



# MINUTES

## Citizens Advisory Committee

500 McCullough Ave., San Antonio, 78215 & Via WebEx

**August 9, 2023 | 11:30 a.m.**

### ATTENDANCE

<u>Member of CAC</u>	<u>Present</u>	<u>On-Line</u>	<u>Absent</u>
Richard Farias	✓		
Lawson Picasso	✓		
Diana Aguirre Martinez	✓		
Frank Gonzalez	✓		
Cliff Soloway			✓
Raquel Zapata			✓
Adelita Cantu		✓	
John Kelly	✓		
Tom Corser		✓	
Vanessa Alvarado		✓	
Bill Day			✓
Andra Clapsaddle	✓		
Steve Bonnette		✓	
Bob Zapata	✓		
Aaron Stein		✓	

### Also Present were:

Velma Corona	Melissa Carrillo Cox	Carla De La Chapa	Benjamin Ethridge
Kirby Fogel	Gabriel Garcia	Kip Giles	Ashely Glotzer
Julia Carrillo Haynes	Andrew Higgins	Louis Labatt	Loretta McCrary
Kari Meyer	Yvonne Pelayo	Lee-Roy Perez	Unity Puente
Vidya Rangachar	David Rivela	Angela Rodriguez	Marie Stoner
Nancy Tabares	Tre Valadez		

### CALL MEETING TO ORDER

The meeting was called to order at 11:32 a.m. by Chair John Kelly.

### APPROVAL OF MINUTES

Approval for the meeting minutes from July 12, 2023, was motioned by Diana Martinez and seconded by Bob Zapata.

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## EVOLVE: ENTERPRISE RESOURCE PLANNING (ERP) BRIEFING

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Yvonne Pelayo, Director of Local Government Relations, noted the Board of Trustees received this presentation on July 31, 2023. This briefing will provide an overview of an important strategic initiative that CPS Energy is undertaking. Yvonne also mentioned that this initiative is in the beginning stages and one that we will be working through for several years. As CPS Energy contemplates moving forward with a request for a rate increase, the topic of the evolution of the organization's technology will be front and center.

Vidya Rangachar, VP of Business Solutions & Digital Experience, provided a briefing on CPS Energy's Evolve: Enterprise Resource Planning (ERP) and digital transformation, focusing on technological strategy & transformation efforts and expectations driven by business and customer needs. The Enterprise Resource Planning (ERP) System is our core technology foundation that enables our highly complex operations.

Vidya touched on the strategic digital transformation projects that will ensure we manage existing risk in our technology landscape, which is essential for delivering [CPS Energy 2027 Vision](#) targets. Vidya highlighted the focus on enhancing both customer and employee experience and our ability to be agile and responsive as customer and industry needs shift, and better serving our customers.

Vidya provided a list of transformation benefits, including an overview of the application ecosystem encompassing a complex technology landscape with over 400 applications and data integrations.

Lastly, Vidya stated we remain on target by gathering all information and requirements from assessments and planning efforts. We are currently in the process of selecting a vendor, and once selected, we will submit it for approval by the CPS Energy Board of Trustees.

The key takeaways in supporting our ERP transformation:

What do we want customers to know?

- We are committed to making investments in our digital infrastructure that will mitigate operational risk and provide meaningful outcomes for customers.

What can customers do and why?

- Stay engaged to be informed about the progress.

What can the CAC do to help?

- Provide us your feedback and input. Our goal is to ensure our customers and community understand the drivers for the transformation and our intended outcomes.

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## COMMITTEE ROUNDTABLE DISCUSSION

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Chair John Kelly invited each member to make an announcement or a statement, and he encouraged CAC members to continue requesting topics for discussion at future meetings.

Chair Kelly requested a follow-up presentation from Laura Jacobs, Sr. Manager of Customer Advocacy, in October for an update on the various customer & rebate programs CPS Energy offers.

Andra Clapsaddle wanted to hear more about SCADA, which is how the metering system works.

Dr. Adelita Cantu inquired about incorporating more information on the safe handling of generators.

Bob Zapata requested more information on ways to conserve energy.

Yvonne Pelayo mentioned safety and energy conservation tips are available on our CPS Energy website.

Aaron Stein & Chair Kelly inquired about electric vehicle bi-directional charging as a potential energy source as a battery when energy is in high demand. Chair Kelly also asked about upgrading neighborhood grids for electric vehicle power charging at nonpeak hours.

Andrew Higgins, CPS Energy Sr. Director of Products & Services, provided a brief overview of electric vehicles, including the benefits of electrification of cars, projected growth in our service territory, impact on the overall grid, and CPS Energy incentive programs. Andrew also mentioned that CPS Energy has found that within our service territory, there is a minimal need to upgrade household panels for electric vehicle charging. Andrew then stated that electric vehicle bi-directional charging is a more complicated technology, and CPS Energy is still exploring the impacts and ramifications of battery utilization.

Richard Farias inquired about energy conservation messaging to businesses and large-load end-users.

Yvonne Pelayo stated CPS Energy has a Key Account Management group that works proactively with commercial customers and communicates directly with these customers on the need to conserve. Yvonne also reminded the Committee of a presentation by Ana Lozano, Director of Technology & Product Innovation, where she presented on our incentive Demand Response program in which several commercial customers are enrolled and support CPS Energy's conservation goals. CPS Energy additionally provides energy conservation messaging through various social media platforms.

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## **EXECUTIVE SESSION**

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Chair John Kelly took the Committee into Executive Session to discuss confidential matters at 12:37 p.m.

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## **ADJOURNMENT**

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With no action being taken in Executive Session, the meeting was adjourned at 1:05 p.m.