



# MINUTES

## Citizens Advisory Committee

Via WebEx

February 9, 2022 | 11:30 a.m.

### ATTENDANCE

<u>Member of CAC</u>	<u>Present</u>	<u>Absent</u>
Richard Farias		✓
Lawson Picasso	✓	
Diana Aguirre Martinez	✓	
Frank Gonzalez	✓	
Andy Castillo		✓
Raquel Zapata		✓
John Kelly	✓	
Tom Corser	✓	
Allie Watters	✓	
Adelita Cantu	✓	
David Walter	✓	
Mary Dennis	✓	
Bill Day	✓	
Luisa Casso- Chair	✓	
MaryEllen Veliz		✓

### Also Present were:

Velma Corona	Melissa Carrillo Cox	Carla De La Chapa	Daniel Elias
KJ Feder	Adrian Garcia	Kathy Garcia	Luis Garcia
DeAnna Hardwick	Julia Carrillo Haynes	ArDeanna Hicks	Drew Higgins
Ann Kinnard	Rhonda Krisch	Cory Kuchinsky	Kelly Kuhle
Louis Labatt	Gregory Lee	Richard Lujan	Rick Luna
Richard Medina	Kari Meyer	Robert Nathan	Karma Nilsson
Christine Patmon	Yvonne Pelayo	LeeRoy Perez	Kevin Pollo
Shanna Ramirez	David Rivela	Angela Rodriguez	Ricci Schooler
Prabha Somawardana	Melissa Sorola	Marie Stoner	Nancy Tabares
Garrick Williams			

### CALL MEETING TO ORDER, INVOCATION AND SAFETY MESSAGE

The WebEx meeting was called to order at 11:33 a.m. by Chair Bill Day.

Invocation was made by Nancy Tabares.

Yvonne Pelayo provided a safety message regarding good housekeeping. Housekeeping can make a big difference in preventing accidents, fires, explosions and occupational diseases. Keep work areas neat, maintain floors free of slip and trip hazards; and remove waste materials and other fire hazards from work areas. It also has its benefits which encourages efficiency and utilizing space. The results will be that employees are proud of their jobs and their workplace, and the benefits will be higher productivity and safety.

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## **APPROVAL OF MINUTES**

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The minutes of the CAC meetings held on December 8, 2021, January 5, and January 12, 2022 were approved as read.

Motion by Diana Martinez seconded by John Kelly.

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## **POST STORM DEBRIEF**

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Richard Lujan, Interim VP of Gas Solutions provided a post storm debrief to summarize CPS Energy's preparation and responsiveness to Winter Storm Landon. Richard stated that CPS Energy was prepared for this event due to year-long planning activities following last year's Winter Storm Uri. Crews worked around the clock restore electricity to customers who were impacted by high winds, heavy rain and ice accumulation. Richard also provided details about the demands on the system and discussed how fuel and natural gas supplies remained stable during the event.

DeAnna Hardwick, Interim EVP of Customer Strategy, discussed messaging efforts for customers and highlighted that CPS Energy sent out 2.3 million messages, including outage alerts via phone, email and text. Customers who experienced extended outages received automated and human-reported messages with updates on restoration. DeAnna noted that the customer response vehicle patrolled the neighborhoods that experienced extended outages and provided real-time communication and support.

Melissa Sorola, Vice President of Corporate Communications & Marketing, mentioned that the marketing team has developed two communications that will be used throughout winter to help customers with winter preparedness and provide safety tips in both English and Spanish. Melissa also highlighted a digital communication toolkit shared with elected officials' offices and other partner organizations with information on how customers can prepare for a storm. The Corporate Communications team is also working with Bexar County, SAWS, VIA and the City of San Antonio on developing joint press releases and media briefings, with the anniversary of Winter Storm Uri coming up. Lastly, Melissa noted ongoing efforts to encourage people to sign up for energy alerts through bill inserts, VIA bus cards, radio, and printed ads in newspapers.

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## **LITIGATION UPDATE**

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Shanna Ramirez, Chief LEO General Counsel & Board Secretary, updated the Committee on CPS Energy's current litigation status which includes a lawsuit against ERCOT, several lawsuits against gas suppliers and lawsuits against CPS Energy for property and personal injury claims. Shanna stated that claims against ERCOT are based on the fact that ERCOT did not follow its process in terms of how it set pricing and the duration of the pricing during a State-declared emergency. CPS Energy will know if the case will make it to trial by the end of February. Shanna also stated that the claims against gas suppliers are largely based on price gouging executed during a State-declared emergency. Lastly, Shanna spoke on the current property and

personal injury claims against CPS Energy, which have been rolled into multiple district litigation being heard in Houston. Shanna will continue to work with Corporate Communications to ensure the information regarding the litigation is transferable and translatable to all customers of CPS Energy.

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## **DISCUSSION: OPEN MEETINGS**

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Chair Day stated that a subcommittee was formed to discuss transitioning the CAC meetings to public meetings and has met several times. There was a lengthy discussion in which members expressed concerns about the level of information they would like to allow the public to have. At the request of the members, the decision was made that more dialogue on this topic was needed by the subcommittee.

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## **STAFF UPDATE**

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The staff update was sent by email to the committee members.

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## **CITIZENS ADVISORY COMMITTEE ROUNDTABLE**

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Chair Bill Day asked each member to make announcements or comments at this time.

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## **ADJOURNMENT**

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There being no further business to come before the committee the meeting was adjourned at 1:25 p.m.