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51812

2/19/21

Centerpoint Energy
18018 Huffmeister Rd
Cypress, TX

2021 MAR -4 PM 1:56
FILED
PUBLIC UTILITY COMMISSION
HOUSTON, TEXAS

During the winter storm on February 15, 2021 at 2:22 a.m. the circuit was cut off that feeds our home at 22830 Park Rd, Tomball TX 77377. I'm pretty accurate with the time as my husband, who has severe sleep apnea, has to use a C-Pap machine to insure he doesn't stop breathing while sleeping and he woke up abruptly when he no longer got air from the machine. The news media had warned the public that there would possibly be rolling blackouts of 1 to 3 hrs to ensure electric grid could keep running. We understood this would be necessary, however, our electricity was purposely cut off and remained off for 56 consecutive hours. This is not acceptable.

Our home was built in 1985 and has survived many ice storms. Five days below freezing in 1989, winter storm of 2011 and a few other ice storms. Because the power stayed off for 56 hrs during this storm in freezing weather, our pipes burst in the attic and our water well pump froze up and broke. Although we now have electricity, we don't have water until both the waterwell and pipes are repaired. My husband and I are both retired and live off our Social Security and are now faced with expensive repairs. Your negligence to provide sustainable electricity is unacceptable.

My husband retired from HL&P/Centerpoint after 42 years of service. He knows exactly how Centerpoint operates, who comes on first with electricity, (hospitals, critical care customers on the list who must have electric power to live off machines, water wells etc.) and then it becomes a little more political and who you know, (affluent neighborhoods). I bet not one Director, CEO for Centerpoint, Synergy, Encore, ERCOT, etc. power ever flicked off. He also knows its possible to slowly turn circuits back on in a timely manner depending on it being from transmission or distribution. Our power should have never been off as long as it was. This is unacceptable.

I also worked in the Engineering Department of Centerpoint for a short time. One of my job duties was keeping a spreadsheet of power outages and how much a circuit went out. I believe this was done to know which circuits were off the most so they could fix the problem to keep customers happy as they were afraid upset customers would complain to the PUC.

The point of this letter is that I want this to be investigated thoroughly and whomever responsible be held accountable and for this not to happen in the future, be it a winter storm or hurricane, tropical storm. And I would like to hear the explanation of the results.

Sincerely,

Chris & Robert Graham

Chris and Robert Graham

Cc: Public Utility Commission of Texas, Ercot, Paul Bettencourt-TX Senator, Allen Fletcher-TX Representative

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