

CPS ENERGY – COMMUNICATIONS TOOLKIT

TOPIC: UPDATE YOUR EMERGENCY CONTACT INFORMATION WITH CPS ENERGY TO STAY CONNECTED

Date: Information as of Nov. 30, 2021

COMMUNICATIONS TOOLKIT OVERVIEW

This CPS Energy communications toolkit provides messaging in the form of a sample newsletter blurb, social media messaging, and a blog in English and Spanish for you to use in your constituent communications. The messaging in this toolkit aims to encourage CPS Energy customers to update their emergency contact information in our Manage My Account system in case we need to reach them during an emergency. This is an important task customers should complete because it allows CPS Energy to send messages to a designated phone number or email address, in English or Spanish, in the event CPS Energy needs to notify them of emergency events, such as weather advisories, Electric Reliability Council of Texas (ERCOT) mandates, gas leaks and more.

We are asking for your help in sharing this messaging through your respective channels, whether it be your website, social media or e-newsletters. Any help in getting this message out to your constituents would be greatly appreciated as this is a significant component to our safety and emergency response protocols.

SAMPLE NEWSLETTER BLURB

CPS Energy wants to make sure you have your contact information updated in case they need to reach you during an emergency. Completing this task is easy. There are two main ways to update your emergency contact information in your account so CPS Energy can reach you, if needed:

- **Login to [Manage My Account](#) and change your information**
 - If your emergency contact information isn't currently up to date, you will see a large orange bar at the top of your home page when you log in. It will look like this:

Please update your Emergency Contact Info in 'My Profile'. We would like to send notifications to this number during an emergency. ✕

- Click the hyperlinked text in the orange bar and follow the prompts on the subsequent screens to update your information. You'll be done in less than a minute.
- **Call CPS Energy's friendly Energy Advisors**
 - If you'd prefer to speak with someone over the phone, CPS Energy's friendly Energy Advisors are available to speak to you at (210)-353-2222. Simply call and let them know you'd like to update your emergency contact information.
 - Remember, CPS Energy will **NEVER** call you directly and ask for personal or confidential information, demand payment, accept payment directly during a call, or tell you to

purchase a gift card to pay your bill. The utility does reach out to customers to offer resources and assistance to those in need.

Why update your emergency contact information?

When you update your emergency contact information in your account, it allows CPS Energy to send messages to a designated phone number in the event they need to notify you of emergency events, such as weather advisories, Electric Reliability Council of Texas (ERCOT) mandates, gas leaks and more. As your hometown utility, they're taking steps to improve, and being prepared to communicate with you in an emergency is one of them.

SAMPLE SOCIAL MEDIA MESSAGING

TWITTER

If you're a CPS Energy customer, please update the emergency contact info in your account, so they can reach you during emergency events.

Update your info by:

1. Logging into Manage My Account
2. Or calling their friendly Energy Advisors at (210) 353-2222

Learn more: <http://cpse.news/emergencycontact>

[\(PHOTO TAGS: @COSAGOV, @SanAntonioOEM, @BexarCounty, @MySAWS\)](#)

FACEBOOK

Hey, SA! 🙌 If you're a CPS Energy customer, please ensure the emergency contact info in your account is up to date. 📢 This allows your community electric and natural gas company to send notifications to you during emergency events, such as weather advisories, ERCOT mandates, gas leaks and more.

To update your info, you can either:

1. Log into Manage My Account
2. Call one of CPS Energy's friendly Energy Advisors at 210-353-2222

Check out their latest release for more info!

LINK: <http://cpse.news/emergencycontact>

CPS ENERGY BLOG (ENGLISH)

HEADLINE: UPDATE YOUR EMERGENCY CONTACT INFO TO HELP US HELP YOU

LINK: https://newsroom.cpsenergy.com/update-your-emergency-contact-info-to-help-us-help-you/?fbclid=IwAR1n9aaXcopQgJd4Gs1QDbO_NSe6xHighVwVmu-flu3WalF3hp9h2wsRLv4

CPS ENERGY BLOG (SPANISH)

HEADLINE: Actualice su información de contacto de emergencia para ayudarnos a ayudarlo

Link: <https://newsroom.cpsenergy.com/actualice-su-informacion-de-contacto-de-emergencia-para-ayudarnos-a-ayudarlo/>

SAMPLE GRAPHICS – also attached

