



December 21, 2023

Dear CPS Energy Customer,

We are reaching out to inform you about an upcoming project in your area 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 power in a safe and efficient manner in the event of an outage.

Based on your property location, you have been identified as an **Indirectly Impacted** customer. This means we will not require access to your property as part of this project. If that requirement changes, we will attempt to contact you before entering the property.

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 March 2024, with an expected duration of 9 – 11 months. We will send you a letter if delays occur that extend activities beyond the timeframe specified.

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](https://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