



March 13, 2023

Dear CPS Energy Customer,

We are reaching out to inform you about an upcoming project in your neighborhood to convert certain electric lines from overhead to underground for improved electric service reliability. We are making this investment because underground electric lines are generally less susceptible than overhead lines to damage and service interruptions due to storms, vehicles, trees, and animals. The underground conversion project will also provide better accessibility for CPS Energy crews to restore your power in a safe and efficient manner in the event of an outage.

Based on your property location, you have been identified as a **Directly Impacted** customer. Engineering and construction personnel, including CPS Energy contractors, will require access to your property to perform on-site field assessments and construction activities to establish electric service to the new underground system. The work will require spray paint markings on the ground to identify existing underground utility locations. Our personnel will attempt to contact you before excavating in or adjacent to the property. When work is completed, crews will ensure your property is returned to its state when work began.

During this conversion project, you may experience temporary power outages necessary for our field crews to perform work safely. In general, temporary outages typically last 15 – 30 minutes. We will place a notice on your front door at least one day before any planned outage.

The enclosed brochure contains information about the project. Construction is scheduled to start in April 2023, with an expected duration of 8 – 10 months. We will send you a letter if delays occur that extend activities beyond the timeframe specified.

An in-person community meeting will be held on March 30, 2023, from 6:30 p.m. to 7:30 p.m. at Bulverde United Methodist Church, located at 28300 US-281, to answer any questions you may have about the project.

If you have questions about this project, please contact the Program Manager, Robert Payne, at **210-353-2642** or by email [rpayne@cpsenergy.com](mailto:rpayne@cpsenergy.com). Information about the project is also available at [cpsenergy.com/conversions](http://cpsenergy.com/conversions). 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