



RELIABILITY IMPROVEMENTS SUMMARY

***Cinco Lakes, Luckey Ranch, Canyon
Crossing and Surrounding Communities***

PRESENTED BY:

CPS ENERGY

October 19, 2021

AGENDA



- **BACKGROUND**
- **RECENT OUTAGES**
- **ASSESSMENT SUMMARY**
- **REMEDIATION**
- **FUTURE IMPROVEMENTS**

OUR GUIDING PILLARS & FOUNDATION



Reliability



Customer Affordability



Security



Safety



Environmental Responsibility



Resiliency

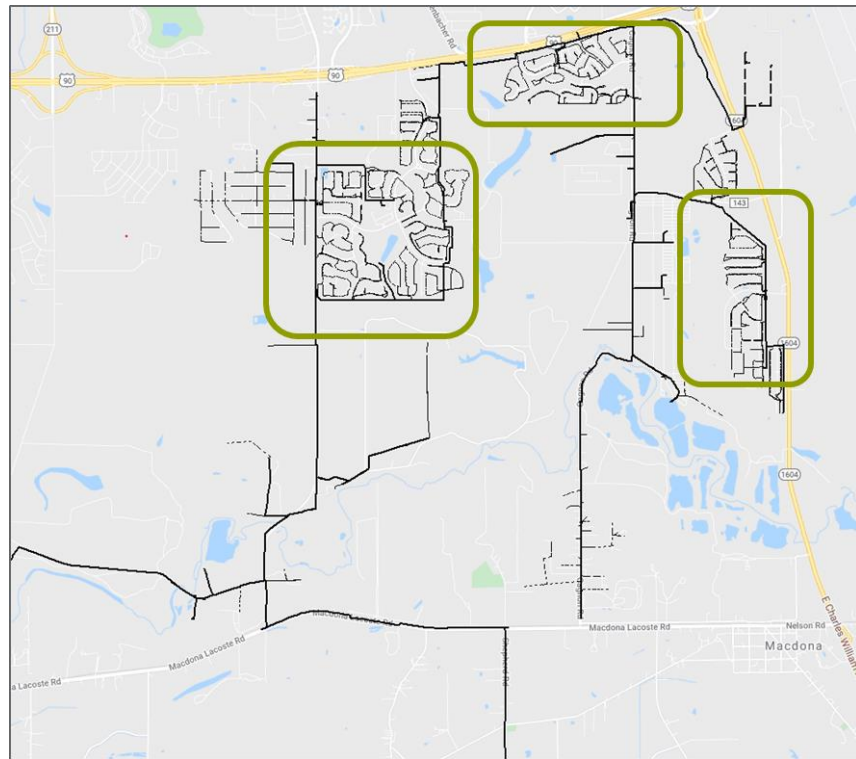


○ *Financially Responsible* ○

All business decisions are based on our commitment to being one of the best-managed & most *Financially Responsible* utilities in the nation!

BACKGROUND

- Your neighborhoods are served by the Shepherd Road substation:
 - Added in 2020 to increase capacity in the area
 - Circuit was added in June 2021
 - Contains both overhead & underground infrastructure
 - Serves approximately 3,600 residential & commercial customers



RECENT OUTAGES



- 16 outages in the last 4 months:
 - 10 of these were resolved in a few minutes – caused by wind & trees contacting power lines
 - The other outages required us to repair the damage caused by wind & storms
 - Longest outage was on Sept 26:
 - We restored approx. 3200 customers within an hour
 - Cause was equipment damaged by lightning
 - Two outages required us to repair damage caused by construction crews

Increased outages led us to conduct a closer review of the area.

CPS Energy Internal Review:

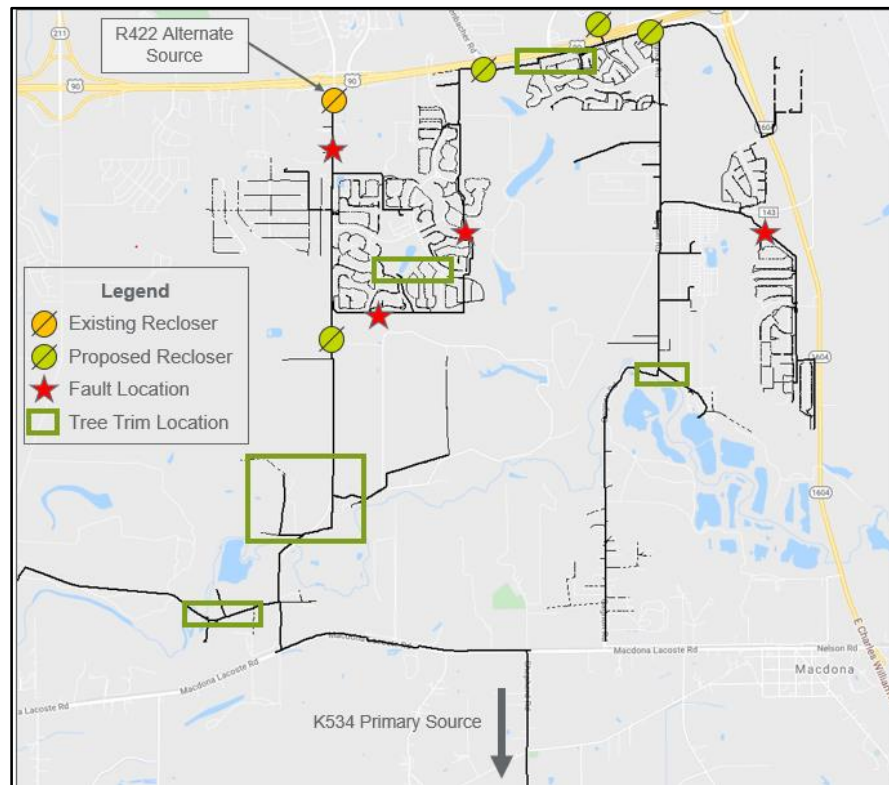
- Data analysis
 - outages
 - lightning strikes
- Inspections
 - Visual & drone
 - Infra-red (IR) scans

Third-party Reliability Review:

- National Engineering Firm
- Detailed analysis of circuit data
- Recommend improvements

REMEDIATION

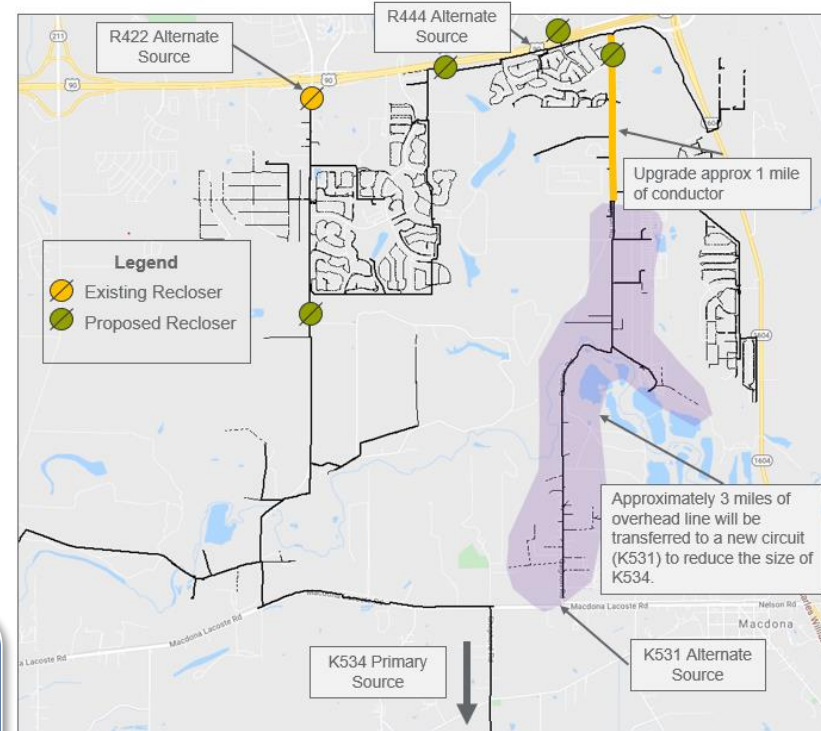
- Tree trimming:
 - Areas identified from assessment
 - Started on Oct 2
- Maintenance work underway:
 - To decrease potential impact from winds
 - To repair equipment damaged by lightning
- Protection devices to isolate outages & reduce customer impact:
 - To be completed by December 2021



FUTURE IMPROVEMENTS

- Long term plan to accommodate for growth
- Increase restoration flexibility:
 - Construction to tie to other nearby circuits to provide additional support

We will continue to adapt to your needs & the growth in this area while improving reliability & listening to your concerns.



WE HEARD YOU

- Thank you for inviting us
- We always welcome customer feedback
- We understand the frustration, and are working to resolve the issues



We realize that reliability has been a large concern in your neighborhoods and we are working diligently to address your concerns.

STAY INVOLVED

- **Monthly Board Meetings**
 - cpsenergy.com/trustees
- **Events**
 - cpsenergy.com/events
- **Newsroom**
 - newsroom.cpsenergy.com
- **COVID-19 resources**
 - cpsenergy.com/covid-19
- **Rates Advisory Committee**
 - cpsenergy.com/rac



Livestream
meetings



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<https://www.youtube.com/user/cpsenergyvideo>

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Thank You

PROJECT BENEFITS

