



***SMART ENERGY CONSUMER
COLLABORATIVE (SECC)
2020 CONSUMER SYMPOSIUM***

PRESENTED BY:

Paula Gold-Williams

President & Chief Executive Officer (CEO)

January 27, 2020

Informational Update

Reliability • Customer Affordability
Security • Safety • Environmental Responsibility
Resiliency • Financial Stability



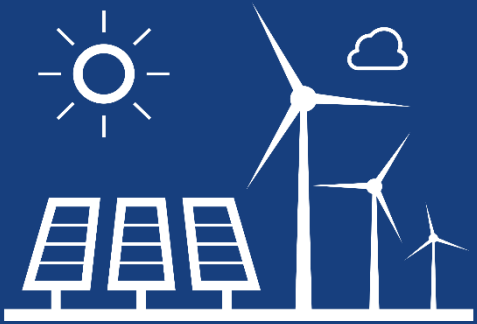
cpsenergy.com



San Antonio born, raised and owned.

With a **PEOPLE FIRST** philosophy running deep through our core,
We acknowledge our community and our customers' needs

BY THE NUMBERS



Largest Municipally Owned Electric and Gas Utility in the U.S.
Largest Solar Power Production in Texas; Seventh in the Nation
Second Largest Wind Power Production in Texas



Premier Credit
Rating



841K^{Electric}¹

353K^{Gas}

Our Customers

160

Years of Serving
San Antonio

Most Trusted Brand in the
South Region by MSI



\$11B - Assets
\$2.8B - Annual Revenue

OUR GUIDING PILLARS & FOUNDATION



Reliability



Customer Affordability



Security



Safety



Environmental Responsibility



Resiliency



FINANCIALLY RESPONSIBLE

All business decisions are based on our commitment to being one of the best-managed and most financially responsible utilities in the nation!

LISTENING TO OUR COMMUNITY

COMMUNITY INPUT INFORMS OUR PATH



We use multiple channels to listen and engage with our customers on thoughtful and beneficial two-way conversations.



COMMUNITY FEEDBACK: CUSTOMER SERVICE IMPROVEMENTS



2015



TODAY

Award Type	2019	2018	2017	2016
Cogent ¹ Most Trusted Brand – Residential				
Cogent Customer Champion – Residential				
IVR Doctors ² – Top Quartile Ranking “Most Improved IVR System”				
Customer Service ³ (CS) Week – Expanding Excellence Award				
Southern Gas Association ⁴ Community Service Award Runner-up				

**While we hit a call-handling low in 2015,
we have worked hard to improve our customer experience
with better training & technology.**

1- Findings based off Escalent’s 2019 Cogent Syndicated Residential and Business Survey
 2- 15th Annual Energy Utility Benchmark Report by IVR Doctors on Interactive Voice Response (IVR) systems
 3- CS Week Annual Conference
 4- Southern Gas Association

TECHNOLOGY IS RAISING EXPECTATIONS



Customer expectations have shifted drastically because of rapidly advancing technology.



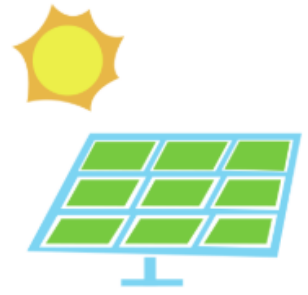
Businesses that ignore the opportunities to engage their customers digitally will be left behind.

Customers have many options and therefore value their money more than ever.

PRODUCTS & SERVICES OUR CUSTOMERS WANT FROM THEIR ENERGY PROVIDER



53% 41% 37% 36% 25% 25% 4%



Energy Efficient Products

Home Energy Generation Products

Home Energy Consultations

Back Up Energy Storage Products

Home Energy Automation Products

Warranty or Financing of Home Energy Improvements

Home EV Charger

PRODUCTS & SERVICES OUR CUSTOMERS WANT FROM THEIR ENERGY PROVIDER



77%



Proactive Usage Alerts

72%



Monthly Energy Usage Reports

60%



On-Demand Detailed Energy Usage

60%



Proactive Forecast High Bill Alerts

54%



Proactive Outage Alerts

TIME WELL SPENT?



American adults spend almost **40 days annually** on their **smartphones**
(comScore, 2017)



38 of those days are spent on **social networks & messaging**
(Globalwebindex, 2018)



10 days annually are spent on **purchasing products & services**
(Bureau of Labor Statistics, 2019)



2 days annually are spent on **telephone calls, mail & e-mail**
(Bureau of Labor Statistics, 2019)

10 minutes annually are spent on their **utility bill**
(Accenture, 2018)



Our customers spend 7 minutes on the phone with us.
(CPS AHT data, rolling 12 mo avg Sept 2019)

NEXT STEPS & LOOK AHEAD



Adjust business processes, procedures and practices to enhance our customer experience



Adapt to new technologies and implement solutions



Thank You

