



NEWS RELEASE

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FOR IMMEDIATE RELEASE

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CPS ENERGY NOW CALLING TO PROVIDE CUSTOMERS HELPFUL INFORMATION ABOUT VARIOUS ASSISTANCE PROGRAMS

Energy utility also providing information to help customers recognize official company calls and warns how to guard against scammers.

SAN ANTONIO – (June 15, 2020) – CPS Energy understands the importance of keeping the power on during these unprecedented times. The company's **People First** philosophy is about being there for all of its customers, every day, especially when times are challenging like right now. Consequently, CPS Energy's well-trained Energy Advisors are now proactively calling customers to ensure they know about the company's helpful assistance programs.

As the community moves forward in its response to a global health pandemic, extensive pressure on the economy, and deep social justice challenges, CPS Energy remains very concerned about all of its customers, including those who may be experiencing financial hardship. The company's goal is to actively listen and work with individual customers to develop personalized plans that provide needed support.

Beginning Monday, June 15, 2020, CPS Energy will call customers to inform them about its assistance programs. Energy Advisors will also provide information about other helpful assistance programs in the community.

"We understand that customers may be feeling concerned and uncertain about how to manage their commitments and needs. Now more than ever, it is important for our organization to continue being helpful. We will gladly do our part to support our community's recovery," said Rudy Garza, Chief Customer Engagement Officer for CPS Energy.

Unfortunately, during times of vulnerability, there is often an increase in fraudulent activity. So, CPS Energy wants to make sure customers know the difference between a call from the energy utility's Energy Advisors versus imposters or scammers. Customers should, therefore know:

- CPS Energy will never call to demand payment or threaten same-day disconnection.
- Trained Energy Advisors may call to remind customers of a past due balance that could lead to service disconnection when that process starts back up again later this year.
- CPS Energy will never ask customers for their personal banking or credit card information.
- Customers can make a payment by calling the authorized payment numbers, 877-257-1172 for residential and 855-290-7615 commercial. CPS Energy will never call customers from these payment numbers.
- CPS Energy will never transfer a call to a representative to take a payment.

- CPS Energy will never ask customers to make a payment with a gift card, money card, or prepaid credit card.
- Customers are encouraged to use Manage My Account to view bills, balance due, and much more.
- Customers can pay online at cpsenergy.com/mma, by calling the authorized payment numbers, U.S. mail, and at CPS Energy’s authorized Western Union payment locations (HEB, La Fiesta, Woodforest National Bank inside Walmart, and other Western Union locations).

Customers can learn more about how to identify scams and protect themselves at cpsenergy.com/scammers.

As a reminder, CPS Energy has suspended energy disconnects during this challenging time. It is also waiving late fees on unpaid balances for customers who participate in a company-sponsored payment plan. CPS Energy is also raising funds for the Residential Energy Assistance Partnership (REAP) to help customers pay their energy bills. REAP information is available at cpsenergy.com/REAP.

Customers who are experiencing financial hardship are encouraged to promptly contact CPS Energy if they haven’t already done so. CPS Energy has a variety of money-saving and general assistance programs available. Additionally, knowledgeable Energy Advisors have information about organizations in the community that also provide utility bill assistance.

For more details, visit www.cpsenergy.com/assistance or call 210-353-2222 to speak to one of CPS Energy’s talented Energy Advisors.

About CPS Energy

*Established in 1860, CPS Energy is the nation’s largest public power, natural gas, and electric company, providing safe, reliable, and competitively-priced service to 860,934 electric and 358,495 natural gas customers in San Antonio and portions of seven adjoining counties. Our customers’ combined energy bills rank among the lowest of the nation’s 20 largest cities – while generating \$8 billion in revenue for the City of San Antonio for more than seven decades. As a trusted and strong community partner, we continuously focus on job creation, economic development, and educational investment. True to our **People First** philosophy, we are powered by our skilled workforce, whose commitment to the community is demonstrated through our employees’ volunteerism in giving back to our city and programs aimed at bringing value to our customers. CPS Energy is among the top public power wind energy buyers in the nation and number one in Texas for solar generation.*

About REAP

Residential Energy Assistance Partnership (REAP) is a partnership of CPS Energy, the City of San Antonio and Bexar County. REAP provides energy bill payment assistance twice a year to those in need. The City of San Antonio and Bexar County process applications from customers. CPS Energy contributes at least \$1 million a year to the REAP fund and handles the program’s marketing, fundraising, and back office administrative requirements.

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