



November 9, 2020

CUSTOMER NAME
CUSTOMER ADDRESS
CITY, TX 78154-3419

Dear CUSTOMER:

CPS Energy is committed to providing reliable electric service to our community. With many of our customers working virtually and children learning from home, we understand the importance of having your electricity on now more than ever. As part of our commitment, we have initiated a maintenance project to increase the underground electric distribution system's reliability that serves your neighborhood. This project's scheduled start date is 10/12/2020, and the estimated completion date is 5/14/2021.

Construction on this project has already started and will require excavation in the street right-of-way and within electric easements on private property. If applicable, any encroachments, such as sheds, decks, or other obstructions within easements on your property, should be removed to provide adequate clearance for construction.

You may have already noticed spray paint markings on the ground, which are used to identify underground utilities. Additionally, during this project, you will experience one or more outages, which are unavoidable. 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 duration. If the phone number on your CPS Energy account is incorrect, please contact our Customer Service Department at 210-353-2222 to update our records. We will also put a notification on your front door one business day before any planned outage with specific outage information.

Should you have any questions or concerns about this project, please contact Derrick Reed at 210-353-5525 or Bobby James (Zachry) at 210-844-4058 for further information. You may also visit our project website at cpsenergy.com/olympia. Please be assured that our goal is to work as safely and efficiently as possible to promptly restore your power. Thank you for your continued patience and cooperation as we improve your electric service reliability.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ricardo Lopez", with a stylized flourish at the end.

Ricardo Lopez, P.E.
Director
Distribution Engineering