



**CITY OF SAN ANTONIO
OFFICE OF MAYOR IVY R. TAYLOR
INTERDEPARTMENTAL CORRESPONDENCE**

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2016 MAY 12 PM 2:17

TO: Members of SAWS and CPS Energy Boards

FROM: Mayor Ivy R. Taylor *JUT*

COPIES TO: Members of City Council; Sheryl Sculley, City Manager; Robert Puente, CEO, SAWS; Paula Gold-Williams, Interim CEO, CPS Energy; City Clerk

SUBJECT: Municipal Utility Coordination and Service

DATE: May 11, 2016

On Tuesday I convened a very productive meeting focusing on how the City of San Antonio and our municipal utilities can facilitate investment in our community by residents, businesses and corporations. My top priority as Mayor is to support our growth as a globally competitive city where everyone is connected to opportunity; two of the most important components of that vision are providing high quality infrastructure and planning for economic and physical growth.

Owning our municipal utilities, SAWS and CPS Energy, provides San Antonio with a tremendous advantage with regard to our competitor cities because we can more easily coordinate policies and programs that advance our growth and development. I appreciate your service on these boards and know that you are committed to fulfilling our potential as a community that supports and welcomes investment.

Three key action steps will come from this meeting and I am asking for your help to make them successful:

- Our high-level Municipal Utility Coordination team, which met this week for the first time, will meet again in six months (November, 2016) for an update on our progress.
- In the immediate term, it is critical that our municipal utilities provide excellent customer service to residential and commercial customers and to investors. To that end, I am creating a task force (similar to the one instituted several years ago within the City of San Antonio) to examine the culture and process of customer service at SAWS and CPS Energy. This group will meet at least monthly starting in June.
- In the longer term, after adoption of the SA Tomorrow comprehensive plan directing our growth strategy, we need to lay the foundation for more efficient infrastructure provision. To serve our identified growth centers as effectively as possible and to eliminate barriers to fulfilling our vision I am instituting a quarterly utility and development meeting to coordinate SA Tomorrow implementation. This group will begin meeting in June.

I will be making appointments to both of the working groups within the coming weeks and appreciate any recommendations or suggestions you may have.

SAWS and CPS Energy are key partners in reaching our goals for San Antonio's future. We often think about rates and reliability as contributors to economic development efforts but we also need to remember that the speed and ease of the development process is critical. Finally, we have to be aware of the impact that design of our infrastructure has on our desirability as a city. In order for San Antonio to be competitive with other cities, we have to offer a built environment that attracts residents, visitors and investors. We must establish an expectation of high quality design, delivered through the most efficient process, which maximizes public investment to achieve the brightest possible future for San Antonio.

We have the opportunity to raise the profile of San Antonio to new heights and you and your organizations will play a key role in that growth.

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