO DO WHEN IT'S CALLED, AND WHAT TO DO ONCE IT'S RESCINDED. WE'RE CREATING ANOTHER CAMPAIGN LIKE THAT. THERE WAS AN EFFORT PUT TOGETHER SO WE CAN BETTER COMMUNICATE WITH PROPERTY OWNERS, COMMERCIAL OWNERS AS WELL AS RESIDENTIAL LANDOWNERS.

COURAGE: THANK YOU, COUNCILMAN. I KNOW CPS HAS BEEN CONSIDERING ANY KIND OF GENERATORS THAT THEY PUT IN ARE GOING TO HAVE MULTIPLE OR DUAL

USES, SO THAT THEY CAN PUT MORE POWER INTO THE COMMUNITY, AND THEY WON'T JUST SIT IDLE. BUT THAT'S SOMETHING GOOD TO EXPLORE AT A FUTURE MEETING. THANK YOU. WE HAVE THREE ITEMS STILL REMAINING ON OUR AGENDA. WHAT I'M GOING TO DO IS RECOMMEND WE COMBINE THOSE ITEMS. AND THOSE ITEMS REVOLVE AROUND HEARING FROM BOTH CPS AND S.A.W.S. ON THEIR MITIGATION PROGRAMS FOR PEOPLE WHO ARE BEHIND ON THEIR BILLS, AND HOW THEY'RE HOPING NOT TO GO AHEAD AND CUT OFF ANYBODY'S WATER OR ENERGY. AND ALSO, WE'VE ASKED CITY STAFF TO GIVE US A LITTLE INFORMATION ON THE AMERICAN RESCUE PLAN, RECOVERY FUNDS, AND HOW THAT MIGHT BE ABLE TO HELP BOTH OF THESE UTILITIES. SO I'M GOING TO TRY AND PUT ALL THREE OF THESE TOGETHER, BEFORE WE START ASKING QUESTIONS. AND SO I'D LIKE TO GO AHEAD AND START WITH S.A.W.S., AND LET THEM TELL US WHAT THEY'RE DOING, SINCE THEY'VE ALREADY BEEN UP THERE. THEN WE'LL GO TO CPS. THEN WE'LL HEAR FROM LAURIE FROM THE CITY. AND THEN WE'LL BE ASKING QUESTIONS. I THINK THE OTHER COUNCILMAN WILL BE BACK IN A MOMENT. SO IF YOU'D LIKE TO TELL US HOW THINGS ARE GOING ON THE RECOVERY FUNDING THAT HASN'T BEEN PAID, AND PEOPLE CONTINUING TO RECEIVE THEIR WATER. THANK YOU.

SURE. GOOD MORNING. SO AS ROBERT EXPLAINED, THIS PRESENTATION WAS REALLY ONE THAT WE GAVE TO OUR BOARD EARLIER IN OCTOBER. AND SO IT DOESN'T HAVE THE MOST UP TO DATE INFORMATION. WE'LL BE PROVIDING OUR BOARD WITH THAT INFORMATION NEXT WEEK. AND CERTAINLY WE CAN MAKE THAT AVAILABLE TO THE COMMITTEE AFTER THAT. BUT JUST REAL QUICKLY, WHEN I WAS UP HERE LAST MONTH, WE TALKED ABOUT THE FACT THAT WE HAD ABOUT 65,000 OF OUR CUSTOMERS THAT WERE MORE THAN 60 DAYS PAST DUE. SO TECHNICALLY IN THAT CATEGORY OF ELIGIBLE FOR DISCONNECTION. AGAIN, THAT WAS AS OF THE END OF SEPTEMBER. BUT THE GOOD NEWS AT THAT TIME WAS THAT MORE THAN 46,000, OR NEARLY 71% OF THOSE CUSTOMERS WERE ENROLLED IN PAYMENT PLAN. AND THAT WAS LARGELY AS A RESULT OF S.A.W.S. AUTOMATICALLY ENROLLING THEM. ABOUT 39,000 OF THOSE CUSTOMERS IN BOARD APPROVED PAYMENT PLANS. JUST REAL QUICKLY, THE AS A SUMMARY, THE BOARD APPROVED PLANS, THE FIRST ONE WAS REALLY TARGETING OUR FOLKS THAT ARE IN OUR AFFORDABILITY DISCOUNT PROGRAM. ABOUT 7,600 OF THOSE CUSTOMERS WERE AUTOMATICALLY ENROLLED IN A SIX MONTH PLAN, AND ANOTHER IN TOTAL, ABOUT 87,000 8,700 OR SO, 85% WERE IN PAYMENT PLANS. EITHER THEY HAD ENROLLED THEMSELVES OR WE HAD AUTOMATICALLY ENROLLED

THEM. AND SOME OF THE INFORMATION THAT BEN IS GOING TO BE PROVIDING ON THE ARPA MONEY, WE'VE PUT THOSE FOLKS IN A HOLD TO SIX MONTHS. ALL THEY HAD TO DO IS PAY THEIR CURRENT CHARGES AND WE WOULD HOLD THAT PAST DUE BALANCE WHILE WE LOOKED FOR ADDITIONAL ASSISTANCE, EITHER FROM THE STATE, FROM THE CITY, CERTAINLY THE ARPA FUNDS IS SOMETHING THAT WE'RE HOPING FOR THAT COULD HELP SATISFY THOSE BALANCES. FOR CUSTOMERS RESIDENTIAL CUSTOMERS THAT ARE NOT IN THE AFFORDABILITY PROGRAM, WE DID AUTO ENROLL MORE THAN 31,000 OF THOSE INTO WHAT WE ARE REFERRING TO AS OUR INCENTIVE PLAN. AND THEN OVERALL 72% OF RESIDENTIAL CUSTOMERS WERE IN PLANS AS OF THE END OF SEPTEMBER. AS YOU RECALL, IF THOSE CUSTOMERS MAKE THEIR CURRENT MONTHLY CHARGES, AS WELL AS THEIR PAST DUE BALANCE FOR 18 MONTHS, WE'LL FORGIVE THE REST OF THEIR CHARGES. SO AS FOR THE COMMERCIAL CUSTOMERS, WHICH INCLUDES MULTI FAMILY, WHILE THERE WAS NO SPECIAL PAYMENT PLAN APPROVED FOR THOSE CUSTOMERS BY OUR BOARD, WE HAVE BEEN ALLOWING THESE DELINQUENT CUSTOMERS TO SET UP PAYMENT PLANS REALLY TAILORED TO THEIR ABILITY TO PAY. AT THE END OF SEPTEMBER, ONLY ABOUT 7% OF THOSE CUSTOMERS WERE ON ACTIVE PAYMENT PLANS. AND SINCE THIS CATEGORY DOES INCLUDE MULTI FAMILY, WE WERE SENSITIVE TO THE FACT THAT THOSE RESIDENTS WOULD BE CUT OFF IF WE CUT OFF TO THE APARTMENT COMPLEX. AND SO WE HAVE BEEN DOING DIRECT OUTREACH TO OUR MULTI FAMILY CUSTOMERS, TRYING TO GET THEM ON TO A PAYMENT PLAN. SO CUSTOMERS NOT ALREADY ENROLLED IN AN ACTIVE PLAN BEGAN RECEIVING FINAL NOTICES IN LATE SEPTEMBER. THESE NOTICES GO OUT ABOUT TWO WEEKS BEFORE WE DO THE DISCONNECTION, TO GIVE THOSE CUSTOMERS TIME TO CONTACT US. WE DID RESUME DISCONNECTIONS ON OCTOBER 19TH, AND WE WILL BE WRITING UPDATED NUMBERS TO OUR BOARD NEXT WEEK ABOUT THE STATUS OF THOSE, AND SO CERTAINLY CAN PROVIDE YOU THAT AFTER OUR BOARD HAS BEEN BRIEFED. SO I KNOW THAT WAS FAST, BUT I KNOW YOU'VE GOT A LOT TO COVER.

COURAGE: BASICALLY, THIS IS ALMOST THE SAME REPORT WE HAD LAST TIME?

BASICALLY THE SAME NUMBERS. AS I SAID, THE TIMING, WE WITH OUR BOARD MEETING NEXT WEEK, WE'LL BE ABLE TO PROVIDE THEM WITH MUCH MORE UP TO DATE NUMBERS AND WE CAN CERTAINLY PROVIDE THAT TO THE COMMITTEE.

COURAGE: OKAY. ANYBODY HAVE ANY QUESTIONS? HEARING NON THANK YOU.

LET'S HEAR FROM CPS. THANK YOU, MARY.

THANK YOU, COUNCILMAN COURAGE AND MEMBERS OF THE COMMITTEE. I'M RUDY GARZA, ENGAGEMENT OFFICER, AND I'LL BE BRIEFING YOU. WE HAVE SEEN A LOT OF PROGRESS ON CUSTOMER RESPONSE TO OUR EFFORTS TO REACH OUT TO THEM, AND I'LL TAKE YOU THROUGH SOME OF THE HIGH LEVEL PROGRESS THAT WE'VE MADE. AND I'VE GOT A TON OF STATS HERE THAT I CAN REFER TO, DEPENDING ON THE QUESTIONS THAT YOU HAVE. YOU KNOW, WE'RE OUR INFORMATION HERE REALLY KIND OF SHOWS HOW WE ARE MESSAGING TO OUR CUSTOMERS, BOTH ON OUR BILLS. THEY SEE A MESSAGE IMMEDIATELY WHEN THEY OPEN THEIR BILL, AND EVEN ON THE FRONT COVER OF THE ENVELOPE. AND SO WE ARE DOING EVERYTHING WE CAN TO GET A CONSISTENT MESSAGE ON HOW TO BE PROACTIVE ABOUT REACHING OUT TO US, AND WE'VE BEEN VERY SUCCESSFUL. I'LL GO THROUGH SOME OF THE NUMBERS HERE IN A SECOND. AGAIN, WHEN YOU LOOK AT OUR CUSTOMER OUTREACH RESOURCE EFFORT TEAM, THAT IS MAKING DIRECT CALLS TO CUSTOMERS, WE'RE UP NOW CLOSE TO 90,000 CUSTOMERS THAT WE HAVE BEEN ABLE TO CONTACT, THAT 39 MILLION HAS SEEN AN UPTICK THIS WEEK. WE'RE NOW UP TO 41 MILLION IN DIRECT PAYMENT ASSISTANCE THAT WE'VE BEEN ABLE TO ACHIEVE. SO THIS EFFORT CONTINUES TO HAVE EXTENSIVE, EXTENSIVE SUCCESS. AND WE'RE VERY PROUD OF THE TEAM THAT CONTINUES TO MAKE THOSE PHONE CALLS. ON OUR ACCOUNTS RECEIVABLE, THE NUMBER, WE'RE DOWN TO ABOUT 67,000 CUSTOMERS THAT ARE ELIGIBLE FOR DISCONNECT. THAT'S DOWN OVER 17,000 FROM THE END OF AUGUST. SO WE'RE TRENDING IN THE RIGHT DIRECTION. AND AS OF TODAY, I'LL TELL YOU, WE STILL HAVE YET TO DISCONNECT ANY RESIDENTIAL CUSTOMERS. WE ARE CONTINUING TO PROVIDE OUTREACH TO THEM. AND SO, YOU KNOW, WE'RE GOING TO TRY TO EXTEND THAT AS LONG AS WE POSSIBLY CAN. THEY WILL BEGIN TO RECEIVE DISCONNECT NOTICES LIKELY SOON. BUT WE'RE UP ON THE HOLIDAYS, SO A LOT OF THOSE WINDOWS FOR WHEN WE WOULD ACTUALLY START DISCONNECTING WOULD, YOU KNOW, REALLY BLACK THAT OUT. WHEN YOU LOOK AT THE COMMERCIAL SIDE, WE'VE SEEN A 10% REDUCTION IN COMMERCIAL ACCOUNTS THAT ARE ELIGIBLE FOR DISCONNECT. WE HAVE BEEN DISCONNECTING COMMERCIAL CUSTOMERS. I'LL TELL YOU THAT OF THE CUSTOMERS THAT RECEIVED KIND OF A DISCONNECTION, THAT HAVE GOT INTO THE DISCONNECT PROCESS, ABOUT 411 OF THOSE CUSTOMERS ACTUALLY GOT INTO THE PROCESS. WE COMPLETED ABOUT 232 OF THOSE CUSTOMERS. ROUGHLY HALF WERE ABLE TO DO SOMETHING ABOUT THAT BEFORE THEY GOT INTO

DISCONNECTION. AND OF THE CUSTOMERS THAT WERE DISCONNECTED, ALMOST 75% OF THOSE CUSTOMERS IMMEDIATELY, YOU KNOW, TOOK CARE OF GETTING ON A PAYMENT PLAN AND GOT BACK INTO GETTING THEIR POWER. VERY SUCCESSFUL RESPONSE FROM THE CUSTOMERS THAT HAVE BEEN IMPACTED, BUT BY AND LARGE, THAT NUMBER WAS ROUGHLY, YOU KNOW, OVER 5,000 AT ONE POINT IN TIME, SO THE FACT THAT LESS THAN 10% OF THAT ACTUALLY WERE IMPACTED BY DISCONNECTS I THINK IS A REALLY GOOD SIGN THAT OUR MESSAGE IS RESONATING. ON THE RESIDENTIAL SIDE, I'VE SHOWN YOU THIS SLIDE BEFORE. THERE'S A SEQUENCE, YOU KNOW, OUR ADP CUSTOMERS, ASSISTANCE PROGRAM CUSTOMERS, THE PROCESS STARTED IN JANUARY, BUT THEY REALLY WOULDN'T SEE AN IMPACT UNTIL EARLY FEBRUARY, THAT THEY WOULD ACTUALLY BE ELIGIBLE FOR DISCONNECT. AND SO WE'VE SEEN A 20% REDUCTION IN THE ACCOUNTS THAT ARE ELIGIBLE FOR DISCONNECT ON THE RESIDENTIAL SIDE. SO ALL OF THE EVENTS THAT COUNCILWOMAN HAVRDA, WE HAD A FANTASTIC EVENT, WE HAVE AN EVENT AT TRI POINT, I BELIEVE, WITH COUNCILMAN BRAVO. THESE EVENTS ARE HAVING AN IMPACT. WE'VE DONE A LOT OF OTHER THINGS THAT COUNCILMEN AND COMMITTEE MEMBERS, WHEN WE TALK ABOUT THESE ISSUES, WE'RE LISTENING. WE'VE ADDED LAYERS OF WHAT WE CAN DO, IN ADDITION TO WHAT WE'VE TALKED ABOUT BEFORE. WE'RE EXTENDING OUR OFFICE HOURS FOR THE WALK IN CENTERS, FOR THE ELIGIBILITY CUSTOMERS FOR ARPA FUNDING, COUNCILWOMAN HAVRDA OR WHICH COUNCILPERSON ASKED THIS QUESTION LAST TIME, BUT WE'LL SET UP A SPECIFIC NUMBER SO IT'S EASIER TO GET THROUGH OUR PHONE SYSTEM FOR THOSE CUSTOMERS THAT ARE KIND OF ON A TIME CLOCK THAT HAVE FUNDING AVAILABLE. SO WE'RE GOING TO DO THAT. WE'RE ALSO, FOR THE CUSTOMERS THAT STILL WON'T REACH OUT TO US, PAUL AND I HAVE TALKED THIS WEEK, AND WE'RE SETTING UP A GRASS ROOTS EFFORT TO GO OUT AND KNOCK ON DOORS. COUNCILWOMAN, WE WILL TAKE YOU UP ON YOUR OFFER TO JOIN US ON KNOCKING ON DOORS. WE'RE NOT GOING TO LET ANY INDIVIDUAL WHO HAS ACCESS TO BLESS YOU, COUNCILMAN THAT HAS ACCESS TO FUNDING, TO HELP. WE'RE NOT GOING TO LET THAT FUNDING GO UNUTILIZED, WE'RE GOING TO GO OUT AND KNOCK ON DOORS. FOR US, WE THINK THAT'S THE FINAL THING WE CAN DO TO TRY TO DO EVERYTHING WE CAN DO TO REACH OUT. COUNCILMEN, I HOPE THIS MOVES US IN THE RIGHT DIRECTION. ENGAGEMENTS, AGAIN, WHEN YOU ADD UP ALL THE CUSTOMERS WE'VE BEEN ABLE TO CONTACT THROUGH THE VARIOUS POP UP EVENTS, THAT NUMBER IS CLOSE TO 66,000 CUSTOMERS. SO WE'RE WORKING ON [LAPSE IN AUDIO] I THINK THERE WERE ROUGHLY 77,000 CUSTOMERS

ELIGIBLE FOR DISCONNECTS STARTING IN AUGUST, GIVE OR TAKE, SO WE'RE DOING EVERYTHING WE CAN TO BE PROACTIVE ABOUT CONNECTING. AND BY AND LARGE, IT'S BEEN IN COOPERATION WITH FOLKS AROUND THIS TABLE WHO ARE MAKING THEMSELVES AVAILABLE AND HELPING SUPPORT OUR CAUSE. HERE'S JUST A FEW OF THOSE COMMUNITY EVENTS, AS I MENTIONED. ACTUALLY, COUNCILWOMAN HAVRDA'S EVENT ALREADY HAPPENED. SO WE'RE GOING TO PUT THAT OVER HERE NEXT TIME ON THE CHECKED SIDE AND WE'LL CONTINUE TO HAVE OURSELVES AVAILABLE, TO HAVE AS MANY OF THESE EVENTS AS THE COUNCIL PEOPLE'S OFFICES CAN SUPPORT. WE'RE IN THIS TO TRY TO MAKE SURE COME JANUARY, AS MANY OF THESE FOLKS AS POSSIBLE ARE OFF OF THIS LIST. AND THAT'S ALL I HAVE.

COURAGE: OKAY. THANK YOU. IF LAURIE'S HERE, WE WOULD LIKE TO HEAR A LITTLE THANK YOU, LAURIE A LITTLE SYNOPSIS OF THE FUNDING IN MIND, HOW WE CAN BE OF ASSISTANCE FOR PEOPLE WHO ARE BEHIND ON THEIR UTILITY BILLS.

RIGHT. IF I CAN GET THE PRESENTATION KEYED UP. THANK YOU. THANK YOU, COUNCILMEN. I'M LORI HOUSTON. I OVERSEE THE DEPARTMENT OF HUMAN SERVICES [LAPSE IN AUDIO]. AS IT RELATES TO ARPA FUNDS TO HELP OUR PARTNERS AT S.A.W.S. AND CPS, HELP THOSE WHO ARE GOING TO BE NEEDING ASSISTANCE WITH THEIR OUTSTANDING BALANCE DUE TO COVID. SO, WHAT STAFF IS RECOMMENDING IS THAT WE PROVIDE CPS \$20 MILLION IN ARPA FUNDING TO HELP THE UTILITY ASSISTANCE PROGRAM. THIS WILL HELP ABOUT 20,000 CUSTOMERS, EITHER ELIMINATE ANY OUTSTANDING BALANCE, OR REDUCE THEIR OUTSTANDING BALANCE. AND THEN WE'RE PROVIDING S.A.W.S. \$10 MILLION. THIS EQUATES TO ABOUT 13,000 CUSTOMERS THAT IT WILL ASSIST. WHAT WE'RE PROPOSING IS TO QUALIFY FOR THIS PROGRAM, YOU MUST MEET THREE CRITERIA. ONE, YOU MUST BE A SAN ANTONIO RESIDENT. TWO, YOU MUST PROVIDE PROOF OF HARDSHIP DUE TO COVID. AND THAT HARDSHIP MUST BE HAVE TAKEN PLACE BETWEEN MARCH OF 2020 TO SEPTEMBER OF 2021. AND YOU CAN PROVIDE THAT PROOF OF HARDSHIP IN ONE OF MANY WAYS. YOU CAN EITHER SHOW US AN UNEMPLOYMENT OR FURLOUGH LETTER. YOU CAN PROVIDE PAY STUBS SHOWING DECREASED FUNDING. YOU CAN PROVIDE DOCUMENTATION OF UNEXPECTED EXPENSES [LAPSE IN AUDIO]. DOCUMENTATION SHOWING INABILITY TO WORK. IF ALL ELSE FAILS, IF YOU DO NOT HAVE THAT TYPE OF DOCUMENTATION, WE'LL ACCEPT A SIGNED SELF DECLARATION THAT OUTLINES THE HARDSHIP YOU EXPERIENCED DURING THIS COVID PERIOD. AND THEN FINALLY, YOU MUST ENROLL IN THE AFFORDABILITY PROGRAM OR A PAYMENT

PLAN, WITH EITHER S.A.W.S. OR CPS, OR BOTH. SO BOTH UTILITIES HAVE AN AFFORDABILITY PROGRAM. THE REQUIREMENTS FOR THAT PROGRAM ARE INCOME ELIGIBLE, SO YOU MUST BE AT 125% OF THE POVERTY LINE OR BELOW, TO BE IN THAT AFFORDABILITY PROGRAM. IF YOU ARE NOT ENROLLED IN AN AFFORDABILITY PROGRAM, WE WANT YOU TO ENROLL IN A PAYMENT PLAN WITH THE UTILITY. NOW, THE ALLOWANCE THAT WE'RE RECOMMENDING FOR EACH OF THESE PROGRAMS IS THAT, IF YOU ARE INCOME ELIGIBLE AND ENROLLED IN AN AFFORDABILITY PROGRAM WHICH MEANS YOU'RE 125% OF THE FEDERAL POVERTY LINE OR BELOW, WE WILL ELIMINATE YOUR BALANCE THAT EXISTS FOR THAT TIME PERIOD BETWEEN MARCH 2020 AND SEPTEMBER 30TH OF 2021. IT WILL BE COMPLETELY ELIMINATED FOR THAT TIME PERIOD. IF YOU'RE ABOVE THE POVERTY LINE, MEANING YOU'RE NOT ELIGIBLE FOR THE AFFORDABILITY PROGRAM, BUT YOU ARE ENROLLED IN A PAYMENT PLAN, WE WILL APPLY A CREDIT TO YOUR BALANCE FOR THAT TIME PERIOD. SO FOR S.A.W.S., WE'LL PROVIDE UP TO \$700 CREDIT TO YOUR BILL FOR THAT TIME PERIOD, AND FOR CPS, THE CREDIT WILL BE UP TO \$1,000. NOW, THESE CREDITS WERE DETERMINED BASED ON THE AVERAGE OUTSTANDING BALANCE FOR CUSTOMERS. SO IT'S ABOUT A LITTLE AROUND \$700 FOR S.A.W.S. CUSTOMERS, AND \$1,000 FOR CPS CUSTOMERS. BUT IT WILL BE A CREDIT. SO IF THERE'S MORE OWED, THEY OWE THAT ADDITIONAL, AND THEY'LL MAKE THAT THROUGH A PAYMENT PLAN. IF THERE'S LESS, WE'LL ONLY PAY WHAT THE OUTSTANDING BALANCE IS FOR THAT TIME PERIOD. NOW, THE APPLICATION PROCESS, BOTH S.A.W.S. AND CPS, THEY WILL ADMINISTER THE PROCESS. SO THEY WILL BE SUBRECIPIENTS OF THIS FUNDING. WE'LL PROVIDE THEM THE FUNDING AS THEY INVOICE US. BUT WHAT THEY NEED TO DO IS THEY NEED TO SCREEN APPLICANTS FOR ELIGIBILITY. THEY NEED TO SHOW US THAT THEY ARE IN THE AFFORDABILITY PROGRAM OR PAYMENT PLAN. AND THEY'LL PROCESS THOSE APPLICATIONS. AND THEY'LL INVOICE THE CITY FOR THOSE APPLICATIONS, AND WE'LL DO AUDITS AND HAVE IT PROCESSED TO ENSURE WE'RE FOLLOWING THE GUIDELINES BECAUSE WE DON'T WANT TO BE AUDITED DOWN THE ROAD, WE WANT TO HAVE ALL THE DOCUMENTATION NECESSARY. WE'LL TAKE THIS TO CITY COUNCIL ON NOVEMBER 18TH, FOR APPROVAL FOR THE SUBRECIPIENT AGREEMENTS. BUT FOR S.A.W.S. AND CPS, THEY'RE ALREADY PREPARING FOR THIS PROCESS. THEY'RE GOING TO BE GETTING PEOPLE ENROLLED IN THE AFFORDABILITY PROGRAM IF THEY'RE NOT ALREADY, AND WE ENCOURAGE PEOPLE TO ENROLL IF THEY THINK THEY'RE QUALIFIED. IF YOU'RE NOT QUALIFIED, ENROLL IN A PAYMENT PLAN, SO YOU'RE IN LINE TO RECEIVE THE FUNDS TO HELP WITH YOUR

OUTSTANDING BALANCE. COME NOVEMBER 19TH, THEY'LL START ACCEPTING APPLICATIONS. IN DISCUSSIONS WITH OUR PARTNERS, THEY'LL BE DOING MORE OUTREACH, BLOCK WALKING, MAKING SURE THAT THOSE RESIDENTS KNOW THEY'RE ELIGIBLE FOR THIS PROGRAM. I WANT TO STRESS IT IS A RESIDENTIAL PROGRAM. IT'S NOT FOR COMMERCIAL, IT'S RESIDENTIAL. WHAT THIS PROGRAM DOES IS FOCUS ON THE MOST VULNERABLE. WE WANT TO MAKE SURE THOSE MOST VULNERABLE GET THE SERVICES PAID FOR SO THEY DON'T HAVE AN OUTSTANDING BALANCE AND THEY CAN MOVE FORWARD. IF YOU DO NOT QUALIFY, WE UNDERSTAND THERE ARE STILL HARDSHIPS FOR THOSE, WE WANT YOU TO GET ON A PAYMENT PLAN AND WE HAVE ASSISTANCE TO HELP YOU WITH THE OUTSTANDING BALANCE FOR THAT TIME PERIOD. THAT CONCLUDES MY PRESENTATION. BEN GORZELL AND MYSELF ARE AVAILABLE TO ANSWER ANY QUESTIONS ON BEHALF OF THE CITY, AS WELL AS OUR CITY PARTNERS.

COURAGE: OKAY. THANK YOU, LORI. DO ANY OF THE DO EITHER OF THE COMMITTEE MEMBERS HAVE ANY QUESTIONS FOR S.A.W.S., CPS, OR LORI RIGHT NOW ABOUT THE PLAN TO HELP PEOPLE MAINTAIN THEIR UTILITIES AND WATER, AND PAY ANY OF THE DEBTS THEY MAY HAVE? ANY QUESTIONS? OKAY. I HAVE ONE OR TWO. I UNDERSTAND THE PROCESS THAT'S BEEN LAID OUT. ARE WE SAYING THAT ANYBODY WHO IS ELIGIBLE FOR ASSISTANCE PROGRAMS WILL AUTOMATICALLY BE ELIGIBLE TO RECEIVE THIS? OR IS THERE MORE THEY HAVE TO SHOW? BECAUSE I KNOW BOTH GROUPS HAVE ASSISTANCE PROGRAMS, AND PEOPLE WHO ARE SIGNED UP FOR THOSE NOW. WILL THEY AUTOMATICALLY GET THEIR BILLS PAID?

SO, NO. THE ANSWER IS, THEY HAVE TO BE ENROLLED IN AN AFFORDABILITY PROGRAM OR PAYMENT PLAN. THAT IS A REQUIREMENT. FOR THEM TO COMPLETE THE APPLICATION, THEY NEED TO SHOW THAT PROOF OF HARDSHIP. SO THAT IS A REQUIREMENT FOR ARPA FUNDS. AND SO OUR PARTNERS WILL BE REACHING OUT TO THOSE THAT ARE QUALIFIED TO HELP GET THAT PROOF OF HARDSHIP, AND THEY'RE GOING TO BE STARTING NOW. EVEN THOUGH THE PROGRAM WILL NOT BE APPROVED UNTIL NOVEMBER 18TH, WE REALLY WANT TO TARGET THOSE THAT ARE MOST VULNERABLE. AND PEOPLE ARE ALREADY ENROLLED IN THE AFFORDABILITY PROGRAM SO THEY CAN START GETTING THAT DOCUMENTATION.

COURAGE: I UNDERSTAND IT COULD BE AS SIMPLE AS GIVING AN AFFIDAVIT OR A WRITTEN LETTER SAYING, I'VE SUFFERED UNDER COVID BECAUSE I'VE LOST A JOB,

OR A FAMILY MEMBER'S LOST A JOB, OR WHATEVER. AND CAN THAT BE DONE OVER THE PHONE WITH, YOU KNOW, EXPEDITERS FROM THE UTILITIES CALLING EVERYBODY ON THEIR LIST WHO ARE ALREADY RECEIVING ASSISTANCE AND ASKING, HAVE YOU NOT BEEN ABLE TO PAY RELATED TO COVID, AND WHAT IS THE RELATION? AND IF THEY SAY, I LOST A JOB, OR A FAMILY MEMBER LOST A JOB, OR, YOU KNOW, WE WERE SICK AND OUT OF WORK FOR A MONTH OR TWO, WOULD THAT SUFFICE?

THEY WILL NEED TO SIGN A DECLARATION, JUST LIKE THEY WOULD NEED TO SUBMIT THE FURLOUGH LETTER OR SOMETHING. SO THERE DOES NEED TO BE A SIGNED DOCUMENT. BUT WE'LL HELP WITH THAT. WE DO HAVE THE ABILITY TO ACCEPT THEM ONLINE. I KNOW BOTH PARTNERS HAVE ONLINE APPLICATIONS. BUT IN DISCUSSIONS WITH THEM, THEIR CALL CENTER WILL BE THERE TO HELP THEM AND MAKE SURE THEY CAN GET THAT DOCUMENTATION IF NECESSARY.

COURAGE: WE JUST KNOW SO MANY PEOPLE HAVE HARD TIME WITH TRANSPORTATION, AND WITH COMMUNICATION, WITH COMPUTERS, AND A LOT OF THOSE SAME PEOPLE ARE THE ONES WHO ARE PROBABLY IN THIS SITUATION. AND I'M JUST WONDERING WHAT THE CHALLENGE IS GOING TO BE FOR THE UTILITY FOR THESE PEOPLE TO GET A PHYSICAL DOCUMENT SIGNED AND INTO THOSE UTILITIES, OR TO UNDERSTAND THAT'S WHAT YOU NEED TO DO. IT'S ONE THING FOR US TO PUBLISH IT, PUT IT OUT THROUGH CPS OR S.A.W.S. OR EVEN INCORPORATED ON THEIR BILLS. IT'S ANOTHER MATTER FOR THE RESPONSIBLE PERSON TO BE ABLE TO GET TO A CENTER AND GET IT DONE. SO I WAS JUST LOOKING TO SEE IF THERE WAS A MORE EXPEDITIOUS WAY TO DO THAT. BUT THAT'S A REQUIREMENT BY THE FEDERAL GOVERNMENT FOR THE USE OF THAT MONEY?

IT IS A REQUIREMENT THAT WE HAVE DOCUMENTATION THAT SHOWS HOW THEIR HARDSHIP CAME ABOUT. IT DOES NEED TO BE SIGNED. IF THEY CANNOT PROVIDE THOSE OTHERS. BUT IN TALKING WITH THE PARTNERS, THEY'LL DO ANYTHING THEY NEED TO DO TO MAKE SURE THEY HAVE THE DOCUMENTATION. AS YOU HEARD FROM RUDY, THEY'LL DO BLOCK WALKING, PHONE CALLS, TO GET OUTREACH. SO I DON'T HAVE ANY CONCERNS ABOUT THEM REALLY WORKING HARD TO HELP TO GET THAT DOCUMENTATION.

COURAGE: I'D LIKE TO MAKE A RECOMMENDATION THEN TO BOTH THE UTILITIES

THAT POSSIBLY YOU COORDINATE THROUGH THE CITY COUNCIL OFFICES, GIVE US THOSE FORMS, TELL US WHAT WE WOULD HAVE TO DO TO HAVE A STAFF MEMBER, HAVE SOMEBODY COME TO OUR OFFICE AND SIT DOWN AND WE CAN THEN FILL OUT THAT FORM WITH THEN, SO THAT THEY DON'T HAVE TO TRY AND GET IN TOUCH WITH ONE OF YOUR ORGANIZATIONS. I'M SURE ANY ONE OF US WOULD BE GLAD TO HAVE SOME OF OUR STAFF EXPEDITE THESE PEOPLE MAKING THOSE CONNECTIONS. QUESTION FROM COUNCILWOMAN HAVRDA.

CABELLO HAVRDA: THANK YOU. WE NEED A ROBUST COMMUNICATION PLAN FOR THIS, SO ANY WAY WE CAN HELP TO GET THIS OUT. I'M CURIOUS, DO WE HAVE ANYTHING IN PLACE FOR SMALL BUSINESSES?

RIGHT NOW THE PRIORITY IS TO HELP WITH THE RESIDENTS. AND AS WE GO OUT IN THE COMMUNITY [LAPSE IN AUDIO] IF THERE IS A NEED THAT ARISES THROUGH THAT COMMUNITY DISCUSSION, WE MIGHT COME BACK AND MAKE THAT RECOMMENDATION.

CABELLO HAVRDA: OKAY.

RIGHT NOW WE'RE CARVING OUT THE \$30 MILLION FROM THAT DISCUSSION, TO PRIORITIZE THE MOST VULNERABLE. BUT IT DOES NOT KEEP US FROM COMING BACK AFTER WE DID THE COMMUNITY DISCUSSIONS WITH ANOTHER RECOMMENDATION.

CABELLO HAVRDA: ALL RIGHTY. THANK YOU, LORI. THANK YOU.

COURAGE: ANY OTHER QUESTIONS OR CONCERNS? OKAY. WELL, THANK YOU ALL FOR THOSE PRESENTATIONS. AND WE'LL LOOK FORWARD TO HAVING UPDATED INFORMATION AT THE NEXT MEETING. ONE THING I WOULD ASK, YOU KNOW, I UNDERSTAND, YOU KNOW, THE ACCOUNTABILITY TO EVERY BOARD FOR ALL THE UTILITIES. BUT I WOULD JUST HATE TO HAVE TO WAIT FOR A BOARD TO HEAR SOMETHING BEFORE THIS COMMITTEE CAN GET SOME OF THAT INFORMATION. BECAUSE A LOT OF THE INFORMATION IS SOMETHING THE GENERAL PUBLIC IS CONCERNED ABOUT. SO I WOULD HOPE THAT YOU MIGHT TALK TO YOUR BOARDS AND SAY, IF WE'RE GOING TO BE MEETING WITH THE MUNICIPAL UTILITIES COMMITTEE, CAN WE GET THIS INFORMATION OUT TO THEM A LITTLE BIT SOONER THAN WAITING FOR THE NEXT BOARD MEETING. SO I'LL ASK YOU TO ASK THE

INDULGENCE OF YOUR BOARDS TO GIVE YOU AUTHORIZATION TO SHARE THAT WITH US, SO THAT WE GET IT A LITTLE MORE EXPEDITIOUSLY. AND YES, COUNCILMAN?

BRAVO: THANK YOU, CHAIR. YEAH, I'D LIKE TO ADD TO THAT A LITTLE BIT. IT'S ONE THING IF YOU'RE GOING TO BE THIS IS A NEW DYNAMIC FOR YOU ALL, RIGHT? TO HAVE THIS UTILITIES COMMITTEE. IT'S ONE THING FOR YOU ALL TO MAKE A FINAL DECISION THAT YOU'RE GOING TO COME ASK FOR RATE INCREASE. I CAN SEE WHY YOU WOULD WANT TO GO AND MAKE THAT KNOWN TO YOUR BOARD FIRST. BUT IF IT'S JUST ONGOING REGULAR UPDATES, YOU KNOW, SUCH AS, YOU KNOW, WHERE IS OUR PROGRESS IN MEETING THE RECOMMENDATIONS OF THE EMERGENCY PREPAREDNESS THE EMERGENCY PREPAREDNESS COMMITTEE I'LL NEVER GET THAT ONE RIGHT BUT ONGOING UPDATES LIKE THAT, I WOULD LIKE FOR YOU ALL TO BE ABLE TO SHARE THEM, IF YOU HAVE MORE UPDATES, NEW INFORMATION SINCE YOU LAST MET WITH YOUR BOARD, I WOULD LIKE FOR YOU ALL TO SHARE IT WITH US, AND THEN MAYBE IT COULD BE EVEN MORE UPDATED BY THE TIME YOU MEET WITH YOUR BOARD. BUT IF IT'S REALLY BIG BREAKING NEWS, I UNDERSTAND. BUT THERE'S A LOT MORE INFORMATION THAT YOU COULD BE SHARING WITH US, SHARING WITH THE PUBLIC ON A REGULAR BASIS. THANK YOU.

COURAGE: THANK YOU, COUNCILMAN. I'M GOING TO DEFER ITEM NUMBER 6, WHICH IS A BRIEFING [LAPSE IN AUDIO] AND I WOULD LIKE TO ASK THE STAFF TO JUST SEND THAT TO ALL OF THE COMMITTEE MEMBERS SO THAT WE CAN LOOK IT OVER, AND MAYBE SEND SOME COMMENTS BACK TO THE STAFF ON HOW THAT'S MOVING FORWARD. AND I'D LIKE TO ASK IF ANY OF THE COUNCILMEMBERS WOULD LIKE TO SEE ANY OTHER ISSUES BROUGHT FORWARD BEFORE THIS COMMITTEE IN A FUTURE MEETING?

I'D LIKE TO SEE A PRESENTATION JUST ON THE COMMUNICATION PLAN, FROM BOTH UTILITIES.

COURAGE: OKAY. THEN WE'LL GO AHEAD AND TRY AND SCHEDULE THAT AT THE NEXT MEETING, OR THE MEETING SOON AFTER. OKAY?

BRAVO: I'D LIKE TO SEE I GUESS A BRIEFING ON CPS ENERGY'S RATE ADVISORY COMMITTEE, LOOKING AT WHAT HAVE THEY DONE TO DATE, WHAT ARE THEIR

PLANS FOR FUTURE MEETINGS, WHEN CAN WE EXPECT THEM TO BE ABLE TO POSSIBLY GIVE A BRIEFING TO THIS COMMITTEE, OR A BRIEFING TO THE CPS ENERGY BOARD.

COURAGE: OKAY. AND ONE LAST NOTICE I'LL MAKE IS, WE'RE GOING TO BE RESCHEDULING OUR NOVEMBER MEETING. THE ORIGINAL MEETING WAS CLOSE TO THANKSGIVING. AND IS THERE A DATE WE'RE GOING TO RECOMMEND, BEN, AND LET'S SEE IF EITHER COUNCILMEMBER FINDS THAT A CONFLICT? OKAY? NOVEMBER 30TH? DO EITHER OF YOU HAVE A PROBLEM WITH A NOVEMBER 30TH MEETING? LOOK AT YOUR SCHEDULE. AND WE'LL CHECK WITH THE OTHER TWO COMMITTEE MEMBERS WHO HAD TO DEPART EARLIER. LOOKS GOOD. LOOKS GOOD WITH ME. OKAY. SO THEN WE'LL SCHEDULE THE NEXT MEETING ON NOVEMBER 30TH, SO WE'RE NOT FALLING RIGHT AROUND THANKSGIVING. YES, SIR?

I'M SORRY. I MENTIONED WHAT I WOULD LIKE TO SEE FROM CPS ENERGY. FROM S.A.W.S. IN A FUTURE MEETING, I'D LIKE TO SEE A PRESENTATION ON YOUR CONSERVATION EFFORTS IN THE PAST, AND HOW THAT'S AFFECTED RATES, AS WELL AS A PRESENTATION ON YOUR CHILLED WATER LOOP. AND WHAT KIND OF OPPORTUNITIES YOU HAVE THERE. THANK YOU.

COURAGE: THANK YOU. WE'LL SEE HOW WE CAN FIT THOSE IN AT THE NEXT MEETING, OR THE MEETING AFTER, SOON, GOING FORWARD. OKAY. I THINK THAT CONCLUDES THE BUSINESS THAT WE HAVE. SO AT THIS TIME, I'LL JUST CALL THIS MEETING ADJOURNED. THANK YOU, EVERYBODY, FOR YOUR PATIENCE.

THANK YOU, SIR.

COURAGE: THANKS.