



CARING FOR OUR CUSTOMERS

PRESENTED BY:

KJ Feder

Vice President, Community Engagement & Corporate Responsibility

October 4, 2021

Informational Update

AGENDA

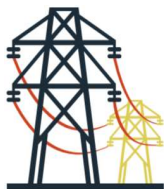


- **GUIDING PILLARS**
- **ENERGY 2 BUSINESS TEAM**
- **PROPERTY MANAGER WEB PORTAL**
- **CUSTOMER ASSISTANCE PROGRAMS**
- **CONNECTING CUSTOMERS TO OUR SUPPORT OPTIONS**
- **MONITORING THE LANDSCAPE**
- **DISCONNECT TIMELINE**
- **MESSAGING**
- **OUR ONGOING GOALS**

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 & most *Financially Responsible* utilities in the nation!

A NEW WAY TO HELP OUR CUSTOMERS



- Hands-on, mobile team serving our small business customers and local non-profits
- A resource for complex issues
- Save you money! Create awareness of our full scope of products & services








210.353.6322
e2b@cpsenergy.com

PROPERTY MANAGER WEB PORTAL



Property Manager Portal





Manage Properties

Check Status

Initiate Move Ins & Outs

[Welcome](#) | [Usage Agreement](#) | [FAQ](#)

Welcome to the CPS Energy Property Manager Portal!
The Property Manager Portal is a fast easy way for you to manage your properties.

- [Sign up](#) for the Property Manager Portal

With a few simple clicks, you will be able to:

- Manage your properties online
- Check on the status of your properties
- Initiate Move Ins & Outs
- Receive e-mail verification within 24 hours

Current user - Log in

User ID:

Password:

[Forgot your password/User ID?](#)

<https://secure.cpsenergy.com/ospm/index.jsp>

PROPERTY MANAGER WEB PORTAL



SCENARIO:

TENNANT DISCONNECT FOR NON PAYMENT

- If no payment received, services will remain off and account will be closed by CPS Energy.
- The apartment complex will see through the portal that the account is in **vacant status**. *No email notification is sent.*
- This account will **not automatically transfer** into the property name.
- The property will need to call & ask us to move the account into their name so they will be ready for their next tenant.

CUSTOMER ASSISTANCE PROGRAMS



A steadfast commitment to customers is one of our core values. We offer products, services and advice to help you manage your energy use and bill.

Our customers can pay their energy bill in a number of ways. They also have access to a variety of assistance programs to help fill the gap when life events happen.

ASSISTANCE & BILLING PROGRAMS



Affordability Discount

Residential electric and gas customers whose income is at or below 125 percent of the Federal Poverty Guidelines and who meet at least one of the following requirements qualify for a discount on their monthly service availability charge. These discounts can add up to a savings of \$147 a year.

Eligibility:

- Customers 60 years or older
- Customers with disabilities
- Customers with life-sustaining medical equipment
- Families with preschool-aged children or children in school 18 years or younger
- Have extenuating circumstances as determined by CPS Energy or the City of San Antonio



Casa Verde

Casa Verde offers eligible customers an average of \$5,000 in free energy saving improvements that can lower their bill, especially during the summer and winter months. Recipients save an average of \$350 a year on their energy bill.



Budget Payment Plan

Customers pay the same amount every month when their energy bills are averaged over the last year and a small percentage is added to cover environmental factors and changing fuel costs.

Customers continue to receive a monthly bill showing actual energy consumption and charges for that month. Customers must have maintained an account for at least a year and have a good payment history with us to be eligible.



Residential Energy Assistance Partnership (REAP)

REAP is a non-profit partnership between CPS Energy, the City of San Antonio and Bexar County. REAP provides temporary bill assistance to customers who meet the following qualifications:

following qualifications:

- Must be at or below 125 percent of Federal Poverty Guidelines and must be experiencing a financial hardship
- Must have small or school-age children
- Must be elderly, handicapped or require critical-care equipment



Burned Veterans' Discount

This program provides bill payment assistance to military veterans who have significantly decreased abilities to regulate their body's core temperature because of severe burns received during armed

conflict or combat. The discount is effective for the months of April through October.

Eligibility requirements include:

- A medical/military facility certification
- Completed application must be faxed by a medical facility to (210) 353-3666
- Medical confirmation must be provided every 12 months to remain on program



Critical Care Customer Program

This program allows customers who use electrically-operated medical equipment in their homes additional time to pay their bill.

To qualify, the applicant must:

- Provide confirmation from their physician indicating medical equipment is required
- Renew the application with their physician every 12 months to remain on the program



Disabled Citizen Billing Program

Residential disabled customers on Supplemental Security Income (SSI) are provided additional time to pay their bill.

To qualify, the applicant must:

- Be the person whose name is on the utility bill
- Receive SSI
- Use their primary address



Senior Citizen Billing Program

Provides senior citizens additional time to pay their utility bill each month (25 days instead of 16 days).

To qualify, applicants must:

- Be at least 60 years of age or older
- Be the person whose name is on the bill
- Provide social security number and/or driver license or Texas ID



Senior Citizen Late Payment Waiver

CPS Energy residential customers can qualify to have late payment charges waived.

To qualify, applicants must:

- Be at least 60 years of age or older
- Be the person whose name is on the bill
- Be at or below 125 percent of the Federal Poverty Guidelines



Payment Arrangements

Payment arrangements are available to eligible customers who need additional time to pay their energy bill.

Arrangements include:

- An extension (30 days or less); or
- A deferred payment plan allowing customers the ability to pay their accumulated past due bill over a period of months

PAYMENT METHODS



AutoPay

Through AutoPay, a customer's bill is automatically debited from their bank account on approximately the same day each month. Customers will still be able to review their billing statement online before payment is withdrawn from their account. AutoPay can be combined with the Budget Payment Plan, Disabled Citizen Billing Program or Senior Citizen Billing Program.



Pay by Mail

For convenience, a return envelope is inserted with a customer's monthly bill. Payments should be sent to:

CPS Energy P.O. Box 2678 San Antonio, TX 78289-0001



Pay Online

Making an online payment through Manage My Account is the most convenient way to pay your bill. Customers can enroll in Manage My Account at cpsenergy.com and their next bill will be sent electronically to their email address.

their email address.

- Online payments from checking or savings accounts are processed at no charge
- Bills can be viewed for the previous 12 months
- Convenient account access 24/7
- My Energy Portal access shows neighbor comparisons, weather, detailed energy use plus, an energy saving tip library



Pay by Phone

Customers can pay their bill by phone using an electronic check, debit card, VISA, MasterCard or Discover Card. Residential customers can call (877) 257-1172 to make a payment. A \$2.50 vendor convenience fee* will be assessed for a payment up to \$1,000.



Pay In Person

Customers can make payments in person at one of our four customer service centers.

Eastside Customer Service Center

4525 Rigby Road, Ste. 112

Northside Customer Service Center

7000 San Pedro, near Oblique

Southside Customer Service Center

6605 W. Military - Shopper's City Mall, Ste. X

Westside Customer Service Center

803 Castrovilla Road, Suite 406 at Las Palmas Center

Customers can also make payments at H-E-B, Woodforest National Bank located inside Walmart, Money Store/Speedy Cash and other retail stores. Payments made at service centers and Western Union locations such as HEB and Woodforest Bank are credited immediately to the customer's account.

*CPS Energy does not financially benefit from this fee

Learn more at cpsenergy.com or call 210-353-2222

<https://cpsenergy.com/assistance>

CONNECTING CUSTOMERS TO SUPPORT OPTIONS



Senior Citizen Billing
Over 57k enrolled



Critical Care Billing
Nearly 3k enrolled



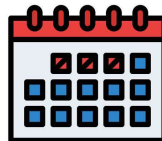
REAP
*Over \$1 Million
Donated*



CPS Energy Angels
Launched in 2021



Flexible Installment Plans
Over 23k enrolled



Due Date Extension
Over 10k Active



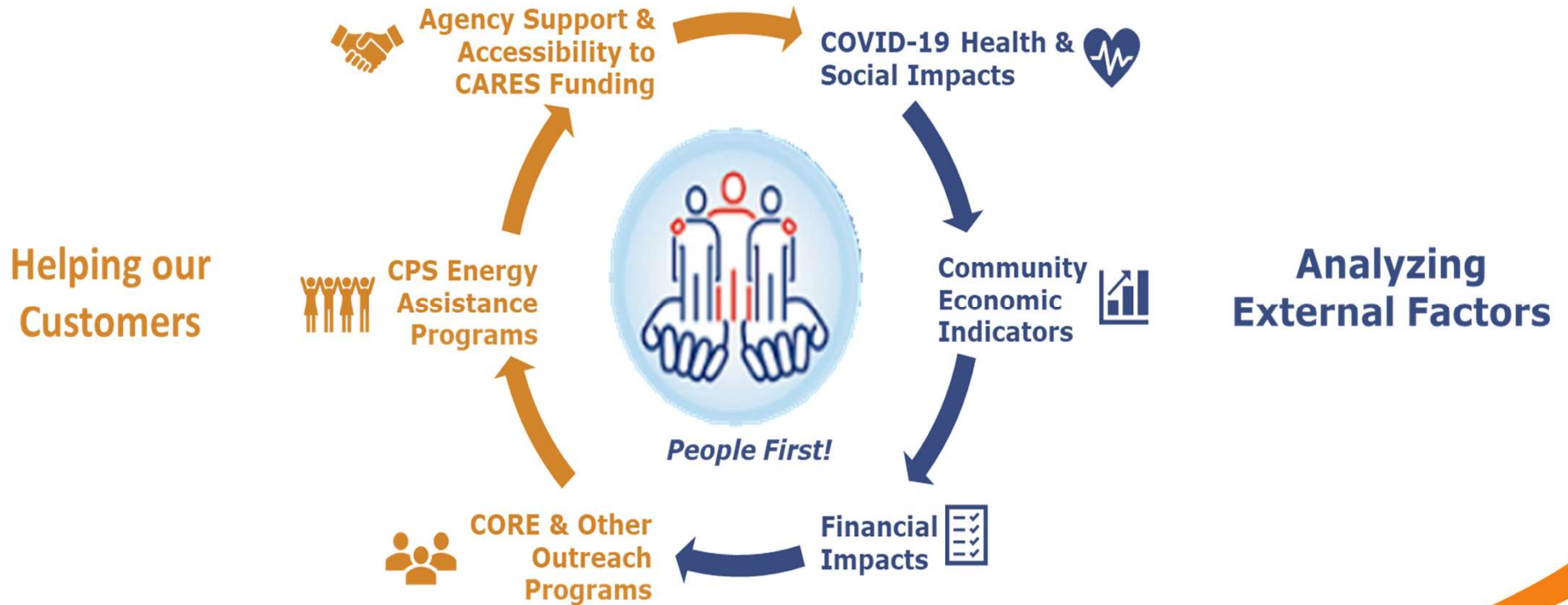
Budget Payment Plan
Over 34k enrolled



CORE Outreach
Over 83k called

**Since June of 2020, we have helped connect our customers to
\$36 million of assistance & will continue to pursue all
avenues available to help our customers!**

MONITORING THE LANDSCAPE



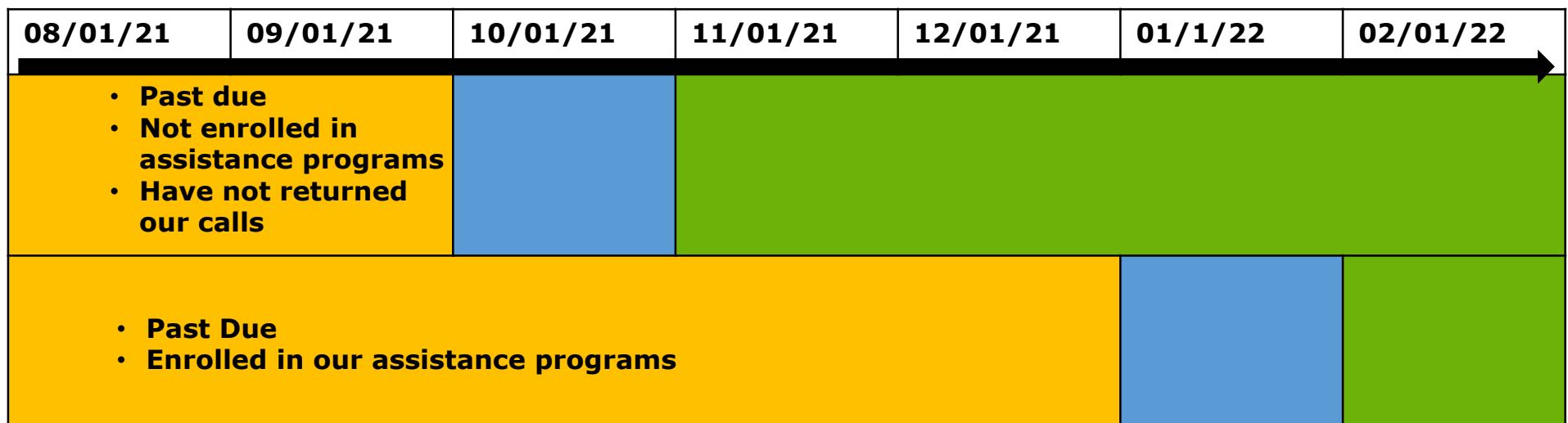
We monitor the impacts to our community & present meaningful referrals & programs to help our customers.

DISCONNECT TIMELINE

RESIDENTIAL CUSTOMER SEQUENCING



For residential customer accounts not enrolled in an active installment plan & are eligible for disconnection we will follow this sequencing:



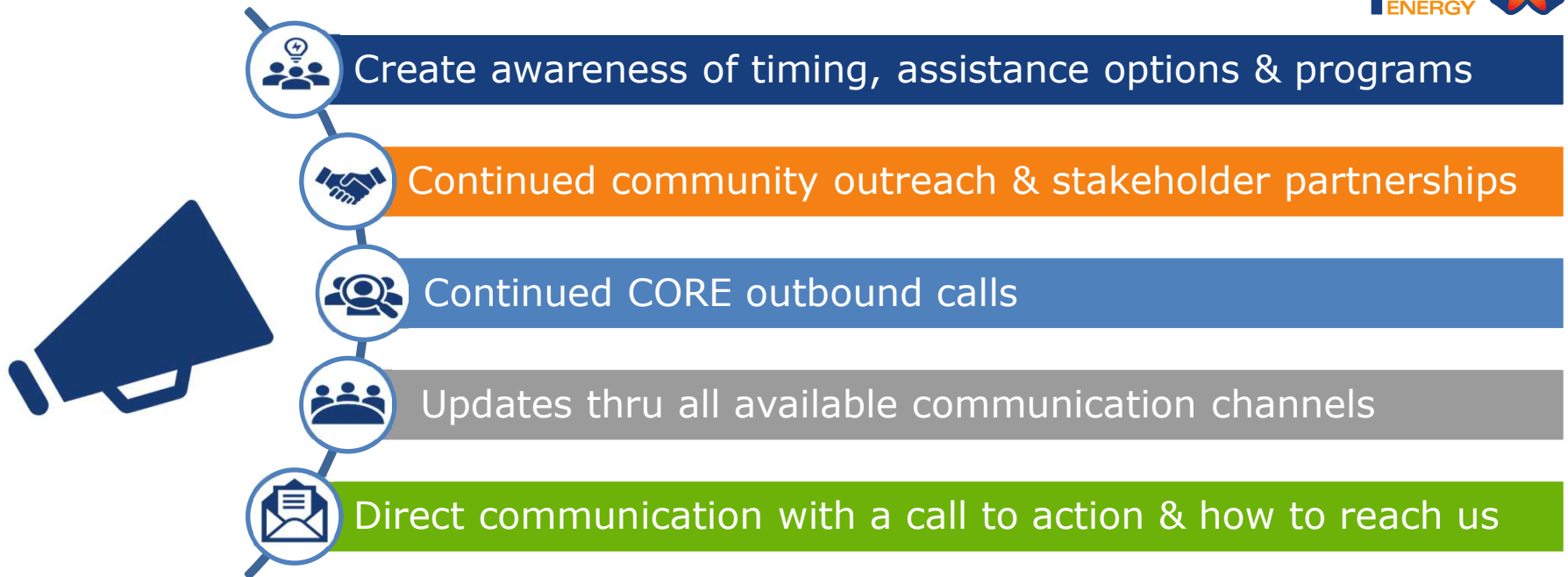
Legend:

Heightened Engagement & Communications

Activate Disconnections

Return to Normal Collections Practices

KEY MESSAGING APPROACH



Our messaging will focus on all customers with a past due balance to help prevent their accounts from becoming eligible or being disconnected & we will identify the best support to fit their needs.

OUR ONGOING GOALS

HELPING ALL CUSTOMERS



- We will continue to be thoughtful & caring.
- We understand that a financially healthy recovery for our customers is important to everyone.
- We want to connect with our customers to minimize disconnections.



Thank You





Appendix



AFFORDABILITY DISCOUNT PROGRAM



Eligibility: Residential electric and gas customers whose income is at or below 125 percent of the Federal Poverty Guidelines and who meet at least one of the following requirements qualify for a discount on their monthly service charge:

- Customers 60 years or older
- Customers with disabilities
- Customers with life-sustaining medical equipment
- Families with children 18 years or younger
- Have extenuating circumstances as determined by CPS Energy or the City of San Antonio.
- Seniors eligible for late fee waiver

Family Size	125% FPL Monthly Income
1	\$1,342
2	\$1,815
3	\$2,288
4	\$2,760
5	\$3,233
6	\$3,706
7	\$4,179
8	\$4,652

https://cpsenergy.com/affordability_discount

SENIOR CITIZEN BILLING PROGRAM



This program provides additional time to pay their utility bill.

Eligibility:

- Must be at least 60 years of age or older
- Must be the primary CPS Energy account holder
- The program can only be applied to the customer's principal residence



DISABLED CITIZEN BILLING PROGRAM



This program provides residential disabled customers on Supplemental Security Income (SSI) additional time to pay their utility bill.

Eligibility:

- Must be the primary CPS Energy account holder.
- The program can only be applied to the customer's principal residence.

CASA VERDE



Our SaveNow Casa Verde program helps income-qualifying homeowners and renters reduce energy loss (and costs) with **free energy efficiency improvements.**

Possible upgrades may include wall insulation, attic insulation, air sealing, LED lightbulbs, solar screens, smoke detector, Carbon Monoxide detector and more.

- This Program is not a Home Repair Program – the home must be structurally sound.



casa
verde

CASA VERDE (CON'T)



Applicants must meet eligibility requirements:

- Must be an authorized party listed on the CPS Energy account.
- Available for homeowners and renters (with landlord approval).
- Income must be at or below 200% of the Federal Poverty Level (FPL).
- The program can only be applied to the customer's principal residence.
- The home must meet program guidelines determined through a scheduled assessment.

Family Size	200% FPL Monthly Income
1	\$2,147
2	\$2,903
3	\$3,660
4	\$4,417
5	\$5,173
6	\$5,930
7	\$6,687
8	\$7,443

<https://residential.savenow.cpsenergy.com/casaverde>

BURNED VETERANS' DISCOUNT



Provides assistance up to \$94.00 on qualified electric bills to military veterans with decreased abilities to regulate their body's core temperature because of severe burns received during armed conflict or combat. The discount is effective April - October.

- To qualify, a medical military facility certification is required to determine eligibility;
- The completed application is required to be faxed by a medical facility to (210) 353-3666; and
- Medical confirmation is required every 12 months for participation.

CRITICAL CARE PROGRAM



Provides residential customers who use electrically-operated medical equipment in their homes with additional time to pay their bills.

To qualify, the applicant must:

- Confirmation from their physician indicating medical equipment is required to determine eligibility;
- The completed application is required to be faxed by a medical facility to (210) 353-3666; and
- Medical confirmation is required every 12 months for participation.

Residential Energy Assistance Partnership (REAP)



<https://www.cpsenergy.com/en/about-us/community/reap.html>

Through a partnership between the City of San Antonio, Bexar County and CPS Energy, the Residential Energy Assistance Partnership (REAP) has helped local families with financial assistance toward their energy bills for over a decade.

Each year, CPS Energy commits \$1 million in direct customer assistance, provides marketing support, and funding for REAP.