



December 19, 2022

Dear CPS Energy Customer,

Thank you for allowing us to serve your energy needs. We are reaching out to inform you about an upcoming project in your area neighborhood to convert some of our existing overhead electric lines to underground lines for improved electric service reliability. We are undertaking this project because underground electric lines are generally less susceptible to damage and/or service interruptions due to storms, vehicles, trees, and animals than overhead lines.

The enclosed brochure contains location details and other project information. Construction is scheduled to start in February 2023, with a duration of 6 to 8 months. We will let you know if delays occur that extend activities beyond that timeframe.

At this time, we don't anticipate accessing the easement on your property as part of this project. Engineering and construction personnel, including CPS Energy contractors, may need to perform on-site field assessments and activities near your property. We'll also make temporary spray paint markings on the ground identifying underground utility locations. As our work moves through your neighborhood, crews will ensure properties are returned to the state they were in when work began. If these activities require access to your property, our personnel will attempt to contact you before entering.

During this project, you may experience temporary power outages that are necessary for our field crews to perform their work safely. You will be notified by phone at least one to two business days before any planned outage to inform you of the outage start time and approximate duration. A notice with specific outage information will be placed on your door one day before any planned outage.

Please be sure we have the correct contact phone number and email to reach you. Log on to Manage My Account through [cpsenergy.com](https://cpsenergy.com) or reach our Energy Advisors by calling **210-353-2222** to update our records so we can contact you in a timely manner with this important information.

If you have any questions about this project, please contact Robert Payne at **210-353-2642** or by email [rpayne@cpsenergy.com](mailto:rpayne@cpsenergy.com). Information about the project is available at [cpsenergy.com/infrastructure](https://cpsenergy.com/infrastructure). We appreciate your patience and understanding while we complete this work to serve you better.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian D. Bartos".

Brian D. Bartos, PE  
Senior Director, Distribution Engineering