Olmos Park Questions & Responses

(Q1) P.4 Figure 2

For each category listed below, what were the average power outage times associated with each of these categories? Where were these unique outlying outages specifically located in OP?

Remark: CPS Energy classifies outages by either momentary or sustained outages. A momentary outage is any outage that lasts five minutes or less while a sustained outage is any outage greater than five minutes. Figure 1 below shows the total outage duration breakdown in minutes for the different outage causes in Olmos Park. This data is consistent with inclement weather and trees causing a majority of the outages experienced in Olmos Park. Residents of Olmos Park experienced a total of 20,047 minutes without power over the course of the past two years. There is a total of 1,051,200 minutes over the course of two years. So roughly 1.9% of the total time of the past two years was spent without power by Olmos Park residents. Please note that when an outage occurs not every person in Olmos Park would be without power. CPS Energy sectionalizes circuits to ensure when an outage occurs a minimal number of customers will experience an outage.

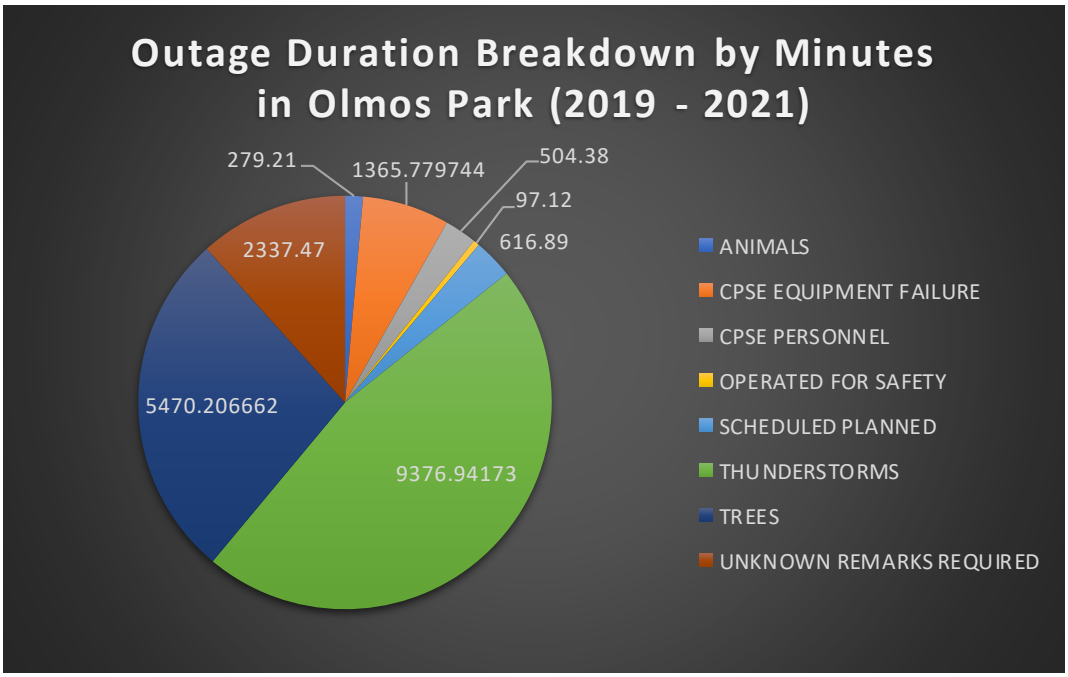

Figure 1: Outage Duration Breakdown by Minutes in Olmos Park (2019 – 2021)

(Q2) 10.1% were classified as unknown remarks - **What does "unknown remarks" mean and how were these outages addressed?**

Remark: When an outage occurs, CPS Energy will send out trouble men to evaluate the cause of the outage. An "unknown" remark means that our trouble men did not locate any cause for the respective outage. For example, if a lightning strike or object flies into the system yet no obvious damage was found or correlation then the outage event will be labeled "unknown."

(Q3) 5.05% were equipment failure - **Was this equipment repaired or replaced to mitigate further outages? Was this transformer related or power line related?**

Remark: Equipment that fails and causes an outage to customers is replaced at the time of outage restoration. This can be any equipment on our system ranging from a cross arm to a transformer.

(Q4) 3.03% was due to CPS Personnel - **Please explain what that means? And were residents aware ahead of time that these outages were going to occur?**

Remark: Outages associated with CPS personnel are the result of powering down the lines (causing an outage) in order to work safely on the equipment to restore power. This type of outage is unforeseen and occurs while the crews address the issues.

(Q5) 4.04% were operated for safety - **Please describe the conditions that would trigger these outages.**

Remark: These are outages that occur when crews determine that it is safer to de-energize a power line during their work. Our crews' safety is paramount for all work that is undertaken. Crews are highly trained individuals with expertise in repairing equipment on live power lines. However, some situations may require de-energizing the lines for safety.

(Q6) 3.03% were scheduled - **Were residents notified regarding the scheduled outages beforehand?**

Remark: Yes, it is standard to send out a notification to CPS Energy customers if we plan to have a scheduled outage. These types of events are evaluated beforehand and deemed necessary to do prescribed work de-energized.

(Q7) **Over 25% of the outages are not vegetation or weather related. This seems to be an extremely high number considering the lack of investment by CPS in Olmos Park infrastructure. What plans are in place to not only reduce this percentage, but to also continue to reduce the outages caused by trees? I understand weather can't be controlled, but 65.65% of Olmos Park's outages are NOT weather related, and therefore can and should be mitigated.**

Remark: Our analysis has shown that most of the outages are vegetation and weather related. Addressing vegetation in Olmos Park would significantly reduce outages in Olmos Park and improve reliability. Addressing the trees within Olmos Park would also reduce the outages experienced by weather because weather causes trees to get heavy from rain and sway back and forth from high winds. These conditions in tandem with tall trees can wreak havoc on the infrastructure. Damaged equipment would also be reduced because power lines and other CPS Energy equipment wouldn't be near trees that can damage them.

(Q8) P.6 2.3.2 Transformers

What is the average life span of an industrial transformer? This information was not provided, and according to the report transformers installed in 1995 would be 26 years old (which accounts for 65% of our current transformers) and the remaining 35% are over 27 years old. According to my research the average life span for a transformer is 30 years old (40 if being operated under IDEAL conditions).

Of the 65% installed on or after 1995, what is the breakdown of actual age per transformer?

Remark: CPS Energy accounts for a life expectancy of 50 years for transformers. Figure 2 below shows the yearly breakdown of transformers installed on and after 1995. A total of 259 transformers were installed from 1995 onward out of the 398 total transformers within Olmos Park. Please note that CPS Energy monitors our equipment (including transformers) for signs of distress, failure and growth in an area. Transformers are replaced as needed based on performance issues encountered in the field or during our routine monitoring and inspections.

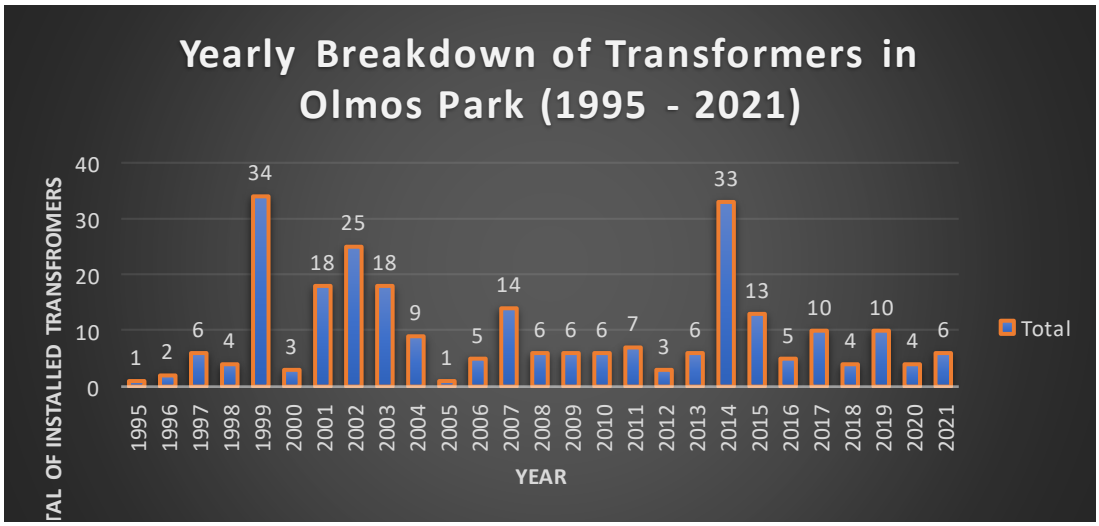

Figure 2: Yearly Breakdown of Transformers Installed in Olmos Park (1995 – 2021)

(Q9) **What is the plan for replacing the transformers that are at end of life, how many will be replaced to improve reliability and performance, and when is that work scheduled to begin?**

Remark: CPS Energy replaces the transformer for several reasons including issues or failures that are encountered during normal operation, and to accommodate for growth of customer load in an area.

(Q10) P.9 Paragraph 1

There is reference to a project for new traffic signals. **Where in OP were these new signals located?**

Remark: When there are civic improvements jobs such as new traffic signals, or streetlights in an area, CPS Energy is required to move our infrastructure, namely poles and distribution lines to accommodate the construction. The actual traffic signal project was not initiated by CPS Energy.

(Q11) Paragraph 2

There is a reference to the capital projects on St. Mary's and Josephine Street. 1 of the 2 projects listed are not in the city of Olmos Park and appears to have spurred capital projects in 2018 and 2019. **As those streets aren't in our city limits, does that mean that no capital projects have taken p lace to improve reliability in over 3 years?**

Remark: The circuits feeding Olmos Park are shared among adjacent cities so when projects are implemented on these circuits even though they aren't in the Olmos Park city limits it still improves the reliability for the Olmos Park customers on that circuit. More circuit protection equipment will be installed in 2022 to improve reliability that was identified by the previous reliability assessment. There was also a total of 69 maintenance jobs in the years 2018 and 2020 to improve reliability. Addressing trees within Olmos Park is the greatest improvement to reliability that can be made for Olmos Park currently.

(Q12) **Maps of the Circuits feeding Olmos Park:**

- Requested by Councilwoman Erin Harrison

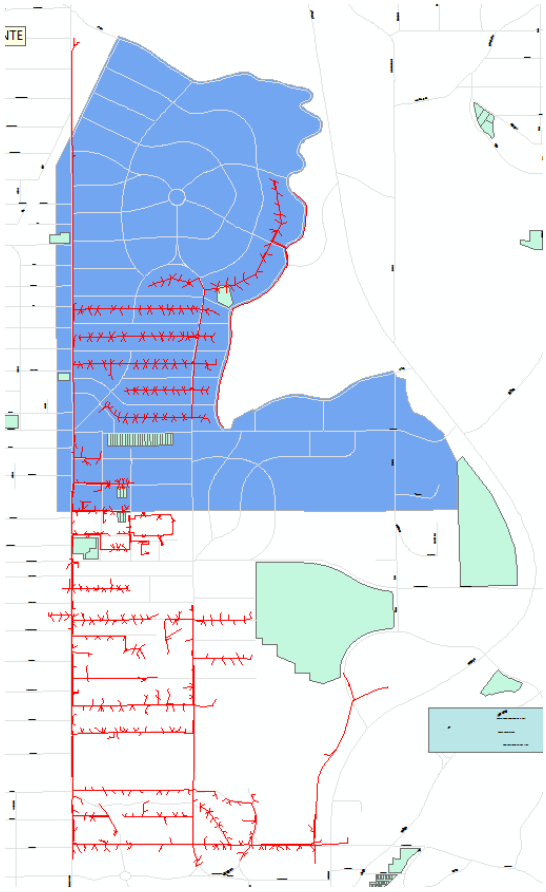

Figure 3: H121 Circuit in Olmos Park

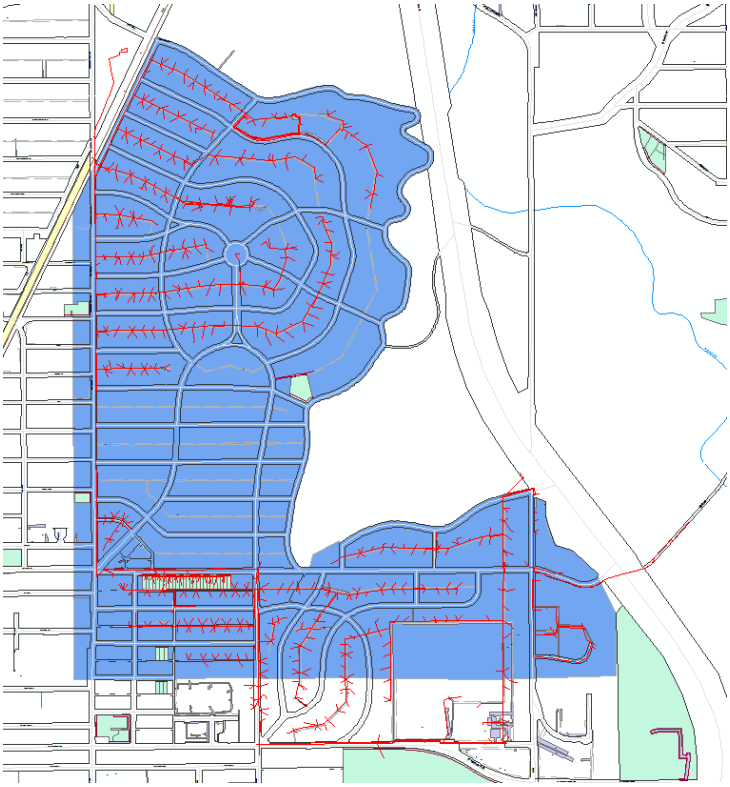

Figure 4: H142 Circuit in Olmos Park

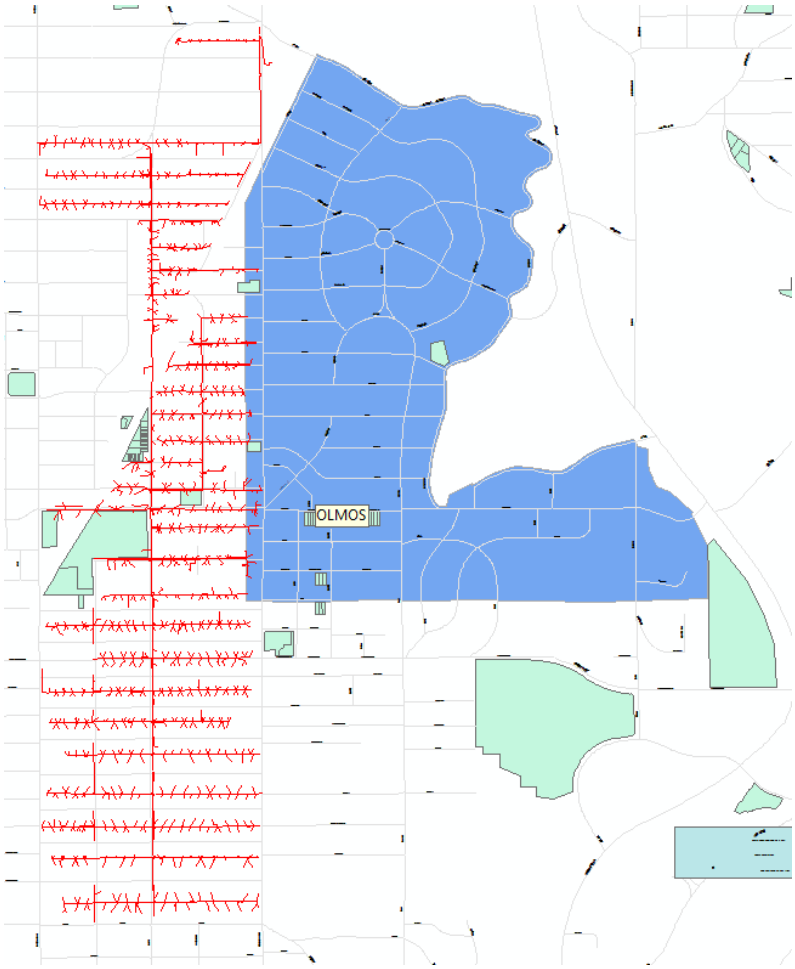

Figure 5: H122 Circuit in Olmos Park

(Q13) **Request information on animal guards and if equipment near customer has them? (Address: 134 E Wildwood)**

- Requested by Steve Browne
- A field investigation was conducted to determine if animal guards are installed on equipment serving Mr. Browne's residence. There are in fact animal guards on the equipment feeding Mr. Browne's residence.

(Q14) **Describe two longest outages experienced by the customer living at 334 Paseo Encinal St:**

- **Summary:** The customer at 334 Paseo Encinal St experienced an outage on 6/6/2019 that lasted a total of 21 hours and an outage on 5/28/2020 that lasted a total of 10 hours. Both outages were related to large storms that came through the CPS Energy service territory. Severe weather can bring high winds and lightning strikes that can obstruct power lines and cause outages in your area. When outages occur CPS Energy will send out crews to the field to assess the situation and restore power. The long outage duration was a result of the unusually high number of outages due to the storm.

(Q15) **Transformer outages at the councilwoman's residence. (302 Luther Dr)**

- Requested by Councilwoman Rickabaugh:
- **Summary:** Customer at 302 Luther Dr has experienced one transformer related outage within the past two years that occurred on 4/20/2020. The outage duration lasted roughly 4 and a half hours while CPS Energy crews made repairs to the damaged transformer to restore power for the customer. Trees surrounding the transformer is what damaged the transformer. CPS Energy crews trimmed the trees surrounding the transformer while making repairs to ensure the trees would not interfere with the transformer to improve customer reliability.

(Q16) **Explanation of outages at customer's (former mayor) residence. (228 Luther Dr)**

- **Summary:** The Reliability Department investigated your outage history to determine outage causes and trends to improve your reliability. Your most recent outage on (7/19/2021) was the result of identified trees from a field investigation. Severe weather was experienced on (7/19/2021) that caused trees to obstruct power lines in your area. Outages experienced in the month of May 2021 were the result of inclement weather in your area. Severe weather experienced on (5/24/2021), (5/28/2021), & (5/29/2021) damaged CPS Energy equipment that resulted in the outages your experienced. The outages experienced in the month of April occurred during inclement weather experienced on (4/23/2021). Trees were identified as the cause of the outages experienced on (4/23/2021). Outages sustained in the month of February were ERCOT mandated outages to ensure the Texas Electric Grid did not fail due to the extreme weather experienced from Winter Storm Uri. The outage experienced in December 2020 was the result of trees that damaged CPS Energy equipment. CPS Energy is committed to mitigating outages and improving your reliability. CPS Energy will continue to monitor your area to address reoccurring outages and improve your reliability.