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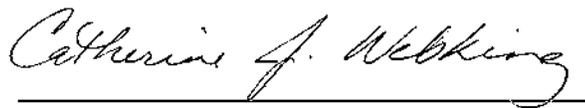
**INVESTIGATION OF EMERGENCY § PUBLIC UTILITY COMMISSION
PREPAREDNESS AND RESPONSE BY §
UTILITIES IN HOUSTON AND § OF TEXAS
SURROUNDING COMMUNITIES §**

**TEXAS ENERGY ASSOCIATION FOR MARKETERS' RESPONSE TO COMMISSION
STAFF'S FIRST REQUEST FOR INFORMATION TO TRADE ASSOCIATIONS**

Texas Energy Association for Marketers (TEAM) files its voluntary response to the Staff (Staff) of the Public Utility Commission of Texas's (Commission) First Request for Information (RFI) to Trade Associations filed on August 2, 2024. Commission Staff requested that responses to Staff's First RFI to Trade Associations be filed by August 30, 2024. Therefore, these responses are timely filed. TEAM provides responsive information for the RFIs that are applicable to TEAM. Further, TEAM has participated in the responses provided by the Aggregated Retail Electric Provider (REP) Group and incorporates those responses here by reference.

Respectfully submitted,

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**ATTORNEYS FOR TEXAS ENERGY
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**RESPONSE TO COMMISSION STAFF'S
FIRST RFI TO TRADE ASSOCIATIONS**

TA 1-1: For each electric service provider from which your members receive service, please provide the average duration members of your trade association were without power in the aftermath of the May 2024 Derecho and Hurricane Beryl.

RESPONSE: As indicated in the Aggregated REP Group response, REPs do not have information sufficient to compile the average duration of power outages for individual customers.

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TA 1-2: If possible, please identify the percentage of your membership that had a smart electric meter connection on or before July 8, 2024.

RESPONSE: The vast majority of REPs' customers have smart electric meter connections—this percentage is greater than 99%.

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TA 1-5: Please provide an estimate of the loss in revenue experienced by the membership of your trade association that resulted from outages caused by the May 2024 Derecho and Hurricane Beryl, respectively.

RESPONSE: The precise quantification of loss associated with the events are not yet known. TEAM members, and all REPs, have experience material lost revenue due to extended disconnection moratoriums. In addition, there is lost revenue associated with the inability to sell power for any customer that was unexpectedly without service. The cost to the REP for this outage is exacerbated when the REP does not have information on when a material number of its customers will have power restored. In addition, TEAM members have lost revenues associated with voluntary customer accommodations such as late fee waivers and voluntary customer assistance programs.

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TA 1-6: Please provide a summary of any conversations had between your trade association (on behalf of your membership) and electric service providers concerning restoration of power in the aftermath of the May 2024 Derecho and Hurricane Beryl events.

RESPONSE: During and after the Derecho, TEAM had communications with CenterPoint to volunteer the ability to communicate outage information to customers through call centers and direct communications with customers. TEAM reiterated this offer in the early hours of the Hurricane Beryl event. TEAM emphasized that customer health and safety was at issue when customers have no idea if it will be hours or days before the power is restored.

In the aftermath of Hurricane Beryl, CenterPoint personnel requested that TEAM refer to social media and press releases for communication of CenterPoint's restoration efforts to customers. CenterPoint requested that TEAM members convey that customers should only call the outage reporting number if there was a hazardous condition because they simply would not have any information for anyone else calling about their outage. CenterPoint provided TEAM with some high-level summaries of the status of restoration efforts periodically through the event.

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TA 1-7: Please provide the percentage of your membership that lost power in the May 2024 Derecho event and Hurricane Beryl, respectively. Please also provide the percentage of your membership that lost power in both events.

RESPONSE: All of the REPs in TEAM had customers who lost power during both events.

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TA 1-9: Please provide any additional information that may be helpful to this investigation.

RESPONSE: TEAM refers to the responsive information provided in the Aggregated REP Group RFI responses. The ability of a Transmission and Distribution Utility to receive and track outage information on a per premise basis is a fundamental aspect of utility service that is the underpinning of the outage notification system that is incorporated in the PUC-approved tariff, delivery service agreements, and customer protection rules.