



Control Number: 47552



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Kenneth W. Anderson, Jr.
Commissioner

Brandy Marty Marquez
Commissioner

Brian H. Lloyd
Executive Director



Greg Abbott
Governor

RECEIVED

2017 SEP -6 AM 11:40

PUBLIC UTILITY COMMISSION
MEMPHIS, TENNESSEE

Public Utility Commission of Texas

TO: Central Records

FROM: Brian H. Lloyd *bj*
Executive Director

RE: Correspondence related to Docket No. 47552 – *Issues Related to Disaster From Hurricane Harvey*

DATE: September 6, 2017

Please file the attached correspondence in the project referenced above.



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Lloyd, Brian

From: Ozuna, Jesse - MYR <Jesse.Ozuna@houstontx.gov>
Sent: Tuesday, September 5, 2017 4:17 PM
To: Lloyd, Brian
Cc: Burch, Chris
Subject: Re: Centerpoint disconnections

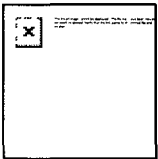
WARNING: EXTERNAL SENDER. Always be cautious when clicking links or opening attachments. NEVER provide your user ID or password.

Thank you, Brian. The daily list can be helpful to let the mayor know of what and how many calls are coming in daily.

Thanks again for the email.

Jesse

Jesse Ozuna
Assistant Director of Government Affairs
Mayor's Office, City of Houston
(832) 776-0368



On Sep 5, 2017, at 16:13, Lloyd, Brian <Brian.Lloyd@puc.texas.gov> wrote:

Jesse,

My name is Brian Lloyd, and I'm the Executive Director of the Public Utility Commission. I wanted to reach out to you to let you know what we are doing with respect to calls we receive from electricity customers in the areas affected by Mayor Turner's mandatory evacuation order.

Consistent with the process CenterPoint has told us they are using, if we receive complaints from customers in our call center, we will be asking them whether or not their property is flooded. If they indicate their property is flooded, we will be informing them of the Mayor's evacuation order and encourage them to comply for their safety and the safety of first responders. If they indicate their property is not flooded, we will be in contact with CenterPoint for them to perform a reconnection (remote if possible, field if not). If CenterPoint separately determines that their property is in fact flooded during the reconnect process, we'll communicate that to them and again, will encourage them to heed the Mayor's order.

If it is helpful to ya'll, I am happy to have my Director of Customer Protection, Chris Burch (who is copied on this email) provide ya'll daily a list of any customers we have forwarded onto CenterPoint and what the resolution was.

My direct line is 512-936-7040 if anything comes up that you believe should come to my attention.