

---

*UT Energy Week:  
New Utility Customer Relations*

***PAST, PRESENT & FUTURE***

**Paula Gold-Williams**

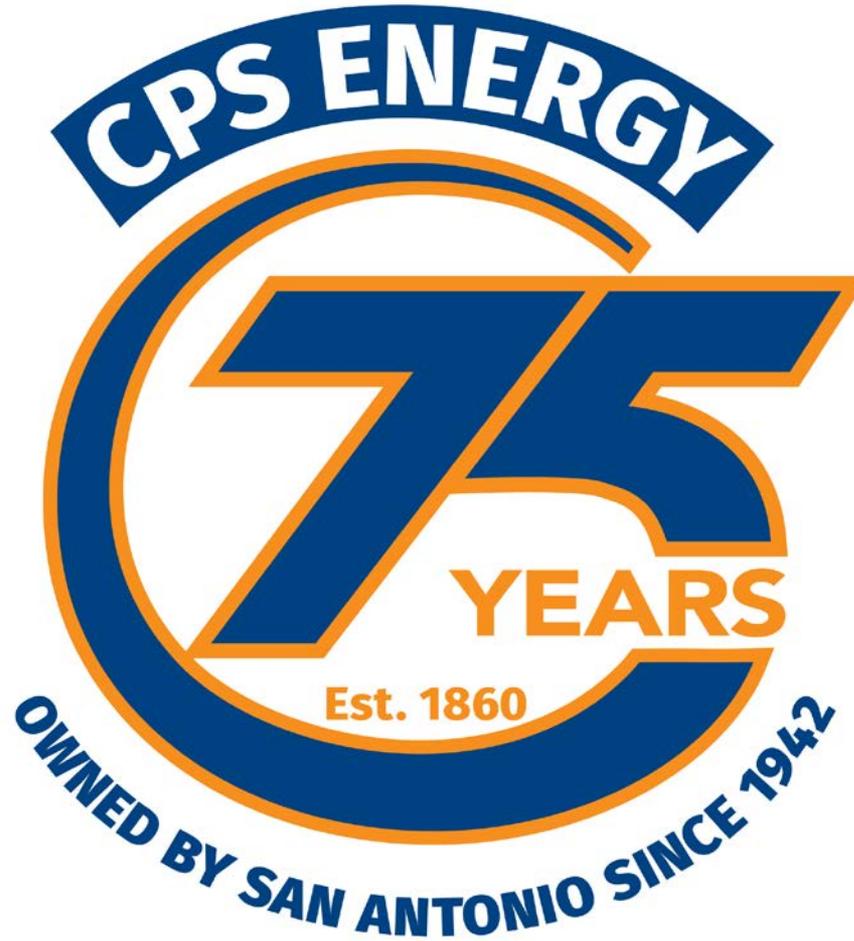
President & CEO

February 8, 2017



# 2017

---



# A COMMUNITY ASSET

## HISTORICAL INVESTMENT IN ENERGY

---



**LILA COCKRELL**

Mayor Emeritus & Past Trustee

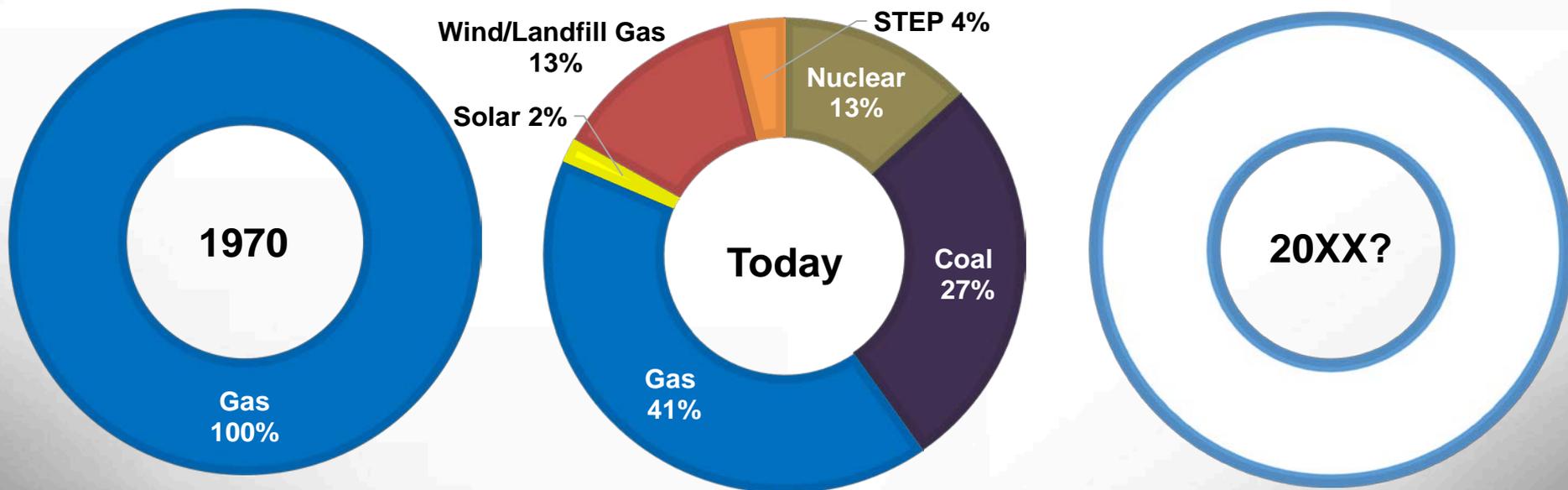


# GENERATION DIVERSITY

## ECONOMIES OF SCALE

---

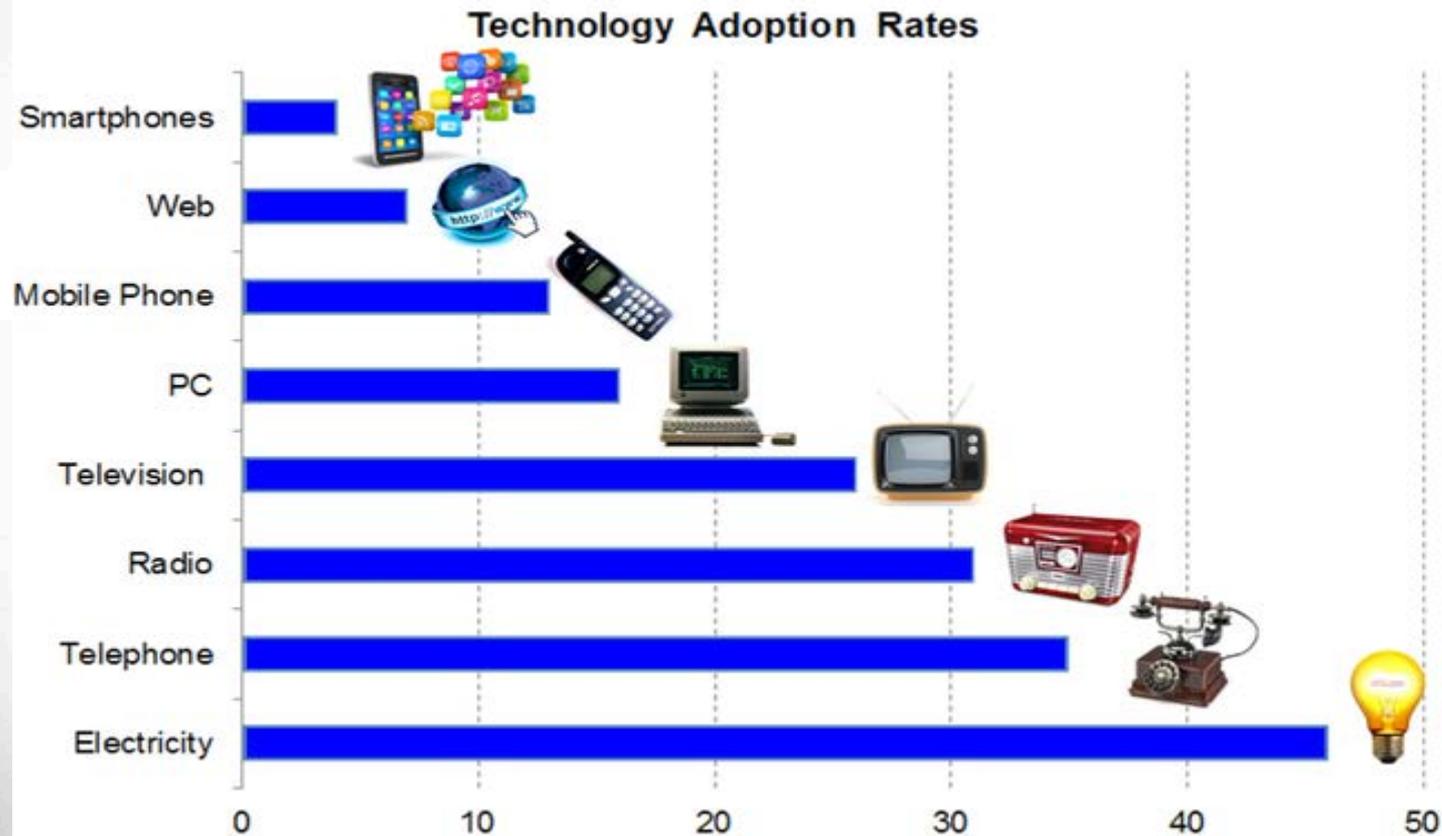
**Our strength has been optimizing assets for:  
30, 40, 50 & 60 years!**



# SHIFTING LANDSCAPE

## FASTER ADOPTION RATES

---





# OUR *PEOPLE FIRST* PYRAMID



*Our Leaders are accountable for empowering **employees** to give great service to our **customers**, and supporting employees as they offer exceptional benefits to our **community**!*

# CUSTOMER FOCUS SOLUTIONS & SERVICE!

---

Increased Our Focus On Getting Better!

## My Energy Portal

See the energy you buy  
as you go!

[learn more](#)



Severe Problems in the  
summer of 2014



# ADDING VALUE

## IN FRONT & BEHIND THE METER

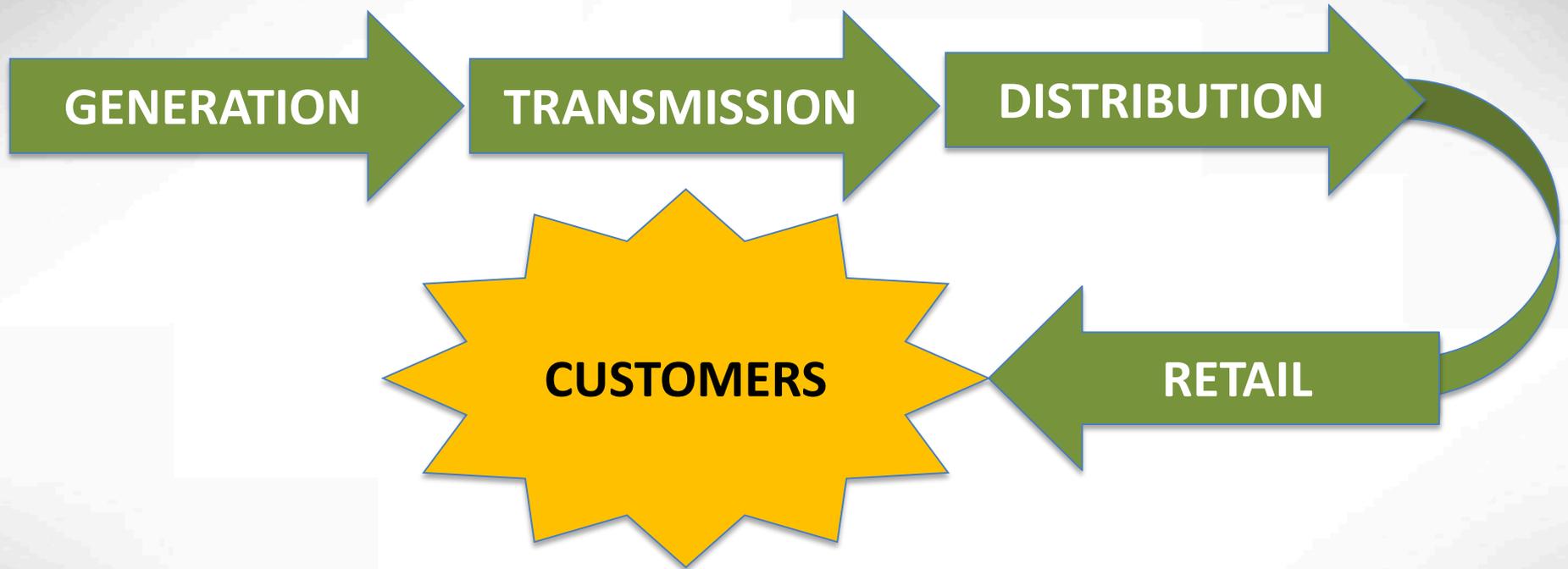
---



# POWER FLOW CHANGES

TRADITIONAL: 1-WAY FLOW

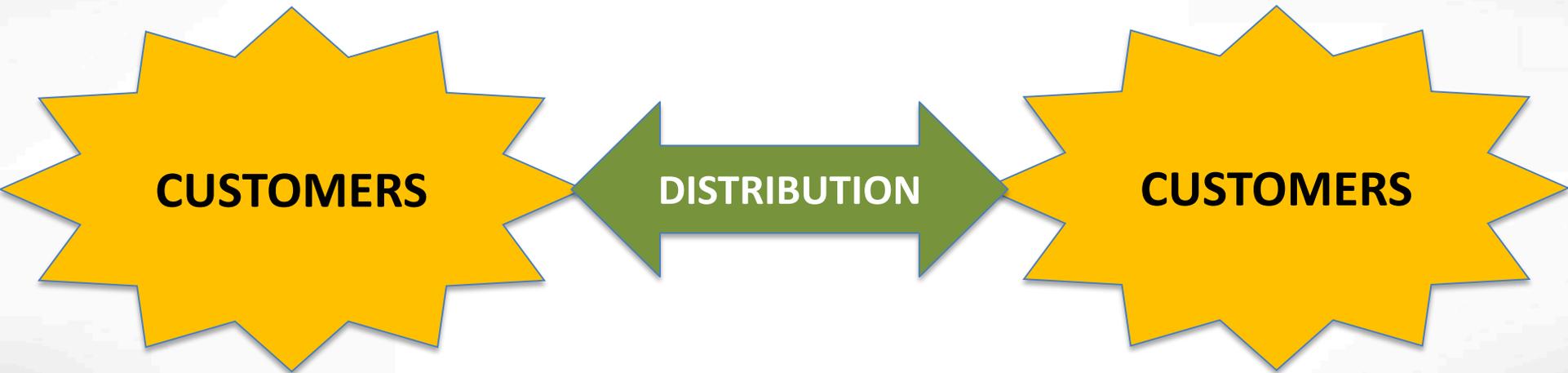
---



# POWER FLOW CHANGES

## 2-WAY FLOWS

---



# ENERGY ENABLED BY MORE TECHNOLOGY

---

**ENERNET:** A dynamic, distributed, redundant and multi-participant energy network ... serving as the foundation for smart [offerings].”

*INTERNET*



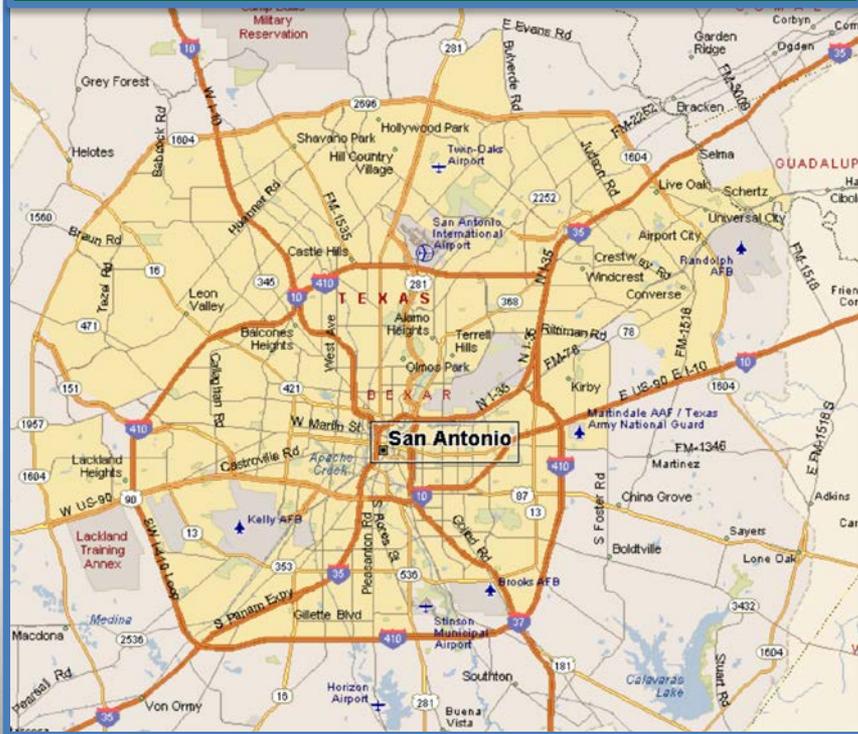
*ENERNET*

*“The utilities that own transmission & distribution networks (the wires companies) have enormous value & opportunity ahead.”*

*Citation: Crunch Network, Brian Lakamp*

# A NEW ECONOMIES OF SCALE!

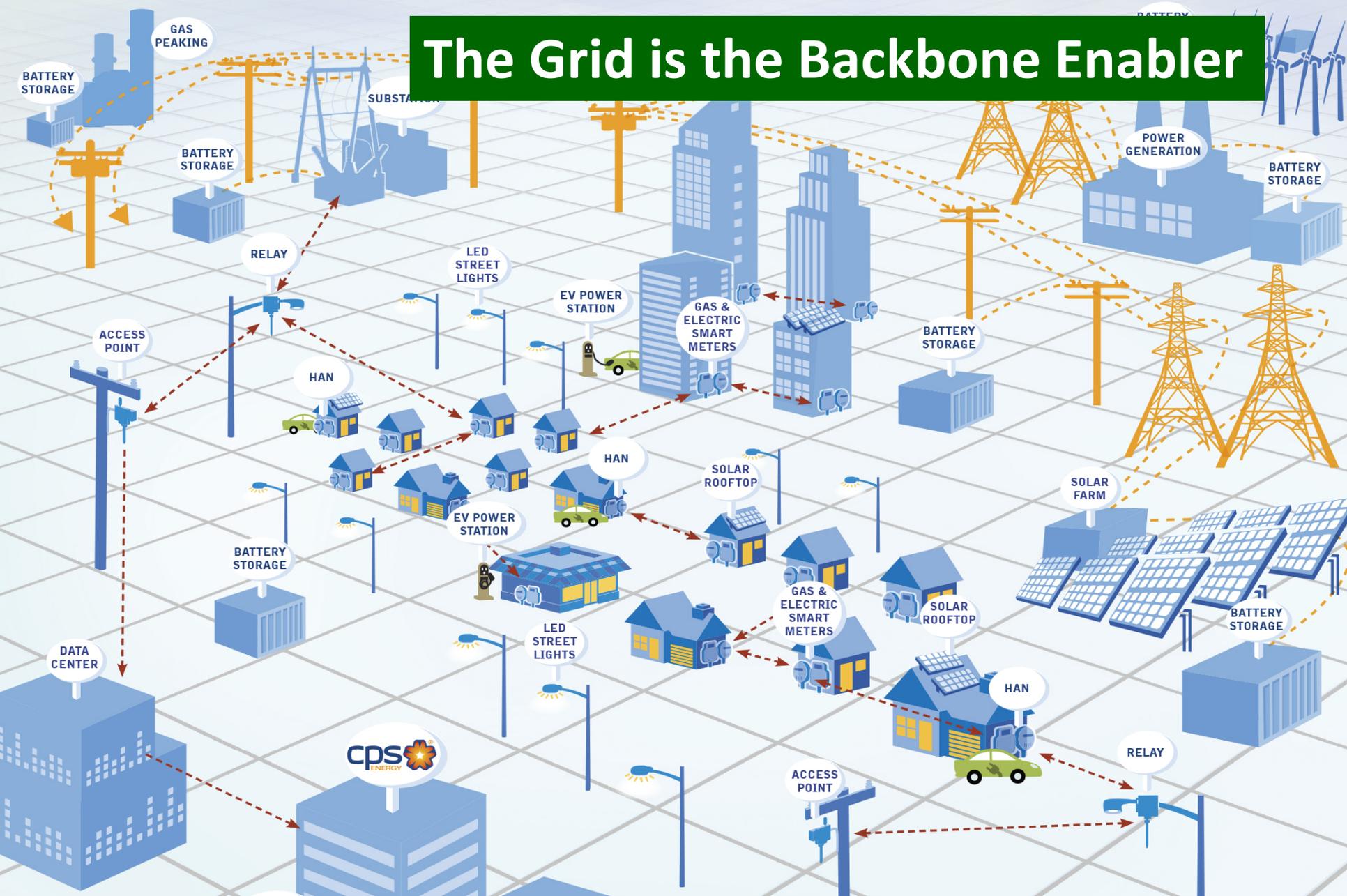
SMART CITIES → COMMUNITIES



... → SMART STATE?



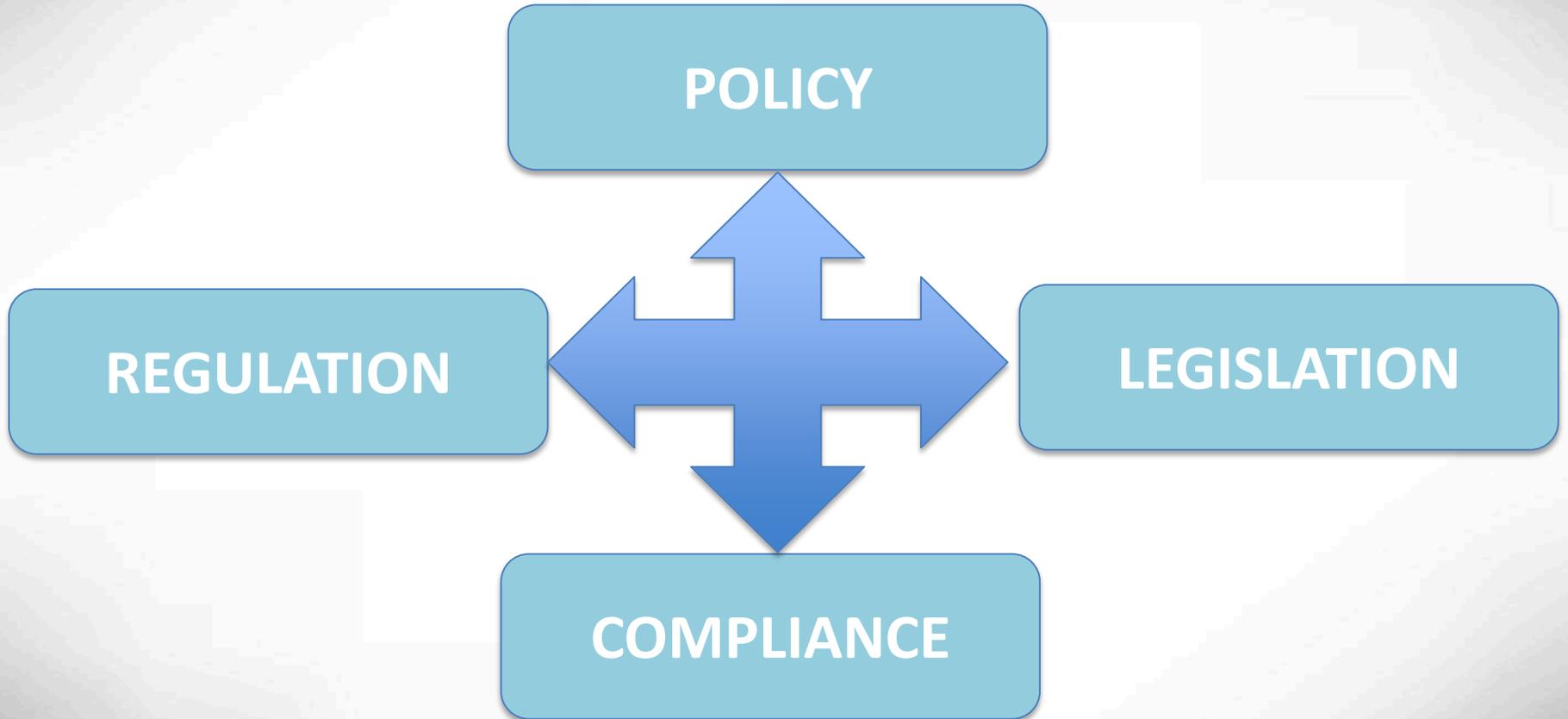
# The Grid is the Backbone Enabler



*(CPS Energy is not the concept owner, but a partner.)*

# BROAD LANDSCAPE

---



# ORGANIZATION



CEO

**CHIEF TEAM:**  
All Chief roles are now filled!  
As a team, we are focused on  
succession & employee  
development.



COO  
Operations



CSSO  
Safety & Security



CCEO  
Customer



CLAO  
Legal & Admin.



CFO  
Financial / IT

# PEOPLE FIRST!

## EMPLOYEES



SAFETY

SAFETY

## COMMUNITY



## CUSTOMERS



SAFETY



### *Our Mission Statement*

CPS Energy's employees are committed to providing world-class energy solutions to meet the diverse and unique needs of our customers, while acting as an economic engine to drive value and growth in our community.



# KEY 2017 EVENTS!

---

INAUGURAL  
FUTURE OF ENERGY SYMPOSIUM

