



July 30, 2021

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 neighborhood to convert 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. This enhancement to our infrastructure is meant to significantly improve the electric service we provide you and your neighbors.

We will install new underground facilities along the front of each property to allow for safe access of our personnel and to minimize disruption to your backyard. Engineering and construction personnel, including CPS Energy contractors, may need to perform on-site field assessments and construction activities in the easement on 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 your property is returned to the state it was in when work began. These activities may require access to your property, and 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. We will notify you 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](http://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 or concerns about this project, please contact Rachel Krepps at 210-353-5621 or by email [rkrepps@cpsenergy.com](mailto:rkrepps@cpsenergy.com). Information about the project is available at [cpsenergy.com/infrastructure](http://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