



COMMITTEE ON EMERGENCY PREPAREDNESS

PUBLIC INPUT

COMMENTS & QUESTIONS RECEIVED FROM THE PUBLIC

WHAT IS YOUR QUESTION OR COMMENT ABOUT THE 2021 WINTER STORM RESPONSE?

The CEO of CPS Energy has a million/year salary. I would think a person making a salary such as that would inquire about what the plan was for extreme heat/cold within a few months after being hired. My question is: Did she inquire? If she did and the answer she received was no, what plan did she come up with? If she did not inquire about a plan for extreme weather, then why is she worth a million/year?

When are we going to ask for CPS ,SAWS, and SAHA CEOs to resign due to the fact they knew that the winter storm was going to happen, 30 days before and they did not prepare for this disaster?

Why is the CPS CEO still with CPS?

The response was horrible from CPS dropped calls no help had to call 911 to ask for help and let them know what was going on. 311 no help. No preparedness at all. My elderly parents were without water for days had to take buckets from my home. It was disgusting so many high paying CEO for nothing we treated like low life backwater in san antonio.

With several inquiries, several investigations and several recommendations for proper preparation, why did no one listen and what did my money pay for?

How in the world is it possible that the 7th largest city in the United States could lose power during the worse winter storm Texas has experience in a century or more? Why is it I was without power and water for 4 days and I had to tolerate temperatures in my house in the 40's? Why is it that our family members (many handicapped and elderly), that we are care givers for had to do the same and we were unable to render them aide due to impassible roads for 3 of those days. Why is it I will never trust city, state or federal government and utility companies again? We lacked serious oversight, leadership and communications. We are talking about basic essential services that keep citizens alive. Who was in charge of exercising business continuation plans and RISK MANAGEMENT! I am now out thousands of dollars with food spoilage, repairs, and now self preparedness planning and purchasing since I can't trust my city and state government and utilities to do their JOBS! I want accountability!

Wife works from home we lost power and phone we are over 74 temp in house 40. House all electric. I don't work am disabled.

How come you were so very ill prepared to execute your duties to protect the citizens of this area? Did you NOT watch the weather? Why did you not prepare shelters ready to take in families who lost power until Wednesday? Where was the water per-placement? Do you understand what PREPARATIONS are? We did... we got our food (the Friday before it hit), wood and water...just in case.. and we used every bit of it. You let your town down and killed people with your lack of preparation.

It was crazy to see City and County leadership have no idea what CPS and SAWS weather emergency responses were. I think CPS and SAWS have work independently in their own for many years with tax increases, fees increases, salary increases happening. Everyone says CoSA salary is not competitive like CPS and SAWS.

What happened?!? ! In this day and age? Are we really this vulnerable? Who dropped the ball? Finger darts were whizzing back and forth like bullets. Not acceptable.

Why is it that I will be charged by CPS an outrageous amount of electricity for those days just so I can freeze ?

I don't want my utility bill to go up.

For residents who never lost power at all during the rolling outages, will those residents be affected?

Why did some neighborhood barely lose power and others went days in freezing temperatures?

How were the rolling blackouts determined? Why was there no notification? Does the mayor attend the CPS board meetings? Why is there no apparent upgrading of CPS infrastructure?

Why was/is CPS Energy always having issues when any kind of weather happens? Anytime it rains even a little there is chance of power outages and it can take days to get it back on.

Some advice, reach out to other big city's whom experience this type of weather and pick up best practices. Our roads were inoperable even for frontline workers, no communication/miscommunication of electricity outages and lastly no one anticipating what it meant for water pumps to lose power. Or anticipating effects of losing power in general for other essential services, not just hospitals. Examine the residual effects of power outages. Our family suffered however we survived with minimal loss unlike other families.

I was completely without power (no off & on) for 4 days! That was third world suffering. My house was 38 degrees! And now my CPS Bill will be higher? How does that make any sense?

How well did CPS Energy manage the rolling blackouts from an independent perspective. Was there an after action review of their system.

We were without power for 4 days. It was 36 degrees inside my house. All the food in my refrigerator and freezer went bad.. I feel let down by CPS. Cps told my neighbors they only showed 4 homes without electricity.

I just don't understand why my friends had no power for multiple days when mine never went out.

Who was in charge of actually turning on and off the circuits? What is the plan in the future if this happens again? People died in their homes from hyperthermia! It should never have happened!

CPS left us without power for 3 to 4 days, this is unacceptable. I'm am sure the CEO will still be getting a bonus and she is overpaid.

We were told we were going to have roving outages. We lost electricity on Monday afternoon and it didn't come back fully until Wednesday afternoon about 48 hours later. We had a little bit of electricity coming on about a minute every 12 hours or so. If it was going to be a problem like this you should inform us so we could have had time to prepare better.

My neighborhood, *****, was without power for 71 hours. We had brief flashes of power for mostly 2.5 minutes, with the longest being 6 minutes. I have a lot of elderly neighbors and a neighbor with a special needs child. This neighbor had to go to a hotel to get electricity to run the feeding pump for her child. I am very concerned that our power was out for 3 days!

Could the blackouts happen again?

Why were the rolling blackouts so uneven? It didn't seem like rolling blackouts. Some areas were never affected, others (like me) had no power for days (4 for me).

Why didn't CPS Energy coordinate with the city to 1) Communicate updates on the rolling blackouts - set clear expectations about length of the blackouts (saying 15 minutes rolling did not clearly indicate that it would be in 5 'minute intervals of power access; and 2) eliminate wasteful power usage such as turning off lights for city properties like the alamodome / convention center.

Why didn't everyone experience rolling blackouts? Why weren't we told when we would lose/gain power during the blackouts?

Seems we were ill prepared Rolling power outages made it hard to stay informed and seemed to be random in how and where they occurred. There was confusion re: boil water "orders" and I did not see any practical advice on how or where to store boiled water. The amount of sediment in the boiled water made some of it undrinkable. I didn't have the sense that there was any coordination among officials. Rolling power outages sometimes resulted in less than an hour on before power went out and no way to plan how to try to take advantage of when power was on.

During an outage, as a homeowner, I'm allowed to use batteries/generators. Is CPS required to share their generated electricity or reserves with ERCOT or anyone else? Which is cheapest for CPS to add: coal reserves, gas reserves, or batteries?

We were without electricity and water for several days. It got very cold in our house. My husband is seventy-nine and terminally ill with a heart disease. I was told four years ago, when he was released for the hospital, after a month in ICU and surgery, that he could die at any time. Doing without electricity and water put his life in danger and had an adverse effect on my life.

In the event that another "rolling blackout" is required, will the City of San Antonio entity CPS Energy, initiate true rolling blackouts and not allow residential customers to be without power for long periods of time while commercial businesses are receiving power and are not subject to "rolling blackouts"? My concern is that while "rolling blackouts" were occurring during the February 2021 freeze, many residents were without electricity while businesses directly adjacent to residential areas were maintained with power and no "rolling blackout" occurred as it relates to business entities. Further, I am concerned that the concept of "rolling blackouts" as it would be understood by the average person did not occur, but instead many residential customers were stuck in a protracted blackout that did not move onto other areas, specifically, not onto business entities. How will the City of San Antonio and the City entity CPS Energy address this inequity of "rolling blackout" wherein such rolling did not occur and preference was given to business entities?

It was an extremely nerve wracking event for my family where we were left without any heat source in a freezing apartment for days. We had no idea when power would come back and it never came back on for longer than a minute. We had no warm drinks or food, we were shaking and could see our breath we were so cold

CPS Energy and SAWS are guilty of not winterizing over the past 10 yrs. Why aren't the CEOs fired? Also why doesn't the city use some of the reserve and bond money to winterize?

Remind residents that in an outage, hot water heaters can serve as a temporary reservoir for flashing toilets etc. First TURN OFF or DISCONNECT from power, then use tank drain faucet (usually found on lower front of heater) to dispense water. Remind them also to completely refill the tank BEFORE turning on or reconnecting heater. Don't know if it this could happen but, if I'd known in advance which quarter of the hour I would've had power during the rolling blackouts, I could have utilized the 15 minutes of electricity more constructively.

Why did CPS not provide notice to people about disconnections? Why did CPS disconnect sick and disabled people who were enrolled in the "Critical Care" Program? Why did the city manager not order lights in downtown to be turned off until hours after the ERCOT emergency declaration? Why did it take two full days for city officials to open up the Convention Center as a shelter? Why did CPS disconnect key SAWS infrastructure including pumps that resulted in a loss of water for many residents? What was the role of the COSA emergency management department and why was there no emergency plan in place? Why did CPS fail to publish emergency alerts in Spanish?

CPS communicated on their website that the power outages would be rotating, with power outages for 15 minutes at a time. Instead, the City of Terrell Hills was put in the dark for an extended period of time. This is an area with older homes that are not insulated resulting in frozen water pipes. My work colleagues who live in Stone Oak, Shavano Park, the Dominion and outside the city limits had intermittent power. Why did CPS choose to put Terrell Hills in the dark and cold for such an extended amount of time? Terrell Hills city officials have not responded.

We should send out text alerts like Covid information and warn people to conserve electricity at critical times so that we are aware we are in danger of blackouts

CPS did not communicate the time set forth for each rollout in each area. Boerne did a fantastic job in this area. Also, knowing that San Antonio is not prepared for such winter weather, it would have been helpful to set some locations ahead of time as places that will maintain power and offer a place of "warmth" for those who need it. For people with medical equipment needs, something needed to be offered so they could make use of their equipment. I went without sleep for three days due to not having electricity to power my cpap machine. Perhaps offering a designated place for those with medical equipment needs to stay? Hospitals are not an option. Going back to my original statement of keeping us informed on who and where the blackouts would occur, that also may have allowed people like me to plan with family or friends as they may have electricity when we do not; thus, meeting the need to use medical equipment.

Why were given no warning or no time to prepare?

This is the email I sent to Councilman Pelaez: Although we have not been in your district very long, I must say that this Winter has been the worst experience we have ever had as San Antonio residents. I am writing to you to strongly express my disdain for the way the "rolling" now "controlled" power outages have been managed. We are still not sure, to what extent, if any, our appliances have been affected but in preparation for this Winter weather we bought an awful lot of groceries that have since gone bad. That is only to mention the things that can be replaced-my husband has Sleep Apnea & uses a CPAP-which runs on electricity, needless to say, I have spent my frigidly cold sleepless nights listening to my husband snore, gasp & stop breathing until I touch or shake him so that he will at least wake up enough to breathe while he sleeps. My children have slept downstairs on pallets of blankets, a recliner & couches because it's just too cold to be upstairs, which also contributes to my sleeplessness since I check on them repeatedly through the night to make sure they are still covered & warm. We ran out of fire wood the first night so we've tried to make due but as the days go on & the duration without power seems to be longer, especially at night when temps are at their coldest-the more & more frustrated we are becoming. I am writing you because, as your constituents we are demanding action, someone has to be held accountable. This weather was not something that happened by surprise. Why wasn't there a process in place? Why are buildings downtown, at the Rim & other non-essential areas still lit up at night while we are asked to conserve? Why, if these are now controlled outages are we, in this zip code still being hit the hardest? Paula Gold-Williams & her team MUST be held accountable! My family & I are calling for her/them to be replaced. As for the City & State officials who should also be held accountable, unfortunately they will have to be held accountable at the polls. I strongly urge you to take action. In addition, I want to say that our bursts of power when we did get it lasted between 15 seconds to 6 minutes & although they progressively became longer we still ended up being without power throughout the night when temps were the coldest & also when my husband needed his medical equipment. I fail to see how these "managed" outages were fairly distributed. While a cellphone is not necessary for survival, we didn't really have that either to follow along with any new updates or city government updates, because everyone was on the internet or because of the inability to charge the phones. My two older daughters would take the phones out to the car periodically to charge while they warmed up but then I worried about carbon monoxide if they were in there for too long. Many years ago the military taught me to be resourceful in a multitude of situations but watching my children go to bed without a hot meal & worrying about whether or not they're warm enough wasn't one of them. My husband lost six pounds over the 72hr timeframe, was that because he didn't have much to eat or because of his diabetes & lack of carbohydrates he went into ketosis, is anyone's guess. We are a family of seven, very fortunate & blessed beyond measure & there are so many in our city who are less fortunate & I do not want to come off as "entitled" but to have our zip code be the area of town that had the most sustained outages, as reported by the news, is disheartening. This just shouldn't have happened.

My ***** neighborhood felt disproportionately affected. We lost power very early, for extended periods, before others lost it at all, and it never really rolled, it just blacked out for absurdly long periods of time. It was below freezing in my house and we were forced to decide to leave the Monday of the storm. We spent over \$1000 that week on a hotel and eating food near it, and more on groceries we had to throw away. The City needs to have a plan to at a MINIMUM truly roll the power on/off so we all share the burden. Additionally - I was extremely disappointed to see decorative riverwalk lights on every night and the tower and convention center only shut off after citizens raised the issue, with the twinkle lights staying on the entire time. These are obvious things to plan for in the future. If single family homes are being asked to unplug devices they aren't using to ease the grid, large buildings should be required to have a bare minimum lighting plan in these scenarios. It was gross and insulting to see them glowing while fellow San Antonians were literally freezing in their homes. I was also disappointed at the delayed opening of warming centers. The city should have a plan for having those open as soon as power is shut off, or earlier if our population without homes are at risk in the extreme cold. Finally, I'd like to see the City hold our utility companies accountable for providing timely transparent communication about how they will handle billing in times like this. That I will pay \$400 to CPS for a month when I didn't even have service one week is appalling. Why aren't they fined for not providing service? How can this relationship be accountable in both directions??

CPS communicated on their website that the power outages would be rotating, with power outages for 15 minutes at a time. Instead, the City of Terrell Hills was put in the dark for an extended period of time. This is an area with older homes that are not insulated resulting in frozen water pipes. My work colleagues who live in Stone Oak, Shavano Park, the Dominion and outside the city limits had intermittent power. Why did CPS choose to put Terrell Hills in the dark and cold for such an extended amount of time? Terrell Hills city officials have not responded.

I think all businesses should turn off their lights except those absolutely necessary. In the winter storm, channel 4 showed the skyline after businesses were asked to turn off lights but too many still had lights in abundance. There should be a checklist that goes into effect in the event of an impending severe storm. Example: Grocery Stores should have placed limits on items immediately when disaster strikes. Food and gas should have limits placed on them. Remind individuals water may have to be boiled for safety so stock up. Have citizens start conserving electricity. Provide them with a checklist. Citizens should be reminded a month in advance of winter weather.

What is one way to help prevent loss of water or electricity?

Rolling blackouts are not acceptable> Texas is a self reliant state. The use of coal burning plants needs to be addressed and these plants able to be utilized in extreme. weather conditions. With more people flocking to Texas green energy will continue to be an uphill battle. There is no statement that any agency can provide to justify why we had to suffer, it is just an excuse. Citizens trusted we would be safe unfortunately that was not the case. Since this type of weather is uncommon how do we know we will not have to deal with this circumstance of no power in 5, 10 or 15 years? What is being done to rectify this issue, pointing fingers, blaming agencies and boards members resigning....this doesn't solve this issue at hand.

Excellent job of keeping residents informed through social media. I appreciated the collaborative effort to close most businesses and roads encouraging people to stay home. Wonderful effort to open facilities like the convention center for people to get warm. I volunteered to pass out water after the freeze at Hero Stadium. It was so great to be a part of that. Recipients and volunteers were all so kind and thankful. I most especially appreciate the CPS CEO. She remained poised and steadfast even while people hurled hateful words at her. I know she loves San Antonio and Bexar County. Thank you all for keeping us informed and safe during the winter storm.

We had a center of communication vs having multiple outlets! There was too much information, misinformation. When something strikes like this there should be one outlet we can go for updated information. The information would include updates from SAWS, CPS and then small business etc.. If you want more ideas or information please email me:

Why were the ReadySouthTX app, the 311 app, the Next Door app and the city's Facebook page, City council members individual FB pages not utilized ahead of the storm - and during the storm? There was plenty of warning from the National Weather Service! Any and all of those resources would have helped avert disaster for so many. As a former Western NY state resident, I knew what to do to prepare for a winter storm - and really preparing for a hurricane, flood, fire hazard weather etc is much the same routine with small variations (like filling your tub with water for flushing if pipes freeze). I was disappointed in the city/county lack of communication and preparedness to/for its citizens and proud of citizens who stepped up to help their neighbors (which in SATX is defined as anyone who needs help anywhere).

Information flow is key to keeping citizens aware and instilling a sense of that our municipal agencies and elected and appointed leadership are competent. CPS Energy's greatest mistake was failing to communicate whatsoever. Non-communication during a crisis is never an option.

Wed were fortunate as we did not loose power at all. Just for information we live at *****. We did lose our water which as I understand it was because of the power loss to the pumps. In my mind, this should not have happened as SAWS needed some kind of backup system, like a backup generator, so they could keep the pumps running. The loss of electricity can be coped with but people need water and that should have never happened. I also would request that in order to prepare for any future problems that SAWS should bite the bulled and fix the problem without raising the rates. This indicates to me that there is a major leadership problem and that problem starts at the top to include the board of trustees. They are the overseers and should have check and made sure there was an emergency plan tested and in place. I realize that this was possibly a 100 year thing but it doesn't make any difference. The organization leadership should have been on top of this problem.

Communication was absolutely HORRIBLE. Why couldn't the City have posted updates in real time to the city home page. Someone needs to have the capacity to do that even when they are working from home, and there must have been someone in that department who had electricity. Even some recording at 311 to explain what the City knew and what they were working on would have helped. This showed that our City's communications are about 10 years out of date, as evidenced by a webpage design that has not changed in probably about 20 years.

I would like to view archived recordings of the past meetings. Not everyone can watch the live meeting.

Give daily city wide alert 3-4 days in advance to residents can prepare properly. Via text, robo calls, and mailers.

Why wasn't the emergency alert system activated? If the City can send our cell phones alerts to stay home because COVID-19 cases are high, then it can send us alerts that we are losing power and water and where to get help.

During the outage my phone was inoperative due to cell tower overloading and/or tower power outage and the only means of getting information I had was via battery operated AM/FM radio. I would strongly urge that future response plans should provide for either an arrangement to preempt scheduled programming for 24/7 city-provided information on an AM and/or FM channel or procurement of a local AM and/or FM station dedicated to city news/information. The only station I found with information was KTSA and even they didn't have any information or were only broadcasting it during narrow news windows for the first few days. I'm aware that the city has an over-the-air TV channel but it doesn't cover the entire city and most people don't have a battery operated TV receiver.

Why wasn't the emergency text message system activated / used to keep residents updated and, more importantly, tell them when the cost of energy had become astronomical? The city / county uses the phone alert system to tell us not to gather in groups of 10, wear masks, etc. Didn't anyone think to use it during this life threatening weather event? If not, why not? Or, does the system only work for Covid restrictions?

Was difficult to find updates on power, water, road conditions, etc during short time I would have cellular service. Cellular was very glitchy. Finally found an update on Lyle Larson Facebook page about water repair timeline for my area. Would be helpful if all updates could be found on one webpage or city Facebook page.

Request handouts or information to be provided prior to emergency to help residents prepare

Why was the communication about the event before, during and after better. It was difficult to find information over multiple twitter and instagram accounts. We have the text line and at minimum the city could have reposted info from other municipalities.

If school districts were prepared enough to send an email out the Wednesday before the storm, asking teachers to prepare for possible closures, why was the city/state not doing the same?

Why wasn't information more broadly sent out to the community to prepare for electrical and water outages prior to the expected weather.

I like that we now have texting available. During the power outage the local cell tower did not work properly. I did not have access to any internet, however I did have access to text messages. If I had received updates via text, I would have known that there was a warming center not far from my home. Additionally, messages can be sent out via radio. However, only AM radio was working, (NPR was not working) so messages would need to be on AM radio. The only station that was working in my husband's truck was WOAI.

Please be very specific about temperature settings. All that was told was to "turn down your heat." BE SPECIFIC!

Utilities could do a much better job communicating with residents, both on conservation before the storm and outages during the storm to protect life and property. Residents should not have to pay for their lack of planning (ie cost of gas, ERCOT lack of planning, etc).

For any weather related emergency, such as no power, no water, there needs to be an alert sent to our phones telling us where there is power, what hotels have heat for winter or air conditioning in summer months. A friend told me about the Gonzales center being open or else we would not have known anything. As senior citizens, When we called 311 on Feb 23rd, no one answered for 2 days. When we called the non emergency police number that day and asked for phone numbers of hotels that had heat, they could not help and offered EMS. With no power for 72 hours my phone was almost dead and of course no internet to look anything up. In addition, We heard from a friend that the city was paying for hotel rooms that week for people desperate to stay warm, but never told how to get it. We lived for 3 days at 38 degrees in our home which was dangerous to our health. When I got through to 311 on Friday, Feb.26th they did arrange for water and food which was delivered on Saturday and we are grateful. Please make improvements by communicating information by phone alerts.

Communication from CPS and SAWS was sorely lacking. The unpredictability of when power would be on or off made the outages even more stressful during that week. Emergency water distribution should have been mobilized to all parts of the county much faster. Communications when internet is down, power is out, no TV etc. -need a backup plan, pushing alerts to those with phone service. No such alerts were received, except for one initial message from CPS about limiting power usage.

Could an Opt-in for text emergencies be used through the cell phone? Most everyone still had some form of internet and cellular service through the entire storm, which gave decent information. As an IT professional it's not by preference to be on a constant list for every situation more than needed, but I would have gladly sent a text code to receive notices from the city for emergency purposes. I also think, it could be used to notify people to stay clear of an emergency in a specific area of the city, traffic hazard, bomb threat or other situation that the City of SA to notify the citizens of a hazard based on cell phone proximity. I know there are guidelines, but in an emergency, it warrants to override certain rules, based on a critical emergency. God forbid we have another emergency.

BOTH the City & State are to blame for lack of communication and for deregulation & refusal of weatherization to our grid. Is the City & State ready to handle days/weeks of triple digit temperatures this summer? Or will there be rolling black out?! BE PROACTIVE!!

How do you find out who is on the same grid as hospitals, fire stations, nursing homes....in other words how can I tell if my home is secure from power outages.

What are we going to do about the reliability of the ERCOT power grid?

I am glad the Committee in its first public meeting recognized "communication" and access to information as a key factor in how we dealt with this crisis. That communication included Internet access when power was on, cell service when available, and as a last resort radio. My own Internet and cell/wireless provider, ATT, sent text messages acknowledging the power outages cutting Internet with cell and texts as the next option such that it did not charge for exceeding caps in the service plan. However, it did slow down the service when the limit was hit so live-streaming church services or attending class via Zoom was not possible. I would suggest asking the main Internet and wireless service providers how they opted to handle this crisis and how they planned to improve their networks to be more resilient. I would also review radio stations as a communication method - when folks know what to expect and can prepare, that helps resiliency. The Federal Government for decades has had an Emergency Broadcasting system involving radio stations. U.S. diplomatic posts overseas have also relied on radios for crisis preparation and management. Maybe the City needs to consider that method of communication to convey information. Second, I understand the City has a Climate Change Plan. Hopefully that will be updated to include lessons learned from this event.

Hello.. we can see that shipments of gas and coal were impeded by the weather starting Feb 14: Snow storm slowed Gas delivery by truck to Gas energy power plants which were already one month behind in deliveries. Ice from storm froze up Wind turbines in Texas to create Wind energy. Snow from storm slowed Coal deliveries to Coal energy power plants. 89.2% of Texas energy production comes from combined output of Gas, Wind & Coal. Below is the current energy production for Texas: Gas 51%, Wind 24.8%, Coal 13.4%, Nuclear 4.9%, Solar 3.8%, Other 1.9%, Storage 0.2% We need to change how our gas and ch coal deli bcc series are made.. Pump stations froze.. let's see some renovations on winterfying this part of the transfer ... the end result will be less congestion.. water deli bcc ery is crutial. We know our neighbors to the north do much better on high overpass bridges and skyways..let's get a study sc started to understand how better technology can be used to prevent pileups.. which was the largest issue to

me.*****

El sistema de electricidad tiene que estar más preparado para este tipo de acontecimientos, ya sea frío o calor, con una reserva energética. The electrical system has to be more prepared for this type of event, be it cold or heat, with an energy reserve

Now that there are lessons learned, will the Texas grid be weatherized to be resilient in the case of future extreme weather?

Regarding 2021 Winter Storm: People need to be fired from their jobs. They need to be ACCOUNTED FOR: NOT PREPARING AND NOT COMMUNICATING. They should also be sued for deaths and damages. We were aware this ARCTICWEATHER was coming in ADVANCE. The whole WORLD followed this disaster.... remember babies & kids were suffering along with the elderly and the sick...let's not forget the ones who DIED trying to stay warm. Running vehicles, overcoming with carbon monoxide or burning wooden furniture/fence/toys to keep warm. On top of that no water or flooding in the house or bad water. This is truly embarrassing that Texas was living in 3rd world conditions for a week or more! Texas better be planning for MORE ARCTIC WEATHER....this is not a one time event! If it means more money, the people should be willing to pay. Leaders in gas/electric/wind/solar energy and water along with all mayors and the useless state government, need to come up with a plan AND a backup plan. Then communicate the plans to the citizens of Texas. I DO NOT WANT TO EXPERIENCE ANOTHER DEADLY DISASTER!

In order to generate more electricity, I'd like to see city/state investment in solar panels on private houses and buildings throughout our cities. On site storage should be included, as well as the ability to be powered off grid. This is not something to be limited to those affluent enough to buy it for their homes. Public investment in this technology should be part of future plans.

Why did so many things go wrong? Did we not learn from the past or did you ignore previous warnings about our electrical grid?

When will we recognize the long term cost of continuing to depend on fossil fuels is higher than the cost of switching to green alternatives like solar, wind, thermal, gravitational. We need to make these investments now!

Inventory high priority users that should have power maintained, backed up and not subject to a rolling black out to include: SAWS pump stations, Bulk Fuel Terminals, medical facilities, etc. Implement a program to ensure power stays on for these high priority systems.

Se van a mejorar los sistemas de electricidad para protegerse de temperaturas bien frías como lo que sucedió? Are the electrical systems going to be improved to protect themselves from very cold temperatures like what happened?

Why did whover is responsible for the wide spread utrage make all of us suffer and frozed our butts off, no electricity for 4-5 days and no cllular service to communicate with the real world?

Why wasn't the city, cps, saws, and my councilman not at all prepared for this event that was predicted days ahead? I and my family were left with no power, no heat, and no water with absolutely no representation from the leaders that I helped elect into PUBLIC office. Every single person responsible for placing the citizens of San Antonio and the state of Texas should resign immediately. No excuses for placing us in a third world situation. Just not acceptable at any level. Everyone of you are blaming someone else for their lack of preparation including those in Austin. You are ALL responsible and should just resign your positions and let someone who takes the position seriously take over.

Our electrical grid needs to be privatized. Especially in a state that does not prioritize or even admit to our current climate crisis, to continue to put Texans at risk under future extreme weather and lack of electricity and running water is to let Texans die a preventable death. The elderly, the disabled, the poor and the young. Put Texans first, ahead of the economic interest of corporations, oil companies, and ERCOT.

The grid rotation was not handled well. What can be done to make sure that if something like this happens in the future, that rotations are handled more equitably and that when the power comes on, it stays on for a minimum of 15 minutes each time?

I look at what the energy providers and Ercot have done as price gouging and that is illegal. They should not be allowed to get away with price gouging us and the citizens of this city, county and state should not have to bear the price gouging costs after we had to go through power and water outages. They made the decision to not winterize equipment even though they'd been told for over a decade it needed to be done. They need to bear the excess cost of their decisions and not pass that on to citizens.

What repercussions is ERCOT going to face for their massive failure to prepare for severe winter weather and what winterazation upgrades are they, the state, and our local Bexar county utilities planning to implement in orde to prevent such a disaster from ever occurring again?

My impression is that our local government was rather hamstrung by the inaction and unpreparedness on the part of ERCOT and the PUC. While I believe CPS did as much as it was able given the constraints of ERCOT's requirements, I wonder how local discussions might address more robust infrastructure, whether that is a matter of more on-site back-up power, adjusting building codes to address cold temperatures, and encouraging a further expansion of local rooftop solar? At the same time, my perception is so that the most gravely affected residents are those with the least means to adapt for extreme weather events, so I wonder how COSA/Bexar County are thinking about community outreach and what we might be able to do as a community?

Why did the city not follow the same foot steps as El Paso? It is unfortunate but we need to definitely learn from this experience, because too many households went without power.

I would like the committee to consider some less severe but costly unintended consequences from the poor decisions made by ERCOT and CPS. I am on a fixed income and the repeated rolling blackouts of 10 minutes on/10 minutes off created the need for expensive repairs on the motor for my garage door opener and the wiring for my sprinkler system. I was blessed not to have been impacted by burst pipes or lost food or a damaged home interior, but nearly \$300 in repairs was a financial challenge. The repairmen believed that the rolling blackouts caused these two systems to fail. I have shared my concerns with Councilman Perry, who encouraged me to participate in your survey.

The state level incompetence seemed to affect San Antonio, regardless of local preparedness. How can San Antonio make sure it is prepared even if the state is still run by the wrong people for the job?

City did what it could given the hierarchy set in stone by the state. The city should organize with other cities affected by the sheer incompetence of the state and sue the state government to force upgrading all affected equipment and naturally, force ERCOT to reverse excess energy price spikes that do not reflect actual energy consumption by consumers. Will there be changes to power grid to prevent power outages again?

As a seasoned East Coast hurricane resident, I still can not fathom how this weather catastrophe was allowed to happen the way it did. There were so many obvious warnings, some multiple decades old. The week of the weather disaster left residents with very little or no direction from CPS or other utilities companies. I do NOT fault San Antonio gov for their repeated attempts to provide information, updates and support. I do severely FAULT the PUC, ERCOT and ABBOTT for the lack of leadership and consequential finger pointing and blame to deflect their responsibility in this matter !

I believe that what happened with the grid should not have happened to the extent that it happened. I believe more than ERCOT is responsible it also is the responsibility of our state government to make sure that the infrastructure is maintain I know that the federal government gives the states money for this so to shift the blame on the electric companies is not fair. Our state government needs to take some responsibility and stop passing the the blame it is a combination of them all to blame for Texas not being prepared. They need to fix the problem and stop pointing fingers.

We have not received a clear answer on why the outrageous fuel/gas charges cannot be reduced by going to the suppliers who charged such exorbitant prices. The only answer we have had is that it is "complicated". We do not believe that. Tell us the truth.

Can San Antonio separate from the Texas ERCOT grid like El Paso? This freeze was horrible and CPS was ill prepared because of the ERCOT fiasco. If El Paso can do then why can't SA? Why is Texas on its own power grid? How does our grid differ from the rest of the nation's? How can we connect Texas to the Eastern grid and de-privatize energy?

I think the first matter to address is the electrical grid infrastructure at the state level. Then local authorities can review how the city of San Antonio can shield itself from vulnerabilities, perhaps adding redundancies locally to be able to maintain power when there is a risk of statewide outage. Additionally, we need to prepare ourselves for more extreme weather patterns moving forward, not only for winter weather, but heat waves, hurricanes, tornadoes, etc. Have shelters ready to launch immediately, so there isn't a delay in finding staffing, facilities, etc.

Can we join a national utilities Grid, so that the Federal government can better prepare for these storms in the future? What we went through was awful & should NEVER have to happen again—it was 8° outside & we had NO power, then no water to flush toilets or wash dishes! I couldn't believe how bad it got & in these modern times, totally disappointing. Did anybody at CPS or SAWS have concerns about the system more than two days prior to ***** hitting the fan? If so, who did they tell, what did supervisors do, what did leadership do?

Why is both SAWS and CPS our sole provider for utilities. Not only does this format not allow for competitive pricing but also it puts us, the consumer, at the end of a single point failure like we had.

Failed in the response. I had rolling blackouts the first 12 hours then blackout for the next 48 hours. The power was restored on the fourth day. My home was 44 degrees at the warmest room in the house. CPS should not charge for no power being supplied to homes. That's the risks investors take. Not the customer. The entire country had 7 to 10 days notice that there was a polar vortex coming down from Canada. I would not put it past oil/gas companies to take advantage to create an artificial shortage to create a high demand on supplies. Wouldn't that be price gouging. Finally, hospitals have emergency generators for power outages, why did CPS and SAWS not have generators to keep emergency assets on? Has the city considered aligning an agreement with our local military bases to borrow rolling generators. Why not retrofit connectors at electrical input junctions to accept aircraft generators to supply temporary electricity to CPS and SAWS facilities. Better yet, invest in hospital emergency generators. I'm sure these were discussed in the previous 30 years. The generators can be tested quarterly to ensure that they are operable.

We need a better community plan. Thank you for this project!

We were without power for several days. I'm seeing new houses being built everywhere and considering the houses that are currently occupied didn't even have power was concerning. Can we put an end to city expansion and new construction until we are certain that the city can maintain the water and electricity for all current homes and buildings?

1. Restrict San Antonio city limits and electric power range to within certain distance from downtown area and within either IH 410 or 1604. 2. Create new cities outside the city limits with separate power sources. 3. offer tax incentives for purchasing emergency kits for purifying water, buckets & toilet waste neutralizing chemical agents, battery operated or energy alternative for ice makers for ice chests/refrigeration, fireplace/backyard grill/firepits, implementation of diverse individual home energy sources (solar, electric, gas, propane, etc.,) 4. remove monopoly of one energy company and electrical grid to allow for healthy competition, 5.) request immediate resignation of CPS CEO and any of her hired affiliates.

Several people in district 7 were without power affecting several if elderly/shut-ins. Why were the food/water locations so far away from elders in district 7?

Is there any relief for damages to my vehicle

Hope that the City, CPS,SAWS will work together to find a solution to limit or reduce the expense to citizens impacted by the 2021 weather event

Are you kidding with this survey?? Terrible!

Esa critical

What is the city going to do to commit to reducing its dependence upon oil and gas and reducing its carbon footprint?

Why did you let us go like that? Why did you let people die? Why are you guys so uncaring? Why aren't there community members on this committee? Organizational members that are already responding to community needs should have a seat at this table to help direct appropriate responses to future disasters. Also, please make these meeting accessible to the public and allow people to make comments in a live forum

It was the most disastrous event of the last year for me personally. I felt helpless without electricity and running water.

Wish this existed prior to winter storm.

We were not ready

There was no actual sense of urgency. No realistic warning with ample time to prepare. Weather reports said early on that we'd get a dusting of snow - if that. And then it all just hit, the hits kept coming. Were the water and power shortages actually preventable? How can we quickly and efficiently prepare TODAY to not have another domino effect?

What happened in Texas and in San Antonio

NingunaTranslation "Neither/Any"

Terrible

Infraestructure

I'd like to see the final report(s) and ways-forward presented to the public. An online format with a recording would be optimal.

This was poorly handled. What needs to be in place so that it doesn't happen again? Thank you for doing the most that you could to help our community during our time of need. It was not easy for anybody, but we all pulled through with whatever we had or could offer. It started as a wonderful experience to see Snow actually reaching San Antonio, but ended a horrific experience.

It's very hard to even fathom the level of incompetence associated with the recent storm. I have lived in some of the coldest places in America and had never gone even 1 day without power or water. Blaming the typical warm weather in South Texas is no excuse for ignoring all warnings and forecasts which predicted a below average cold snap. I would have been fired on the spot if I had mismanaged such a calamity

Why are we continuing to let the same people, Cruz, Cornyn, Perry, and Abbott leaving Texans with no infrastructure? They need to resign out of ANYTHING to do with public works!

No one who works for something owned by the City or Government should be making over \$500,000 a year plus bonus. This is insane. I blame the Mayor for this waste of money. I am sure you could find someone who has been on the job for years that would love to make \$225,000 a year with no bonus.

Please make available to the public CPS approved insulation for exposed water pipes in water-heater areas.

I do not necessarily have a question just wanted to offer my input. My name is ***** and I am the *****. I also partner during this time with ***** to open the first emergency shelter that Thursday before the storm hits and we ran a nine day operation to shelter the homeless in the downtown area. I also coordinated with other churches in that area with a resource list updated on what shelters or churches would be open on all of those nights. When I wasn't helping run the emergency shelter at the church, I was out boots to the ground driving in the snow teaming with other outreach workers literally picking up homeless and getting them to whatever shelters were open in the area. We got much relief when the city decided to open the convention center and 311 for transportation options. But we did hit many walls along with seeing the great things the community was doing to pull together. I worked closely with ***** with the city who also helps me house certain individuals in their ICF hotel which was very helpful. Us as an organization also called emergency funding can you put individuals in hotel rooms that had identification. It was honestly one of the most intense weeks of my life. I ended up sleeping downtown for nine days straight while my kids who are teenagers stayed home alone and took care of the house while I was down there serving. Not much sleep for sure. But I did not leave the downtown area our organization purchased a hotel right next to the church but I honestly ended up sleeping over there with them and caring for them. If you guys are interested in my input I am more than happy to help.

Going forward, it is critical that there be a documented response and expectations in place to aid the most vulnerable citizens. For example, SAHA should have a list of priorities and a checklist of steps needed to prepare and respond in the best interest of its residents with regard to transportation, food, water and alternative shelter during power outages. Their staff needs to be trained in how to appropriately respond in such instances as well.

The community needs to be educated on how to become more self reliant. I would love to see more workshops from Emergency Management. Individuals need to move away from the mentality that " someone will come save me".Don't put first responders at risk coming to save you - be prepared for any emergency - learn the lessons from Katrina and other disasters. And above all stop blaming everyone and expect someone to pay up. Take control and responsibility for your own and your family's safety and health.

It's of utmost importance that the COSA be prepared for the next winter storm by appointing an emergency response team responsible for ensuring that SAWS and CPS are prepared to address outages (auxillary equipment and staff on call for example), disseminate necessary information to the public, and adequately plan for a worst case scenario (extended outage of 3 or more weeks for instance).

Why are we so unprepared?

San Antonio was not prepared for a Winter Storm. This city shuts down the roads every time we have ice instead of investing in ways to de-ice and make it safer to drive. The power went down in my neighborhood for 12-14 hours at a time. Luckily we have a gas stove and used that to stay warm and cook. The power alternated on/off like this for several days. The water was turned off, and in our case we did not have enough time to prepare with water storage because I was at work. We captured every last drop from our faucets, filtering and boiling it to ensure it was potable. We shoveled snow into buckets to flush the toilets. We burned sticks, cardboard and paper in the fireplace. We did not have internet for 2 weeks which affected our alarm system, my phone, broadband etc. but oddly enough my mother's flip phone worked fine. The we I am referring to is my 78 year old mother and myself. We both lost wages from work. We had a plumbing issue occur when the water came back on. We have not been able to pay this month's mortgage or bills. This city and it's municipalities not only failed to provide critical support when needed but there is nothing available to help us pick up pieces of what is left behind in the aftermath.

What is the capacity of the city manager's office/county to use city/county vehicles ? I would have liked to seen out of the box thinking in dispersing city/county staff by each city district and creating mobile emergency . I can understand leadership being in the same boat as everyone else but at some point we should have heard from the mayor/city leadership.

Que como es algo inusual en San Antonio no estábamos preparados.. Pero que siguieran algo por si nos vuelve a pasar algo similar..supongo que hay más experiencia en otros estado que si pasan por esto cada año.. En mi comunidad no tuvimos luz ni agua y la verdad es un poco difícil..Translation: That as it is something unusual in San Antonio we were not prepared .. But to follow something in case something similar happens to us again .. I suppose there is more experience in other states than if they go through this every year .. In my community we had no electricity no water and the truth is a bit difficult

Why wasn't the city prepared

The review of protocols and preparedness that either did or did not exist for the February winter storm in San Antonio should extend to and be comprehensive of mitigation and adaptation strategy for climate change. The focus of the Committee on Emergency Preparedness is on this particular, singular emergency. But in fact there should be a feedback loop between planners -- city staff, Committee members and citizens -- on lessons learned from this event and planning due to climate change projections being delivered through the Climate Action and Adaptation Plan process within the Office of Sustainability. Future preparations due to consideration of the winter storm event should not be placed in a distinct silo and apart from future climate change planning; they should be part of a comprehensive climate change planning processes.

Storm failures could have been mitigated greatly if we had had 1) the robust building weatherization program we need; 2) an effective demand management program; 3) distributed renewable energy microgrids; 4) community based (not top down) emergency preparedness.

How is the City going to enhance and modernize current emergency preparedness programs to reflect disasters that are more severe, less predictable, and disproportionately affect vulnerable populations?

Get some ***** snow plows

Why weren't we prepared as a state?

Why weren't we ready and what are we doing to be ready for next time?

Dear Committee on Emergency Preparedness, It is not enough for the city or the county, as government entities, to be prepared for a devastating storm. Even with the support of nonprofit and civic organizations, it is not enough for only those entities to be prepared. We must also demand accountability of individual citizens. This demand could come in the form of encouragement toward individual preparedness. By seeking to prepare individual citizens, the trauma of a severe weather event can be minimized. Imagine: a family of four safe at home, cold but fed, bonding as a family unit, roads free for emergency vehicles, and needing only to emerge when safe again. I had the privilege of attending emergency preparedness workshops a few years ago. As my input, I would like to share some of that helpful information as well as a couple other practices which were very helpful to me and my family amidst this recent storm. Emergency Preparedness Goals Goal 1: 3 day supply of food and water Goal 2: 7 day supply Water 1 gallon of water per person per day Canned Foods ProteinVeggies Fruit Dry Foods (in case you're lucky enough to have water) Pasta Beans Rice Cereal etc. ****Store foods you like to eat. Having to force eat foods you hate makes the emergency worse. *Store items in existing nook and cranny space (under beds, sofas, tables, sink. In cabinets, closets, pantries) Utility Small Flash Light (AA Batteries Medium Flash Light (C Batteries) Room Flashlight (D batteries) Small Candles in glass holder Propane camping stove Barbecue Pit Charcoal, Firewood, propane for pit Other Weather Radio Hard Candy Spices Paper plates, plastic cups and utensils Reading material Warm blankets (3 per person) Thermal blankets Board game/Activity Leading Up to the Event Save \$100 dollars cash Have \$150 credit available Follow the news for weather. Other sources include weather.gov and an NOAA weather radio Buy regular groceries for the week Gas Up Wash necessary clothes (especially underwear) Usage Options 1. During the normal year, rotate your emergency stock with what you regularly eat. 2. Or, donate the emergency stock to a food bank 3 months before any of the items expire. Thank you.

Why did we not winterize in preparation for the KNOWN winter storm?

Why were we more prepared?

What are you doing to prevent this from happening again?

What are the reasons behind not having an active contingency plan? Although there were assurances the state/city were prepared, at the first hint of rolling blackouts - warming centers should have been prepared and ready to go - not just downtown, but in various parts of the city. Could the city partner with local churches, libraries, gyms etc in each district? Have a volunteer list ready to show up to these locations in national disasters such as this? A team that is trained annually or semi annual?

What will be done to prevent future power outages during weather events?

The winter storm was an awful experience that could have been prevented in some form. The City, CPS, and SAWS needs to have a better plan for emergencies such as snow and freezing temperatures. We have an entire emergency management department in COSA and it has failed to be sufficient in taking care of our residents. Regardless of ECROT, COSA should have been prepping its residents for what could have been in store. It was so much bigger than protecting the 4 P's. We need to have a better food and water supply. We need to invest in snow equipment to better prepare our roads. HEB should not always be the shining star of crisis. The City needs to be the example of assisting the residents.

SA ni el estado no estaban preparados para este tipo de evento de tal magnitud.

Transalation: SA and the state were not prepared for this type and magnitude of event .

Look to similar-size cities who have typical winters like San Antonio experienced last month. For example, the Denver area will experiencing a winter storm in the coming days (as of 3/10/21). Seeing how the city prepares/responds can help guide San Antonio and Bexar County for future storms. Additionally , having city maintenance teams identified and deployed throughout Bexar County will help assist with preparing (e.g. salting the streets, identifying potential areas of blackouts/floods, etc) as well as response (e.g. rescue of elderly/handicapped citizens, road closure assistance, etc)

The storm showed the unpredictability of nature which the powers that be didn't recognize and take appropriate steps to reduce the impact. I do realize every one was more focused on COVD and it's restrictions.

Preparedness for immediate support of community to ease the pain during the crisis....

I'm from Indiana. Lived through several power outages, winter storms and freezing temperatures. I was amazed that so many citizens seemed to think the winter weather & freezing temperatures wasn't going to happen here, in San Antonio. I encountered this belief in my own home and neighbors. I suggested firewood, extra batteries, candles and propane since an electric stove is useless during an outage. We lost power early Monday morning and it came back on Wednesday around 3pm. People that didn't lose power kept their thermostat at 80, used every electronic device they owned, and basically sucked electricity like they had a straw. Educating San Antonio citizens about the winter weather that was definitely approaching would have been helpful. Like, hitting the stores for supplies B4 the snow came, having a plan for when the power goes out. Citizens here, only know how to prepare for hurricane events. Maybe that's why so many people were outside wrapped in blankets instead of coats, hats and gloves. Text messaging could have been utilized to tell people to conserve electricity or where to go to stay warm...but no one seemed to think this would happen so... The foolishness of not having emergency generators for water pumping stations was pure stupidity. It's 2021. Stop believing that unusual weather is not going to happen here. Time to move forward and SPEND THE MONEY TO UPGRADE OUR UTILITIES! They don't last forever and when you have as many people living here and moving here you have to do MAINTENANCE! You have to test your systems at least once a year. I personally hope this doesn't happen again but, I know it will. Our climate is changing and abnormal weather is our future let's not live in the past and pretend it won't happen here. Thank you.

The City, County, SAWS and CPS forgot the most important single responsibility they all have during day to day and emergency events - PUBLIC SAFETY ! It was not at the forefront pre-event, during the event or even after the event. Next, the first thing that needs to happen during an emergency event is that the City, County, CPS and SAWS need to declare an EMERGENCY so the EOC can be stood up, staffed and ready to respond pre-event! This was not done! Next - It does no good to have an Emergency Preparedness/Response Operations Plan if it doesn't get updated on a regular basis, and if the people that roll up under that plan are not aware of their roles and responsibilities under the plan - This includes City Council. Next- Pre-Event communications from the City, County, CPS and SAWS was virtually non-existent. All of these entities should have had packaged ready to go press conference outlines, written, verbal and video assets, as well as a plan to distribute those communications out via radio, TV, Newspapers and Social Media. Next- The City Manager and Mayor are the two top people who should have made a decision to declare the event an emergency days prior to the event. THERE IS NO EXCUSE ! In addition - Both SAWS and CPS leadership was inept at formulating and implementing any type of coherent plans before, during or after the event. Again, there is no excuses they can use.

How will the winterization of our utilities be improved? Will the electric zones be reorganized to allow better control if a major disaster happens again so the load shedding can be more even?

It appears the failure to provide proper services in a time of need was based on not have prepared properly. Each piece of critical infrastructure should be able to maintain itself for more than 48 hours without power. This can be built into each agencies Continuity of Operations Plan(COOP) and exercised on a semi-annual basis. When the agencies build these plans it takes a team to think outside the box on what strategies to use. In the plan, you are able to build response to really anything you can dream up. If it is on paper it can be exercised as well. The plan can include winterizing equipment. I was embarrassed by what happen during the snow storm as we should have been prepared. Lawmakers need to step up and call for change like this committee is doing. The other part will be following through with recommendations from the committee. I feel one of the steps is removal of the mayor from CPS/SAWS boards of directors. This is a conflict of interest as they are for profit when the is not for profit. The city council and mayor could appoint someone to the board to speak for the mayor. This should be a non voting position. CPS/SAWS were not prepared for this storm. The interesting part is we were aware it was coming. I have lived in parts of the country where they see winter 9 months out of the year. We have a cold spell for 8 days and we can not do anything because of power and water outages. This is so unacceptable the CEO's of both companies should resign based on failure to plan accordingly. They are not blocking information news agencies are asking for. They do not want to be held accountable for their mistakes. We all make mistakes to the point of sometimes stepping aside is the right thing to do. The committee could make a recommendation to review actions from CPS/SAWS after each major situations to see if new leadership is needed. I hope the committee will take the necessary steps to make sure this never happens again. We love San Antonio and Texas. We are better than this. I hope in the end we set the standard for the rest of the country.

We did not expect a week of snow, much less being without water for 3 days. We were not warned to stock on water. Luckily I had 1 case of water for 4 people. If not things would have been critical, no warning, no preparation- not a good situation. I melted snow to flush toilet. 4 people did not shower for 3 days, that is not hygienic. If I had warning, I would have prepared for the situation.

Obviously the preparation was inadequate. My suggestion going forward would be to have some type of collaboration with city managers and planners of northern cities such as Minneapolis, Buffalo, etc... to get their input on how to prepare for such extreme winter storms. Additionally, the city and county should require fully educated meteorology experts in determining analysis in not only winter storms but in all aspects of extreme weather.

By the next winter 2021 whatever the recommendations are put in place will there be a mandatory compliance order on City Public Service as well as, ERCOT to complete all necessary updates? Will the citizens receive enough notice if something so tremendously go wrong like this?

The city needs to pass a law where larger Apt landlords (over ten units) are required to install energy efficient appliances and windows. City Public service is always asking citizens to conserve energy, but how can they when the appliances they use are big-time electricity guzzlers? Obsolete windows also create a drag on the electric grid, as most of them act like heaters and cause residents to lower the thermostat during the summer to stay cool. Until these energy faults, are corrected the city should refrain from asking residents to conserve energy as most do not waste energy willfully. It is time for San Antonio to lead the way in energy efficiency and stop the major waste of electricity by greedy Apt landlords and Apt management companies, who are only looking at how much money they can save for themselves, by depriving their tenants and the city of true electricity conservation! These two measures alone will go along way in helping the city through a future crisis.

Would this be a lesson taught? And will the state of Texas be better prepared for emergencies such as disasters or any future winter storms? If so? Explain? How come when the electric power was off, many elsewhere had power? While not many suffering power outages, I understand the whole city of San Antonio suffered a power outage, but certain neighborhoods weren't affected. Why?

It was cold! Comment is- we knew a polar vortex was coming. Texas weather is unpredictable. It could have snowed or been sunny or cold. What did COSA, CPS, and SAWS do a month, week, day prior to the storm hitting with respect to resource capacity (power generation capacity, checking pumps, giving out water ahead of time)? 2) what kind of emergency preparedness message or program do these resources have re: public education? 3) it seemed like a lot of failures to utilities happened? Within bexar county, what does preventative maintenance to infrastructure look like? Or what did it look prior to storm?

Clearly CPS was not prepared for such an event with regards to winterizing the local grid. This needs to be addressed. The civilian propensity of lackadaisical preparation to the "unthinkable" has time and again proven to be disasterous. Leadership needs to get serious about the "unthinkable" or the "highly unlikely". What ever CAN happen WILL happen at some point. Even if "it" doesn't happen, it is always better to be overly prepared and insufficiently equipped. Ask the General about the 7 P's in military planning, none of which were present at any leadership meeting leading up to the winter storm. A second point is that local government needs to have a little more presence at the table when it comes to TxDOT matters. Their dismal preparation and ultimate lack of real-time response helped no one. Once again, this is a case of leadership dismissing the unthinkable or highly unlikely as if those scenarios are science fiction movies. This dismissive behavior only adds to an already calamitous situation.

What did the Office of Emergency Management do prior to the storm. Why were we the last major city to have a warming center?

What a disgrace on how the winter storm was handled. From not preparing for any type of weather (especially when notified the grid needed MAJOR upgrades and winter protection). People going over 36 hours without power and heat. Cities energy companies letting a "computer" decide which areas go without power instead of overriding it and making it fair and equal time on and off with power. Medically required machines in peoples homes needing power for oxygen and other emergencies going without because of no power and then trying to pass the buck to the consumer who was without power because of your failed attempts to keep the power grids in good shape and "winterized" is a damn shame. My husband is a firefighter/paramedic and the amount of hypothermia calls he made in the 72 hours he was on call was horrible. Elderly and small children so cold that they required medical attention. You should be ashamed of yourselves. And I'm sure every mayor of each city and their CEO's of the Power companies and the big wigs up at ERCOT all had power and were nice and warm while the people they serve were without...without food to cook (if they didn't have gas appliances) without heat, without power, without water since so many pipes burst because of lack of heat. Do better and start preparing the grid for another storm just in case. Take away electric companies bonuses and top big wigs of ERCOT bonuses and apply that to the upkeep of the grid. You don't deserve a bonus if you can't keep the very thing you are in charge of up to date and in good condition to withstand every type of weather condition.

Most Bexar County residents are not prepared for emergency situations in general. What types of outreach will be given to residents to prepare for emergency situations? Will residents receive free supplies and resources (at least those who live in lower income households)? What types of partnerships will you consider when thinking or making outreach to those families?

1. There should be an immediate application of salt on the ground especially those that's anticipated to be a slippery terrain for both cars and pedestrians.
2. Notify public well in advance for disaster preparedness.

Can we learn how to better upkeep our Texas roads to drive in icy conditions, similar to Colorado? Can we open warming centers sooner rather than later? Clothes are not made for cooler temperatures here.

We fared pretty well in Monticello Historic District. However, I read storks of seniors in SAHA apartments who went days without heat and began to run out of food. I also have been told by a first responder friend who has visited some of these housing units that they are in varying states of disrepair. PLEASE TAKE CARE OF OUR VULNERABLE SENIORS by taking care to keep their housing in good repair!

Maybe there can be a plan to send food or water to low income, vulnerable communities

I am on life support equipment and cps has a note from my doctor not to cut power. I lost power and it put my life at risk. How can you honor this need for critical care patients at home and keep power on in emergencies?

I think the City should maintain a voluntary registry of persons who are elderly or disabled and might require specialized assistance in the event of another freeze, prolonged power outage or obsessive heat wave. These people could receive a voice message telling them who to call if they are in distress. My other recommendation is that the city maintain a sufficient number of 4-wheel drive vehicles to go to the aide of such persons, in case of prolonged icy roads. If 4-wheel drive vehicles are too costly, then buy chains that can go over tires in an emergency for these vehicles. If we have a huge emergency, ambulances and fire trucks will not be able to keep up. Having a fleet of city drivers willing to do welfare checks could assure that people get emergency water, food or warm blankets at least.

My biggest concern was being able to get oxygen. I had O2 tanks but with the power out for so long we used them up and was unable to get anything filled. I rented a generator for my mom's O2 concentrator but it would shut off and not start. Then the stress is even getting gas for it when it was running. We did eventually get a couple tanks refilled through the fire dept, which we are so grateful for on Thursday. The tanks ran out Monday night. It was very stressful. Thank God I kept generator going as much as I could but there were a few scary moments I almost called the ambulance. O2 company unable to come out at all. I would like to see a better plan for this type of situation. When the fire dept came out Thursday, it was a fantastic service. I wish whatever red tape the city had held that up for so long would have been handled much sooner. I commend the fire dept for their assistance and care. I live just outside city limits, right next to district 6 in Alamo Ranch.

San Antonio EM as well as Bexar County EM did not have a plan for supporting San Antonio citizens who needed warming centers, shelters, or mass care distribution of mass care products. Shelters don't have generators that support the shelter or the shelter heating and cooling systems. While this was a statewide event there was not an impact plan for COSA.

We need a system to identify, track, and do a reverse 911 call on patients who are on oxygen, ventilators, technology dependent and high risk due to medically fragile state. When power went out many on oxygen concentrators had no reserve oxygen supplies in bottles for example. Children on ventilators had no generators and batteries went dead. suggest a product- Smart-911 for example <https://safety.smart911.com/how-it-works>. Need ordinance that oxygen dependent folks need 24 hrs bottled reserve oxygen. and tech dependent folks need generator back up provided by Home Health provider. .***** (I have no financial conflicts of interest)

For those people that had no insurance are they providing a way to replace appliance, water heaters., etc

Soy paciente de Cáncer en huesos con muchas complicaciones y el haber estado sin luz y sin agua me afectó tanto mi salud física como emocional. I am a patient with Bone Cancer and many complications. Having been without electricity and water affected both my physical and emotional health.

A lot of people without power and water were unable to find resources. Can schools or other community buildings be provided with resources such as drinking water, canned food, and heating methods? These can be operated by community members on a volunteer basis that receive annual training to cover things such as driving during severe weather, first aid, or other pertinent responses.

As my husband's caregiver since stroke+complications, we had a challenging week. He has a trach from his month on a ventilator so we depend on suction machine & twice a day neb treatments. Our all-electric home with electric well pump was without power, heat, & water from very early Mon AM until Fri night. The temp in our home was as cold as our frig at 39 degrees. We reverted to camping skills to get through the week but the severe cold was a huge setback in my husband's rehab progress... stroke + arthritis+ inactivity + oak wood fire with his trach & no treatments all week= bad news!!!! I am his only 24/7 caregiver with our two young adult children living away from San Antonio. We were even without reliable cell service, very off & on Mon & Tues then nothing on Wed. When we finally had power restored due to equipment issues in our power line... not the first time, requiring CPS on site to repair, then we found all our well pipes cracked & broken from the ice so we were without water for even longer to get the well repaired. It was such a scary hard week, I find myself wondering if we need to consider relocating to a situation that might be better prepared for such emergencies... but my husband has severe mobility impairments so even trying to transport him to a friend's house with power & warmth but without accessible toilet & shower would be too difficult for him. It would be wonderful if CPS had a way to flag homes where a resident is dependent on power for well-being.... (I called CPS about this soon after my husband's 6 month hospitalization when we first brought him home in 2017.) At this point I am recovering from an ankle injury from a fall on the ice (bumped my head too on porch & have never prayed so hard to be ok to be here for the people I love who count on me!) & getting my husband into his rehab schedule to recover what he lost... I cannot put a \$\$ amount on what that week cost us, but we both are immensely grateful to have survived the coldest winter week we have ever lived through IN OUR HOME with no utilities. ☺☺☺God is good indeed.

I have medically prescribed equipment I use nightly. It was frightening not knowing if I was going to be able to use it overnight due to the power outages.

Instead of council members seeking vehicles, buses and mobile equipment for warming stations; think bigger. Each district has Movie Theaters, Malls, Highschool gyms, warehouses and businesses (even vacant) that can be used to provide shelter from the elements. Each District must designate facilities in their areas for this purpose instead of using their field offices or relocating those in need across town.

Why do we always wait until it is too late to move people to warming centers?

Why did take city so long to have warm shelters? Did they not see the weather forecast? Did the city and utilities meet before the storm to discuss forecast? Did SAHA check on elderly? What factors determined which water pumps would be turned off to specific communities? And what briefings fact sheet was passed to the communication teams handling inbound phone calls and social media? If SAWS knew water would be turned off for a week in certain communities why did it wait until Friday to help provide drinking water to those affected.

My understanding is that SAWS was unable to pump water uphill to the northern part of Bexar county. Why aren't there water storage towers in north Bexar county for reserves when pumps aren't working. Should some of SAWS service area be transferred to other local utilities like Fair Oaks Ranch utilities?

How can SAWS support the area north of 1604 when by their own admission they do not have the infrastructure to pump water uphill during extended blackouts or following pressure loss?

It is very obvious that SAWS did not have a risk based maintenance/operation plan ie, identifying critical systems (those feeding hospitals, high customer count, etc.), performing failure analysis, installing engineering solutions and putting risk mitigation plans into effect. For example, the time to install heat trace was not before the storm but this should have been identified and installed long before the storm. Loss of power at critical locations should have been identified with engineered solutions in place. Yes, there are portable truck mounted generators capable of powering the pumping stations! Why were these not procured or leased ahead of time. SAWS can benefit by looking at how critical petroleum pipeline systems are managed and adopt these management practices.

For SAWS: What contingency plan will now be created in the event of having a need to shut off water to multiple areas in San Antonio for a lengthy amount of time? I don't think one tanker will get the job done. When SAWS CEO was asked about how people will be supplied water during the emergency city meeting, he had no answer. Very disappointing. Also, other cities in Texas we give warning to prepare citizens of water supply being shut off during the winter storm. SAWS gave zero warnings. How will that change going forward?

Why were SAWS water pumping stations, not aligned with the power grid for Hospitals and other necessary infrastructures for the city to “not” be taken off line during this type of power outage. Should never be allowed to happen again.

Why was downtown lit up like a normal day when we had hundreds of thousands without power in San Antonio and Bexar County?

why CPS and COSA did not have prepared ready to go messaging for all CPS Customers advising them before the weather event started that we all needed to conserve as much power as possible as the grid could be in jeopardy at any point.

CPS and COSA were not pro-active with regards to messaging out to the public before the event started. This could have saved a lot of pain for everyone but it did not happen. Why was there no messaging ready to roll out days before the event started? The City Manager and Public Information folks failed on this front.

Why did CPS Energy not take action to turn off their own parking lot lights and unused office lights and conserve power until several days into the crisis?

We are very concerned at the total lack a cohesive, detailed early communication to the community regarding steps that could have been taken to educate constituents but to also help mitigate some of the problems, i.e. power and water outages. There was little or no prepared messaging that went out from the Mayors office, City Manager, The Emergency Operations Center, City Council, CPS or SAWS prior to the weather event.

What was the reason the EOC was not fully staffed and operational before the event even got started? Who is responsible for that?

I suggested that EOC request information from constituents who would like to have their name on a list who could help in emergency situations like the one we just faced. There are many of us out here with four wheel drive trucks, with snow chains, with tow straps, with tools, with portable power generation and power cords who could have been utilized to help those that were desperate for a meal, drugs, water, heat, etc. Such a volunteer group could have helped.

Why was the City not prepared better to deal with the road problems? It sounds to me that we had only small amounts of salt, chemicals or gravel to treat the roads. We need to have a list of roads, routes that need to be passable no matter what and keep those roads open at all cost.

It appears that CPS did not have a realistic plan for their rotating blackouts. Why?

My understanding after listening to the Emergency Meeting after the event and after speaking with Councilman Trevino is that the Mayor and/or City Manager never declared an actual emergency which would have triggered full implementation of the Emergency Operations Plan and stood up the EOC. Why was this not done? Everyone had plenty of notice this was going to be a disaster in the making yet no one in City Government treated it that way. Again, COSA Government officials, specifically those that roll up into the Emergency Operations Plan should have their heads on a plate! There is no excuse for the lack of response and implementing the plan as written. By the way, the plan has not been updated since 2014, over 7 years.

Does City Council participate with EOC in routine training, "War Games" regarding Emergency Planning and Preparedness during the year and if so how often and for how many hours? What agencies participate in EOC training and "War Games"

Does our City/County train with other EOC's in Texas and in our Region each year? If so, how often and to what extent?

Who is our Emergency Operations Manager/Director and why has that person not appeared on any local news, or in any of the meetings that have been live streamed recently?

I saw that our City Manager is wanting all the agencies to be held accountable for the problems that occurred during the event but wasn't he in charge of the Emergency Response based on the Emergency Preparedness and Operations Plan ? I believe he and the Mayor both are! The people of the City of San Antonio deserve to know more about the EOPS Plan, and certainly deserves answers about training, etc. I also asked Councilman Trevino if new employees with the City who would roll up under that EOPS Plan are briefed on their rolls and responsibilities on a scheduled basis and are any other City Employees who roll up under the plan responsible for making themselves aware of their responsibilities under the plan?

Does SAWS have back power generators at all its pumping locations or the ability to rent power generation in the event of a crisis like the one we just faced?

All things considered, the city did a great job. We can't know if we'll have another freak event hit all of Texas, so we need some plans in place. I'm sure the experts are already working the obvious angles: a plan to shut down unnecessary power draws (like downtown), and upgraded software to better perform rolling black/brownouts (apparently an issue was huge draws on each section of the grid as it attempted to come up since homeowners couldn't adjust thermostats *unless* the power was up). I personally think plans on those 2 fronts are likely to enable us to weather another freak event quite nicely. If we can also add some weatherizing features that won't hinder operations in hot months, great.

The President of SAWS should have already resigned or been fired. He stated in the emergency meeting after the event that CPS had asked him to shut down some of his pumps and so he did! He should have never ceded over any power he needed to operate those pumps! Why do these pumping stations not all have Backup Power Generators in place for events like this? Whether SAWS makes these permanent backups or has Rental Power under contract for emergencies is a must. Rental power is readily available and inexpensive. Why was SAWS not prepared! Their lack of preparation with regards to their power requirements is disturbing and irresponsible. This is just one example of a SAWS self-inflicted gunshot wound!

What plan did the EOC have in place ahead of the event to have food, bottled water, bulk water, and fuel brought into the affected area to be staged and ready to go?

When this happens again and there is water distribution it might be easier to have the water dropped off to folks at their homes where there is a known need. Has this been considered for the future.

Why was San Antonio not prepared for an event like this, climate change reports and weather forecast were predicting cold fronts similar to the March winter storm.

Why was there no news on the radio? We had no power, no internet, no tv, very slow cell phones and all that was on the radio was Rush Limbaugh complaining about the stolen election. In an emergency the city should make sure radio stations give updates on the hour or half hour. My little battery radio worked when NOTHING else did, unfortunately there was NO news.

As a single homeowner, I was surprised to learn that many homeowners do not know where water pipes are in their homes or how to turn off their water and gas or breaker boxes. This is basic information regardless of the type of weather crisis. I hope the committee's plan will be designed for neighborhood preparedness and build volunteer teams to teach people how to prepare for safety. This should include apartments too. Hands-on demonstrations would be very helpful.

Does the City have a professional emergency management department that reports directly to city leadership like other major Texas cities, i.e. Dallas, Austin, Ft. Worth, and Houston or does this office operate a division under the Police or Fire Department?

The city should have offered warming stations right away. They should have parked school and via busses around neighborhoods to offer emergency shelter. They should have the police drive around and use their speakers to advise people. The city should have a plan that engaged neighborhood leaders, associations, etc for any type of emergency.

Why did the City wait to open warming centers?, Why did the City not mass text about the rolling state outages (you did it for a holiday covid curfew but not when my electricity, water, and freezing temps were in jeopardy, Life safety priorities need a reevaluation at the City, why? What dictates the mobilization of the EOC (infrastructure-paid for by my bond monies)? What are the policy guidelines for when a mass text message is sent, is it only when the Mayor wants it, City needs a policy here? I thought SAWS and CPS were municipally owned, but the City treated them like a the plague fearing blame could come to them, Sad! City of San Antonio need an MOU with CPS and SAWS for when any power outages will be occurring, boil water notices, and significant damage to infrastructure. City needs a resiliency plan not just a reliable plan. Why was SAPD supporting TXDoT in closing roadways instead of supporting the most vulnerable in the community? Why was SAPD not patrolling neighborhoods and communities with extensive blackouts instead of guarding on-ramps on TXDoT highways? Once again what is the MOU for City resources Public Works to gravel streets, and SAPD support to be utilized for non San Antonio entities during a storm event? Who was steering the ship for the City because it seems no one was.F- in communication, don't be fearful of the situation, LEAD! Don't say I did not know what was going on. Message facts, have a plan to outreach to the most vulnerable, should have delivered meals that week to the seniors. City has a list of seniors in need of meal delivery, why not reach out to them, nursing homes, and assisted living facilities (you are doing it during COVID but not a storm??). Establish "snow routes" or critical routes for safe passage to medical center and other areas critical in nature. By retrofit equipment to add front loaders to Public works pick up trucks which may be used to clear snow and debris, also you can add the spreader on the back to drop salt. (This is what landscapers do in the midwest during winter months, they pivot and retrofit their vehicles to add to services, I think the City should evaluate, gives you flexibility without significant overhead). Also, what buildings did the City reduce electricity consumption during the rolling outages and what is your energy plan reduction for future outages? What properties which receive City incentives voluntarily reduced their energy consumption, this should be a policy resiliency partner item added to every contract and incentive issued by the City. SAWS- thank you Vista Ridge for the previous comment continued - free water bill in February. Just as SAWS protects their headquarters they should do the same for the reliability of their pumps with CPS, register your locations with the state as critical infrastructure to prevent loss of power, has this been done? Bad experiment to learn the Northside needs generators for their pumps and urban core will survive with minimal loss of pressure. Need videos on how to locate your meter and turn off, even with the hexagon shape! SAWS should have done more to educate people about pipes in their homes, at some point you cut the water and drain it from your pipes in these extreme temps as the homes are not insulated enough, especially with the extended loss of power and any water pipes in the walls on exterior walls of a home. What messages is SAWS creating for future winter storm events? Who did SAWS work with in the community to reduce water consumption, Coca Cola and other high users, when did they communicate to them? When were they contacted to reduce consumption and by how much?

Previous comment continued: CPS-who did you call in the middle of the night when the outages started? There should have been an alert to all residents, your silence was deadly to the city and caused millions of damage to businesses and residents? When did you notify the City and CPS board members? When did CPS reach out to "partners" (manufacturing, HEB plant, Toyota Plant, Microsoft ect) in the community for power reduction? What is CPS's plan to work with the biggest consumers to reduce power during a future rolling outage Ercot event? CPS must evaluate a plan for rolling outages across the City, what was CPS's Plan? Why were there computerized outages on Monday? Why was power only on for 1-2 minutes, what does that accomplish? Why did some areas not loose power, Dominion, Alamo Heights, Roger's Ranch, Timberwood Park, Grey Forest, the Rim, Helotes, Stone Oak, Olmos Park, Monte Vista, River Road, Terrell Hills, Stonewall Ranch, Steeple Brook, and many more what seems affluent areas? It seems on the backs of the working people some did not loose any electricity, please explain the details of the circuits not turned off? What steps are being taken by CPS to winterized their plants? What protections are in place on CPS contractors to be held to standards during winter events, is their infrastructure registered with the state as critical, make it a specification for them to receive CPS business and place in a contract. What MOU does CPS have for future communications with the City and SAWS to communicate with they public and engage with the EOC? CPS needs motion sensors on their parking garage lights and what is CPS's policy on internal power reductions during any rolling outages in the future for their buildings? What changed, during the storm, from Monday and Tuesday outages? On Tuesday the outage area expanded, detail the outages on Monday versus Tuesday and duration of time for each event? How long did Board members and leadership at CPS loose power? In closing the winter storm showed a lack of leadership by CPS and the City. SAWS showed compassion with their free water but they had the means to do so. I remember visiting a neighbor during the outages, her home was 41 degrees inside I had to tell her to wear a hat, and socks over the gloves to help with staying warm, I turned her water off as she had busted pipes. I assisted many neighbors locate and turn off their water after broken pipes, and then remind them to move water in the pipes, flush, don't just drip cold, run it! and the hot too. The most vulnerable did not know what to do nor have the tools to do most things. We can do better. It is not about resources, it about PRIORITIES

Thank you for reaching out to all the residents for the recent updates on the 2021 winter storm.

Why was there no emergency communication plan?

Felt like no response. The city needs to invest in storing enough salt for the roads

What is going to be done in order to avoid this ever happening again and are the one's responsible going to be held accountable for it?

Clearly, ERCOT was negligent & the city was unprepared. You don't cut off people's power without first looking at municipal options (downtown lights, car dealers etc). You don't open 'heat/warm centers' AFTER the storm arrives and roads are nearly impassable for most. You don't cut people's power at 1am on a Monday WITHOUT notice. And you don't have a CPS CEO who gets a crap load of money and we get incompetence in return.

What criteria were you looking for in the selection of the members for the Committee on Emergency Preparedness? What new policies, laws, code, ordinances (whatever) have been drafted &/or implemented to better protect renters (especially disabled) in the coming extreme weather emergencies?

How was an equity framework applied to the response?

The State and local utilities was not ready for the Feb storm.

There was a lack of preparedness. Poor neighborhoods had more electricity shutdowns than others in the city.

Must CPS be a member of ERCOT?

Why did some of the homes not lose power at all and others were without power for days? There needs to be transparency about the reasons why CPS, SAWS, and the city was not prepared. We can not trust our city leadership as of now. We need to be proactive not reactive to natural occurrences.

It was rough. Main concern was lack of communication regarding blackout and complete outage. If we had known we would be without power for three days (minus the five and then three minutes every 3-5 hours) we would have prepared differently.

Specifically, the CPS response was an absolute failure to our city and community. The lack of transparency, the double talk and their "rolling outages" left the impression they are either so ill equipped to coordinate in emergency situations or they put profits over people. It was disgraceful.

The lack of preparation on the part of city, cps and saws leadership was a complete failure to the citizens of San Antonio. If this had happened to a private enterprise people would be resigning or fired. How much money has the City, CPS and Saws spent on sending people to preparedness conferences over the past 5 years to be prepared for this type of once in a decade catastrophic event?

Why weren't we prepared

1. What steps were taken in 2011 to prepare for future power failure events including the amendment of emergency preparedness plans, mock disaster scenario drills, infrastructure inspection/repair, projection of fuel supply/storage requirements, emergency preparedness training of all who operate infrastructure) 2. CPS has made it clear the residents of San Antonio will more than likely have to pay for the 2021 winter storm power bill. My husband and I are retired (over the age of 65) and live on a fixed income. We are not financially able to pay for an increase related to the 2021 winter storm bill even if it means paying for the next decade. What will happen if we can't pay the bill? How will the City protect us from this unrealistic cost? How will the City protect us in the future from what seems like a failure in judgment and ineffective disaster-related planning? 3. What steps will the City take to promote transparency regarding decisions by CPS and SAWS which impacts the well being of the residents of San Antonio during power and water supply during disasters? If residents had been given advance warning and sufficient factual information about the power/water supply failure, residents would have had time to make decisions regarding the preservation of life and property.

Can San Antonians , get out of Texas electrical grid. AND ERCOT One like El Paso . Eastern grid might be better as its closer.

Couple of Suggestions: - If you are going to see more snow storms, we need to have a full plan just as we do for hurricanes. - Saving water. I think if people fill their tubs, its a lot of wasted water and then they can't take a shower. Have people empty their trash cans and put in a clean yard trash bag. Place trash can near rest room, but not in tub to use the water for both toilet and bathing. After the storm the water can be used to water plants or yard instead of dumping down a drain and wasting it.

Due to the lack of responsible city & state leadership as a house hold we lost electricity & water for 6 days. Incurring additional propane expense. Our state is rich in Natural gas ... it is clean... we cannot rely on Green Energy it is not sustainable under extreme conditions which create these type of emergencies... Are You willing as a City to place our hospitals and elderly and others who completely rely on electrical power for life sustaining support. Many wear CPAPS who could not breath as they sleep because of loss of electrical.. What are the plans to prevent this again and not rely on a Energy Council who don't even reside on our City let along in our State?

It became quite obvious to me and many San Antonio residents that the true and actual first responders are our family friends and neighbors. What is your plan to organize neighborhoods so they have the tools and resources they need when the utilities and other government sponsored organizations fail?

What measures are in place to protect residents who rely on life saving devices at home that require electricity?

Poor planning on the part of CPS. System should have been winterized just in case. My family endured 36hrs of hourly power surges w power for less than 2 minutes! Never long enough to heat the house or do anything.

Why emergency measures were not already put in place whether it be for a disaster or the winter storm of 2021? I am 73 years old, have asthma & was sick with bronchitis when the storm hit. I was without electricity for 3 full days. I kept calling CPS for assistance only to receive a recording stating the situation was being handled. I couldn't drive anywhere as the roads were iced over & I was stuck. There was no help from San Antonio or CPS at all - I was left to either survive or die. Then I received the COS bill & the charges were \$30.00 higher than normal- when u contacted CPS & asked fir an explanation I was hung up on

We live in Tanglewood in District 8. We were without power for almost four days straight. There was one brief 20-minute restoration in the middle of the night one time, but the rest of the time we were totally without power. My first question is why did some of my friends and relatives in other parts of San Antonio never lose power for more than a few minutes at a time (or not at all) while we were shivered in a 41 degree house for days. My other question is, why didn't we receive even a single communication from the city, CPS or SAWS during the who winter storm, but when CPS was trying to force those smart meters on us we received lots of communications from them - calls, emails, letters and even flyers left on our door. I guess they lost our phone number and email. But I bet if I ever got behind on making my payments, I'd get lots and lots of communications from them.

how about renting standby backup generator sets in such emergency situation? Like those generator sets in a semi trailer for oil industry.

How can we avoid another debacle with our CPS energy/Ercot and or are we making plans to enhance or upgrade our power infrastructure?

Was CPS winterized? Assuming CPS had not been "forced" into the rolling blackouts by ERCOT, would CPS have been prepared to deal with the "out of the ordinary cold temperatures? What system does the COSA/County Commissioners have in place to ensure that we can handle future events?

haven't received a bill yet but preparing to pay only what I paid last month; we are on fixed incomes, froze for about 20 hours and can't afford a pament above \$170.00

Of course hospitals and emergency services should receive priority and ERCOT is a separate issue. After the electricity arrives in San Antonio, is it distributed fairly to all neighborhoods? Did some neighborhoods experience more outages and more lengthy outages? If so, what can be done to distribute available power fairly in the future? Should money and resources be expended so that electricity is distributed fairly to all neighborhoods in the future? From the time we lost power about 11:45 am on Tuesday, Feb 16 until power was restored about 4:40 am on Thursday, Feb 18, we relied on a transistor radio for news. We listened to WOAI and KSAT. Information was not complete. For example, we did not learn of SAWS boil water notice of Wednesday, Feb 17 until power was restored and we could listen to TV. restored Please ensure radio communications (for example, Public Service Announcements) are addressed as part of your review and areas for improvement.

Has the Mayor, City Mgr., or City staff engaged in any post event planning and additions to the Emergency Operations Plan since the event concluded and if so what are those specific activities? Are there any post event plan changes to the EOP that have been drafted and is there a schedule for those changes to be amended into the plan?

Did the City Mgr./Mayor make any attempt to update the EOP since 2014 since the COVID-19 Pandemic began? It seems to me that an effort should have been made to update the plan to reflect new challenges associated with the pandemic relating to emergency operations and responses to emergencies, and, the plan should have been updated to reflect a specific plan for emergency response to a pandemic.

First, your link on the page for questions or comments takes you to a survey. If you click on it again you are not allowed to take the survey again to submit questions or comments. If someone doesn't see the e-mail envelope they can't submit a question or comment. Second, many CPS customers including myself will be installing backup generators for both our businesses and residences that will run off of natural gas. Is CPS ready to assist those Generator installers with timely inspections during the installation process, and, is CPS prepared to supply natural gas during a electrical grid crisis without interruption? Thank you!

I am on an oxygen and ventilator and have a nebulizer for asthma attacks. Our power was off and on but mostly off for 4-5 days. I am on the critical care list with CPS where my residence is shown as high priority for keeping electricity on asap with outages. This list was completely ignored and put my life at risk. I had to relocate after suffering a severe asthma attack and not having access to life support equipment. What is being done to ensure the critical care list residents receive high priority in outages as severe as this.?

On site <https://www.sanantonio.gov/emergency-preparedness/Question-Lists>, CPS RF10's link to the PDF actually is a link to the Question Lists web page. Please let me know when I can access the PDF or please send it to me.

Why was Tanglewood last large pink marker on cps map. We has what seemed like about five hours total power, including a two second on off, over what seemed like more thsn five days. When power blipped, cps center reset ti fix, had to call to report, got new start date. Who benefitted by resetting date report after a two second blip. Day before we got power, cps worked on a OFTEN WORKED ON pole behind tanglewood. Fix cps so they don't reset start after a tiny time on. They should NOT count completes when THEY DID NOT fix right. They inflate repair numbers. Fire unprepared cps "non" leader. Nobody gave us any info in the first days. Expected rolling blackouts-too late to put food outside when we finally realized ALL OUR OFFICIALS FAILED US. Poor handicapped 90 year old mom is still recovering-went to hospital thinking heart attack-it was stress. Had to go pick her up from er and navigate through horrible roads and skidding drivers. Mom's insurance didn't cover food. Protected faucet brass seam broke outside-not covered, no repair people available, no reimbursement now because we couldn't wait for a professional. She's impacted snd still suffering ti get back to better health. Dog didn't fare as well-so stressed snd weak that we finally had to let her go. That impacts mom's recovery now. Called city and police/fire- no help to get us and mom warm those first days. Cps at one point wouldn't take calls or web reports-unforgivable. Why can texas and my city fail so miserably. Don't say no one can be held accountable. If I can see MANY people who failed, you can see more and owe it to the citizens to hold those people accountable snd tell citizens who can vote accordingly or rally to have those people removed frim positions/ fined. They should VOLUNTARILY leave positions, some did, or make financial reparations from their own pockets. Yes, I want to know details and also what will be done to stop such a huge failure in the future. People profited and knew they would. Who got our power. PLEASE keep Texas OFF the national grid snd start at home to control it correctly. WE LOSE ALL CONTROL IF YOU RECOMMEND HANDING IT OVER TO THE FEDS. Make a difference here, and make it Visible To citizens who are expecting answers and GREAT things from you. I'm amazed, not in a good way, at Texas politicians and officials who FAILED the citizens.

1. Is there a plan at the city, county, and state levels when temperatures will be below freezing for more than 48 hours? Or, for weather with lows as cold as 5 degrees over 2 or more days?
2. Do these plans include maintenance checks on critical systems like water pumps, natural gas refineries? With names and dates for inspections.
3. Are communications and approvals completed for importing energy from oth5 er states?
4. What is the plan when demand on electricity and natural gas exceeds supply? Then, was the expected demand at -4 degrees reasonable for this extreme cold?
5. Can we "winterize" our critical systems to the level of Colorado or Wyoming? How do these states prepare for winter every year?

Hi, Just a quick question: does the City of San Antonio provide sandbags and/or sand to the community? Thank you.

1. With the pre-knowledge of the forecasted effects of the winter storm, why didn't Bexar County and COSA declare an emergency, and/or fully activate their EOC including liaison's from utility companies, medical, transportation, public works, nonprofit entities and other useful knowledge bases? 2. Why was COSA, utility org and other affected entities communication/messaging, uncoordinated and insufficient? The mayor, city council and city manager should have been "living" in the EOC during the emergency and working with their communicators to continually 3-4 times a day release an effective plan that organizations and residents could act on. 3. Why was resource communication tools like text 55000, Bexar Necessities, etc. rarely used to coordinate/request resources? 4. Why haven't the city's resources (government, school, nonprofit, for-profit) been pre-mapped by major emergency event/need to include contact/coordinators information to activate community resources before and as needs arise? This is a basic FEMA Emergency Response preparation step. 5. Where did the millions of FEMA dollars to establish and train the city's emergency response/EOC go to and why did that training totally fail during the storm? 6. Why doesn't COSA plan and train emergency response with churches, nonprofit and for profit organizations across the city all the way down to the neighborhood level responsibility? 7. I follow Texas, San Antonio, Bexar and Corpus Christy Emergency Management. Texas State and Corpus Christi were proactive and continuous during the storm. Bexar and San Antonio were quiet. Why? 8. Why was The Greater San Antonio Chapter of the American Red Cross, who gets the lion's share of the Disaster Response funding and is supposed to be the experts in these situations had about zero effect on the storm response? Why doesn't this survey have a contact information question? (*****).Comments: 1. This process is broken and, as a community, we need to fix it now. It will take at least 2 years to get where we need to be. 2. You need other expertise on your committee (infrastructure, medical, EOC Director, Logistics/Via, Nonprofit/United Way, religious collaboration, BCFS Disaster Response, industry (major construction/Valero/USAA), US Army Corps of Engineers, military base liaison). You have too many city reps. Gen. Rice is a great pick, love his leadership (even though I'm Navy retired).

The next meeting is this Friday, May 14th. The LAST available meeting for viewing is April 9, MORE THAN A MONTH OLD!! How can the public see what's going on when it takes a month to post the meetings?? This is inexcusable. Not everyone can watch every meeting live! Each meeting should be available for viewing at the latest by the Wednesday prior to the next Friday meeting. PLEASE!

You mention being on a committee studying this issue. Have you seen anything the State Legis has accomplished on this? NPR reported that ERCOT has not done enough to prevent another major breakdown in the event of a similar freeze event. It seems to be that this is another win of Corporations over the will of the people.

Due to the extreme weather conditions you were aware of: I would have appreciated a list of emergency measures to prevent pipe freezing and to live without electricity for almost three days. The district's information over the phone during the worse of the emergency was good but some was late to do anything about it. How is CPS dependent on the state power grid? . A bad decision to depend on it from my perspective. I hope you separate to a more dependable source and not a "just money greedy source." Thank you for all the good work you did do!

I asked cps why the more affluent areas had electricity during the winter storm and was told what they were told which was these areas were on grids that were attached to hospitals or the like. I asked to see the grid which he thought he had, but all he came up with was the stock answer. I don't believe that all the affluent areas are attached to hospitals. Also why if I have solar panels can I not use the energy my panels are generating. *****
It would be beneficial for us older folks to understand how to use home generators/inverters to keep our electricity power on should we have another "Black out". I understand that people have emergency medical machines are able to connect to their power supply breaker boxes.

The web page is pointless. Many of the RFI responses loop back to the original "questions-lists" URL: <https://www.sanantonio.gov/emergency-preparedness/Question-Lists> This includes RFI adjudicated as "Final Response". The sub-categories of "pending review" also do not lend themselves to the view of transparency. This is, apparently, not a "warts and all" type of review where the public gets to see the process, but instead will get a massaged and tweaked report that will likely be toothless, like other plans, reports and reviews. There'll be some tough talk, and then...no change from the status quo. Specifically - CPS Final RFI 5, 10, 15, 24 are "final" but go nowhere. The "final" response to CPS RFI 20 is the same as RFI 1, but doesn't seem to answer the "incentivize" question, unless the response is buried in 16 pages of 'primer' that the Council should have really already understood. Further, the date stamps on RFI 1's response are incorrect - which is NOT how you establish a paper trail that assesses responsiveness and cooperation. Was it the 23d? Or the 29th? or the 30th? Not a single releasable response from CoSA's RFIs yet - why not? Why are the initial responses from SAWS' available, but no one else? Where is the Black & Veatch report, in full, complete and unredacted form? It was paid for by ratepayers and was due in April?

On June 14, 2021 beginning at approx. 4:00 pm we began receiving notices from ERCOT to save power so they wouldn't have to do rolling blackouts! We are not even at the first day of summer and we are getting warnings from ERCOT !!!!!!!! Please cover this ground with CPS in your recommendations and summary for the meeting on the 15th. It appears like we have a huge failure to launch when it comes to the ability of CPS to service its customers needs!

I will be living at *****. This is in Precinct 4, my question is why Green Valley Water will not serve me or put a fire hydrant on property. How do I have the councilman of Precinct 4 order water for hydrant and get water? I am willing to pay for services, but no one will serve me. Can you help? *****

I have never seen large and complex business be unprepared to meet the demand for their product, in this case electricity. I have lived in San Antonio most of my 60 years and CPS continues to be lagging behind with their production capabilities. CPS should have an excess power production capability, not be leaning on the edge of just good enough. It is striking to see that the lack of power production to meet normal south Texas conditions and even occasional severe weather events is acceptable to the COSA, CPS and especially the rate payers. To me, this is unacceptable from a business as large as CPS Energy.

Many people were saved from freezing because they had gas heaters and stoves. Gas appliances should only be used for cooking and heating, electricity for air conditioning and lighting and other electrical devices not powered by gas. This will reduce the energy demands on the power plant transformers and relays.