



December 30, 2022

Board of Trustees  
Mr. Rudy D. Garza, President & CEO

Dear Trustees and Mr. Garza:

Attached is our monthly Enterprise Performance Update which includes results through November 30, 2022. This report will be posted to our website shortly after its distribution to you. The performance update includes four components:

- Update on Financial Performance
- Update on Tier 1 Metrics Update
- Update on Key Results
- Update on Accounts Receivable

### **Financial Performance**

We continue to observe much of the same themes that we've highlighted throughout the year. Our financial performance continues to be impacted by higher fuel costs and weather which drive incremental revenue, but most of that is being used to cover the high cost of fuel and city payment.

Additionally, we've seen persistent past due receivables and associated bad debt expense. Progress is being made and we are working diligently to bring our receivables balances down. Therefore, on a YTD basis, we have ~\$50 million less dollars to cover our other expenses than we had originally planned at this point in our fiscal year. Some one-time items such as lower pension costs and reduced interest expense have helped us bring net income back in-line with our YTD plan.

We expect that for the balance of FY2023 financial performance will fall below plan, driven by a few key items. First, we are entering our "shoulder" months and do expect revenues to come down in lock-step. Second, while we are making progress on working down our past due receivables, we expect this to take more time to work out. We are seeing the resumption of disconnects as a valuable tool and we currently have ~\$80 million worth out of the ~\$200 million that's past due, on installment plans. Third, we are nearly finished reviewing the results of our depreciation study that was commissioned at the recommendation of our auditors. These studies are typically conducted every 5 years, with the last one completed in 2017. The objective of the study is to ensure that we are appropriately recognizing depreciation expense within our

cost structure. With \$13 billion in assets on our balance sheet, it is not uncommon for updated depreciation rates to have a notable impact on net income. However, whatever the impact, it will be a NON-CASH impact and it will have no impact on rates charged to customers. As we finalize the study, we will incorporate accordingly.

While we think net income has the potential to fall below our plan, we continue to forecast that our key financial metrics will remain at acceptable levels (i.e., higher than Rating Agency thresholds) for FY2023.

Detailed YTD financial highlights include:

- Total top line operating revenue was \$403.0 million above plan due to high fuel costs and weather.
- Total fuel & regulatory costs were \$393.9 million above plan and City Payment was \$47.7 million higher than plan.
- Our past-due receivables (active and inactive) still exceed \$200 million, and the associated bad debt expense (which is a reduction in revenue) is now \$60.7 million above plan (\$68.9 million vs. plan of \$8.2 million).
- Rising interest rates continue to drive mark-to-market adjustments (non-cash item) on our long-term bond investments. Year-to-date, non-operating revenue is \$12.0 million below plan.
- These items resulted in revenue available for non-fuel expenses that were \$50.6 million below plan (~4.0% below plan of \$1,294.3 million).
- Offsetting this, are non-fuel expenses which are below plan by \$50.8 million. This results in net income of \$99.8 million which is in-line with the budget of \$99.6 million.
- On the Flow of Funds, our Repair & Replacement (R&R) additions are \$407.2 million YTD (above budget by \$78.5 million).
- Days Cash on Hand is 141 as of November 30, which is below YTD target of 169. This is driven by high past due receivables.
- Adjusted Debt Service Coverage and Debt Capitalization ratios are better than plan year to date (ADSC = 2.14x vs. YTD target of 1.91x; Debt Cap = 61.0% vs. YTD target of 62.1%).

In early January, we are meeting with the Rating Agencies to speak to them about various topics including our financial performance, our fundamental strengths, our plan to navigate through our various challenges, our rate increase efforts, and winter preparedness. We have had several touch points with them this year and these conversations are more critical in the wake of the various challenges we've faced over the past few years such as the pandemic, Winter Storm Uri, higher operating costs due to inflation, and high receivables. We certainly were not the only utility downgraded after Winter Storm Uri, many utilities within ERCOT were impacted. After the storm, the rating agencies became more sensitive to the actions of each individual utility, including the ability to handle other stresses and have adjusted their rating criteria accordingly.

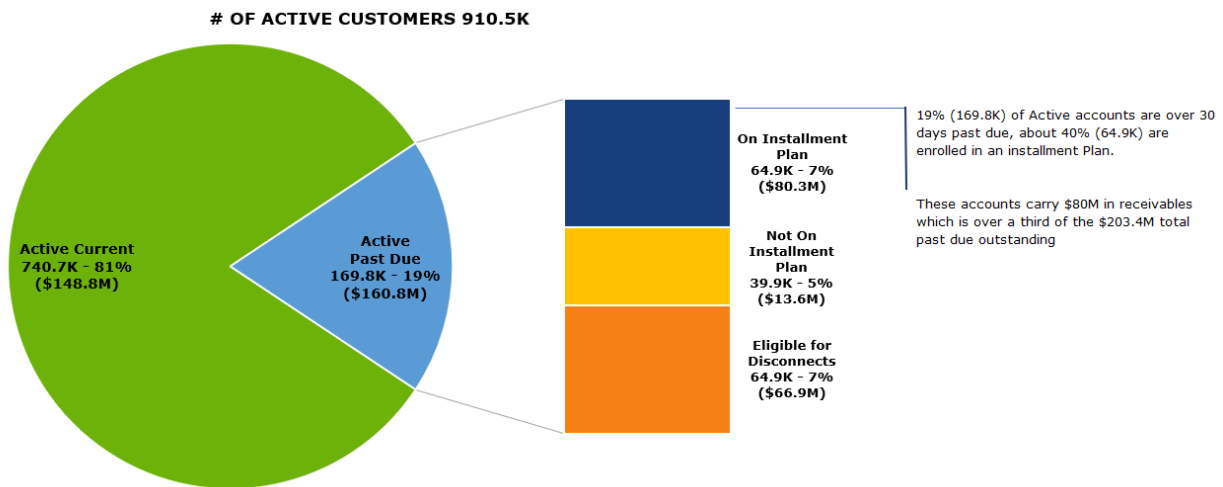
## Accounts Receivable Update

As of November 30, 2022, 81% of our active accounts are current. The remaining 19% are past due over 30 days and carry \$161M (46%) of our total outstanding receivables. These active past-due accounts consist of 161k residential accounts & 9k commercial accounts. Attached is a graphic representation of past due accounts by zip code.

The remainder of our total outstanding receivables is in inactive accounts holding over \$42M (12%). These accounts are inactive because the customer has moved out or the account was disconnected and sent to our third-party collections companies (Contract Callers Inc. & FMA Alliance, Ltd.). We will write these accounts off as bad debt if collections efforts fail.

Of the 169.8k active accounts that are past due, 65k customers have signed up for installment plans for a total of \$80M. This amount makes up nearly a third of total past-due balances. There is an average of \$1.4k per installment plan for 26 months. These past-due balances will continue to be carried as part of our past-due amounts while customers make payments toward the plans. There is a 50% success rate for these accounts.

Below are charts to reflect active accounts receivables:



We work hand-in-hand with our frontline workers and community partners to connect with each customer in the way they prefer.

This year, we have visited over 69 neighborhoods and knocked on thousands of doors to support customers directly. We continue to lead with compassion in all we do and find ways to focus on the customers who have not responded to our outreach. We are at the point of disconnection due to the high amount of past-due bills. In light of the record temperatures, our team members worked closely to ensure that we complied with our Terms & Conditions.

Through November, with our specific collection activities, we have reached out to our customers over 2M times to remind them of their past due amount, offer assistance, and advise them of the consequences. Even with working with customers and waiving late fees, we've applied \$8.3M in late fees to nearly 300k accounts.

We have increased the daily account disconnections per day up to 600 disconnections planned. For this November, we had close to 4800 accounts disconnected. In comparison, in November 2019, we completed around 1600 account disconnections, reflecting that we have returned to pre-pandemic collections practices and are disconnecting more than historically.

We will continue with the following collection activities:

#### RETURN TO PRE-PANDEMIC COLLECTION ACTIVITIES

1. Past-due alert to phone, text, or e-mail
2. Courtesy reminder call
3. Mailed collection notification
4. Additional past-due call
5. Send a delinquency notification
6. Mail final disconnection notification
7. Disconnect accounts

In addition, we are taking the following steps that we introduced in October 2022:

#### INCREASING COLLECTIONS & DISCONNECTIONS

1. Increased disconnections to up to 600 per day
2. Targeted in-person outreach by council district
3. Reduced days of no disconnects around holidays
4. Increased investigation for theft of service
5. Identified vacant properties to disconnect
6. Escalated timing where possible to write off accounts

#### HIRING

1. Increased hiring for all customer-facing teams
2. Increased starting pay for Energy Advisors
3. Extended retention program for Customer Service

#### IMPROVING CUSTOMER SELF-SERVICE AND CALL EXPERIENCE

1. Improving self-service capabilities through IVR and Online
2. Building a dedicated "collections" line
3. Building a dedicated line for Commercial & SMB

EXPANDING COMMUNICATIONS STRATEGY

1. Outreach & interviews with media
2. Updates on CPS Energy website, social media, and employee communications
3. Targeted bill messaging, customer letters, customer service IVR messages, signage at walk-in centers, billboards, & stakeholder communications
4. Focused advertising campaign that includes radio public service announcements, & signage at VIA bus shelters & buses

LEVERAGING CONSULTANTS

1. Assessment of practices by a utility consulting firm
2. Sponsoring a utility-based forum with First Quartile to discuss macro view & ways to improve collections
3. Scoring & modeling of past-due accounts to target activities
4. Leveraging third-party call center for additional collection efforts

While we continue to be one of the top-rated utilities in ERCOT and the nation, our ability to demonstrate to the rating agencies financial and operational strength is key to bringing our credit rating back to stable over time. We will keep you apprised on our conversation with them.

Thank you, again, for your leadership and support.

Sincerely,



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Cory Kuchinsky, CPA  
CFO & Treasurer



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DeAnna Hardwick  
EVP Customer Strategy

PK

Attachments

Copy COSA: Erik Walsh, City Manager  
Ben Gorzell, CFO  
Zack Lyke  
Juan Valdez  
Russell Huff

Copy CPS Energy: Rudy D. Garza, President & CEO  
CEO Direct Reports  
Govt & Reg Affairs & Public Policy



# ***MONTHLY PERFORMANCE UPDATE***

*PRESENTED BY:*

**Enterprise Planning & Performance  
and Financial Services**

December 30, 2022

*Informational Update*

# AGENDA



- **FINANCIAL SERVICES UPDATE**
- **TIER 1 METRICS UPDATE**
- **KEY RESULTS UPDATE**
- **ACCOUNTS RECEIVABLE UPDATE**

**Provide update on the Financials, Metrics, Key Result & Accounts Receivable performance.**

***FINANCIAL SERVICES  
UPDATE  
AS OF  
NOVEMBER 30, 2022***



# ELECTRIC SALES

## BY CUSTOMER SEGMENT- NOVEMBER FY2023\*



Customer Sector	Usage Growth	% of Total Load	% Impact on Total Usage
Residential	-0.8%	39.6%	-0.3%
Churches & Services	-3.6%	6.9%	-0.3%
Manufacturing	-4.7%	2.3%	-0.1%
Retail	-2.8%	5.4%	-0.2%
Educational Services	-3.4%	5.7%	-0.2%
Hotel & Food Services	-2.9%	4.7%	-0.1%
Other**	-2.4%	35.4%	-0.8%
<b>Total System</b>		<b>100.0%</b>	<b>-2.0%</b>

\*Billed November actual performance to budget.

\*\*Other sector includes other commercial sectors, food & wood product manufacturing, municipals, lighting, etc.

# ELECTRIC SALES

## BY CUSTOMER SEGMENT- YTD FY2023\*

Customer Sector	Usage Growth	% of Total Load	% Impact on Total Usage
Residential	7.6%	44.8%	3.4%
Churches & Services	2.8%	6.7%	0.2%
Manufacturing	8.2%	2.2%	0.2%
Retail	2.1%	5.1%	0.1%
Educational Services	1.9%	5.0%	0.1%
Hotel & Food Services	2.6%	4.4%	0.1%
Other**	1.3%	31.8%	0.4%
<b>Total System</b>		<b>100.0%</b>	<b>4.5%</b>

\*Billed November actual YTD performance to budget.

\*\*Other sector includes other commercial sectors, food & wood product manufacturing, municipals, lighting, etc.

# FINANCIAL PERFORMANCE

## YEAR-TO-DATE



	<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
<b>Total Revenue</b> <i>(Operating &amp; Non-Operating)</i>	\$2,519M	\$2,909M	\$390M
- Less Fuel & Regulatory Costs	\$896M	\$1,290M	(\$394M)
- Less City Payment	\$329M	\$376M	(\$47M)
<b>Revenue Available to Cover Core Business Costs</b>	<b>\$1,294M</b>	<b>\$1,243M</b>	<b>(\$51M)</b>

**To date, revenue available to cover core business costs is significantly below plan primarily due to higher fuel expenses.**

# FINANCIAL PERFORMANCE

## YEAR-TO-DATE



	<u>Budget</u>	<u>Actual</u>	<u>Variance:</u> <u>Favorable</u> <u>(Unfavorable)</u>
Gross Retail Revenue	\$ 2,361.8	\$ 2,736.5	\$ 374.7
Retail Fuel & Regulatory Expense	805.9	1,081.8	(275.9)
Bad Debt Expense	8.2	68.9	(60.7)
<u>Retail Revenue Net of Fuel</u>	<u>1,547.7</u>	<u>1,585.9</u>	<u>38.2</u>
Wholesale Revenue	134.6	223.5	88.9
Wholesale Fuel & Regulatory Expense	89.7	207.7	(118.0)
<u>Wholesale Revenue Net of Fuel</u>	<u>44.9</u>	<u>15.8</u>	<u>(29.1)</u>
Non Operating Revenue	30.3	18.3	(12.0)
City Payment	328.6	376.3	(47.7)
<u>Revenue Available to Cover Core Business Costs</u>	<u>1,294.3</u>	<u>1,243.7</u>	<u>(50.6)</u>
Nonfuel Expenses	1,194.7	1,143.9	50.8
<u>Net Income (Loss)</u>	<u>\$ 99.6</u>	<u>\$ 99.8</u>	<u>\$ 0.2</u>

After paying for the cost of fuel and city payment, revenue is ~\$51M under budget, year-to-date.

# FINANCIAL PERFORMANCE

## FY2023 NET INCOME FORECAST



	<u>Budget</u>	<u>Forecast</u>	<u>Variance:</u> <u>Favorable</u> <u>(Unfavorable)</u>
Gross Retail Revenue	\$ 2,800.8	\$ 3,270.1	\$ 469.3
Retail Fuel & Regulatory Expense	964.1	1,318.5	(354.4)
Bad Debt Expense	10.4	70.0	(59.6)
<u>Retail Revenue Net of Fuel</u>	<u>1,826.3</u>	<u>1,881.6</u>	<u>55.3</u>
Wholesale Revenue	155.9	260.5	104.6
Wholesale Fuel & Regulatory Expense	105.8	238.5	(132.7)
<u>Wholesale Revenue Net of Fuel</u>	<u>50.1</u>	<u>22.0</u>	<u>(28.1)</u>
Non Operating Revenue	36.4	4.3	(32.1)
City Payment	388.2	443.0	(54.8)
<u>Revenue Available to Cover Core Business Costs</u>	<u>1,524.6</u>	<u>1,464.9</u>	<u>(59.7)</u>
Nonfuel Expenses	1,447.4	1,413.8	33.6
<u>Net Income (Loss)</u>	<u>\$ 77.2</u>	<u>\$ 51.1</u>	<u>\$ (26.1)</u>

**High bad debt expense is eroding revenue, & net income is expected to be below plan as a result.**

# KEY FINANCIAL METRICS

## REVISED FORECAST VS. BUDGET



	<u>Year to Date</u>	<u>Full Year Forecast</u>	<u>Full Year Budget</u>	<u>Threshold Levels</u>
<b>Adjusted Debt Service Coverage Ratio</b>	<b>2.14</b>	<b>1.85</b>	<b>1.79</b>	<b>1.50</b>
<b>Debt Capitalization Ratio</b>	<b>61.00%</b>	<b>61.66%</b>	<b>61.66%</b>	<b>&lt;60%</b>
<b>Days Cash On Hand</b>	<b>141</b>	<b>160</b>	<b>170</b>	<b>150</b>

**Our year-end forecasted metrics remain aligned with our prior month projection. We expect our financial metrics to end the year at acceptable levels.**



***TIER 1 METRICS  
UPDATE  
AS OF  
NOVEMBER 30, 2022***

# FY2023 TIER 1&2 METRIC SUMMARY



## AS OF NOVEMBER 30, 2022

Tier	Unrecoverable		At Risk		On Track		Achieved		Total Metrics
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	
1	4	25.0%	0	0%	12	75.0%	0	0%	16

### FY2023 OUTLIER SUMMARY

Tier 1	Unrecoverable	Portfolio Commercial Availability (PCA)
	Unrecoverable	Customer Satisfaction – Residential
	Unrecoverable	Days Cash on Hand
	Unrecoverable	Enterprise Recordable Incident Rate – RIR <b>(NEW)</b>



# FY2023 TIER 1 METRIC REPORT

## AS OF NOVEMBER 30, 2022



Metric Name	Business Unit	Measure Frequency	Unit	Target Indicator	Historical Actuals		Current Year			Year-End Forecast	Latest Estimate
					FY 2021 CY 2020	FY 2022 CY 2021	YTD Target	YTD Actual	Year-End Target		
Enterprise Readiness – Executives	Administration	annually	%	↑	88	83	75	N/A	75	On Track	N/A
Enterprise Recordable Incident Rate - (RIR)	Administration	monthly	#	↓	1.31	1.68	1.41	1.78	1.41	Unrecoverable	1.66
Employee Engagement – Enterprise	Administration	annually	#	↑	4.10	3.99	N/A	N/A	4.04	On Track	N/A
Critical IT System Availability	Business & Technology Excellence (BTE)	monthly	%	↑	99.8	99.9	99.5	97.9	99.5	On Track	99.8
Customer Satisfaction – Residential <sup>1</sup>	Customer Strategy	quarterly	#	↑	83.2	78.9	79.0	74.5	79.0	Unrecoverable	73.4
System Average Interruption Duration Index (SAIDI) <sup>1</sup>	Energy Delivery Services	monthly	#	↓	56.85	67.68	59.88	52.21	63.70	On Track	56.03
System Average Interruption Frequency Index (SAIFI) <sup>1</sup>	Energy Delivery Services	monthly	#	↓	0.93	1.01	0.91	0.81	0.98	On Track	0.88
Portfolio Commercial Availability <sup>1</sup>	Energy Supply	monthly	%	↑	93.9	77.1	88.9	81.8	88.9	Unrecoverable	81.6
Adjusted Debt Service Coverage	Financial Services	monthly	#	↑	1.59	1.66	1.91	2.14	1.79	On Track	1.85
Capital Budget (Gross of CIAC)	Financial Services	monthly	\$	↓	630.8	689.5	648.4	588.6	832.9	On Track	792.1
Debt Capitalization	Financial Services	monthly	%	↓	60.5	61.6	62.1	61.0	61.7	On Track	61.7
Days Cash on Hand	Financial Services	monthly	#	↑	209	182	169	141	170	Unrecoverable	160
Enterprise Senior Lien Bond Ratings <sup>2</sup>	Financial Services	monthly	#	=	1	0	1	1	1	On Track	1
O&M Budget	Financial Services	monthly	\$	↓	654.9	618.5	595.9	561.1	729.7	On Track	705.3
Gas System Growth	Gas Solutions	monthly	%	↑	2.33	1.97	1.34	1.62	1.85	On Track	1.93
Environmental Compliance Issues - NOE & NOV (Category A & B) Enterprise	Legal & General Counsel	monthly	#	↓	1	0	0	0	0	On Track	0

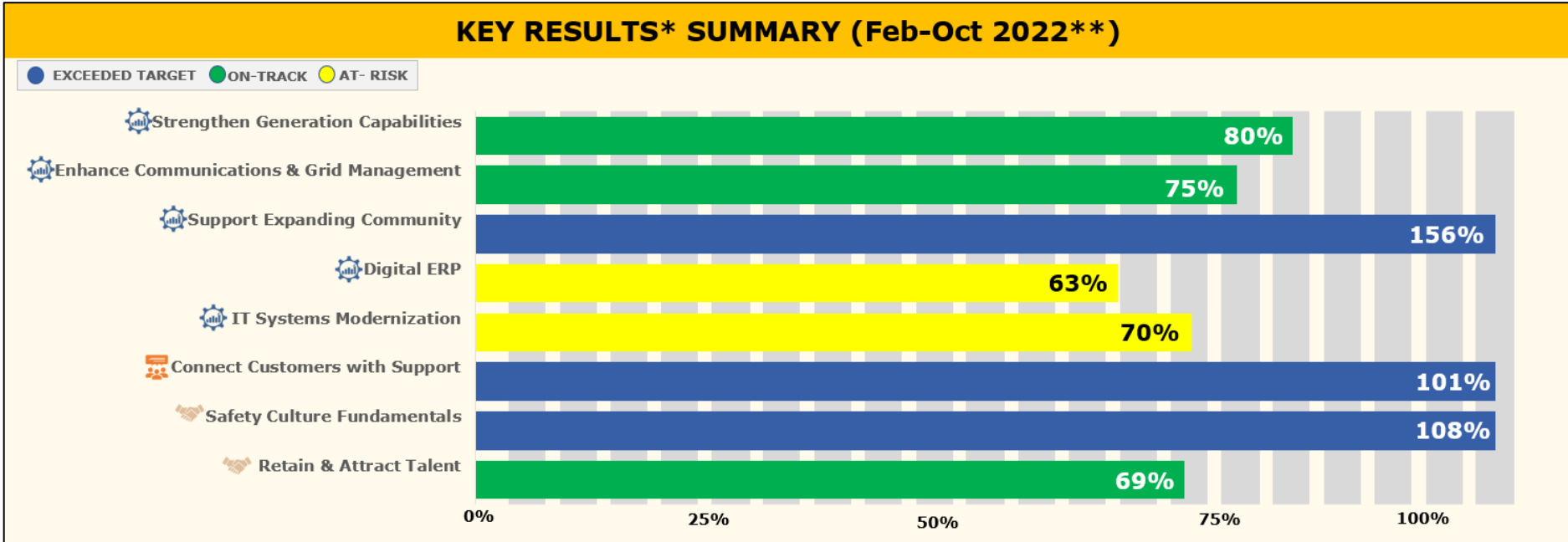
<sup>1</sup> These Metrics are measured on a calendar year cycle for industry comparison purposes

<sup>2</sup> A measure of the senior lien bond ratings as measured by Fitch, Moody's, and Standard & Poor's (Fitch = AA-, Moody's = Aa2, Standard & Poor's = AA-) such that "1" represents the maintenance of current ratings, a "2" (or "0") indicates an upgrade (or downgrade) in one or more ratings.



***KEY RESULTS  
UPDATE  
AS OF  
NOVEMBER 30, 2022***

# KEY RESULTS DASHBOARD



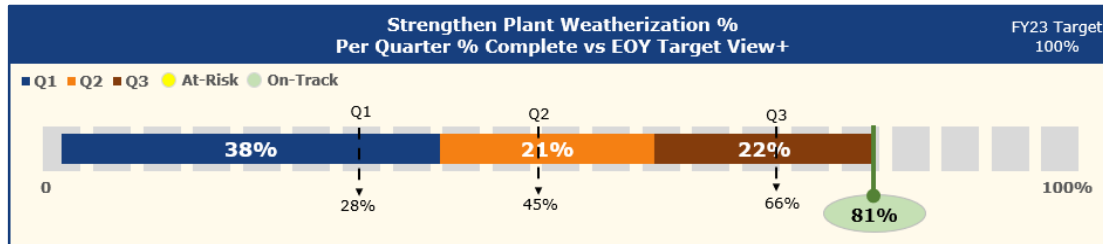
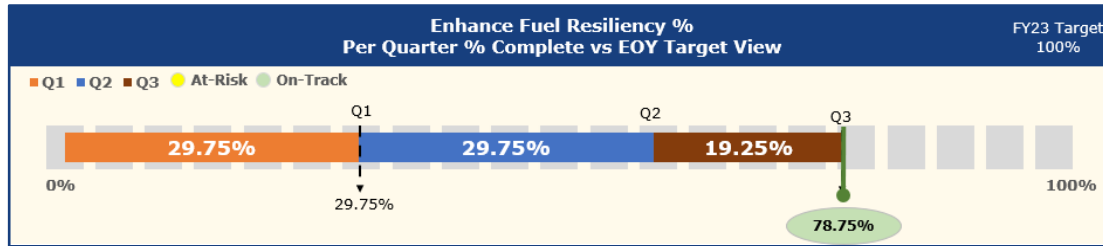
\*Community conversations are all on-track (Resource Planning and Rate Design) or completed (STEP Decision)

\*\* Measurements are done quarterly so only showing through October 31, 2022

# STRENGTHEN GENERATION CAPABILITIES TO MEET EXTREME CONDITIONS



## ENHANCING INFRASTRUCTURE TO SERVE IN EXTREME CONDITIONS



### Updates

**Enhance Fuel Resiliency:**

- Execution of initial fuel infrastructure strategy in progress
- MBL West dual fuel EPC spec development complete, working to finalize PO for engine modifications

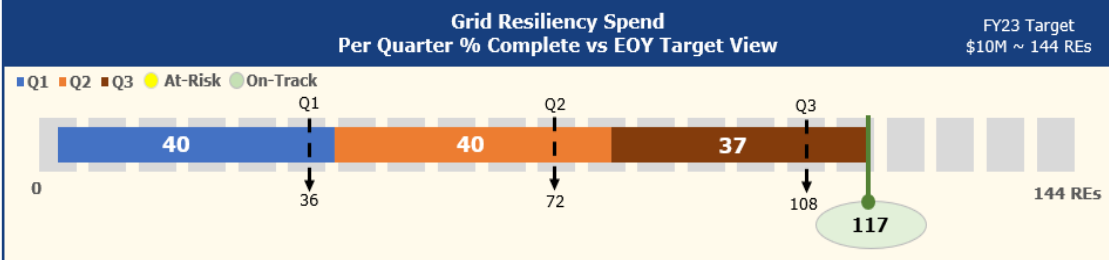
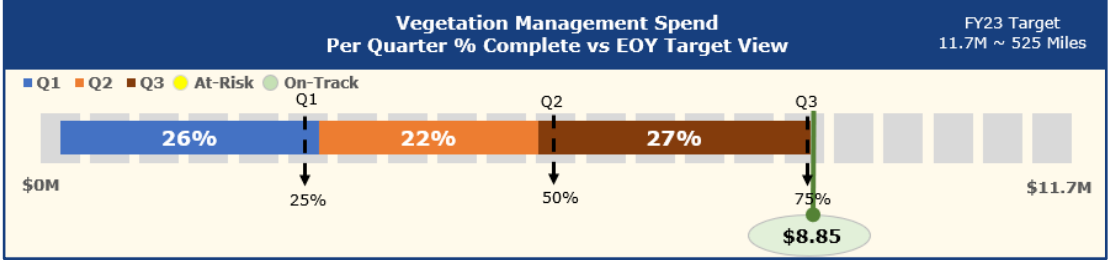
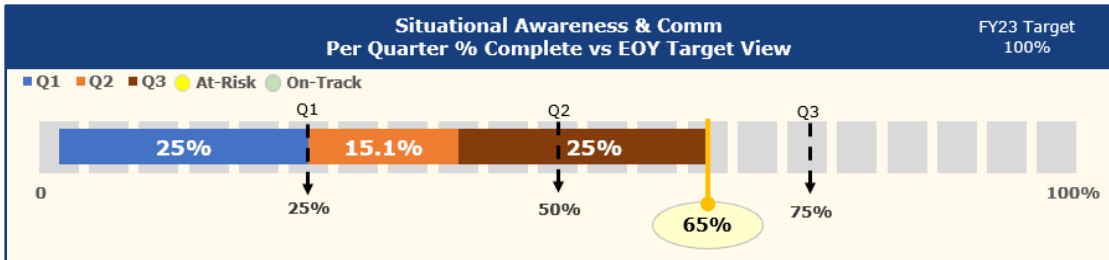
**Strengthen Plant Weatherization:**

- Freeze protection panel material received, currently being fabricated
- Received final PUC phase-2 weatherization standards in late September, working on finalizing gap analysis
- Plant teams are executing Pri-2 work packages, currently 98% complete

# ENHANCE COMMUNICATION & GRID MANAGEMENT IN MAJOR EVENTS



## IMPROVING OUR RESILIENCY TO SERVE OUR CUSTOMERS



### Updates

#### Situational Awareness<sup>1</sup>

- Consolidated enterprise program for technology platform needs
- Partnering with business stakeholders for final review & approval for RFP release
- Program strategy and scope to include Enterprise Mass Communications Program; RFP release timing adjustments are expected

#### Vegetation Management:

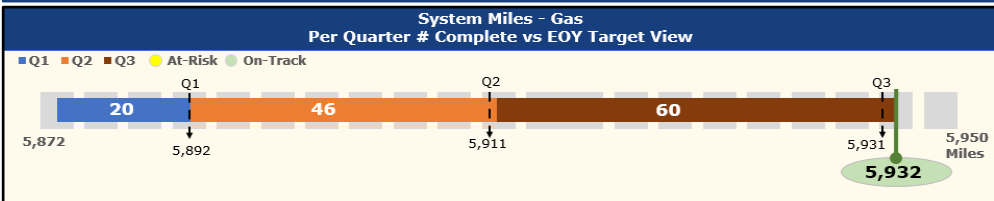
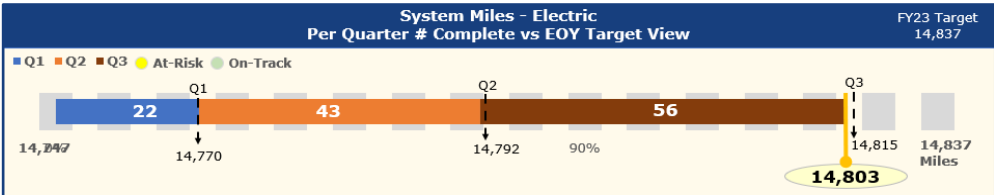
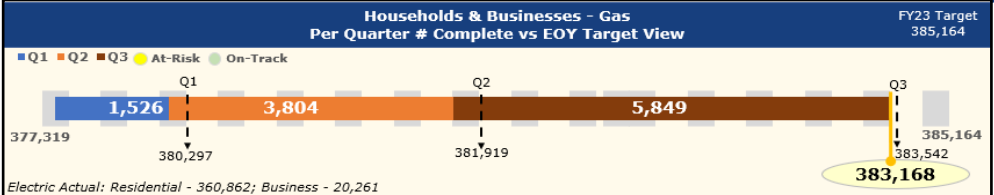
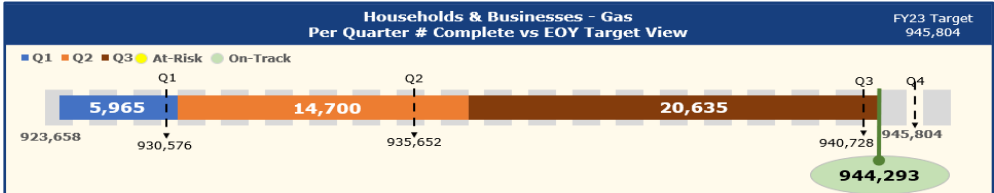
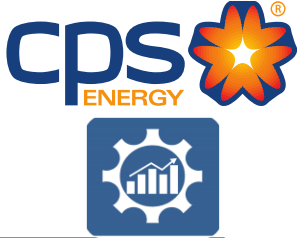
- 399 miles of planned trimming completed Q3 End
- 74% of the \$11.7M fund spent Q3 End

#### Grid Resiliency:

- FY23 YTD installed 117 reclosers (REs) to better manage outages
- 81% of 144 goal completed

1. Situational Awareness refers to the Enterprise Mass Communications Program, which includes Situational Awareness as part of the scope

# SUPPORT EXPANDING COMMUNITY ACCOMMODATING CUSTOMER GROWTH & IMPROVING RELIABILITY



### Updates

**Households & Businesses:**

**New Electric:**

- 20,635 electric customers were added since 2/1/2022, of the 22,146 forecasted for the year
- We have experienced 93% of our forecasted growth for the year

**New Gas:**

- 5,849 gas customers were added since 2/1/2022 of the 7,845 forecasted for the year
- We have experienced 75% of our forecasted gas growth for the year

**System Miles:**

**Electric Miles:**

- 56 miles of electric system were added since 2/1/2022 of the 90 miles forecasted for the year, representing 62% of our planned electric system mile additions

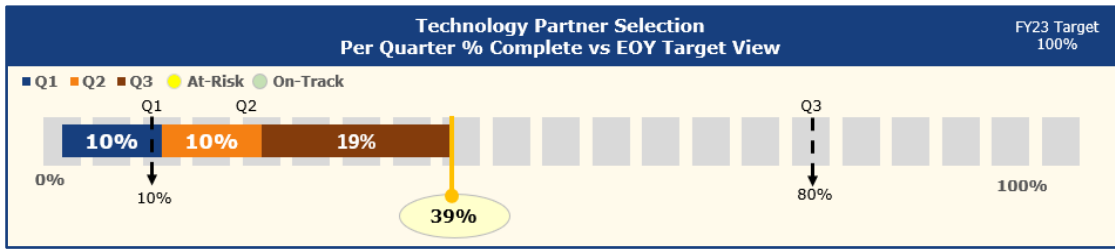
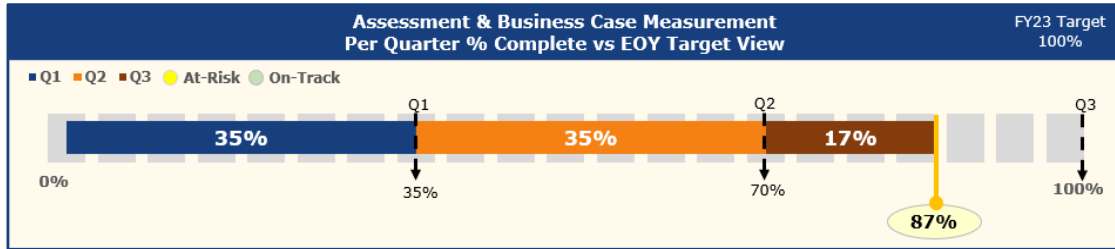
**Gas Miles:**

- 60 miles of gas system were added since 2/1/2022 of the 78 miles forecasted for the year, representing 77% of our planned gas system mile additions

# DIGITAL ENTERPRISE RESOURCE PLANNING (ERP)



## GAP ANALYSIS & ROADMAP TO MITIGATING CORE SYSTEM END OF LIFE



**Updates**

**Assessment & Business Case:**

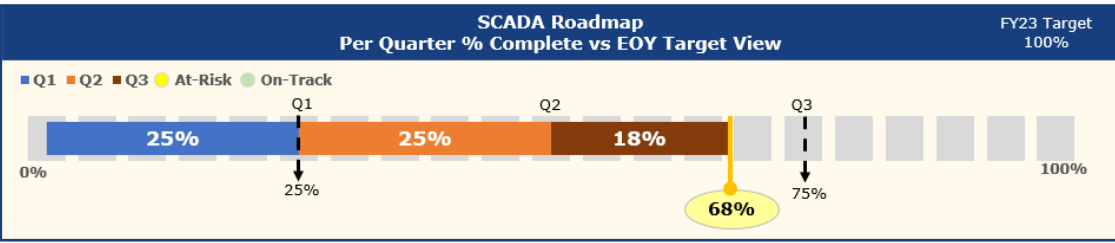
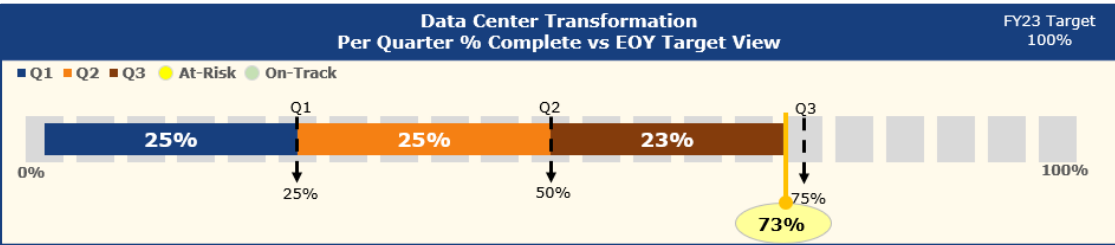
- Incorporated Business case results into Technology Selection RFP requirements
- Identified business area quick win opportunities for potential inclusion in FY24 ERP Transformation deliverables

**Technology Selection:**

- Final draft review of RFP SOW with sponsors and stakeholders in-progress
- Expanding cross functional team in preparation to support FY24 RFP schedule
- Final stakeholder alignment and RFP targeted for release FY23 Q4

# IT SYSTEMS MODERNIZATION

## ENSURE RELIABLE SERVICES FOR BUSINESS & OPERATIONAL TECHNOLOGIES



### Updates

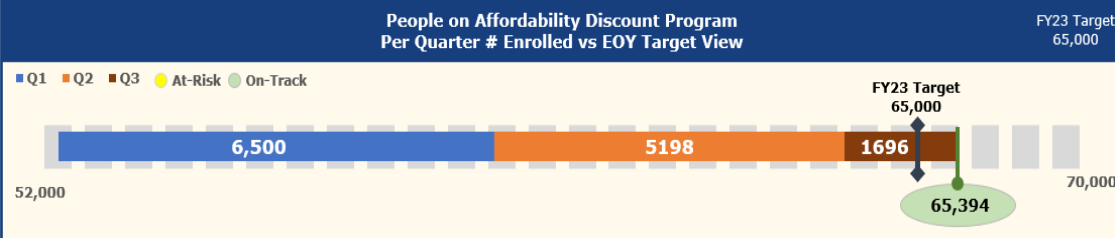
- #### Data Center Transformation:
- Migration schedules have all been re-baselined for completion by end of FY24 QTR 1
  - Significant progress migrating applications to new data center infrastructure (>50%)
  - SAP core business system successfully completed Sandbox environment migration
  - Configuration of future state technical architecture resulted in delays for cloud migrations

- #### SCADA Roadmap:
- Team working through unified system, system architecture and change management design workshops
  - Deploying pre-development system for database and network model conversion
  - Vendor delivered minimum configuration and hardware requirements documents for review
  - Mitigation-Project Team meeting with vendor on site to finalize design and PDS system will be in place 19 December 2022



# CONNECT CUSTOMERS WITH SUPPORT

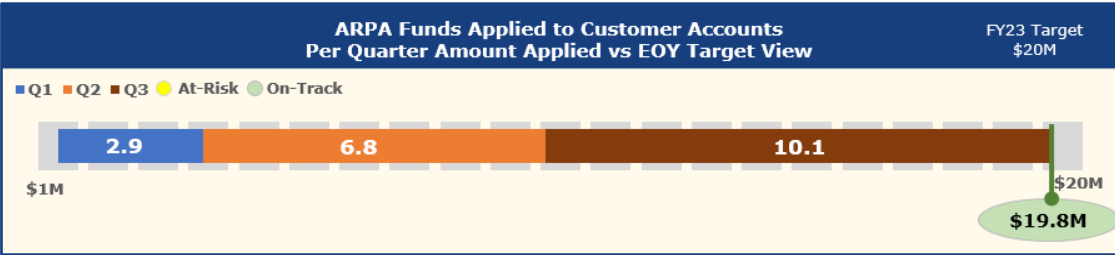
## PROMOTING ACCOUNT HEALTH



**Updates**

**Affordability Discount Program:**

- Q2: 65,394 Customers – Goal Achieved

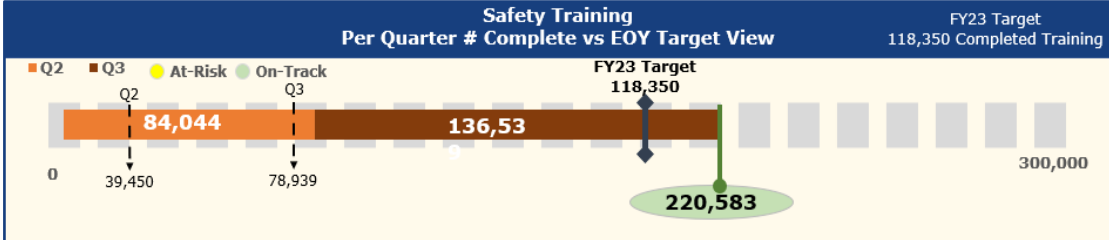


**ARPA Funds:**

- \$10.1M of remaining APRA funds applied to ARPA Residential Customers – Goal Achieved!

# SAFETY CULTURE FUNDAMENTALS

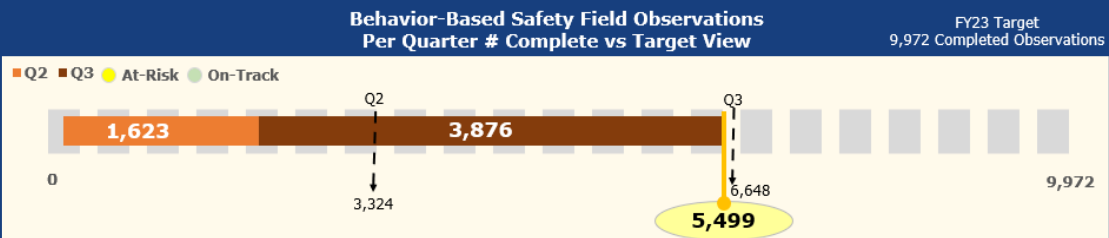
## ENHANCE SAFE WORK THROUGH TRAINING & ENGAGEMENT



**Updates**

**Safety Training:**

- Training has been updated and is on track for the quarter

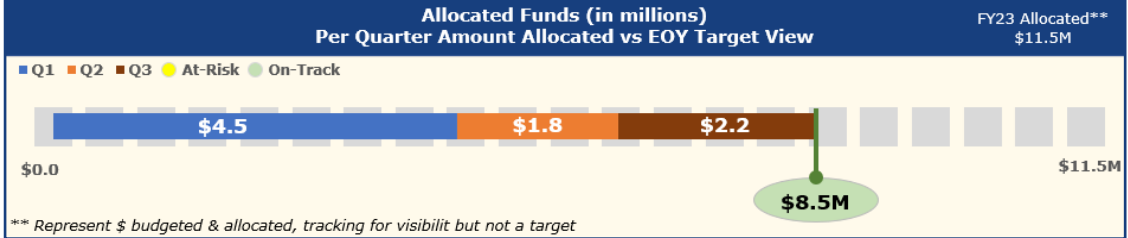
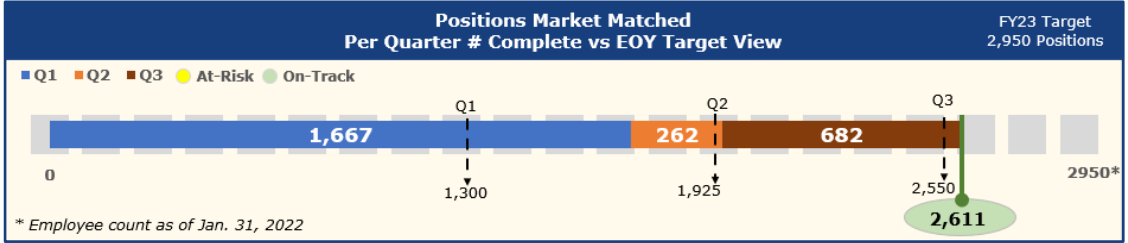
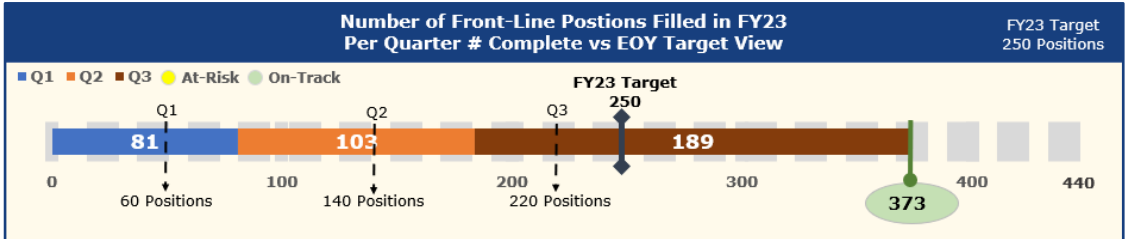


**Behavior – Based Safety Field Observations:**

- Mitigation efforts include working with leadership to have regular discussions with their teams to share observation findings and practices
- Significant improvement has resulted in us being on track
- Ongoing conversations with company leaders emphasizing the importance of Behavior-Based Safety Observations and the key elements of a quality observation
- Updated features to the observation report gives leaders greater visibility on safe/risk factors and monthly performance

# RETAIN & ATTRACT TALENT

## BUILDING & SUSTAINING THE RIGHT TEAM



### Updates

**Number of Front-Line Positions Filled:**

- Hiring of front-line employees has already exceeded year-end FY23 projections
- Our compensation market pricing efforts are helping to close the gap in competing for talent; however, our ability to compete on compensation for advanced level STEM roles remains at risk.
- Annualized turnover rate is projected to be 10-12% by year end

### Positions Market Matched & Allocated Funds:

- We are trying to close the gap with market matching and merit
- Considering small sign-on and retention incentives to help mitigate gaps



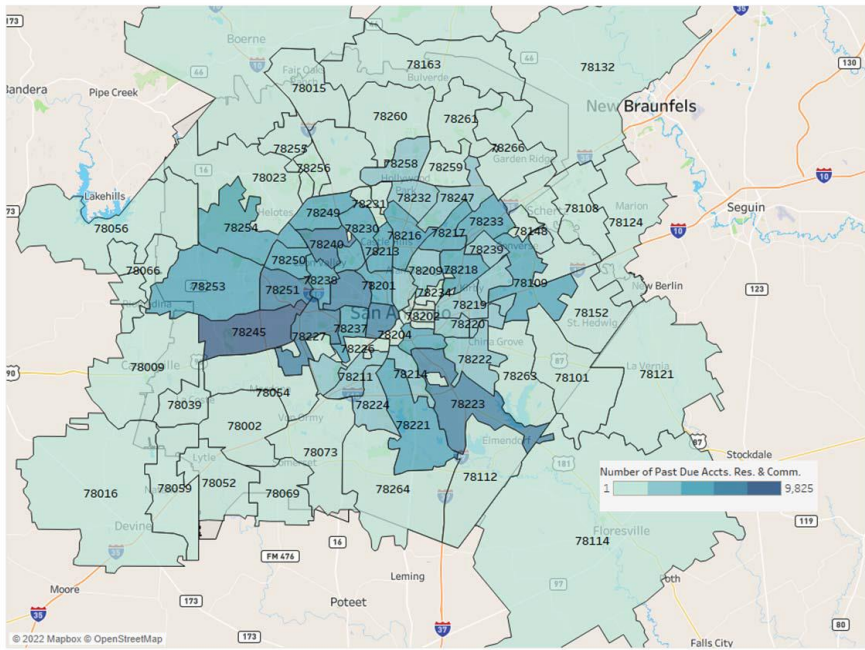
***ACCOUNTS RECEIVABLE  
UPDATE  
AS OF  
NOVEMBER 30, 2022***

# CUSTOMER ACCOUNTS PAST DUE

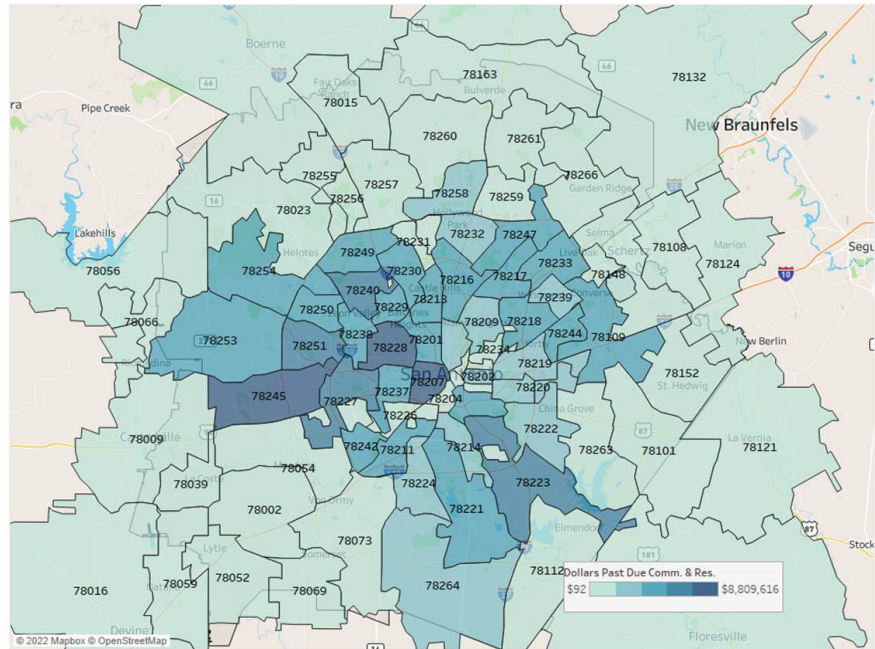
## ALL CUSTOMERS BY ZIP CODE



Count of Account



Outstanding Dollars

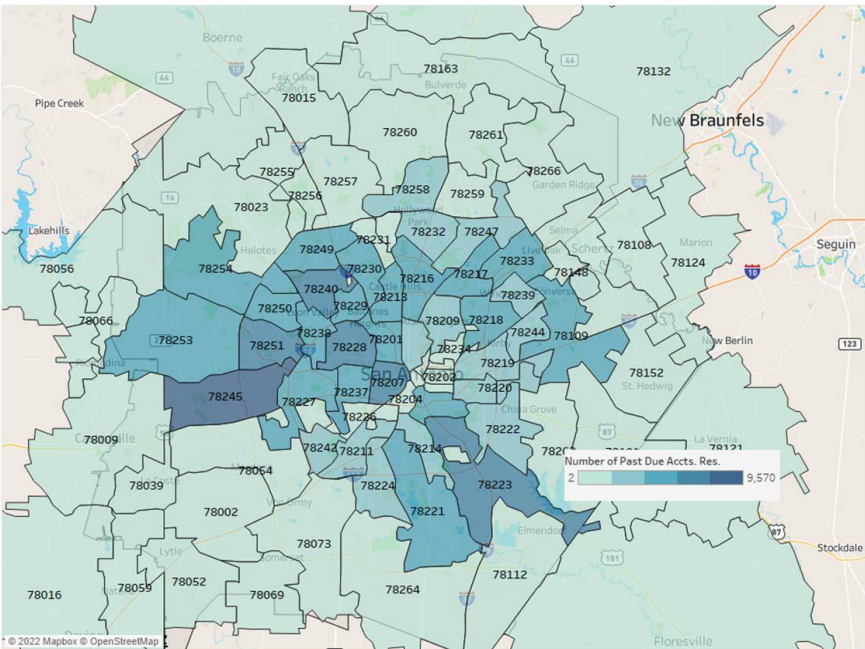


# CUSTOMER ACCOUNTS PAST DUE

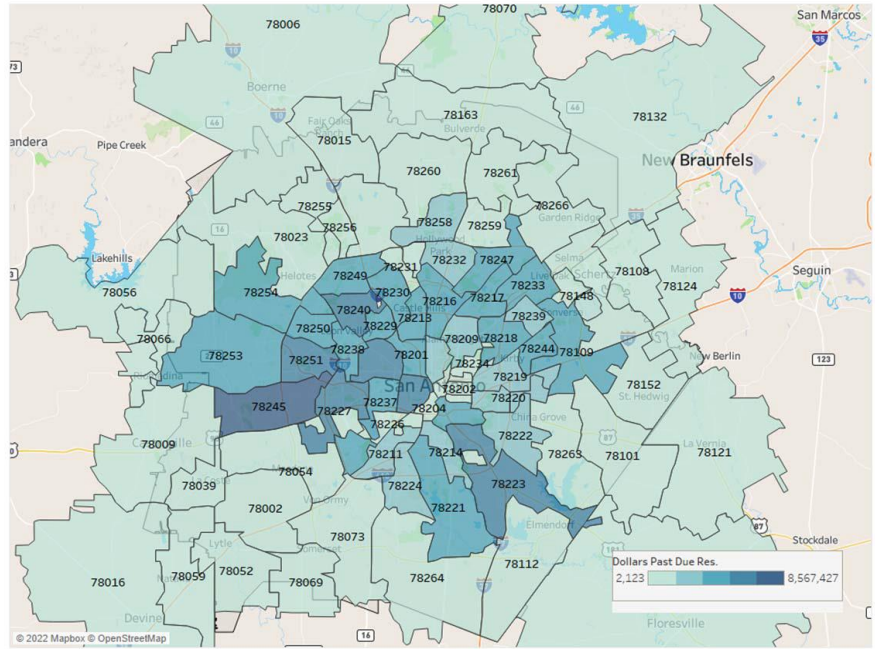
## RESIDENTIAL CUSTOMERS BY ZIP CODE



Count of Account



Outstanding Dollars

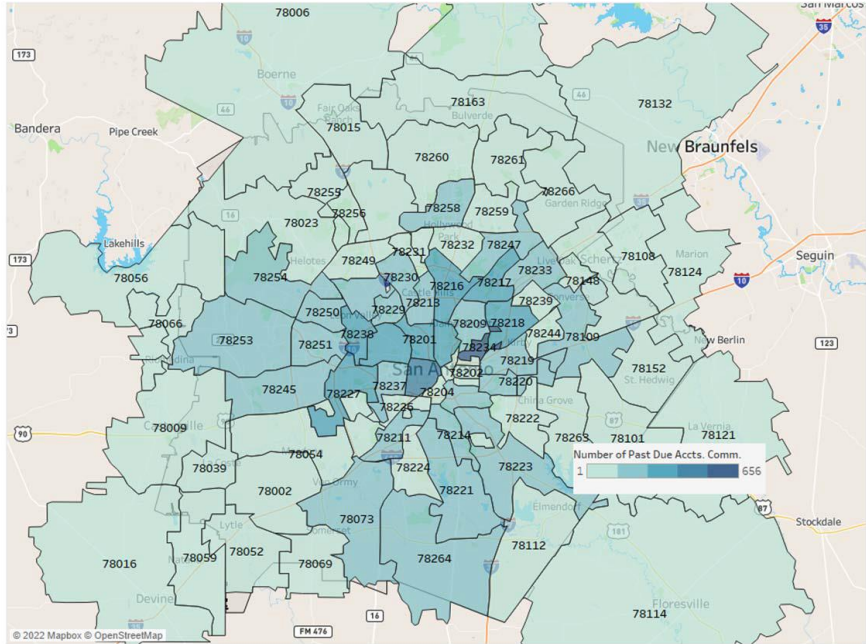


# CUSTOMER ACCOUNTS PAST DUE

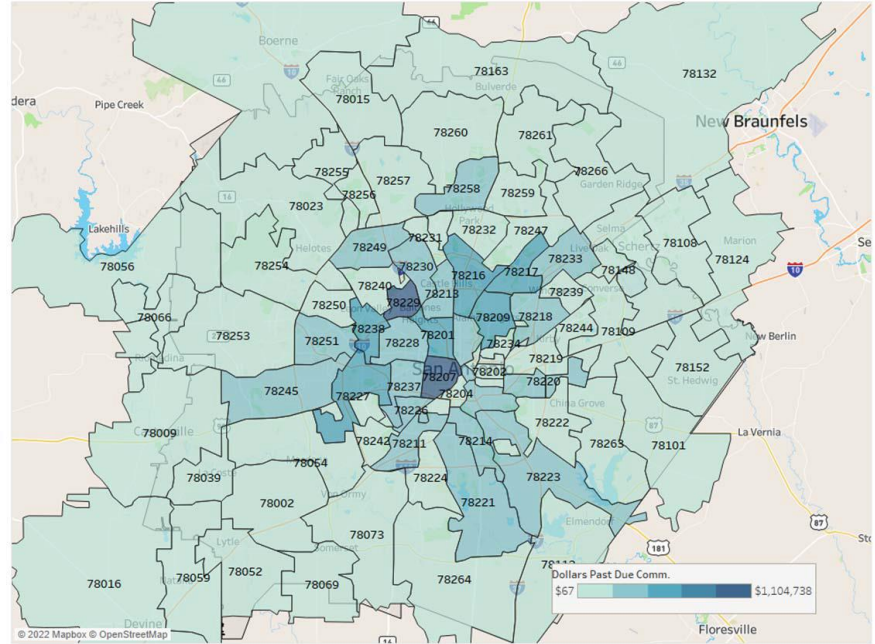
## COMMERCIAL CUSTOMERS BY ZIP CODE



Count of Account



Outstanding Dollars





***Thank You***





# ***Appendix***



# NET INCOME

## YEAR-TO-DATE ACTUAL VS. BUDGET

Description	FY2023		
	Budget	Actuals	Variance: Favorable (Unfavorable)
<b>(\$ in millions)</b>			
<b>Revenue available for nonfuel expenses</b>			
Electric	\$ 2,320.9	\$ 2,657.9	\$ 337.0
Gas	167.3	233.3	66.0
<b>Total operating revenue</b>	<b>2,488.2</b>	<b>2,891.2</b>	<b>403.0</b>
<b>Less:</b>			
Electric fuel, distribution gas & regulatory	895.6	1,289.5	(393.9)
Payments to the City of San Antonio	328.6	376.3	(47.7)
<b>Net operating revenue</b>	<b>1,264.0</b>	<b>1,225.4</b>	<b>(38.6)</b>
<b>Nonoperating revenue</b>	<b>30.3</b>	<b>18.3</b>	<b>(12.0)</b>
<b>Total revenue available for nonfuel expenses</b>	<b>1,294.3</b>	<b>1,243.7</b>	<b>(50.6)</b>
<b>Nonfuel expenses</b>			
Operation & maintenance	596.2	561.1	35.1
Depreciation, amortization & decommissioning	405.2	398.1	7.1
Interest & debt-related	193.3	184.7	8.6
<b>Total nonfuel expenses</b>	<b>1,194.7</b>	<b>1,143.9</b>	<b>50.8</b>
<b>Net Income (Loss)</b>	<b>\$ 99.6</b>	<b>\$ 99.8</b>	<b>\$ 0.2</b>

### Highlights:

#### • Operating Revenue

- YTD Electric Billed Sales are 4.5% higher than budget due to weather-driven sales consumption & higher fuel costs (which are reflected in higher fuel charges on the bill)
- Wholesale Revenue Net Fuel is currently under budget, driven by higher additional fuel costs the past six months along with plant outages that occurred this summer

#### • Non-Operating Revenue

- Primarily driven by lower fair market value of investment portfolios from rising interest rates

#### • Operating & Maintenance

- YTD Under budget due to vacancies, savings on technology projects, & lower than planned spend on Winter Storm Uri defense, somewhat offset by weather events, gas leak repairs, & plant maintenance costs

#### • Interest & debt-related

- Reflects favorable execution to plan

**Net Income is on par  
with budget YTD.**

Non-cash items such as investment fair value adjustments impact total net income but does not impact financial metrics such as ADSC or DCOH. These items impact the equity portion in the debt / capitalization metric.

# NET INCOME

## 10+2 LE FORECAST VS. BUDGET

### Highlights:

- **Operating Revenue**
  - Revenue is forecasted to show slowing growth for the remainder of the year but is projected to be 3.9% higher than budget
  - Total of \$70M bad debt expense for FY2023. ~\$50M net reduction (net of ARPA) to revenue as past due accounts remain high
  - Wholesale Revenue Net Fuel is projected to underperform compared to the budget, driven by higher additional fuel costs between May – September, along with plant outages that occurred this summer
- **Non-Operating Revenue**
  - Primarily driven by lower fair market value of investment portfolios
- **Operating & Maintenance**
  - Primarily driven by OPEB & Pension credit partially offset by vegetation management, customer growth, leak repair & corrosion control, plus savings from vacancies & staff augmentation
- **Interest & debt-related**
  - Reflects favorable execution to plan

**Currently, we are projecting full year net income to be under budget.**

(\$ in millions)	FY2023		
	Budget	Forecast	Variance: Favorable (Unfavorable)
<b>Description</b>			
<b>Revenue available for nonfuel expenses</b>			
Electric	\$ 2,716.6	\$ 3,096.7	\$ 380.1
Gas	229.7	363.9	134.2
<b>Total operating revenue</b>	<b>2,946.3</b>	<b>3,460.6</b>	<b>514.3</b>
<b>Less:</b>			
Electric fuel, distribution gas & regulatory	1,069.9	1,557.0	(487.1)
Payments to the City of San Antonio	388.2	443.0	(54.8)
<b>Net operating revenue</b>	<b>1,488.2</b>	<b>1,460.6</b>	<b>(27.6)</b>
<b>Nonoperating revenue</b>	<b>36.4</b>	<b>4.3</b>	<b>(32.1)</b>
<b>Total net revenue available for nonfuel expenses</b>	<b>1,524.6</b>	<b>1,464.9</b>	<b>(59.7)</b>
<b>Nonfuel expenses</b>			
Operation & maintenance	729.7	712.6	17.1
Depreciation, amortization & decommissioning*	486.2	479.3	6.9
Interest & debt-related	231.5	221.9	9.6
<b>Total nonfuel expenses</b>	<b>1,447.4</b>	<b>1,413.8</b>	<b>33.6</b>
<b>Net Income (Loss)</b>	<b>\$ 77.2</b>	<b>\$ 51.1</b>	<b>\$ (26.1)</b>

\*Total depreciation, amortization & decommissioning is expected to be adjusted retroactively (non-cash impacts) at year-end to incorporate recommendations from a 3rd party depreciation study.

Non-cash items such as investment fair value adjustments impact total net income but does not impact financial metrics such as ADSC or DCOH. These items impact the equity portion in the debt / capitalization metric.

# FLOW OF FUNDS

## YEAR-TO-DATE ACTUAL VS. BUDGET

(\$ in millions)	FY2023		
	Budget	Actuals	Variance: Favorable (Unfavorable)
<b>Description</b>			
<b>Revenues, net of unbilled</b>	\$ 2,503.8	\$ 2,987.3	\$ 483.5
<b>Less: city payment (CP) per flow of funds</b>	328.6	376.3	(47.7)
<b>Revenues, net of unbilled &amp; CP</b>	2,175.2	2,611.0	435.8
<b>Less: fuel &amp; regulatory expense</b>	886.3	1,282.9	(396.6)
<b>Revenues, net fuel &amp; regulatory</b>	1,288.9	1,328.1	39.2
<b>Operation &amp; maintenance</b>	597.4	562.4	35.0
<b>Debt service</b>	362.8	358.5	4.3
<b>Total expenses</b>	960.2	920.9	39.3
<b>6% Gross Revenue to R&amp;R</b>	150.2	179.2	29.0
<b>Remaining to R&amp;R</b>	178.5	228.0	49.5
<b>Total R&amp;R fund additions</b>	\$ 328.7	\$ 407.2	\$ 78.5
<b>Total gross non-transmission capital</b>	\$ 478.0	\$ 541.2	\$ (63.2)

**Highlights:**

- **Revenue (operating & non operating), net of unbilled:**
  - YTD Electric Billed Sales are 4.5% higher than budget due to weather-driven sales consumption & higher fuel costs (which are reflected in higher fuel charges on the bill)
  - Wholesale Revenue Net Fuel is currently under budget, driven by higher additional fuel costs the past six months along with plant outages that occurred this summer
- **Operating & Maintenance**
  - YTD Under budget due to vacancies, savings on technology projects, & lower than planned expenses on projects and legal expenses plus savings from labor, offset by reduction in transfers
- **Debt Service**
  - Reflects favorable execution to plan
- **Capital**
  - Higher primarily due to customer growth

**R&R contributions are favorable to budget YTD.**

# FLOW OF FUNDS

## 10+2 LE FORECAST VS. BUDGET

Description	FY2023		
	Budget	Forecast	Variance: Favorable (Unfavorable)
Revenues, net of unbilled	\$ 2,958.5	\$ 3,501.6	\$ 543.1
Less: city payment (CP) per flow of funds	388.2	443.0	(54.8)
Revenues, net of unbilled & CP	2,570.3	3,058.6	488.3
Less: fuel & regulatory expense	1,058.8	1,551.9	(493.1)
Revenues, net fuel & regulatory	1,511.5	1,506.7	(4.8)
Operation & maintenance	731.2	710.7	20.5
Debt service	435.4	430.7	4.7
Total expenses	1,166.6	1,141.4	25.2
6% Gross Revenue to R&R	177.5	210.1	32.6
Remaining to R&R	167.4	155.2	(12.2)
Total R&R fund additions	\$ 344.9	\$ 365.3	\$ 20.4
Total gross non-transmission capital	\$ 618.9	\$ 693.9	\$ (75.0)

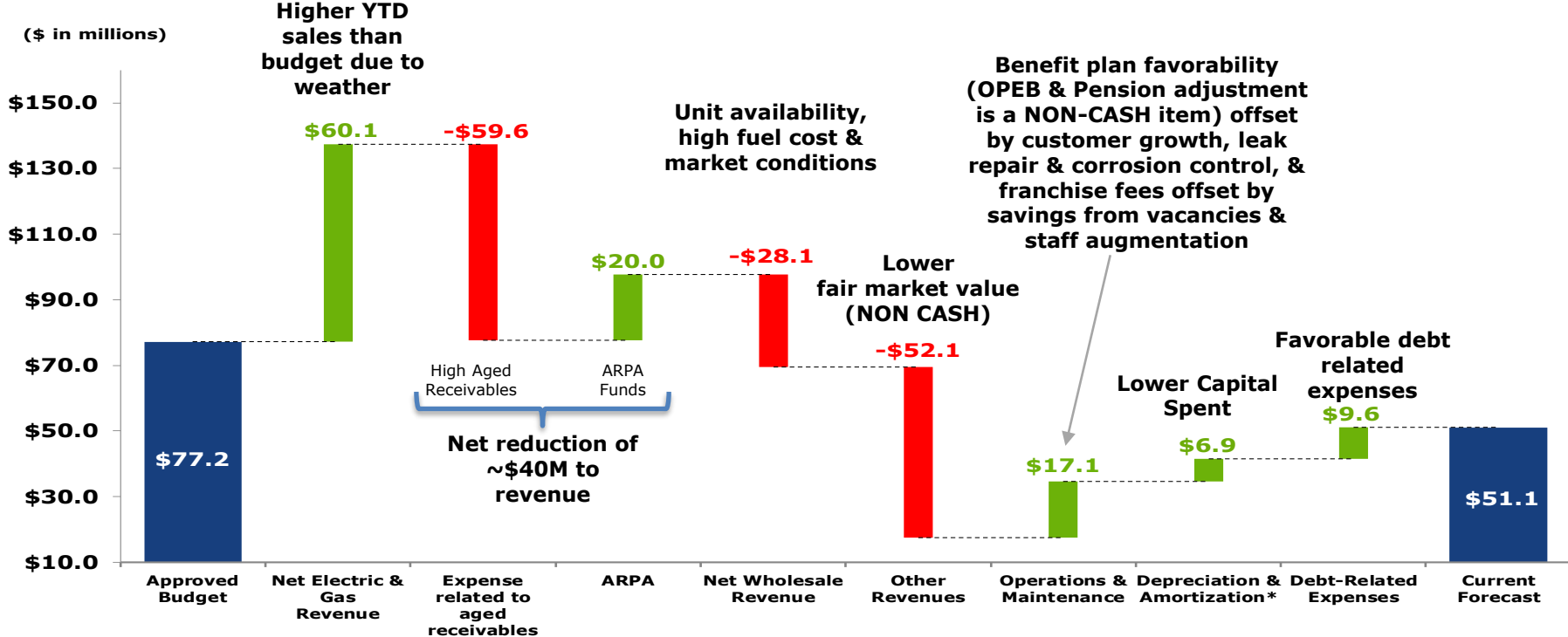
### Highlights:

- **Revenue (operating & non operating), net of unbilled**
  - Revenue is forecasted to show slowing growth for the remainder of the year but is projected to be 3.9% higher than budget
  - Total of \$70M bad debt expense for FY2023. ~\$50M net reduction (net of ARPA) to revenue as past due accounts remain high
  - Wholesale Revenue Net Fuel is projected to underperform compared to the budget, driven by higher additional fuel costs between May - September, along with plant outages that occurred this summer
- **Operating & Maintenance**
  - Primarily driven by OPEB & Pension credit partially offset by vegetation management, customer growth, leak repair & corrosion control, plus savings from vacancies & staff augmentation
- **Debt Service**
  - Reflects favorable execution to plan

**Currently, we are projecting FY2023 R&R contributions to track favorably to budget.**

# FY2023 REVISED NET INCOME FORECAST

## BUDGET TO FORECAST WALK-FORWARD



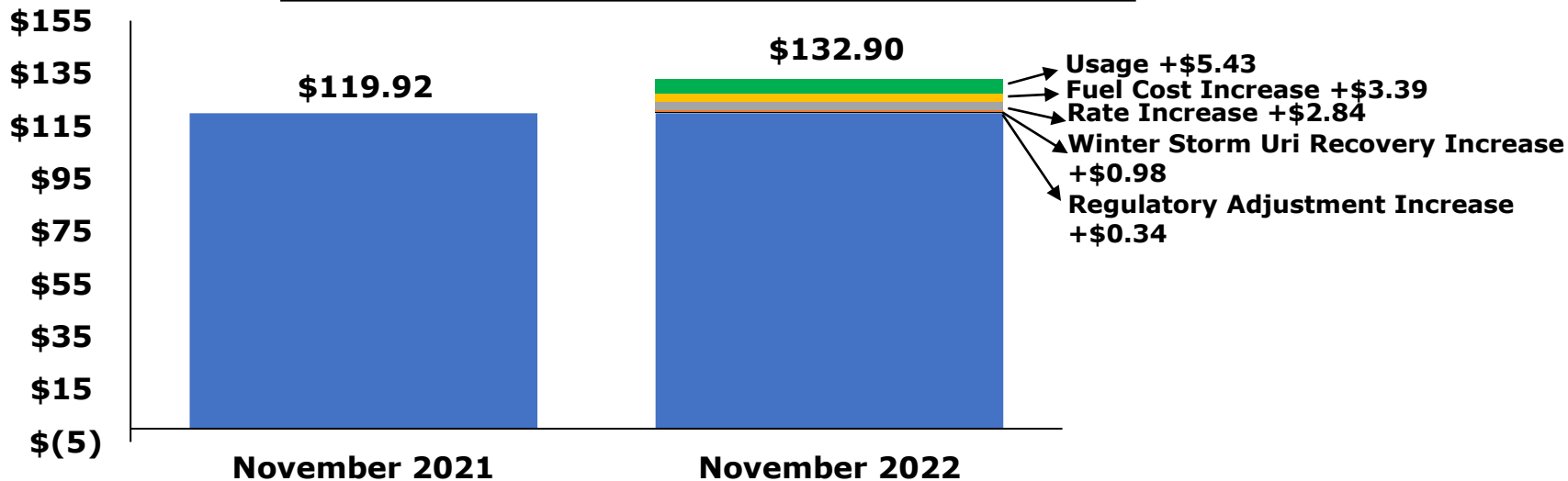
**The net effect of these forecast changes is a decline compared to full year budgeted net income.**

\*Total depreciation, amortization & decommissioning is expected to be adjusted retroactively (non-cash impacts) at year-end to incorporate recommendations from a 3rd party depreciation study.

# RESIDENTIAL BILL IMPACT



## Combined Residential Electric & Gas Bill November 2021 to November 2022



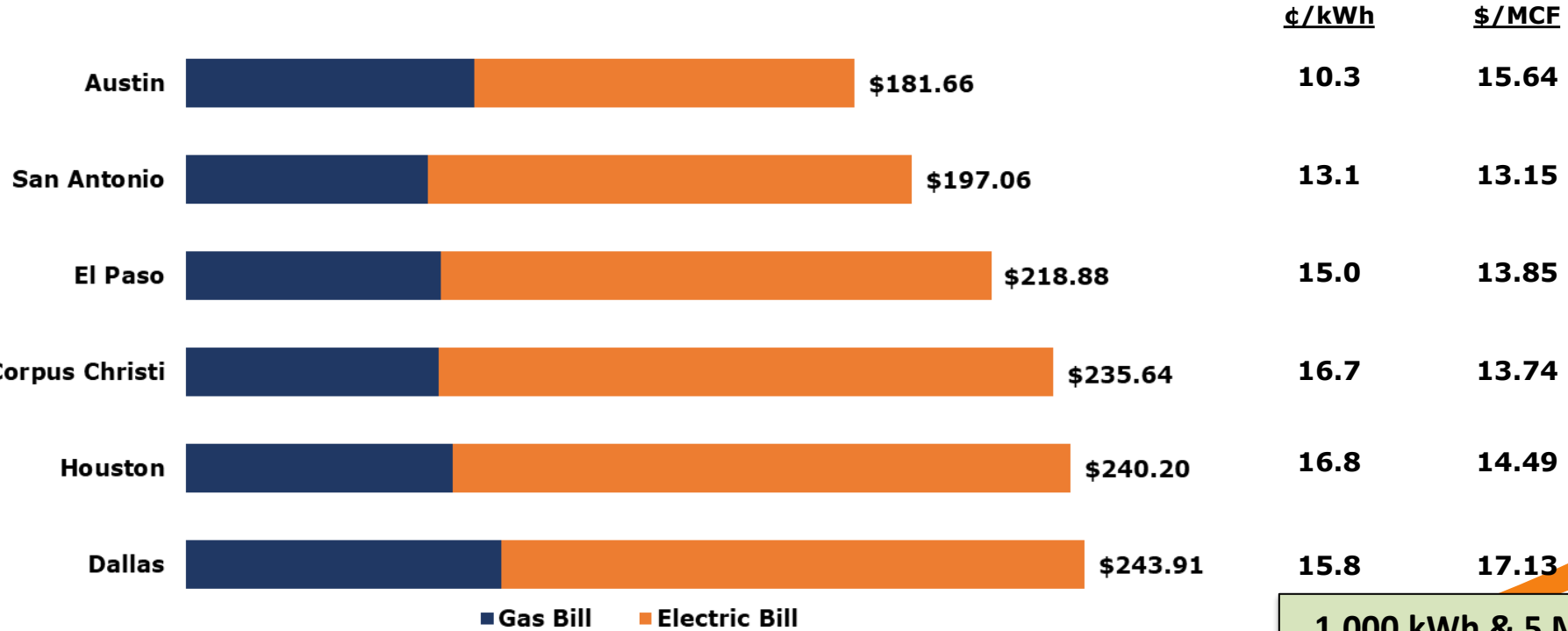
**November bills were a lot milder than we've seen in recent months.**

Note: Winter storm Uri Recovery =  $\$0.00087 \times 803\text{kWh}$  (average electric usage for November) +  $\$0.013349 \times 21$  CCF (average gas usage for November)

# TEXAS CITIES COMBINED RESIDENTIAL BILL COMPARISON



**TRAILING TWELVE MONTHS ENDING NOVEMBER 2022**



Note: Deregulated markets electric data from powertochoose.org (Terms 12; 4&5 star rated REPs). San Antonio is the only city that has a single electric & gas provider.