

IN THIS ISSUE

- Peak Saver
- Twitter, Facebook
- REAP, Inc.
- Winter Safety Tips
- CAC Member Profile



Warm clothes aren't always for outside.

Help a family pay their heating bill.
210-353-4483



One out of five families has trouble keeping the lights on. Each year CPS Energy commits \$1 million in direct customer assistance to the Residential Energy Assistance Partnership (REAP), which helps disadvantaged elderly, disabled and low-income customers with small children pay their natural gas and electric bills. But the funds are not enough to meet the needs.

That's why we're asking customers to help neighbors in need through REAP, Inc.

Whether you pay your bill online or by check, you can help out by rounding up your energy bill payment to the nearest dollar.

If you prefer, you can make a larger, tax-deductible contribution to REAP, Inc. by calling (210) 353-GIVE (353-4483), sending an e-mail to REAPinc@cpsenergy.com, or sending a donation by mail to: REAP Coordinator c/o CPS Energy, mail drop 110201, P.O. Box 1771, San Antonio, Texas, 78296.

REAP, Inc., a partnership between CPS Energy, the City of San Antonio and Bexar County, underwrites all administrative costs, ensuring that every dollar donated goes directly to those in need.



FOLLOW CPS ENERGY, BECOME A FAN

If you're on Twitter or Facebook, you can get the latest information from CPS Energy's profiles. CPS Energy sends out regular updates with energy-saving tips, safety information and the latest news about our community-owned utility. The next time you're updating your status, search for CPS Energy and choose to follow updates on Twitter or become a fan of the utility on Facebook.



CPS ENERGY CONTACT NUMBERS

CUSTOMER SERVICES

Local 210.353.2222
 Toll Free 800.773.3077
 TTD Hearing Impaired
 210.353.2224

24-HOUR SERVICE PROBLEMS

Local 210.353-HELP
 210.353.4357
 Toll Free 800.870.1006

ENERGY CONSERVATION

Local 210.353.2302

UTILITY LINE LOCATOR SERVICE

Toll Free 811

PUBLIC SAFETY AWARENESS

Local 210.353.2970

cpsenergy.com

NEW YEAR'S RESOLUTION... Become a Peak Saver

Many New Year's resolutions are about improving your quality of life and becoming more efficient about the way you do things. You can achieve both of these resolutions by signing up for the Peak Saver Thermostat program.

Peak Saver will make your home more energy efficient, and it will improve your quality of life by helping you save up to 10 percent or more on your heating and cooling costs. Peak Saver also provides you with a convenient way to access and adjust your thermostat via the Internet. And you can program the thermostat to fit your daily routine. Plus, the thermostat is free (a \$300 value), and it will be installed for you.

Having a Peak Saver thermostat installed is a win-win for the customer and CPS Energy because it helps save energy during "peak" demand times like hot summer afternoons. Through Peak Saver, you agree to let CPS Energy remotely access your central air conditioner to

cycle off your compressor for a short period of time. This is likely to occur during the hot summer months of South Texas, between May and September, when local energy demand is at its "peak." Cycling off your compressor should occur for approximately 10 minutes each half hour between the hours of 3 p.m. and 7 p.m., Monday through Friday.

However, you'll hardly notice that your air conditioning is off – the temperature increase inside your home is generally no more than two degrees.

If you're interested in acquiring a Peak Saver thermostat, you can apply online, print an application, or call us toll-free at (866) 222-7645. Also, watch our videos on cpsenergy.com to learn how easy it is to operate your thermostat.



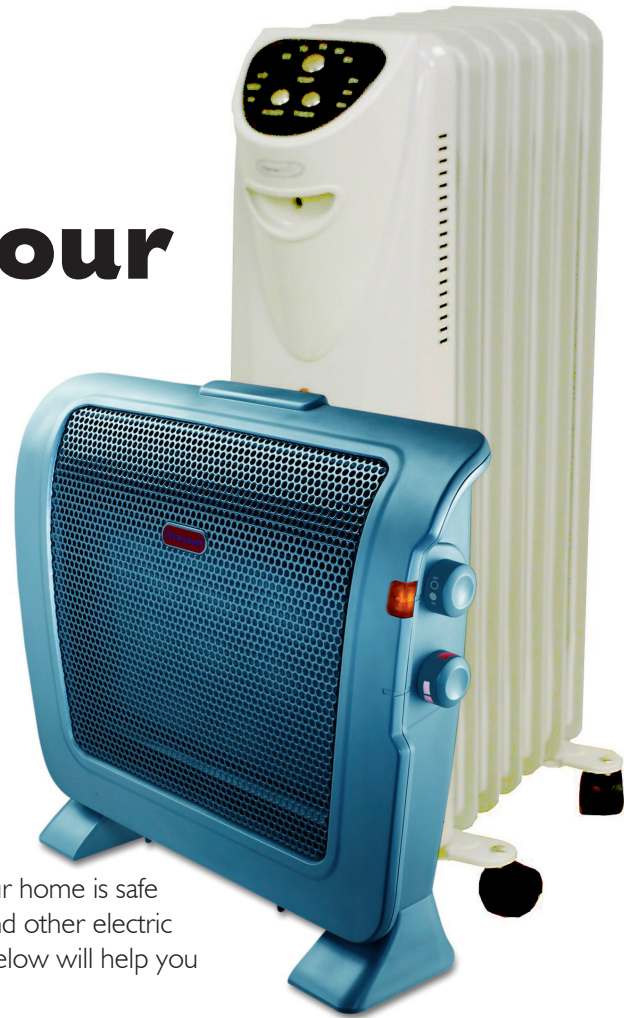
Meet Your Citizens Advisory Committee

Since 1997, the CPS Energy Citizens Advisory Committee (CAC) has been a channel for providing community input directly to the CPS Energy Board of Trustees and staff. CPS Energy staff members brief the CAC monthly on projects, programs and strategies. Committee members discuss community issues and offer suggestions for improvement. The CAC has 10 members appointed by San Antonio's City Council. Council members nominate candidates who live or own/manage a business establishment within the boundaries of their district. Another five members are chosen from among those who submit applications and are selected by the CPS Energy Board. All members must be customers who reside in CPS Energy's service area.

Howard T. Ray represents District 2 on the CAC. He is a retired U.S. Army sergeant major. He served in the Army from 1950 until 1979 and attended St. Philip's College, UTSA and Southwest Texas State University. After retiring from the military, Ray entered civil service at Fort Sam Houston and retired in 1997 with 45 years of federal service to his credit. He remains active in the community and belongs to several military-affiliated organizations. Ray is secretary of the Bexar County Buffalo Soldiers Association, past sergeant-at-arms for the Memorial Day and Veterans' Day services at Fort Sam Houston National Cemetery and director of security for the MLK March.

Customers may contact CAC members through cpsenergy.com or by calling (210) 353-6816.

Make Sure Your Home Is Safe, Warm This Winter



This winter, make sure your home is safe from fire, carbon monoxide and other electric hazards. The safety checklist below will help you stay safe and warm this winter.

SAFETY CHECKLIST

- You cannot see or smell carbon monoxide. If you or your family suddenly experiences severe headaches or feels nauseated, tired, dizzy or faint, get out of your home immediately. Call the fire department at 9-1-1 and CPS Energy at 353-HELP (353-4357).
- Keep flammable materials at least three feet from heating equipment, including your furnace or portable heater.
- Make sure portable space heaters are turned off every time you leave the room and before you go to bed.
- Never place anything on top of a space heater.
- Purchase heaters with a "tip switch." These switches turn the heaters off if they are knocked over.
- Never use the oven or gas kitchen range to heat your home. This can damage the range and produce dangerous carbon monoxide gas.
- Teach small children to stay away from gas appliances.
- Cords should be placed away from traffic areas, but not under carpeting or rugs. In addition, they should never be nailed or stapled to the wall, baseboard or other object. Also, do not rest furniture on cords.
- Be sure your hands are dry and your feet are not in contact with water whenever you operate electrical appliances.
- Keep chimney flues and vents clean and in good condition.
- Keep a (A, B, C rated) dry chemical fire extinguisher in the kitchen.