



February 13, 2018

<<Customer Name>>
<<Address>>
<<City, State, Zip>>

Dear <<Insert Customer Name>>,

We are conducting a natural gas system survey in your neighborhood in the near future, and we will be surveying our underground natural gas pipelines. This is routine work we do throughout our service territory on a regular basis to continually enhance our service to you, and it will not disrupt your natural gas service.

This year, we will be using our new leading-edge technology to perform our survey. We are so excited to let you know that much of the survey will be done using a vehicle outfitted with "smart" equipment capable of surveying large areas in a fraction of the time needed for traditional walking surveys. This vehicle will travel through your neighborhood and collect data about our pipelines, and it will ensure we accomplish our survey quickly, thoroughly, and with minimal impact to you and your neighbors.

We will conduct assessments of our pipeline beginning at our service delivery point to your natural gas meter, and it may be necessary for our badged employees to enter your property to do the assessment if our "smart" equipment is unable to conduct the survey. In some instances, it will be necessary to utilize contractors to manually perform these inspections. You will not need to be home, but we do ask that the pathway to the natural gas meter be clear of any obstructions and that pets are secured.

Once the survey is complete, we will determine if any repair work is needed; and if so, we will contact you with a repair schedule.

We will provide regular updates to you either by mail or email. You can also find progress reports on this work at cpsenergy.com/naturalgassurvey. For questions regarding this work, please call 210-353-2783.

We sincerely thank you for being our customer, and appreciate your patience as we continue our work to deliver safe, reliable, and affordable energy to you and your neighbors.

Regards,

A handwritten signature in cursive script that reads "Maria Garcia".

Maria Garcia
VP Community Engagement